



CMP 8.22

## SOAP Web Services Semantics Guide

Version 1.0

Classification: **Customer Confidential**



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## Version Control

| Version     | Issue Date    | Author | Comments  |
|-------------|---------------|--------|---|
| Version 1.0 | 14 April 2026 | MDS    | CMP 8.22 Release - No changes since the last release. |
|             |               |        |   |
|             |               |        |   |
|             |               |        |   |


## Terms Used in this Document

For definitions and explanations of the terms, abbreviations and acronyms used in this document, please see the *CMP Glossary* document.

# 1.0 SOAP Web Services Technical Overview

The purpose of this overview is to explain the MDS Simple Object Access Protocol (SOAP) web services platform in terms of technology, and to describe web services validation, error handling, authentication and audit logs.

---

 In addition to the SOAP consumer web services, there is also a set of Product Catalogue web services (known as RESTful web services) which expose CMP configuration data. For more information, see the *RESTful Web Services API Guide*.

---

This section is not an API programming reference; it is aimed at development managers and developers interested in accessing Converged Monetisation Platform (CMP) functionality from external client software.

For supplemental information relating to the CMP web service schema that cannot be captured in the schema definitions (WSDLs), see the [Web Services Interface Semantics](#) section.

## 1.1 MDS Global Web Services

Web services provide a standard response/request mechanism for data interchange between computer systems that is independent of programming language and runtime environment. MDS Global web services enable client systems to manage their customer's telecommunications requirements while also supplying those customers with the capability to manage their own requirements, via a series of e-services.

The Converged Monetisation Platform (CMP) application is integrated with client systems by using a number of CMP consumer web services that can be called from internal and external web-based applications belonging to the client, such as an online shop or from inside retail outlets.

CMP web services reflect many of the customer care activities that can be performed manually in CMP. Generally, each CMP web service is analogous to a CMP screen or wizard process - creating a new agreement or processing a payment, for example.

In addition to consumer web services, MDS Global also provides a set Product Catalogue web services - RESTful web services - which expose CMP configuration data.

MDS Global web services are described using Web Services Definition Language (WSDL). The service operations are defined in terms of the data sent and received, and any checked faults encountered during the operation. The service descriptions must be bound to a web service port and a communication protocol. The service definitions are

separate from the binding. This allows re-use of the web service definition to use a transport protocol other than HTTP. The binding WSDL imports the service definition WSDL.

MDS Global web services are usually made available to the customer in the form of a zip file containing the WSDL files and associated XML schemas. There are three types of files:

- Data Type definitions
  - MDS Global web services are defined in XML Schema Definitions (XSDs), which are divided into two sets:
  - Services XSDs

The first set of schemas divide the API into each operation of the web services and any API-specific data types. Service schemas use the naming convention `webservice>service.xsd`.
  - Data type XSDs

The second set of XSDs are referenced by the service XSDs and model the payload data types, which map to CMP concepts. The services and data type XSDs share the same directory structure.
- Abstract definitions

The web service definition WSDL exists alongside the binding WSDL and defines each operation in terms of the following:

  - The web service operations that exist in the web service port
  - The messages (request and response) used by the web service operations
  - The data types that describe the message content
- Specific service bindings

DS web service binding WSDL files are identified using the naming convention `<webservice>service.wsdl`.

### 1. 1. 1 MDS Global Web Services WSDLs

This documentation describes every available CMP Product web service within the following WSDLs:

- Account Service
- Address Service
- Agreement Service
- Billing Service
- Composite Service
- Corporate Service
- Features Service
- Financials Service
- Group Service

- Network Provisioning Status
- Notification Service
- Order Service
- Payment Service
- Porting Service
- Product Catalogue Service
- Rewards Service
- Search Service
- Security Service
- Service Service
- Structure Service
- Subscription Service
- Workflow Service

## 1.2 Validation

Validation of web service requests is complex and covers the following:

- Correctness of request structure
- Completeness of request structure (provision of mandatory fields)
- Parameter type and length checking
- Static business logic rules (consistency of data)
- Setup-specific business rules

### 1.2.1 Optional Schema-Level Request Validation

MDS Global web services can have their requests pre-validated for semantic correctness by a separate servlet sitting on the web services server. The validation servlet parses the incoming request (SOAP/XML) against a collection of known schemas. The servlet is optional and can be bypassed, though it is useful during development and testing of the web services client. However, the error message content returned by servlet can be technical and does not describe or elaborate exactly why a request is invalid. The validation servlet performs only semantic checking of the request. A request satisfying the validation servlet can fail for business logic reasons later.

### 1.2.2 Basic Field Validation

All MDS Global web services perform basic field type and length checking where possible. This is done mostly in the CMP services layer, although complex operations such as order processing can perform multiple invocations in the services layer to pre-validate the data.

### 1.2.3 Data Type Validation

The Java API for XML Web Services - or JAX-WS - is a Java programming language API for creating web services, particularly Simple Object Access Protocol (SOAP) web

services, such as the MDS Global web services. By default, JAX-WS does not perform data type validation against incoming requests. To minimise server overhead, data type validation is not enabled for CMP web services. It is assumed that all data type validation is performed on the calling client prior to the request being made. CMP web services performs only business rules validation. Data type validation can be performed using the supplied WSDLs and associated XSDs. Supplying invalid data in the request can result in data loss or corruption in cases where business rules validation is not performed, for example for optional date fields.

## 1.2.4 Business Logic Validation

There are two types of business logic rules:

- Static rules that ensure consistency with the CMP data model
- Setup-based rules that can change depending on CMP configuration

In general, CMP web services attempt to validate against both types before processing the request but the multiple ways in which setup can alter business logic means that this is not always possible. In these cases, an appropriate error messages detailing the processing fault is generated.

## 1.3 Error Handling

Web services faults are classified into the following four groups:

- Validation fault
- System fault
- Service unavailable fault
- Security fault

MDS Global web service fault types are defined in the WSDL and declared as faults in the operation binding. From this, Java exceptions are derived (when using the Axis toolkit). All MDS Global web services can throw any of the fault types.

### 1.3.1 Validation Fault

Validation faults are passed back to the client through the SOAP fault mechanism and indicate to the client that there is a problem with the request data. This typically covers the following:

- Incomplete requests - for example, mandatory data omitted
- Excessive field lengths
- Static business rules - for example, Account must exist for an order
- Setup-based rules - for example, Subscription Serial#1 mandatory
- Third party processing faults due to invalid data - for example, as a card payment rejection

Validation faults accumulated during request processing are grouped together into a single message as much as possible, containing sub-faults detailing the named field and an explanation. This provides the best chance of a user, having modified the submitted data, to have the request processed successfully. However, this is not always possible in cases where a CMP process fails during execution due to some setup rule being broken.

### 1.3.2 System Fault

A system fault usually indicates that either the program has exited abnormally, or a runtime exception has occurred in the Services layer.

### 1.3.3 Service Unavailable Fault

A service unavailable fault is a type of system fault but specifically relates to unavailable resource, such as an inability to contact the CMP services layer.

### 1.3.4 Security Fault

Security faults can occur for three reasons:

- The supplied credentials are rejected by the authentication mechanism - a security fault detailing that there is a problem with the credentials, or a missing username or password is returned.
- An authenticated user attempts to access an unlicensed web service or web service group - individual Web Service operations are placed into licensed groups, and a license grants access to a selection of groups. Any problems encountered, including tamper detection, results in a security fault being returned with a descriptive error text.
- An authenticated user accessing a licensed operation may encounter an error if the CMP account does not have sufficient privileges to complete the operation. Most consumers of MDS Global web services operate under a special account set up specifically for access to web services. This does not have to be the case however, and there is no restriction for the security credentials to be the same as the CMP access credentials.

## 1.4 Authentication and Security

### 1.4.1 HTTP Basic Authentication

Authentication, in a web service call, is about validating that the web service request has come from a valid source.

HTTP Basic Authentication involves embedding a username and password (base 64 encoded) as an HTTP header in the request. It is easy to implement on the client side and

when combined with HTTPS or a VPN, is sufficiently secure for the typical scenarios where CMP web services are deployed.

## 1.5 Web Services Audit Logs

CMP Web Services functionality includes an audit logs feature, which:

- Accepts all data in the SOAP header that is contained with the web service request and records this data to the audit log file.
- Makes the recorded data available to those MDS clients currently using web services.

All types of information received from SOAP headers are contained within the same log file.

The SOAP headers in the web services request are written to the log without modification as key-value pairs. This assumes the use of a flat set of headers - name/value pairs, regardless of the source of the SOAP header and the volume of data provided.

The message text of the log is updated so that the data is output as key-value pairs - for example, operation=<Web Service name>, username=<user name>.

Control for this functionality is accessed via the `logger.properties` file, which also controls the output of a line for every request to `WebServices-Usage-Tracking.log`. Standard `log4j` setup is used to set the logging level that controls what messages are output. Changing this logging level allows the audit log functionality to be switched on or off. For this audit, INFO level log messages are used. Audit logs are created continually while this feature is switched on.

This `logger.properties` file can also be used to configure the maximum size of the audit log file. The audit log continues to fill up until it reaches the maximum file size, at which point it becomes a completed log. This can be accessed by the client as per standard functionality.

The configuration for `log4j` uses the `RollingFileAppender`, which allows the maximum size of the current log file and the maximum number of log files to be specified. Once that maximum number of files is reached, the earliest files are overwritten.

If files need to be held for longer periods, move any completed files to an archive location, where they can be stored more efficiently, for example in a compressed archive format.

## 1.6 Web Services Support for NTP

Traditionally, CMP is operated with the system clock manually updated twice a year to reflect the move in or out of British Summer Time, or BST. In this case, throughout the year, the time zone is set to Universal Time Coordinated (UTC), also known as zero hour or 'zulu' time. As a result, regardless of the time of year, web service responses have

dates/times suffixed with **Z** to indicate zero hour/zulu time, as shown in the following example:

```
<NetworkCode>MATRIX</NetworkCode>
<ConnectedDate>2017-03-24Z</ConnectedDate>
<ConnectionReason>CR</ConnectionReason>
<AddressNumber>85</AddressNumber>
<Parent>>false</Parent>
<LastConnectionEvent>563</LastConnectionEvent>
<SuspendedFromInvoicing>>false</SuspendedFromInvoicing>
<LastAmendedDate>2017-03-24T12:36:20Z</LastAmendedDate>
```

Alternatively, CMP can be operated with a Network Time Protocol (NTP) source controlling the system clock. To do this, use the **GMT2** time zone setting on the server. This tracks United Kingdom time, automatically switching between Greenwich Mean Time (GMT) and BST at 02:00 on the appropriate days. In this case, web service responses have dates/times suffixed with **+1:00** during BST to indicate the 1 hour offset, as shown in the following example:

```
<NetworkCode>MATRIX</NetworkCode>
<ConnectedDate>2017-03-27+01:00</ConnectedDate>
<ConnectionReason>CR</ConnectionReason>
<AddressNumber>85</AddressNumber>
<Parent>>false</Parent>
<LastConnectionEvent>572</LastConnectionEvent>
<SuspendedFromInvoicing>>false</SuspendedFromInvoicing>
<LastAmendedDate>2017-03-27T09:13:20+01:00</LastAmendedDate>
</SubscriptionBasic>
```

The times supplied reflect the actual time - that is, there is no need to add the offset for the time to reflect the time of the related activity.

## 2.0 SOAP Web Services Interface Semantics

This section provides supplemental information relating to the CMP web service schema that cannot be captured in the schema definitions (WSDLs).

For information about the structure of the web services, refer to the schema definitions.

Each web service is described in the form of an overview followed by a list of the elements that appear in the request and response.

### 2.1 Request and Response

Tables are used to document each request and response. The following describes the columns used on the request and response tables:

| Column       | Description  |
|--------------|--|
| Name         | The element name - for example UpdateRecurringPaymentDetails.<br>Elements where the content type is Container/Container Choice are shown in a separate section.  |
| Description  | A description of the element.  |
| Content Type | Specifies the data type and maximum length of the value associated with the element. For example, String10.<br>Elements that are a holder for other elements have a content type of Container.<br>Elements that are a holder for a choice of other elements will have a content type of Container Choice.<br>Elements where the value to be supplied is to be one of a predefined set, will have a content type of Choice. |
| Required?    | Possible values are: Mandatory, Optional and Conditional.  |

The CMP database does not store null values; it replaces null with spaces.

Consequently, if you set three fields on a Create request and then perform the corresponding Query, you may get nine fields returned - and six of those could be empty strings.

The tables below define - by examples - the expected behaviour for different data types.

If you have a Create request setting the values as defined in the second column, a subsequent related query returns the value in the third column:

| Type     | Create Request         | Query Response         | Information   |
|----------|------------------------|------------------------|---|
| String   | 'abc'                  | 'abc'                  |   |
| String   | ' xyz '                | 'xyz'                  | Spaces are trimmed.   |
| String   | ' '                    | ''                     | Spaces are trimmed.   |
| String   | ''                     | ''                     |   |
| String   | Not provided           | ''                     | The null becomes empty string.  |
| Number   | 123                    | 123                    |   |
| Number   | 0                      | 0                      |   |
| Number   | Not provided           | 0                      |   |
| Boolean  | true                   | true                   |   |
| Boolean  | false                  | false                  |   |
| Boolean  | Not Provided           | false                  | Default for Booleans is false.  |
| Date     | 2018-05-14             | 2018-05-14             | Format is YYYY-MM-DDZ   |
| Date     | Not Provided           | Not Provided           | Dates will not have a default. They do in the database but this should be replaced by null. |
| dateTime | 2018-05-14<br>10:01:02 | 2018-05-14<br>10:01:02 | Format is YYYY-MM-DDThh:mm:ssZ  |
| dateTime | Not Provided           | Not Provided           | Datetimes do have a default. They do in the database but this should be replaced by null.   |

This does not take account of derived default data.

If you have an update request setting the values as defined in the second column, a subsequent related query will return the value in the third column:

| Type     | Update Request         | Query Response         | Information                               |
|----------|------------------------|------------------------|---|
| String   | 'abc'                  | 'abc'                  |   |
| String   | "                      | '                      |   |
| String   | Not provided           | unchanged              | The value is not changed in the database. |
| Number   | 123                    | 123                    |   |
| Number   | 0                      | 0                      |   |
| Number   | Not provided           | unchanged              | The value is not changed in the database. |
| Boolean  | true                   | true                   |   |
| Boolean  | false                  | false                  |   |
| Boolean  | Not provided           | unchanged              | The value is not changed in the database. |
| Date     | 2018-05-14             | 2018-05-14             |   |
| Date     | CLEAR_FIELD            | Not Provided           | Dates can be set to null                  |
| Date     | Not provided           | unchanged              | The value is not changed in the database. |
| dateTime | 2018-05-14<br>10:01:02 | 2018-05-14<br>10:01:02 |   |
| dateTime | CLEAR_FIELD            | Not Provided           | Datetimes can be set to null.             |
| dateTime | Not provided           | unchanged              | The value is not changed in the database  |

---

This does not take account of derived default data.



This document is updated to 8.22 of CMP. If you are not currently on this release of CMP, please contact your MDS Account Manager to check that you have the correct version of the document.

---

## 2.2 Account Service

The information in this section corresponds to the CMP web services as specified in the [accountservice.wsdl](#).

The following web services are included:

- [Add Registered Card](#)
- [Cancel Registered Card](#)
- [Create Account](#)
- [Create Account Serial Number](#)
- [Query Account](#)
- [Update Account Details](#)
- [Update Account Serial Number](#)
- [Update Recurring Payment Details](#)

### 2.2.1 AddRegisteredCard

---

 The AddRegisteredCard SOAP web service has been deprecated.

---

The AddRegisteredCard web service enables an external client system to store new card details in the CMP database for future use and customer convenience.

#### 2.2.1.1 AddRegisteredCard Request

The AddRegisteredCard tag instructs the Account Service to add a token representing a registered credit card. This request contains the following elements:

| Element Name          | Content Type | Description   | Required? |
|-----------------------|--------------|---|-----------|
| ExternalReference     | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| AccountNumber         | Integer8     | The Account Number automatically allocated upon Account creation in CMP.  | Mandatory |
| AddRegisteredCardData | Container    | Choice of: <ul style="list-style-type: none"> <li>SubscriptionNumber</li> <li>NetworkSerialNumber</li> </ul> See <a href="#">AddRegisteredCardData Container</a> for details. | Optional  |
| RegisterOnly          | Container    | Contains: <ul style="list-style-type: none"> <li>RegisterOnlyType</li> </ul> See <a href="#">RegisterOnly Request Container</a> for details.                                  | Optional  |
| Card                  | Container    | Contains: <ul style="list-style-type: none"> <li>PaymentType</li> <li>PaymentCardToken Container</li> </ul> See <a href="#">Card Container</a> for details                    | Mandatory |
| CancelExistingCard    | Boolean      | This flag indicates whether or not to cancel the existing card when registering a new card.   | Optional  |
| CancellationReason    | String       | The valid cancellation reason depends on what card is being cancelled, e.g. Credit Card/Debit Card etc.   | Optional  |
| AuditRecord           | Container    | Contains: <ul style="list-style-type: none"> <li>UserID</li> <li>Program</li> </ul> See <a href="#">AuditRecord Request Container</a> for details                             | Optional  |

[AddRegisteredCardData Request Container](#)

The AddRegisteredCardData request container contains the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| SubscriptionNumber  | Integer8     | This indicates the unique system generated subscription number. | Optional  |
| NetworkSerialNumber | String25     | Network Serial Number associated with CMP Subscription Number.  | Optional  |

**RegisterOnly Container**

| Element Name     | Content Type | Description   | Required? |
|------------------|--------------|---|-----------|
| RegisterOnlyType | String1      | Choice of: <ul style="list-style-type: none"> <li>• "1" = Yes:                             <ul style="list-style-type: none"> <li>• The card is added with a status of 'One Off Payment' and the payment type on the account is not updated. Even if this is the first card being added to the account, it is not with a status of 'Active' and the payment type of the account remains unchanged.</li> </ul> </li> <li>• "0" = No:                             <ul style="list-style-type: none"> <li>• If the account has no active card already, the new card is added with the status 'Active' and the payment type of the account is updated to CARD.</li> <li>• If the account already has an active card, the new card is added with status 'One Off Payment' and the payment type of the account is not updated.</li> </ul> </li> </ul> | Optional  |

**Card Request Container**

The Card request container has the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| PaymentType      | String6      | The type of credit / debit card used (for example VISA).   | Mandatory |
| PaymentCardToken | Container    | Contains: <ul style="list-style-type: none"> <li>• CardReference</li> <li>• CardNumber</li> <li>• NameOnCard</li> <li>• StartYear</li> <li>• StartMonth</li> <li>• ExpiryYear</li> <li>• ExpiryMonth</li> </ul> See <a href="#">PaymentCardToken Request Container</a> for details | Mandatory |

**PaymentCardToken Request Container**

The PaymentCardToken request container has the following elements:

| Element Name  | Content Type  | Description  | Required?  |
|---------------|---------------|--|------------|
| CardReference | VARCHAR (100) | The tokenised string representing the card.                        | Mandatory* |
| CardNumber    | String4       | The last four digits of card number.                               | Mandatory  |
| NameOnCard    | String20      | The name of the cardholder exactly as displayed on the card.       | Optional   |
| StartYear     | String2       | The year from which the card becomes valid, as shown on the card.  | Optional   |
| StartMonth    | String2       | The month from which the card becomes valid, as shown on the card. | Optional   |
| ExpiryYear    | String2       | The year that the card expires, as shown on the card.              | Mandatory* |
| ExpiryMonth   | String2       | The month that the card expires, as shown on the card.             | Mandatory* |

\* Mandatory if the system property `GENERIC.PAYMENTS - PAYMENT.INTEGRATION` is set to `true`.

**AuditRecord Container**

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The program name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

#### AddRegisteredCard Sample Request

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/account/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:AddRegisteredCard>
      <def:Request>
        <ExternalReference>ReqId:2304876</ExternalReference>
        <AddRegisteredCardData>
          <AccountNumber>4968973</AccountNumber>
        </AddRegisteredCardData>
        <Card>
          <PaymentType>VISA</PaymentType>
          <PaymentCardToken>
            <CardReference>token15.31.01.10.14</CardReference>
            <CardNumber>1531</CardNumber>
            <NameOnCard>joe</NameOnCard>
            <StartYear>2012</StartYear>
            <StartMonth>02</StartMonth>
            <ExpiryYear>2016</ExpiryYear>
            <ExpiryMonth>01</ExpiryMonth>
          </PaymentCardToken>
        </Card>
        <!--Optional:-->
        <AuditRecord>
          <UserID>USERID20</UserID>
          <Program>WEBAPP-3</Program>
        </AuditRecord>
      </def:Request>
    </def:AddRegisteredCard>
  </soapenv:Body>
</soapenv:Envelope>

```

### 2.2.1.2 AddRegisteredCard Response

AddRegisteredCard response is the response to the [AddRegisteredCard Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

#### Sample AddRegisteredCard Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ns2:AddRegisteredCardResponse xmlns:ns2="http://mdsuk.com/ws/dise3g/account/definition" xmlns:ns3="http://mdsuk.com/ws/dise3g/workflow/definition" xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
      <ns2:Result>
        <ExternalReference> ReqId:2304876</ExternalReference>
      </ns2:Result>
    </ns2:AddRegisteredCardResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

## 2.2.2 Cancel Registered Card

 The CancelRegisteredCard SOAP web service has been deprecated.

This service cancels an existing registered card.

### 2.2.2.1 CancelRegisteredCardRequest

The Cancel Registered Card request has the following elements:

| Element Name       | Content Type  | Description   | Required? |
|--------------------|---------------|---|-----------|
| CardReference      | VARCHAR (100) | The tokenised string representing the card.   | Mandatory |
| CancellationReason | String        | The valid cancellation reason depends on what card is being cancelled, e.g. Credit Card/Debit Card etc. | Optional  |

### 2.2.2.2 CancelRegisteredCardRequest Response

The CancelRegisteredCardRequest response is the response to the CancelRegisteredCardRequest Request. This contains the following elements:

| Element Name      | Content Type | Description  | Required |
|-------------------|--------------|--|----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional |

### 2.2.3 CreateAccount

The CreateAccount web service enables an external client system to create an account within CMP either as a single entity, or as part of an existing CMP Corporate structure.

The request includes the following:

- Account address information
- Payment Type and Payment Terms
- Bank account and credit card details (if appropriate)

The user must pass in a valid CMP Company Number. Standard CMP rules associated with creating an Account govern which values are mandatory or optional.

To attach the new Account to an existing Corporate structure, a valid Corporate Code must be passed in as part of the web service request.

The web service returns a response containing the newly created Account Number.

Submission of invalid data for the above criteria results in an error message.

#### 2.2.3.1 CreateAccount Request

The CreateAccount tag instructs the Account Service to create an Account. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| AccountData       | Container    | See <a href="#">Create AccountData Request Container</a> for details.         | Mandatory |

#### AccountData Request Container

The AccountData request container contains the following elements:


| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| CompanyNumber | String3      | The valid company number to be assigned to the account. Value must already be set up in CMP.  | Mandatory |
| Address       | Container    | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress</li> <li>• BusinessAddress</li> </ul> See <a href="#">UpdateAddress Request</a> for details.  | Mandatory |
| PaymentType   | String6      | <p>If not supplied, the value that is defaulted in comes from the Company Maintenance, Default Payment Type field.</p> <p>A list of valid payment types is configured in CMP setup.</p> <p>The payment type drives what the valid payment terms are. The list of payment types presented are governed by whether the redirect payment feature is being used. The default is to use this feature.</p> <p>The PaymentType field determines the required payment details to be supplied. Each payment type is associated via setup with a payment method. Example payment methods are:</p> <ul style="list-style-type: none"> <li>• Direct Debit</li> <li>• Credit Card</li> <li>• Debit Card</li> <li>• Cheque</li> </ul> <p>A payment type with a payment method of Cheque is referred to as a manual payment. In this case payments are taken outside of CMP and can be recorded in CMP or a third party accounting system at a later point. There is no extra payment information required to be supplied when setting up the account for manual payments.</p> <p>A payment type has a payment method of Direct Debit is referred to as an automated payment mechanism whereby CMP will pull payments via direct debit from a users bank account. The bank account information must be supplied to CMP in this scenario. The following fields are then required:</p> | Optional  |

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
|                     |              | <ul style="list-style-type: none"> <li>• BankAccountNumber</li> <li>• BankSortCode</li> <li>• BankName</li> </ul>   |           |
| PaymentTerm         | String3      | <p>If not supplied, the value that is defaulted in comes from the Account Default Parm's Maint. The field is ADVPaymentTermsAR.</p> <p>If there is a default payment term specified in the default payment terms for the payment type that is used instead.</p> <p>The payment terms that are valid depend on the PaymentType and CompanyNumber that were provided.</p>             | Optional  |
| AccountType         | String3      | <p>Account Types indicate the type of Account to which Subscriptions belong, for example, 001 = VIP, 002 = Bad Debt. This is a classification of the Account.</p> <p>If not supplied, the value that is defaulted in comes from the Account Default Parm's Maint. The field is ADVSalesPersonCode.</p> <p>Value must be a valid Account Type.</p>                                   | Optional  |
| SubLedgerCode       | String6      | <p>This references an extra level of detail in the General Ledger and links to the external financials software. The main use of this code is to enable direct debits to be claimed from the bank account.</p> <p>If not supplied, the value that is defaulted in comes from the Subledger field in Account Default Parm's Maint.</p> <p>Value must be a valid Sub Ledger Code.</p> | Optional  |
| CreditLimit         | Integer9     | <p>Relates to a set limit for invoiced but unpaid charges. It can also be used in conjunction with usage limits which applies to unbilled units. Exceeding the limit can trigger an automated procedure. When unpaid charges reach a set amount a recovery procedure commences.</p>   | Optional  |
| HardwareCreditLimit | Integer9     | <p>This is the maximum amount of an order that is permitted. It is only used if the Hardware Credit Limit toolbox feature is switched on.</p>   | Optional  |

| Element Name      | Content Type         | Description   | Required? |
|-------------------|----------------------|---|-----------|
| AccountPassword   | String20             | Password as specified by the user / customer.   | Optional  |
| AccountPin        | Integer4             | A randomly generated number will be supplied.   | Optional  |
| AccountUsage      | String - Enumeration | <p>This indicator controls what the Account can be used for.</p> <p>If no value is supplied then this defaults to SubscriptionAndSales/Both.</p> <p>Valid values are Subscription, SubscriptionAndSales and Sales. These appear in the CMP GUI as</p> <ul style="list-style-type: none"> <li>• Subscription = Subscription</li> <li>• SubscriptionAndSales = Both</li> <li>• Sales = Sales Order</li> </ul> <p>Subscriptions cannot be added to an account when usage is Sales (usually referred to as a Hardware account).</p> <p>It is possible to add Subscriptions to a Subscription or to a SubscriptionAndSales (Both).</p> | Optional  |
| BankAccountNumber | String20             | <p>Only applicable if SEPA* is switched off .</p> <p>This optional field becomes mandatory and valid ONLY if the payment method associated with the Payment Type is Direct Debit.</p> <p>Setup can configure the valid lengths of the bank account number.</p>  | Optional  |
| BankSortCode      | String20             | <p>Only applicable if SEPA* is switched off.</p> <p>This optional field becomes mandatory and valid ONLY when the payment type has a payment method of Direct Debit.</p>  | Optional  |
| BankName          | String30             | <p>Only applicable if SEPA* is switched off.</p> <p>If this is supplied it is stored as supplied and not validated. If it is not supplied then the sort code is used to retrieve the bank name from the CMP bank header table.</p> <p>For SEPA*, the request will be rejected if the Bank Name is included in the request. It will always retrieve the bank name from the CMP bank header table using the BIC.</p>  | Optional  |

| Element Name         | Content Type | Description   | Required?               |
|----------------------|--------------|---|-------------------------|
| ControlDigit         | String2      | Usually only supplied when the Payment Type has a payment method of Direct Debit.   | Optional                |
| NameOfPayer          | String30     | This becomes mandatory when the Payment Type has a payment method of Direct Debit.<br><br>Use the following format for this field:<br>"First name space last name"  | Optional                |
| DateMandateReceived  | Date         | This is the date that the DD mandate was received. For electronic forms of DD Mandate this should be set to the current date. For paper mandates, it's the date that the mandate was received by the relevant back office individual.<br><br>YYYY-MM-DDZ<br><br>Usually only supplied when the Payment Type has a payment method of Direct Debit. | Optional                |
| DDSSetupMethodCode   | String6      | Usually only supplied when the Payment Type has a payment method of Direct Debit.   | Optional                |
| CorporateCode        | String6      | The Corporate to which the Account will be added.<br><br>If not specified, the account will not be associated with any corporate.<br><br>If required an Account can be standalone or it can form part of a larger corporate structure.  | Optional                |
| EmailAddress         | String       | This adds an e mail address with the default email address type. The default e mail address type is defined in setup.   | Optional                |
| AccountSerialNumbers | Container    | A container for one or more Account Serial Numbers.<br><br>It is possible to configure up to 999 different serial numbers via setup.<br><br>See <a href="#">Create AccountSerialNumber Request Container</a> for details.   | Optional                |
| PaymentCardToken     | Container    | See <a href="#">Payment Card Token Request Container</a> for details.   | Optional                |
| MandateReference     | String35     | Only applicable and mandatory if SEPA* is switched on.  | Mandatory for SEPA only |

| Element Name         | Content Type | Description                              | Required? |
|----------------------|--------------|--|-----------|
| MandateSignatureDate | Date         | Only applicable if SEPA* is switched on. | Optional  |

 \*SEPA is turned on via setting the System Property parameter group DIRECT.DEBIT.PAYMENT.SCHEME to have a value of SEPA. The default is to use BACS.

**Address Request Container**

The Address request container instructs the Address Service to update an Account with an address. This request contains the following elements:

| Element Name | Content Type       | Description   | Required? |
|--------------|--------------------|---|-----------|
| AddressData  | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress</li> <li>• BusinessAddress</li> </ul> | Mandatory |

**Personal Address Errors**

For Personal Addresses, if multiple mandatory fields are not supplied the following error (the details depend on the fields not supplied) is returned:

```

<Error>
<MessageId>MISSING_ADDRESS_FIELD</MessageId>
<MessageText>Please complete the Title,Middle Name,Surname,Address Line 1,Ad-
dress Line 2,Address Line 3,
Address Line 4,Address Line 5,Postcode,Daytime Telephone,Evening Telephone,Fax
Number,
Address Type,Address Category,Occupation,Id Number,Date Of Birth,Date Of Res-
idence,
Gender field(s)</MessageText>
<ExtraInfo>Title,Middle Name,Surname,Address Line 1,Address Line 2,Address Line 3,
Address Line 4,Address Line 5,Postcode,Daytime Telephone,Evening Telephone,Fax
Number,
Address Type,Address Category,Occupation,Id Number,Date Of Birth,Date Of Res-
idence,
Gender</ExtraInfo>
</Error>
    
```

### Business Address Errors

For Business Addresses, if multiple mandatory fields are not supplied the following error (the details of course depends on the fields not supplied, the complete list is shown here) is returned:

```
<Error>
<MessageId>MISSING_ADDRESS_FIELD</MessageId>
<MessageText>Please complete the Title,Fore-
name,MiddleName,Surname,Address Line 1,Address Line 2,
Address Line 3,Address Line 4,Address Line 5,Postcode,Company
Telephone,Contact Telephone,
Fax Number,Address Type,Address Category,Date Of Incor-
poration,Date Of Residence,Job Title,
Company Name,Company Registration,Industrial Classification field
(s)</MessageText>
<ExtraInfo>Title,Forename,MiddleName,Surname,Address Line 1,Ad-
dress Line 2,
Address Line 3,Address Line 4,Address Line 5,Postcode,Company
Telephone,Contact Telephone,
Fax Number,Address Type,Address Category,Date Of Incor-
poration,Date Of Residence,Job Title,
Company Name,Company Registration,Industrial Classification </Ex-
traInfo
</Error>
```


### PersonalAddress Request Container

The PersonalAddress request container has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Optional  |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD.   | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Separated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.  | Optional  |
| CustomerType    | String10     | Selected from one of the available Customer Types configured in CMP.  | Optional  |
| AddressType     | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list.  | Optional  |
| AddressCategory | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.  | Optional  |
| Occupation      | String10     | The customer's current occupation. Con-   | Optional  |

| Element Name           | Content Type | Description  | Required?   |
|------------------------|--------------|--|---|
|                        |              | figurable CMP list.  |   |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list.<br><br>If the ID type used is SALESPERSN, the Salesperson ID is entered as the ID Number. If this number does not match an existing Salesperson ID number in the CMP database, a new record for the salesperson is created in the salesForce database table . | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.<br><br>If a salesperson ID number is used, the ID must be numbers only in the range 0 - 99999999.  | Mandatory if the IDType specified is SALESPERSN.<br><br>Otherwise optional. |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

---


 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via CMP back office setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.

---

**BusinessAddress Request Container**

The BusinessAddress request container has the following elements:

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Optional  |
| Address3                     | String40     | Line three of the company's address.   | Optional  |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |
| DateOfIncorporation          | Date         | The date the company register at the address specified in the format YYYY-MM-DD.                             | Optional  |
| Title                        | String10     | Company's contact title.   | Optional  |
| Forename                     | String15     | Company's contact first name.  | Optional  |
| MiddleName                   | String10     | Company's contact middle name.   | Optional  |
| Surname                      | String25     | Company's contact surname name.  | Optional  |
| JobTitle                     | String30     | Company's contact job title.   | Optional  |

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via CMP back office setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

**AccountSerialNumbers Request Container**

The AccountSerialNumber request container contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| SerialNumberId    | Range 1-999  | The Managed Serial Number identification number. Must be a valid ID number in CMP configuration.   | Mandatory |
| SerialNumberValue | String25     | The actual network serial number value, for example mobile phone number.<br><br>The default value that can be set up only applies to the CMP GUI.<br><br>Each serial number field can be configured via set up with the applicable allowed values, field type, and min and max allowable values. | Mandatory |

**PaymentCardToken Request Container**

The PaymentCardToken request container contains the following elements:

| Element Name  | Content Type  | Description  | Required? |
|---------------|---------------|--|-----------|
| CardReference | VARCHAR (100) | The tokenised string representing the card.                        | Mandatory |
| CardNumber    | String4       | The last four digits of card number.                               | Optional  |
| NameOnCard    | String20      | The name of the cardholder exactly as displayed on the card.       | Optional  |
| StartYear     | String2       | The year from which the card becomes valid, as shown on the card.  | Optional  |
| StartMonth    | String2       | The month from which the card becomes valid, as shown on the card. | Optional  |
| ExpiryYear    | String2       | The year that the card expires, as shown on the card.              | Mandatory |
| ExpiryMonth   | String2       | The month that the card expires, as shown on the card.             | Mandatory |

### Sample Create Account Request

```

<soapenv:Envelope xmlns:soapenv-
v="http://schemas.xmlsoap.org/soap/envelope/" xmlns:de-
f="http://mdsuk.com/ws/dise3g/account/definition">
<soapenv:Header/>
<soapenv:Body>
<def:CreateAccount>
<def:AccountData>
<!--You may enter the following 2 items in any order-->
<!--Optional:-->
<ExternalReference>REQ1</ExternalReference>
<AccountData>
<!--You may enter the following 34 items in any order-->
<CompanyNumber>001</CompanyNumber>
<Address>
<!--You have a CHOICE of the next 2 items at this level-->
<PersonalAddress>
<!--You may enter the following 23 items in any order-->
<Title>Mr</Title>
<!--Optional:-->
<Forename>J</Forename>
<!--Optional:-->
<MiddleName>B</MiddleName>
<Surname>Blogs</Surname>
<Address1>High Street</Address1>
<!--Optional:-->
<Address2>London</Address2>
<Postcode>WA2 0XU</Postcode>
<!--Optional:-->
<DateOfBirth>1977-02-01</DateOfBirth>
<!--Optional:-->
<Gender>Male</Gender>
<!--Optional:-->
<MaritalStatus>Single</MaritalStatus>
<TelephoneNumber>18547851245</TelephoneNumber>
<!--Optional:-->
<EveningTelephoneNumber>78946513</EveningTelephoneNumber>
<!--Optional:-->
<FaxNumber>789465154</FaxNumber>
</PersonalAddress>
</Address>
<!--Optional:-->
<PaymentType>DD</PaymentType>
<AccountPIN>8514</AccountPIN>

```

```


<!--Optional:-->
<AccountUsage>Subscription</AccountUsage>
<!--Optional:-->
<BankAccountNumber>28705459</BankAccountNumber>
<!--Optional:-->
<BankSortCode>557023</BankSortCode>
<!--Optional:-->
<BankName>Loyds</BankName>
<!--Optional:-->
<NameOfPayer>John Ryan</NameOfPayer>
<!--Optional:-->
<DateMandateReceived>2014-02-02</DateMandateReceived>
<!--Optional:-->
<DDSetupMethodCode>DDIP</DDSetupMethodCode>
<EmailAddress>joe.bloggs@mdscem.com</EmailAddress>
</AccountData>
</def:AccountData>
</def>CreateAccount>
</soapenv:Body>
</soapenv:Envelope>
    
```

### 2.2.3.2 CreateAccount Response

The CreateAccount response is the response to the CreateAccount request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| AccountNumber     | Integer8     | The number automatically allocated to the account upon creation in CMP.  | Mandatory |

---

 The CreateAccount response returns a failure response if a Hardware Credit Limit is required and has not been provided.

---

#### Sample CreateAccount Response

```

<soapenv:Envelope xmlns:soapenv-
v="http://schemas.xmlsoap.org/soap/envelope/">
<soapenv:Body>
    
```

```

<ns2:CreateAccountResponse xmlns:n-
s2="http://mdsuk.com/ws/dise3g/account/definition" xmlns:n-
s3="http://mdsuk.com/ws/dise3g/workflow/definition"
xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
<ns2:Result>
<ExternalReference>REQ1</ExternalReference>
<AccountNumber>10</AccountNumber>
</ns2:Result>
</ns2:CreateAccountResponse>
</soapenv:Body>
</soapenv:Envelope>

```

### Failure Scenarios

Bank account validation failure scenarios are in place for the CreateAccount web service.

Examples are given below:

#### Fault-Response-CMP-Setup

```

<Details>
  <MessageId>mds.dise3g.validation</MessageId>
  <MessageText>Validation errors in the data submitted for the
request</MessageText>
</Details>
<Errors>
  <Error>
<MessageId>EXTERNAL_VALIDATION_CONFIG_ERROR</MessageId>
<MessageText>Failed to perform external Bank Validation - CMP
Setup error. Either the web service Endpoint Address or the WSDL
Location URL must be set.</MessageText>
<ExtraInfo>Either the web service Endpoint Address or the WSDL
Location URL must be set.</ExtraInfo>
  </Error>
</Errors>

```

#### Fault-Response-Timeout

```

<Details>
  <MessageId>mds.dise3g.validation</MessageId>
  <MessageText>Validation errors in the data submitted for the
request</MessageText>
</Details>
<Errors>
  <Error>
<MessageId>EXTERNAL_VALIDATION_SYSTEM_ERROR</MessageId>

```

```

<MessageText>Failed to perform external Bank Validation.
javax.xml.ws.soap.SOAPFaultException: java.net.Socket-
etTimeoutException: Socket operation timed out before it could be
completed</MessageText>
<ExtraInfo>javax.xml.ws.soap.SOAPFaultException: java.net.Socket-
etTimeoutException: Socket operation timed out before it could be
completed</ExtraInfo>
  </Error>
</Errors>

```

#### Fault-Response-Multiple-Third-Party-Faults

```

<Details>
  <MessageId>mds.dise3g.validation</MessageId>
  <MessageText>Validation errors in the data submitted for the
request</MessageText>
</Details>
<Errors>
  <Error>
<MessageId>EXTERNAL_VALIDATION_REJECTION</MessageId>
<MessageText>Rejected by external Bank Validation - [B-VA0001]
Invalid Sort Code (Bank Wizard) [E1][B-VA0002] Invalid Account
Number (Bank Wizard) [E4] Orig Invalid Account Num-
ber</MessageText>
<ExtraInfo>[B-VA0001] Invalid Sort Code (Bank Wizard) [E1][B-
VA0002] Invalid Account Number (Bank Wizard) [E4] Orig Invalid
Account Number</ExtraInfo>
  </Error>
</Errors>

```

#### Fault-Response-Negative-Validation-Result

```

<Details>
  <MessageId>mds.dise3g.validation</MessageId>
  <MessageText>Validation errors in the data submitted for the
request</MessageText>
</Details>
<Errors>
  <Error>
<MessageId>EXTERNAL_VALIDATION_REJECTION</MessageId>
<MessageText>Rejected by external Bank Validation - [B-VA0002]
Invalid Account Number (Bank Wizard) [E4]</MessageText>
<ExtraInfo>[B-VA0002] Invalid Account Number (Bank Wizard)
[E4]</ExtraInfo>
  </Error>
</Errors>

```

#### Fault-Response-No-Connection

```
<Details>
  <MessageId>mds.dise3g.validation</MessageId>
  <MessageText>Validation errors in the data submitted for the
request</MessageText>
</Details>
<Errors>
  <Error>
<MessageId>EXTERNAL_VALIDATION_SYSTEM_ERROR</MessageId>
<MessageText>Failed to perform external Bank Validation.
javax.xml.ws.soap.SOAPFaultException: java.net.ConnectException:
A remote host refused an attempted connect oper-
ation.</MessageText>
<ExtraInfo>javax.xml.ws.soap.SOAPFaultException: java.net.Con-
nectException: A remote host refused an attempted connect oper-
ation.</ExtraInfo>
  </Error>
</Errors>
```

#### Fault-Response-Precheck

```
<Details>
  <MessageId>mds.dise3g.validation</MessageId>
  <MessageText>Validation errors in the data submitted for the
request</MessageText>
</Details>
<Errors>
  <Error>
<MessageId>EXTERNAL_VALIDATION_PRECHECK_ERROR</MessageId>
<MessageText>Failed to perform external Bank Validation - check
request data. ValidateBankDetailsRequest: bankCode exceeds max
length 6</MessageText>
<ExtraInfo>ValidateBankDetailsRequest: bankCode exceeds max
length 6</ExtraInfo>
  </Error>
</Errors>
```

## 2.2.4 CreateAccountSerialNumber

The CreateAccountSerialNumber web service enables an external client system to create and store a serial number at Account level in the CMP hierarchy.

### 2.2.4.1 CreateAccountSerialNumber Request

The CreateAccountSerialNumber tag instructs the Account Service to create an Account Serial Number against the Account specified. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| AccountNumber     | Integer8     | The number automatically allocated to the Account upon creation in CMP.   | Mandatory |
| SerialNumberId    | Range1-999   | Before a serial number can be added to an Account, the serial number must be configured in CMP and have a unique ID. This unique ID must be entered.  | Mandatory |
| SerialNumberValue | String25     | Each serial number field can be configured via setup with the applicable allowed values, field type, and minimum and maximum values. This element must contain the actual value of the serial number. | Mandatory |

#### Sample CreateAccountSerialNumber Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/account/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:CreateAccountSerialNumber>
      <def:Request>
        <ExternalReference>2304876</ExternalReference>
        <AccountNumber>10</AccountNumber>
        <SerialNumberId>1</SerialNumberId>
        <SerialNumberValue>505062</SerialNumberValue>
      </def:Request>
    </def:CreateAccountSerialNumber>
  </soapenv:Body>
</soapenv:Envelope>
```

### 2.2.4.2 CreateAccountSerialNumber Response

The CreateAccountSerialNumber response is the response to the [CreateAccountSerialNumber Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

#### Sample CreateAccountSerialNumber Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/account/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:CreateAccountSerialNumber>
      <def:Request>
        <ExternalReference>2304876</ExternalReference>
        <AccountNumber>9</AccountNumber>
        <SerialNumberId>1</SerialNumberId>
        <SerialNumberValue>505062</SerialNumberValue>
      </def:Request>
    </def:CreateAccountSerialNumber>
  </soapenv:Body>
</soapenv:Envelope>
```

### 2.2.5 QueryAccount

The QueryAccount web service enables an external client system to query an Account and retrieve Account Summary details for any existing CMP Account.

The request supplies the Account Number of the account and a set of flags that determine the level of detail required.

The user must pass in a valid CMP Account Number in order to retrieve the associated Account details.

Datasets exist for this web service which enables the user to pass in a single value in order to retrieve a specific subset of information. The response returns basic details similar to AgentView Account Summary, plus optional extra information determined by the datasets specified.

Submitting invalid data in the request will result in an error message. Neither Open Transaction information nor Open Events information is returned.

### 2.2.5.1 QueryAccount Request

The QueryAccount tag instructs the Account Service to query an Account. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| AccountNumber     | Integer8     | The number automatically allocated to the Account when created in CMP.  | Mandatory |
| Datasets          | Container    | <p>Contains one or more Dataset elements. The following datasets can be specified (note the upper case):</p> <ul style="list-style-type: none"> <li>• ATTRIBUTES</li> <li>• BASIC</li> <li>• ACCOUNT_TYPE_AND_USAGE</li> <li>• ADDRESS</li> <li>• AUTO_PAYMENTS</li> <li>• CREDIT_CONTROL</li> <li>• CUSTOMER_DETAILS</li> <li>• DISCOUNTS</li> <li>• NON_SUBSCRIPTION_INVOICE</li> <li>• PAYMENT_DETAILS</li> <li>• SUBSCRIPTION_INVOICE</li> <li>• ACCOUNT_SERIAL_NUMBERS</li> <li>• SERVICES</li> <li>• BONDS</li> <li>• CREDIT_DEBIT_CARDS</li> <li>• TERMINATION_FEE</li> <li>• REWARD_ENTITLEMENTS</li> <li>• DLP_PORT</li> </ul> | Optional  |

#### Datasets Request Container

The QueryAccount Dataset request container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| Dataset      | Container    | The valid datasets are (note the upper case): <ul style="list-style-type: none"> <li>• ATTRIBUTES</li> <li>• BASIC</li> <li>• ACCOUNT_TYPE_AND_USAGE</li> <li>• ADDRESS</li> <li>• AUTO_PAYMENTS</li> <li>• CREDIT_CONTROL</li> <li>• CUSTOMER_DETAILS</li> <li>• DISCOUNTS</li> <li>• NON_SUBSCRIPTION_INVOICE</li> <li>• PAYMENT_DETAILS</li> <li>• SUBSCRIPTION_INVOICE</li> <li>• ACCOUNT_SERIAL_NUMBERS</li> <li>• SERVICES</li> <li>• BONDS</li> <li>• CREDIT_DEBIT_CARDS</li> <li>• TERMINATION_FEE</li> <li>• REWARD_ENTITLEMENTS</li> <li>• DLP_PORT</li> </ul> | Mandatory |

**Sample QueryAccount Request**

**BASIC Dataset**

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/account/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:QueryAccount>
      <def:Request>
        <!--Optional:-->
        <ExternalReference?></ExternalReference>
        <AccountNumber>9999999</AccountNumber>
        <!--Optional:-->
        <Datasets>
          <!--1 or more repetitions:-->
          <Dataset>BASIC</Dataset>
        </Datasets>
      </def:Request>
    </def:QueryAccount>
  </soapenv:Body>
</soapenv:Envelope>
    
```

```

    </def:QueryAccount>
  </soapenv:Body>
</soapenv:Envelope>

```

### PAYMENT\_DETAILS dataset

```

<soapenv:Envelope xmlns:soapen-
v="http://schemas.xmlsoap.org/soap/envelope/" xmlns:de-
f="http://mdsuk.com/ws/dise3g/account/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:QueryAccount>
      <def:Request>
        <!--Optional:-->
        <ExternalReference?></ExternalReference>
        <AccountNumber>9999999</AccountNumber>
        <!--Optional:-->
        <Datasets>
          <!--1 or more repetitions:-->
          <Dataset>PAYMENT_DETAILS</Dataset>
        </Datasets>
      </def:Request>
    </def:QueryAccount>
  </soapenv:Body>
</soapenv:Envelope>

```

## 2.2.5.2 QueryAccount Response

The QueryAccount response is the response to the [QueryAccount Request](#). This contains the following elements:

| Element Name               | Content Type | Description   | Required? |
|----------------------------|--------------|---|-----------|
| ExternalReference          | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.  | Optional  |
| BASIC                      | Container    | See <a href="#">Account Basic Response Container</a> for details.   | Optional  |
| PAYMENT_ DETAILS           | Container    | Choice of: <ul style="list-style-type: none"> <li>Cheque</li> <li>PaymentCard</li> <li>DirectDebit</li> <li>SEPADirectDebit</li> </ul> See <a href="#">PaymentDetails Response Container</a> for details. | Optional  |
| ADDRESS                    | Container    | See Address Request Container for details.  | Optional  |
| AUTO_ PAYMENTS             | Container    | See <a href="#">AutoPayments Response Container</a> for details.  | Optional  |
| CREDIT_ CONTROL            | Container    | See <a href="#">CreditControl Response Container</a> for details.   | Optional  |
| ACCOUNT_ TYPE_ AND_ USAGE  | Container    | See <a href="#">AccountTypeAndUsage Response Container</a> for details.   | Optional  |
| ACCOUNT_ SERIAL_ NUMBERS   | Container    | 0-999 repetitions of AccountSerialNumber.<br>See <a href="#">AccountSerialNumber Response Container</a> for details   | Optional  |
| CUSTOMER_ DETAILS          | Container    | See <a href="#">CustomerDetails Response Container</a> for details.   | Optional  |
| SUBSCRIPTION_ INVOICE      | Container    | See <a href="#">SubscriptionInvoiceControl Response Container</a> for details.  | Optional  |
| NON_ SUBSCRIPTION_ INVOICE | Container    | See <a href="#">NonSubscriptionInvoiceControl Response Container</a> for details.   | Optional  |
| SERVICES                   | Container    | See Service Response Container for details.   | Optional  |

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| CREDIT_DEBIT_CARDS | Container    | See CreditDebitCard Response Container for details                 | Optional  |
| ATTRIBUTES         | Container    | See <a href="#">AttributeGroup Response Container</a> for details. | Optional  |
| TERMINATION_FEE    | Container    | See TerminationFee Response Container for details.                 | Optional  |
| DLP_PORT           | Container    | See DLPPORT Response Container for details.                        | Optional  |

### AccountBasic Response Container

The AccountBasic response container is the response to the BASIC dataset when specified in the QueryAccount request. It has the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| AccountNumber | Integer8     | The number automatically allocated to the Account upon creation in CMP.   | Mandatory |
| CorporateCode | String6      | The Corporate to which the Account will be added. If not specified, the Account will not be associated with any Corporate.  | Optional  |
| GroupCode     | String6      | The ID allocated to the group in CMP to which the Account belongs.  | Optional  |
| CompanyNumber | String3      | The Company Name to which the Account is attached.  | Mandatory |
| PaymentType   | String6      | <p>If not supplied, the value that is defaulted in comes from the Company Maintenance, Default Payment Type field.</p> <p>A list of valid payment types is configured in CMP setup.</p> <p>The payment type drives what the valid payment terms are. The list of payment types presented are governed by whether the redirect payment feature is being used.</p> <p>The PaymentType field determines the required payment details to be supplied. Each payment type is associated via setup with a payment method. The payment methods are:</p> <ul style="list-style-type: none"> <li>• Direct Debit</li> <li>• Credit Card</li> <li>• Debit Card</li> <li>• Electronic Funds Transfer</li> <li>• Cheque</li> <li>• Awaiting DD Instruction</li> </ul> | Mandatory |
| PaymentTerms  | String3      | If not supplied, the value that is defaulted in comes from the Account Default Parm's Maint. The field is ADVPaymentTermsAR.  | Mandatory |

| Element Name         | Content Type | Description  | Required? |
|----------------------|--------------|--|-----------|
|                      |              | <p>If there is a default payment term specified in the default payment terms for the payment type then that is used instead.</p> <p>The payment terms that are valid depend on the PaymentType and CompanyNumber that were provided.</p> |           |
| BondAmount           | Integer8     | The total value of the bond is displayed only if a bond is currently being held for the customer.  | Optional  |
| AddressNumber        | Integer8     | The Account level delivery address number which is used to identify one of the several delivery addresses available.   | Mandatory |
| CreationDate         | dateTime     | The date on which the Account was created.   | Mandatory |
| SuspendFromInvoicing | Boolean      | If set to True then invoicing is suspended on the Account.   | Optional  |
| LastAmendedDate      | dateTime     | <p>The date and time at which the Account was last amended.</p> <p>YYYY-MM-DDThh:mm:ssZ</p>  | Optional  |
| ParentSubscription   | Integer8     | The CMP Subscription Number of the parent.   | Optional  |

### Address Response Container

The Address response container is the response to the ADDRESS dataset when specified in the QueryAccount request. It has the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| AddressNumber     | Integer      | The Account level delivery address number which is one of the several delivery addresses available. | Optional  |
| PersonalAddress   | Container    | The PersonalAddress container is returned when populated in CMP.                                    | Optional  |
| BusinessAddress   | Container    | The BusinessAddress container is returned when populated in CMP.                                    | Optional  |
| Last Amended Date | dateTime     | The date and time at which the Account was last amended.<br>YYYY-MM-DDThh:mm:ssZ                    | Optional  |

Only one address type, personal or business, can be setup at any one time. Therefore only the address which is populated in CMP is returned when an Account is queried specifying the ADDRESS dataset.

### PersonalAddress Response Container

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Optional  |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD.   | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Separated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.  | Optional  |
| CustomerType    | String10     | Selected from one of the  | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
|                        |              | available Customer Types configured in CMP.  |           |
| AddressType            | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list. | Optional  |
| AddressCategory        | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.                           | Optional  |
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list.   | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via CMP back office setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.

## BusinessAddress Response Container

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Optional  |
| Address3                     | String40     | Line three of the company's address.   | Optional  |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| DateOfIncorporation | Date         | The date the company register at the address specified, in the format YYYY-MM-DD. | Optional  |
| Title               | String10     | Company's contact title.  | Optional  |
| Forename            | String15     | Company's contact first name.   | Optional  |
| MiddleName          | String10     | Company's contact middle name.  | Optional  |
| Surname             | String25     | Company's contact sur-name name.  | Optional  |
| JobTitle            | String30     | Company's contact job title.  | Optional  |

CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via CMP back office setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

### PaymentDetails Response Container

The PaymentDetails response container is the response to the PAYMENT\_DETAILS dataset when specified in the QueryAccount request. It has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Cheque          | Container    | See <a href="#">Cheque Response Container</a> for details.      | Mandatory |
| PaymentCard     | Container    | See <a href="#">PaymentCard Request Container</a> for details.  | Mandatory |
| DirectDebit     | Container    | See <a href="#">DirectDebit Response Container</a> for details. | Mandatory |
| LastAmendedDate | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

### Cheque Response Container

The Cheque response container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| PaymentType  | String6      | A PaymentType which has a Payment Method of Cheque is referred to as a manual payment. In this case payments are taken outside CMP and can be recorded in CMP or a third party accounting system at a later point. Manual payments require no extra payment information. | Mandatory |

**PaymentCard Response Container**

The PaymentCard response container has the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| PaymentType       | String6      | The type of credit / debit card used (for example VISA).  | Mandatory |
| CardNumber        | String20     | Only the last four digits of the credit/debit card number are displayed in line with PCI DSS compliance | Optional  |
| NameOnCard        | String20     | The cardholder's name, exactly as it appears on the card.   | Optional  |
| PaymentCardStatus | String6      | This indicates if the card is active or not.  | Optional  |

**DirectDebit Response Container**

The DirectDebit response container has the following elements:

| Element                  | Content Type | Description  | Required? |
|--------------------------|--------------|--|-----------|
| BankName                 | String30     | The name of the bank, for example Barclays.  | Optional  |
| NameOfPayer              | String30     | The name of the person instigating the direct debit. Typically in the format Forename Surname.   | Optional  |
| DateMandateReceived      | Date         | The date that the direct debit mandate was received in the format YYYY-MM-DDZ.<br><br>For electronic forms of direct debit mandate this should be set to the current date. For paper mandates, use the date that the mandate was received. | Optional  |
| DirectDebitPaymentStatus | String6      | This field is deprecated and is no longer used.  | Optional  |
| DDSetupMethodCode        | String6      | The unique code for the set up method used. For example, PDD - Paperless Direct Debit (Phone).   | Optional  |
| PaymentType              | String       | The default Payment Type (e.g. Direct Debit).  | Mandatory |
| BankAccountNumber        | String20     | The bank account from which the payments will be made.   | Optional  |
| BankSortCode             | String20     | The sort code for the bank branch which holds the account.   | Optional  |

This approach to required fields matches the current approach for the Update Recurring Payment Details web service. All fields are defined as optional which supports the usage for changing details of the existing payment method. However if the web service is being used to change the payment method then some of the optional fields have to be populated to enable the payment method to be setup.

### AutoPayments Response Container

The AutoPayments response container is the response to the AUTO\_PAYMENTS dataset when specified in the QueryAccount request. It has the following elements:

| Element Name             | Content Type         | Description  | Required? |
|--------------------------|----------------------|--|-----------|
| AutoPaymentCalcMethod    | String - enumeration | <p>There are two options for this field which refers to direct debit/automatic account withdrawals only.</p> <ul style="list-style-type: none"> <li>• CHILD (Child balance)</li> <li>• PARENT (Parent balance).</li> </ul> <p>If set to CHILD, only payments corresponding to the Account being changed are pulled.</p> <p>If set to PARENT, payments are pulled from all Accounts linked to the parent of the Account being viewed.</p> | Optional  |
| Suspend FromAuto Payment | Boolean              | Once flagged the auto payment is suspended.  | Optional  |
| SuspendUpToDueDate       | date                 | The date, in the format YYYY-MM-DDZ, entered relates to the start of the period during which auto payments are suspended. Works in conjunction with Suspend FromAuto Payment field.  | Optional  |
| SuspendDueDateUntil      | date                 | The date, in the format YYYY-MM-DDZ, entered relates to the end of the period during which auto payments are suspended. Works in conjunction with Suspend FromAuto Payment field.  | Optional  |
| SuspensionReason         | String90             | The reason why the Account is suspended from auto payment. Works in conjunction with Suspend   | Optional  |

| Element Name    | Content Type | Description             | Required? |
|-----------------|--------------|-------------------------|-----------|
|                 |              | FromAuto Payment field. |           |
| LastAmendedDate | dateTime     | YYYY-MM-DDThh:mm:ssZ    | Optional  |

### CreditControl Response Container

The CreditControl response container is the response to the CREDIT\_CONTROL dataset when specified in the QueryAccount request. It has the following elements:

| Element Name                | Content Type | Description   | Required? |
|-----------------------------|--------------|---|-----------|
| CreditLimit                 | Integer9     | The customers spending limit. This includes billed charges and can work independently, or in conjunction with the value of unbilled usage.  | Optional  |
| HardwareCreditLimit         | Integer9     | The customer spending limit for hardware only.  | Optional  |
| CreditScore                 | Integer      | The rating given to the customer by the Credit Reference Agency during the credit checking process.   | Optional  |
| IgnoreCreditControl         | Boolean      | This suspends the Credit Control process up to a specified date, see IgnoreCreditControlUpToDate. This setting can also be changed by the CreditControlStatus setting.                                    | Optional  |
| IgnoreCreditControlUpToDate | Date         | The date until which Credit Control is ignored. Works in conjunction with IgnoreCreditControl. This setting is also used by the CreditControlStatus setting.<br><br>YYYY-MM-DDZ                           | Optional  |
| IgnoreUsageLimits           | Boolean      | If set to True, this means the customer is not notified when either their lower or upper usage limit is reached, and no auto response is triggered. This affects all Subscriptions linked to the Account. | Optional  |
| AccountInQuery              | Boolean      | If set to True, this indicates that an element of the balance outstanding is being held out from recovery procedures while a customer query is addressed.   | Optional  |
| CreditControlAddressNumber  | Integer8     | The unique number associated with this type of address, which is one of several delivery  | Optional  |

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
|                     |              | addresses available in CMP.  |           |
| CreditControlStatus | String       | Choice of: <ul style="list-style-type: none"> <li>• Normal - The Account is not currently in credit control.</li> <li>• On Procedure - The Account is in credit control.</li> <li>• Ignored - The Account was in credit control but an agent has indicated that this is to be ignored. The IgnoreCreditControl flag will be set to true in this case as well.</li> <li>• Ignored Until - The Account was in credit control but an agent has indicated that it is to be ignored until a date specified in the IgnoreCreditControlUpToDate field above.</li> </ul> | Optional  |
| LastAmendedDate     | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

### Account Type and Usage Response Container

The AccountTypeAndUsage response container is the response to the ACCOUNT\_TYPE\_AND\_USAGE dataset when specified in the QueryAccount request. It has the following elements:

| Element Name    | Content Type         | Description   | Required? |
|-----------------|----------------------|---|-----------|
| AccountType     | String6              | Account Types indicate the type of account to which Subscriptions belong. This is a classification of the Account.<br><br>If not supplied, the value that is defaulted in comes from the Account Default Parm's Maint. The field is ADVSalesPersonCode.   | Optional  |
| SubLedgerCode   | String6              | This references an extra level of detail in the General Ledger and links to the external financials software. The main use of this code is to enable direct debits to be claimed from the bank account.<br><br>If not supplied, the value that is defaulted in comes from the Subledger field in Account Default Parm's Maint.  | Optional  |
| AccountUsage    | String - Enumeration | This indicator controls what the account can be used for. Possible values are: <ul style="list-style-type: none"> <li>• Subscription</li> <li>• Sales</li> <li>• SubscriptionAndSales (default)</li> </ul> Subscriptions cannot be added to an Account when usage is Sales (usually referred to as a Hardware account).<br><br>It is possible to add Subscriptions to a Subscription or to a SubscriptionAndSales (Both). | Optional  |
| LastAmendedDate | dateTime             | YYYY-MM-DDThh:mm:ssZ  | Optional  |

**AccountSerialNumbers Response Container**

The AccountSerialNumbers response container is the response to the ACCOUNT\_SERIAL\_NUMBERS dataset when specified in the QueryAccount request. It has the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| SerialNumberId    | Range 1-999  | The serial number identification number.   | Mandatory |
| SerialNumberValue | String25     | The actual serial number value for example 07712345678.  | Mandatory |
| EffectiveDate     | Date         | The date from which the serial number becomes effective.<br>YYYY-MM-DDZ  | Optional  |
| SerialStatus      | String       | The serial number status. Possible values are: <ul style="list-style-type: none"> <li>• CHANGING</li> <li>• CURRENT</li> <li>• SUPERSEDED</li> </ul> | Optional  |
| LastAmendedDate   | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

#### CustomerDetails Response Container

The CustomerDetails response container is the response to the CUSTOMER\_DETAILS dataset when specified in the QueryAccount request. It has the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| AccountPassword    | String20     | This is used for security purposes if it is necessary to control caller access. This password can work instead of, or in conjunction with, a Subscription password.   | Optional  |
| AccountPIN         | Integer4     | System generated unique personal identification number. Active if Interactive Voice Recognition (IVR) is introduced.  | Optional  |
| ForAttnOfName      | String30     | Details of the name that appears on statements, copy invoices, etc.   | Optional  |
| AccountContactName | String30     | Details of a personal contact within the customer's organisation.   | Optional  |
| CustomerCostCentre | String20     | Codes are used to allocate responsibility of charges to different areas within an organisation. The customer purchase ledger cost centre can be entered here to be printed on all invoices. New cost centres can be added to the list at Agreement level. | Optional  |
| LastAmendedDate    | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

### SubscriptionInvoiceControl Response Container

The SubscriptionInvoiceControl response container is the response to the SUBSCRIPTION\_INVOICE dataset when specified in the QueryAccount request. It has the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| GenericText      | Boolean      | This allows standard text messages to appear on the invoice.<br><br>If set to True, any company notices, instructions, warnings, etc. appear on all invoices produced. | Optional  |
| OverrideTaxCode  | Boolean      | If set to True, the tax code on specific services is ignored. Instead the tax code from the Account level within the external finance package customer file is used.   | Optional  |
| PrintStatement   | Boolean      | If set to True, statements for non-subscription related services are issued. Otherwise they are included within the usage invoice.                                     | Optional  |
| BillingMediaCode | String6      | Account = Non-subs invoicing (Adjustments / Orders etc)  | Optional  |
| LastAmendedDate  | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

### NonSubscriptionInvoiceControl Response Container

The NonSubscriptionInvoiceControl response container is the response to the NON\_SUBSCRIPTION\_INVOICE dataset when specified in the QueryAccount request. It has the following elements:

| Element Name                       | Content Type | Description   | Required? |
|------------------------------------|--------------|---|-----------|
| PrintStatement                     | Boolean      | If set to True, statements for Non-Subscription related Services are issued. Otherwise they are included within the usage invoice.  | Optional  |
| PrintStatementBillingMediaCode     | String6      | This indicates the medium used to issue Non-Subscription Statements.  | Optional  |
| ConsolidateInvoice                 | Boolean      | When Invoice Print is run, if ConsolidateInvoice is set to True, the relevant invoices are consolidated to Account level.   | Optional  |
| ConsolidateInvoiceBillingMediaCode | String6      | This indicates the medium used to issue Non-Subscription consolidated Invoices.   | Optional  |
| FirstInvoice                       | Date         | The date on which the first invoice was produced.<br>YYYY-MM-DDZ  | Optional  |
| LastInvoice                        | Date         | The date on which the previous invoice was produced.<br>YYYY-MM-DDZ   | Optional  |
| NextExpectedInvoice                | Date         | The date of the next expected Invoice (as per billing cycle).<br>YYYY-MM-DDZ  | Optional  |
| SubsequentInvoiceFrequency         | Container    | Choice of: <ul style="list-style-type: none"> <li>SubsequentInvoiceFrequencyDays</li> <li>SubsequentInvoiceFrequencyMonths</li> </ul> See SubsequentInvoiceFrequency Response Container Response for further information. | Optional  |
| DelayToCycle                       | Integer      | A Non-Subscription invoice can be aligned to be produced on the same  | Optional  |

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
|                 |              | day as the usage invoice. This element indicates if a Non-Subscription invoice is produced at the same time as the usage invoice. |           |
| LastAmendedDate | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

**SubsequentInvoiceFrequency Response Container**

The SubsequentInvoiceFrequency response container has the following elements:

| Element Name                     | Content Type | Description  | Required? |
|----------------------------------|--------------|--|-----------|
| SubsequentInvoiceFrequencyDays   | Integer      | This indicates the number of days between each invoice date. <ul style="list-style-type: none"> <li>• Min Inclusive: 1</li> <li>• Max Inclusive: 31</li> </ul> | Optional  |
| SubsequentInvoiceFrequencyMonths | Token        | This indicates the number of months between each invoice date. <ul style="list-style-type: none"> <li>• [0] [1-9]</li> <li>• [1] [0-2]</li> </ul>              | Optional  |

**Services Response Container**

The Services response container is the response to the SERVICES dataset specified in the QueryAccount request. It has the following elements:

| Element Name | Content Type | Description                                 | Required? |
|--------------|--------------|---|-----------|
| Service      | Container    | See Service Response Container for details. | Optional  |

**Service Response Container**

The Service response container has the following elements:

| Element Name              | Content Type       | Description   | Required? |
|---------------------------|--------------------|---|-----------|
| ServiceCode               | String6            | This details the code attributed to the Service as it appears on the invoice.   | Mandatory |
| PackageCode               | String6            | The unique code within a company used to identify which Package the service is linked to.   | Optional  |
| Package Description       | String30           | The descriptive name for the Package that the service is linked to.   | Optional  |
| Description               | String30           | This details the descriptive text (30-characters) attributed to the Service as it appears on the invoice.   | Optional  |
| ServicePrice              | Currency (Decimal) | The price of the Service. <ul style="list-style-type: none"> <li>• Min Inclusive: 0.01</li> <li>• Max Inclusive: 999999999.99</li> </ul>  | Optional  |
| EffectiveDate             | Date               | This is the date from which the Service becomes effective.<br>YYYY-MM-DDZ   | Optional  |
| ExpiryDate                | Date               | This is the date on which the Service is set to expire.<br>YYYY-MM-DDZ  | Optional  |
| IncdInTermCostCalc        | Boolean            | This indicates if a particular Service is included in the termination cost calculation.   | Optional  |
| PriceConsolidationService |                    | Applicable to Subscription Services only.<br><br>This enables the chosen Service to become part of one consolidated Service, which is several chargeable Subscription Services grouped together to appear on the Subscription invoice as one Service with one charge or price against it. | Optional  |

| Element Name    | Content Type | Description          | Required? |
|-----------------|--------------|----------------------|-----------|
| LastAmendedDate | dateTime     | YYYY-MM-DDThh:mm:ssZ | Optional  |

A Service container is returned for each active Account Service.

### Card Response Container

The Card response container is the response to the CREDIT\_DEBIT\_CARDS dataset when specified in the QueryAccount request. It has the following elements:

| Element Name        | Content Type  | Description  | Required? |
|---------------------|---------------|--|-----------|
| SubscriptionNumber  | Integer8      | The unique system generated Reference Number for the Subscription.   | Optional  |
| NetworkSerialNumber | String25      | Network Serial Number associated with CMP Subscription Number.   | Optional  |
| PaymentType         | String6       | The type of credit / debit card to be used (for example VISA).   | Mandatory |
| Status              | String        | One of the following: <ul style="list-style-type: none"> <li>OneOffPayment - Indicates that the card is for one off payments</li> <li>Active - Indicates that the card is for recurring payments.</li> </ul> | Mandatory |
| CardReference       | VARCHAR (100) | The tokenised string representing the card.  | Mandatory |
| CardNumber          | String4       | The last four digits of card number.   | Optional  |
| NameOnCard          | String20      | The name that appears on the card.   | Optional  |
| StartYear           | String2       | Start year on the card.  | Optional  |
| StartMonth          | String2       | Start month on the card.   | Optional  |
| ExpiryYear          | String2       | Expiry year on the card.   | Optional  |
| ExpiryMonth         | String2       | Expiry month on the card.  | Optional  |

### AttributeGroup Response Container

The AttributeGroup response container is the response to the ATTRIBUTES dataset when specified in the QueryAccount request. It returns the following processing results:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| AttributeGroupID | String6      | A unique ID for the Attribute Group. For example, 03A.<br><br>Each account can have only a single effective Attribute Group at any one time  | Mandatory |
| EffectiveDate    | dateTime     | The date from which the Attribute Group becomes effective.<br><br>YYYY-MM-DDThh:mm:ssZ   | Optional  |
| Attribute        | Container    | Attributes are a configurable list of values that can be associated with entities such as Price Plans and Packages to provide more information on it.<br><br>See Attribute Response Container for details. | Mandatory |

### Attribute Response Container

The Attribute response container has the following elements:

| Element Name   | Content Type | Description  | Required? |
|----------------|--------------|--|-----------|
| AttributeID    | Integer2     | A unique ID for the Attribute. For example, 01.<br><br>This is chosen from a list of Attributes configured against the chosen Attribute Group in CMP disEMP Back Office configuration. | Mandatory |
| AttributeValue | String120    | A full Description of the Attribute.<br><br>For example, Dedicated Lease Line Connection.  | Optional  |
| EffectiveDate  | dateTime     | The date on which the Attribute becomes effective.<br><br>YYYY-MM-DDThh:mm:ssZ   | Optional  |

### TerminationFee Response Container

The TerminationFee response container is the response to the TERMINATION\_FEE dataset when specified in the QueryAccount request. It has the following elements:

| Element Name   | Content Type       | Description  | Required? |
|----------------|--------------------|--|-----------|
| TerminationFee | Currency (Decimal) | Monetary value that will be charged if a subscriber decides to leave their contract early. | Optional  |

### DLPPorts Response Container

The DLPPorts response container is the response to the DLP\_PORT dataset when specified in the QueryAccount request. It has the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| SubscriptionNumber | Integer8     | The Subscription Number that has port in information associated with it. Each Subscription may have more than one Port-in returned (if for instance a pending Port-in was cancelled and then initiated again). | Mandatory |
| PACCode            | String9      | Standard PAC format.   | Mandatory |
| PACExpiryDate      | Date         | The date that the PAC expires.   | Mandatory |
| PACCreationDate    | Date         | The date on which the PAC was created on.  | Mandatory |
| RNO                | String2      | The Recipient Network Operator.<br><br>This is the code that comes from Syniverse.   | Optional  |
| DNO                | String2      | The Donor Network Operator.<br><br>This is the code that comes from Syniverse.   | Mandatory |
| RSP                | String3      | The Recipient Service Provider.<br><br>This is the code that comes from Syniverse.   | Optional  |
| DSP                | String       | The Donor Service Provider.<br><br>This is the code that comes from Syniverse.   | Mandatory |
| PortDate           | Date         | YYYY-MM-DDZ<br><br>The date on which the number is scheduled to Port-in.   | Optional  |
| PortStatus         | Enumeration  | The current status of the Port-in. Possible values for PortStatus are as follows: <ul style="list-style-type: none"> <li>CLOSED - This is the status of the port after the customer has</li> </ul>             | Mandatory |

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
|              |              | <p>agreed to Port-in but prior to porting. The Port-in will retain this status until between 18:00 and 22:00 on the day before.</p> <ul style="list-style-type: none"> <li>• LOCKED - This is the PAC status between 18:00 and 21:00 on the day before. This status will only be displayed in the Online Portal if an agent queries Syniverse between 18:00 and 21:00, and the customer subsequently looks at the Port ins on the Online Portal. The web service does not query Syniverse unless an agent explicitly does so, the CLOSED status will be returned.</li> <li>• IN_PROGRESS - This is the status in which the Port-in will be from 22:00 on the day before the Port-in until the Port-in event is completed.</li> <li>• COMPLETE - This is the status when Port-in commands have been sent to the network and CMP has received a successful response.</li> <li>• CANCELLED - Indicates a Port-in request was cancelled.</li> <li>• ERROR - This is the status of the Port-in once the Port-in has been completed but CMP has received an error.</li> </ul> |           |

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| Cancellable         | Boolean      | This indicates whether or not it is possible to cancel a CLOSED PAC (an in progress Port-in). This only affects online Port-ins. Changes will still be allowed via AgentView until rejected by Syniverse. | Optional  |
| NumberBeingPortedIn | String25     | The mobile number being ported in.  | Mandatory |
| NumberBeingReplaced | String25     | The mobile number that is being replaced. This is not available when the PortStatus = COMPLETE.   | Optional  |

## 2.2.6 UpdateAccountDetails

The UpdateAccountDetails web service enables an external client system to update Account information for existing CMP Accounts.

In order to update the Account details, the user must pass in a valid CMP Account Number along with the relevant information to be updated.

Users are able to update individual attributes of the Account details as per the Edit Account panel. Invalid requests are rejected with an error message.

The [Update Account Details Response](#) returns a failure response if:

- The Hardware Account belongs to one of the Account Types specified in the Maintain Account Type table
- The Hardware Credit Limit entered is blank or zero

### 2.2.6.1 UpdateAccountDetails Request

The UpdateAccountDetails tag instructs the Account Service to update Account details. This request contains the following elements:

| Element Name                        | Content Type         | Description  | Required? |
|-------------------------------------|----------------------|--|-----------|
| ExternalReference                   | String69             | The client may use this identifier to correlate the request and the response.          | Optional  |
| AccountNumber                       | Integer 0-99999999-9 | The number automatically allocated to the Account upon creation in CMP.                | Mandatory |
| UpdateAccountBasic                  | Container            | See <a href="#">UpdateAccountBasic Request Container</a> for details.                  | Optional  |
| UpdateAccountTypeAndUsage           | Container            | See <a href="#">UpdateAccountTypeAndUsage Request Container</a> for details.           | Optional  |
| UpdateCustomerDetails               | Container            | See <a href="#">UpdateCustomerDetails Request Container</a> for details.               | Optional  |
| UpdateCreditControl                 | Container            | See <a href="#">UpdateCreditControl Request Container</a> for details.                 | Optional  |
| UpdateSubscriptionInvoiceControl    | Container            | See <a href="#">UpdateSubscriptionInvoiceControl Request Container</a> for details.    | Optional  |
| UpdateNonSubscriptionInvoiceControl | Container            | See <a href="#">UpdateNonSubscriptionInvoiceControl Request Container</a> for details. | Optional  |
| UpdateAutoPayments                  | Container            | See <a href="#">UpdateAutoPayments Request Container</a> for details.                  | Optional  |

### UpdateAccountBasic Request Container

The UpdateAccountBasic request container has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| AddressNumber   | Integer8     | The Account level delivery address number which is one of the several delivery addresses available in the system. | Optional  |
| PaymentTerms    | String3      | The agreed terms of payment, e.g. within 14 days of invoice date.   | Optional  |
| LastAmendedDate | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

### UpdateAccountTypeAndUsage Request Container

The UpdateAccountTypeAndUsage request container has the following elements:

| Element Name  | Content Type | Description  | Required? |
|---------------|--------------|--|-----------|
| AccountType   | String6      | <p>Account Types indicate the type of Account to which Subscriptions belong, for example, 001 = VIP, 002 = Bad Debt. This is a classification of the Account.</p> <p>If not supplied, the value that is defaulted in comes from the Account Default Parm Maint. The field is ADVSalesPersonCode..</p> <p>Value provided must be a valid Account Type.</p>  | Optional  |
| SubLedgerCode | String6      | <p>This is used if the business is involved in Internet, gas, mobile, etc. This references an extra level of detail in the General Ledger and can link to external financials software. The code is used to enable direct debits to be claimed from the bank account.</p> <p>If not supplied, the value that is defaulted in comes from the Subledger field in Account Default Parm Maint.</p> <p>Value must be a valid Sub Ledger Code.</p> | Optional  |
| AccountUsage  | String1      | <p>This indicator controls what the Account can be used for.</p> <p>If no value is supplied then this defaults to SubscriptionAndSales/Both.</p> <p>Valid values are Subscription, SubscriptionAndSales and Sales. These appear in AgentView as</p> <ul style="list-style-type: none"> <li>• Subscription = Subscription</li> <li>• SubscriptionAndSales = Both</li> </ul>   | Optional  |

| Element Name            | Content Type | Description  | Required? |
|-------------------------|--------------|--|-----------|
|                         |              | <ul style="list-style-type: none"> <li>Sales = Sales Order Subscriptions cannot be added to an account when usage is Sales (usually referred to as a Hardware account).</li> </ul> <p>It is possible to add Subscriptions to a Subscription or to a SubscriptionAndSales (Both).</p> |           |
| CorrespondingAccount    | Integer8     | The number of an associated Account, e.g. equipment only. Usage Accounts can be linked to an equipment Account and vice versa. There is a find facility to locate alternative addresses.   | Optional  |
| AccountServiceAgreement | Integer8     | This is used to enter the number of an active Account's services agreement. A single agreement from within the same structure as the account is required to control the billing pattern of all of an account's services.   | Optional  |
| LastAmendedDate         | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

**UpdateCustomerDetails Request Container**

The UpdateCustomerDetails request container has the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| AccountPassword    | String20     | This is used for security purposes if it is necessary to control caller access. This password can work instead of, or in conjunction with, a subscription password. | Optional  |
| AccountPIN         | Integer4     | System generated unique personal identification number. Could become active if Interactive Voice Recognition (IVR) is introduced.                                   | Optional  |
| ForAttnOfName      | String30     | This details of the name that appears on statements, copy invoices, etc.  | Optional  |
| AccountContactName | String30     | This details of a personal contact within the customer's organisation.  | Optional  |
| Comments           | String30     | An entry can be made to inform the CSA user about the customer, previous contacts or any other pertinent points in respect of credit scoring.                       | Optional  |
| LastAmendedDate    | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

### UpdateCreditControl Request Container

The UpdateCreditControl request container has the following elements:

| Element Name                | Content Type | Description   | Required? |
|-----------------------------|--------------|---|-----------|
| CreditLimit                 | Integer9     | The customers spending limit. This includes billed charges and can work independently, or in conjunction with the value of unbilled usage. However, the procedure is not related to Credit Management as recovery may begin earlier than a scheduled Credit Management procedure. | Optional  |
| HardwareCreditLimit         | Integer9     | Hardware Only Credit Limit.   | Optional  |
| CreditScore                 | Integer      | The rating given to the customer by the Credit Reference Agency during the credit checking process.   | Optional  |
| IgnoreCreditControl         | Boolean      | This cancels the whole Credit Control process up to a specified date.   | Optional  |
| IgnoreCreditControlUpToDate | Date         | The date until which Credit Control is ignored. Works in conjunction with the Ignore Credit Control field.<br><br>Choice of: <ul style="list-style-type: none"> <li>• &lt;Value&gt;</li> <li>• &lt;Clear&gt;</li> </ul> YYYY-MM-DDZ   | Optional  |
| IgnoreUsageLimits           | Boolean      | If true, this means the customer is not notified when either their lower or upper usage limit is reached, and no auto response is triggered. This affects all Subscriptions linked to the Account.  | Optional  |

| Element Name               | Content Type       | Description  | Required? |
|----------------------------|--------------------|--|-----------|
| AccountInQuery             | Boolean            | If true, this indicates that an element of the balance outstanding is being held out from recovery procedures while a customer query is addressed. | Optional  |
| CreditControlAddressNumber | Integer 0-99999999 | The unique number associated with this type of address, which is one of several delivery addresses available in CMP.                               | Optional  |
| LastAmendedDate            | dateTime           | YYYY-MM-DDTh-h:mm:ssZ  | Mandatory |

#### UpdateSubscriptionInvoiceControl Request Container

The UpdateSubscriptionInvoiceControl request container has the following elements:

| Element Name                     | Content Type | Description  | Required? |
|----------------------------------|--------------|--|-----------|
| GenericText                      | Boolean      | This allows standard text messages to appear on the invoice. If set to true, any company notices, instructions, warnings, etc. appear on all invoices produced.      | Optional  |
| OverrideTaxCode                  | Boolean      | If set to True, the tax code on specific services is ignored. Instead the tax code from the Account level within the external finance package customer file is used. | Optional  |
| PrintStatementSubscription       | Boolean      | If set to True, statements for non-subscription related services are issued. Otherwise they are included within the usage invoice.                                   | Optional  |
| PrintStatementSubscriptionFormat | String30     | This indicates the medium used to issue non-subscription statements (e.g. A4 with two columns).  | Optional  |
| LastAmendedDate                  | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

**UpdateNonSubscriptionInvoiceControl Request Container**

The UpdateNonSubscriptionInvoiceControl request container has the following elements:

| Element Name                        | Content Type | Description   | Required? |
|-------------------------------------|--------------|---|-----------|
| PrintStatementInvoice               | Boolean      | If set to True, statements for Non-Subscription related services are issued. Otherwise they are included within the usage invoice.  | Optional  |
| PrintStatementInvoiceFormat         | String30     | This indicates the medium/format used to issue Non-Subscription statements (e.g. A4 with two columns).  | Optional  |
| StatementFormatInvoiceFormat        | String30     | This indicates the medium/format used for Non-Subscription invoices (e.g. A4 with two columns).   | Optional  |
| FirstInvoice                        | Date         | The date on which the first invoice was produced.<br>YYYY-MM-DDZ  | Optional  |
| SubsequentInvoiceFrequency          | Container    | Choice of: <ul style="list-style-type: none"> <li>SubsequentInvoiceFrequencyDays</li> <li>SubsequentInvoiceFrequencyMonths</li> </ul> See the <a href="#">SubsequentInvoiceFrequency Response Container</a> response container for further information. | Optional  |
| DelayToCycle                        | Integer      | Any Non-Subscription invoice can be aligned to be produced on the same day as the usage invoice.  | Optional  |
| ConsolidationNonSubscriptionInvoice | Boolean      | When Invoice Print is run, if the Consolidate Non Subscription Invoice is set to True, the relevant invoices are consolidated to Account level.   | Optional  |
| LastAmendedDate                     | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

**SubsequentInvoiceFrequency Response Container**

The SubsequentInvoiceFrequency response container has the following elements:

| Element Name                     | Content Type | Description  | Required? |
|----------------------------------|--------------|--|-----------|
| SubsequentInvoiceFrequencyDays   | Inter        | This indicates the number of days between each invoice date: <ul style="list-style-type: none"> <li>• Min Inclusive: 1</li> <li>• Max Inclusive: 31</li> </ul> | Optional  |
| SubsequentInvoiceFrequencyMonths | Token        | This indicates the number of months between each invoice date: <ul style="list-style-type: none"> <li>• [0] [1-9]</li> <li>• [1] [0-2]</li> </ul>              | Optional  |

**UpdateAutoPayments Request Container**

The UpdateAutoPayments request container has the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| AutoPaymentCalcMethod  | String       | <p>There are two options for this field which refers to direct debit/automatic account withdrawals only.</p> <ul style="list-style-type: none"> <li>CHILD (Child balance)</li> <li>PARENT (Parent balance).</li> </ul> <p>If set to CHILD, only payments corresponding to the account being changed are pulled.</p> <p>If set to PARENT, payments are pulled from all accounts linked to the parent of the account being viewed.</p> | Optional  |
| SuspendFromAutoPayment | Boolean      | Once flagged the auto payment is suspended.  | Optional  |
| SuspendUpToDueDate     | Date         | <p>The date entered relates to the start of the period during which auto payments are suspended.</p> <p>Choice of:</p> <ul style="list-style-type: none"> <li>&lt;Value&gt;</li> <li>&lt;Clear&gt;</li> </ul> <p>YYYY-MM-DDZ</p>   | Optional  |
| SuspendDueDateUntil    | Date         | <p>The date entered relates to the end of the period during which auto payments are suspended.</p> <p>Choice of:</p> <ul style="list-style-type: none"> <li>&lt;Value&gt;</li> <li>&lt;Clear&gt;</li> </ul> <p>YYYY-MM-DDZ</p>   | Optional  |
| SuspensionReason       | String90     | The reason why the account is suspended from auto payment.   | Optional  |

| Element Name    | Content Type | Description          | Required? |
|-----------------|--------------|----------------------|-----------|
| LastAmendedDate | dateTime     | YYYY-MM-DDThh:mm:ssZ | Mandatory |

### 2.2.6.2 UpdateAccountDetails Response

The UpdateAccountDetails response is the response to the [UpdateAccountDetails Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2. 2. 7 Update Account Serial Number

The Update Account Serial Number web service enables an external client system to update an existing Account Serial Number stored in CMP.

### 2.2.7.1 UpdateAccountSerialNumber Request

The UpdateAccountSerialNumber tag instructs the Account Service to update the Account level Serial Number specified. This request contains the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| External Reference | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| AccountNumber      | Integer8     | The number automatically allocated to the Account upon creation in CMP.  | Mandatory |
| SerialNumberId     | Range 1-999  | The Managed Serial Number identification number.<br>Value specific must be a valid Managed Serial Number ID that has been configured in CMP. | Mandatory |
| SerialNumberValue  | String25     | The actual network serial number (e.g. mobile phone number).   | Mandatory |
| LastAmendedDate    | dateTime     | The date and time at which the Account was last amended.<br>YYYY-MM-DDThh:mm:ssZ   | Mandatory |

### 2.2.7.2 UpdateAccountSerialNumber Response

The UpdateAccountSerialNumber response is the response to the [UpdateAccountSerialNumber Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.2.8 UpdateRecurringPaymentDetails

The UpdateRecurringPaymentDetails web service enables an external client system to update the recurring payment type for a given Account Number.

For example, this could be changing Direct Debit Payment Type to Credit Card or vice versa.

Updating a recurring payment type is a two-step process:

- The user cancels the existing payment type of the Account.
- The user passes in a valid CMP Account Number, new recurring payment type and new payment details to add the new payment type of the Account.

This UpdateRecurringPaymentDetails web serviceshould be used in conjunction with the Query Account Details Service.

Invalid requests, such as attempting to change to another recurring Payment Type (for example **Credit Card**) without first cancelling the existing payment type (for example, **Direct Debit**), are rejected with an error message.

CMP supports two types of direct debit schemes: BACS and SEPA. Only one scheme can be used at any one time.

### 2.2.8.1 UpdateRecurringPaymentDetails Request

The UpdateRecurringPaymentDetails tag instructs the Account Service to update recurring payment details. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| AccountNumber     | Integer8     | Number of the existing Account which the change to recurring payment applies to.  | Mandatory |
| PaymentType       | String6      | Automatic Payments for example:<br>DEBIT = Debit or CREDIT = Credit.  | Mandatory |
| PaymentTerm       | String3      | The agreed terms of payment, e.g. within 14 days of invoice date.   | Optional  |
| PaymentDetails    | Container    | Choice of: <ul style="list-style-type: none"> <li>• PaymentCardDetails</li> <li>• DirectDebitDetails</li> </ul> See <a href="#">PaymentDetails Request Container</a> for details.   | Optional  |
| LastAmendedDate   | dateTime     | YYYY-MM-DDThh:mm:ssZ<br><br>This needs to be the last amended date returned by calling the QueryAccount web service passing in a dataset dependent on the type of amendment:<br><br>If the Account is changing from a Manual (e.g. Cheque, Giro, etc) payment type to either a Direct Debit or Payment Card, the Last Amended Date supplied must be that from the Account Query, Payment Details dataset.<br><br>If the Account is changing from either Direct Debit or Payment Card to Manual, then the last amended date supplied must be that from the Account Query, Basic dataset.<br><br>If the attributes of a Direct Debit or Payment Card are changing, e.g. updating the Bank Account Number, then the Last Amended Date supplied must be that from the Account Query, Payment Details dataset. | Mandatory |
| AuditRecord       | Container    | See <a href="#">AuditRecord Request Container</a> for details.  | Optional  |

### PaymentDetails Request Container

The PaymentDetails request container has the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| PaymentCardDetails | Container    | Choice of: <ul style="list-style-type: none"> <li>• PaymentCard</li> <li>• CancellationInformation</li> <li>• PaymentCardToken</li> </ul> See <a href="#">Payment Card Details Request Container</a> for details. | Mandatory |
| DirectDebitDetails | Container    | Choice of: <ul style="list-style-type: none"> <li>• DirectDebit</li> <li>• CancellationInformation</li> </ul> See DirectDebitDetails Request Container for details.   | Mandatory |

[PaymentCardDetails Request Container](#)

The PaymentCardDetails request container has the following elements:

| Element Name            | Content Type | Description   | Required? |
|-------------------------|--------------|---|-----------|
| PaymentCardToken        | Container    | The PaymentCardToken container will only be accepted if the PCI Compliance Toolbox feature is switched on.<br><br>See <a href="#">Payment Card Token Request Container</a> for details. | Mandatory |
| CancellationInformation | Container    | See CancellationInformation Request Container for details.  | Mandatory |

[PaymentCardToken Request Container](#)

The PaymentCardToken request container has the following elements:

| Element Name  | Content Type | Description                                 | Required? |
|---------------|--------------|---|-----------|
| CardReference | VARCHAR(100) | The tokenised string representing the card. | Mandatory |
| CardNumber    | String4      | Last four digits of the card number.        | Optional  |
| NameOnCard    | String20     | The name that appears on the card.          | Optional  |
| StartYear     | String2      | Start year on the card.                     | Optional  |
| StartMonth    | String2      | Start month on the card.                    | Optional  |
| ExpiryYear    | String2      | Expiry year on the card.                    | Optional  |
| ExpiryMonth   | String2      | Expiry month on the card.                   | Optional  |

If the PCI-compliant toolbox feature is turned on, any card details not found in this container are rejected. These are as follows:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| CCDCCardNumber     | String20     | The actual number of the credit or debit card.   | Optional  |
| NameOnCard         | String20     | Name of the cardholder exactly as displayed on the card.   | Optional  |
| StartYear          | String2      | Start year on the card.  | Optional  |
| StartMonth         | String2      | Start month on the card.   | Optional  |
| ExpiryYear         | String2      | Expiry year on the card.   | Optional  |
| ExpiryMonth        | String2      | Expiry month on the card.  | Optional  |
| CreditSecurityCode | String6      | The card security code used. On many card types it is the last group of digits on the signature panel at the back of the card. | Optional  |

### CancellationInformation Request Container

The CancellationInformation request container has the following elements:

| Element Name     | Content Type | Description   | Required? |
|------------------|--------------|---|-----------|
| ReasonCode       | String4      | The valid cancellation reason depends on what is being cancelled, e.g. Credit Card/ Debit Card etc.<br><br>In the case of a payment card (credit card/debit card) the valid reason codes are defined in the Core Reason Type Maint. screen keyed by a type code of CDCAN. | Mandatory |
| CancellationDate | Date         | YYYY-MM-DDZ<br><br>If a cancellation reason code has been entered then a cancellation date must also be entered.  | Mandatory |

**DirectDebitDetails Request Container**

The DirectDebitDetails request container has the following elements:

| Element Name            | Content Type | Description  | Required? |
|-------------------------|--------------|--|-----------|
| DirectDebit             | Container    | See <a href="#">Direct Debit Request Container</a> for details.            | Mandatory |
| CancellationInformation | Container    | See <a href="#">CancellationInformation Request Container</a> for details. | Mandatory |

**DirectDebit Request Container**

The DirectDebit request container has the following elements:

| Element Name               | Content Type | Description   | Required? |
|----------------------------|--------------|---|-----------|
| DDAccountName              | String60     | The name of the account or account holder.  | Optional  |
| BankAccountNumber          | String20     | The bank account from which the payments will be made. This is applicable to BACS.  | Optional  |
| BankSortCode               | String20     | The code of the bank branch which holds the account.  | Optional  |
| NameOfPayer                | String30     | The name of the person instigating the direct debit.<br><br>Use the following format for this field: "First name<space>Last name"   | Optional  |
| DateMandateReceived        | date         | Choice of: <ul style="list-style-type: none"> <li>• &lt;Value&gt;</li> <li>• &lt;Clear&gt;</li> </ul> This is the date that the DD mandate was received. For electronic forms of DD Mandate this should be set to the current date. For paper mandates, it is the date that the mandate was received by the relevant back office individual.<br><br>YYYY-MM-DDZ | Optional  |
| DirectDebitSetupMethodCode | String6      | The unique code for the set up method used. For example, PDD - Paperless Direct Debit (Phone).  | Optional  |

**CancellationInformation Request Container**

The CancellationInformation request container has the following elements:

| Element Name     | Content Type | Description   | Required? |
|------------------|--------------|---|-----------|
| ReasonCode       | String4      | The valid cancellation reason depends on what is being cancelled, e.g. Credit Card/ Debit Card etc.<br><br>In the case of a payment card (credit card/debit card) the valid reason codes are defined in the Core Reason Type Maint. screen keyed by a type code of CDCAN. | Mandatory |
| CancellationDate | Date         | YYYY-MM-DDZ<br><br>If a cancellation reason code has been entered then a cancellation date must also be entered.  | Mandatory |

### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| UserId       | String10     | User ID associated with the profile. It is the ID that the calling program will use on the records that are created. | Mandatory |
| Program      | String10     | The Program Name should be hard coded in the calling application so as to uniquely identify that application.        | Mandatory |

### 2.2.8.2 UpdateRecurringPaymentDetails Response

The UpdateRecurringPaymentDetails response is the response to the [UpdateRecurringPaymentDetails Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required |
|-------------------|--------------|--|----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional |

### 2.2.8.3 Failure Scenarios

Bank account validation failure scenarios are in place for the UpdateRecurringPaymentDetails web service.

Examples are given below:

### Fault-Response-CMP-Setup

```

    <Details>
      <MessageId>mds.dise3g.validation</MessageId>
      <MessageText>Validation errors in the data submitted
for the request</MessageText>
    </Details>
    <Errors>
      <Error>
        <MessageId>EXTERNAL_VALIDATION_CONFIG_ERROR</Mes-
sageId>
        <MessageText>Failed to perform external Bank Val-
idation - CMP Setup error. Either the Webservice Endpoint Address
or the WSDL Location URL must be set.</MessageText>
        <ExtraInfo>Either the Webservice Endpoint Address
or the WSDL Location URL must be set.</ExtraInfo>
      </Error>
    </Errors>

```

### Fault-Response-Timeout

```

    <Details>
      <MessageId>mds.dise3g.validation</MessageId>
      <MessageText>Validation errors in the data submitted
for the request</MessageText>
    </Details>
    <Errors>
      <Error>
        <MessageId>EXTERNAL_VALIDATION_SYSTEM_ERROR</Mes-
sageId>
        <MessageText>Failed to perform external Bank Val-
idation. javax.xml.ws.soap.SOAPFaultException: java.net.Sock-
etTimeoutException: Socket operation timed out before it could be
completed</MessageText>
        <ExtraInfo>javax.xml.ws.soap.SOAPFaultException:
java.net.SocketTimeoutException: Socket operation timed out
before it could be completed</ExtraInfo>
      </Error>
    </Errors>

```

### Fault-Response-Multiple-Third-Party-Faults

```

    <Details>
      <MessageId>mds.dise3g.validation</MessageId>
      <MessageText>Validation errors in the data submitted
for the request</MessageText>

```

```

    </Details>
    <Errors>
      <Error>
        <MessageId>EXTERNAL_VALIDATION_REJECTION</Mes-
messageId>
        <MessageText>Rejected by external Bank Validation
- [B-VA0001] Invalid Sort Code (Bank Wizard) [E1][B-VA0002]
Invalid Account Number (Bank Wizard) [E4] Orig Invalid Account
Number</MessageText>
        <ExtraInfo>[B-VA0001] Invalid Sort Code (Bank Wiz-
ard) [E1][B-VA0002] Invalid Account Number (Bank Wizard) [E4]
Orig Invalid Account Number</ExtraInfo>
      </Error>
    </Errors>

```

### Fault-Response-Negative-Validation-Result

```

    <Details>
      <MessageId>mds.dise3g.validation</MessageId>
      <MessageText>Validation errors in the data submitted
for the request</MessageText>
    </Details>
    <Errors>
      <Error>
        <MessageId>EXTERNAL_VALIDATION_REJECTION</Mes-
messageId>
        <MessageText>Rejected by external Bank Validation
- [B-VA0002] Invalid Account Number (Bank Wizard) [E4]</Mes-
sageText>
        <ExtraInfo>[B-VA0002] Invalid Account Number (Bank
Wizard) [E4]</ExtraInfo>
      </Error>
    </Errors>

```

### Fault-Response-No-Connection

```

    <Details>
      <MessageId>mds.dise3g.validation</MessageId>
      <MessageText>Validation errors in the data sub-
mitted for the request</MessageText>
    </Details>
    <Errors>
      <Error>
        <MessageId>EXTERNAL_VALIDATION_SYSTEM_ERROR</Mes-
sageId>

```

```

        <MessageText>Failed to perform external Bank Val-
        idation. javax.xml.ws.soap.SOAPFaultException: java.net.Con-
        nectException: A remote host refused an attempted connect
        operation.</MessageText>
        <ExtraInfo>javax.xml.ws.soap.SOAPFaultException:
        java.net.ConnectException: A remote host refused an attempted
        connect operation.</ExtraInfo>
    </Error>
</Errors>

```

### Fault-Response-Precheck

```

    <Details>
        <MessageId>mds.dise3g.validation</MessageId>
        <MessageText>Validation errors in the data submitted
        for the request</MessageText>
    </Details>
    <Errors>
        <Error>
            <MessageId>EXTERNAL_VALIDATION_PRECHECK_
            ERROR</MessageId>
            <MessageText>Failed to perform external Bank Val-
            idation - check request data. ValidateBankDetailsRequest:
            bankCode exceeds max length 6</MessageText>
            <ExtraInfo>ValidateBankDetailsRequest: bankCode
            exceeds max length 6</ExtraInfo>
        </Error>
    </Errors>

```

## 2.3 Address Service

The information in this section corresponds to the CMP web services as specified in the addressservice.wsdl.

The following web services are included:

- [Create Address](#)
- [Create Email Address](#)
- [Query Emails](#)
- [Remove Email](#)
- [Update Address](#)

### 2.3.1 Address Configuration

Mandatory or optional configuration field setup of personal and business address details via web services is also available. Any web services passing personal and, or business

addresses into CMP incorporates the business rules that are set as per the appropriate personal and, or business address field validation in CMP setup.

## 2.3.2 CreateAddress

The CreateAddress web service enables an external client system to create a personal or business address.

### 2.3.2.1 CreateAddress Request

The CreateAddress tag instructs the Address Service to create an address. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| AddressData       | Container    | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress - see <a href="#">PersonalAddress Request Container</a></li> <li>• BusinessAddress - see <a href="#">BusinessAddress Request Container</a></li> </ul> | Mandatory |

#### PersonalAddress Request Container

The PersonalAddress request container has the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| Title         | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename      | String50     | Customer's first name.  | Mandatory |
| MiddleName    | String20     | Customer's middle name.   | Optional  |
| Surname       | String50     | Customer's surname.   | Mandatory |
| Address1      | String60     | Line one of the customer's address.   | Mandatory |
| Address2      | String60     | Line one of the customer's address.   | Optional  |
| Address3      | String60     | Line one of the customer's address.   | Optional  |
| Address4      | String60     | Line one of the customer's address.   | Optional  |
| Address5      | String60     | Line one of the customer's address.   | Optional  |
| Postcode      | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth   | Date         | Customer's date of birth, in the format YYYY-MM-DD. The user can also clear the current date of birth set by specifying CLEAR_FIELD.                                | Optional  |
| Gender        | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus | String       | Choice of: Married, Single, Widowed, Divorced, Other, Seper-  | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
|                        |              | ated or BLANK.   |           |
| DateOfResidence        | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.                       | Optional  |
| CustomerType           | String10     | Selected from one of the available Customer Types configured in CMP.   | Optional  |
| AddressType            | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list. | Optional  |
| AddressCategory        | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.                           | Optional  |
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list.   | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set

up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.

#### BusinessAddress Request Container

The BusinessAddress request container has the following elements:

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Mandatory |
| Address3                     | String40     | Line three of the company's address.   | Mandatory |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| DateOfIncorporation | Date         | The date the company register at the address specified, in the format YYYY-MM-DD. | Optional  |
| Title               | String10     | Company's contact title.  | Optional  |
| Forename            | String15     | Company's contact first name.   | Optional  |
| MiddleName          | String10     | Company's contact middle name.  | Optional  |
| Surname             | String25     | Company's contact sur-name name.  | Optional  |
| JobTitle            | String30     | Company's contact job title.  | Optional  |

CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

### 2.3.2.2 CreateAddress Response

The CreateAddress response is the response to the [CreateAddress Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Reference in the request is passed back in the response. | Optional  |
| AddressNumber     | Integer8     | Delivery Address Number of new address.                  | Mandatory |

### 2.3.3 CreateEmailAddress

The CreateEmailAddress web service enables an external client system to create an email address at any level of the CMP hierarchy.

This service should be used in conjunction with the following services (to obtain the current primary email address):

- [Query Subscription Details](#)
- [Query Account](#)

- [Query Corporate](#)
- [Query Group](#)

The user must pass an identifier for the appropriate level of the hierarchy at which the new email address should be created, along with the email address type. In addition, the user is able to set the new email address as their primary email address.

### 2.3.3.1 CreateEmailAddress Request

The CreateEmailAddress tag instructs the Address Service to create an email address. This request contains the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| EmailData    | Container    | See <a href="#">EmailData Request Container</a> for details. | Mandatory |

#### EmailData Request Container

The EmailData request container holds details of email data. It has the following elements:

| Element Name        | Content Type       | Description  | Required? |
|---------------------|--------------------|--|-----------|
| ExternalReference   | String69           | The client may use this identifier to correlate the request and the response.  | Optional  |
| EmailAddress        | String70           | This adds an e mail address with the default email address type. The default e-mail address type is defined in setup. The email address entered must be a validly formatted email address.                                 | Mandatory |
| PrimaryEmailAddress | Boolean            | Indicates whether this is to be the primary email address or not.  | Mandatory |
| TargetIdentifier    | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>• Group Identifier (String6)</li> <li>• Corporate Identifier (String6)</li> <li>• Account Identifier (Integer8)</li> <li>• Subscription Identifier (Integer8)</li> </ul> | Mandatory |
| EmailAddressType    | String6            | The types and the default email type can be defined via setup. The Email Type supplied must be a valid email type as defined via setup.  | Mandatory |
| AuditRecord         | Container          | See AuditRecord Request Container for details.   | Optional  |

**AuditRecord Request Container**

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | If specified, this will override the default User ID used when creating records as a result of this webservice. | Mandatory |
| Program      | String10     | If specified, this will override the default Program used when creating records as a result of this webservice. | Mandatory |

### 2.3.3.2 CreateEmailAddress Response

CreateEmailAddress response is the response to the [CreateEmailAddress Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.3.4 QueryEmails

The QueryEmails web service enables an external client system to query email addresses at any level of the CMP hierarchy. The service accepts a Customer Level and Reference - for example Subscription Number, Account Number etc. All email addresses associated with the CMP hierarchy level are returned.

The user must pass in an identifier in order for the associated email addresses to be retrieved.

### 2.3.4.1 QueryEmails Request

The QueryEmails tag instructs the Address Service to query any level of the CMP hierarchy for an email address. This request contains the following elements:

| Element Name      | Content Type       | Description   | Required? |
|-------------------|--------------------|---|-----------|
| ExternalReference | String69           | The client may use this identifier to correlate the request and the response.   | Optional  |
| TargetIdentifier  | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>GroupIdentifier (String6).</li> <li>CorporatIdentifier (String6).</li> <li>AccountIdentifier (Integer8).</li> <li>SubscriptionIdentifier (Integer8).</li> </ul> | Mandatory |

### 2.3.4.2 QueryEmails Response

The QueryEmails response is the response to the [QueryEmails Address Request](#). It returns an array of email addresses. The response contains the following elements:

| Element Name       | Content Type       | Description  | Required? |
|--------------------|--------------------|--|-----------|
| Element Name       | Content Type       | Description  | Required? |
| ExternalReference  | String69           | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.   | Optional  |
| QueryLimitExceeded | Boolean            | Set to True if the maximum number of records that may be returned as defined in the configuration, was exceeded.   | Mandatory |
| TargetIdentifier   | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>• GroupIdentifier (String6).</li> <li>• CorporateIdentifier (String6).</li> <li>• AccountIdentifier (Integer8).</li> <li>• SubscriptionIdentifier (Integer8).</li> </ul> | Mandatory |
| Emails             | Container          | See <a href="#">EmailData Response Container</a> for details.  | Mandatory |

**Emails Response Container**

The Emails response container has the following elements:

| Element Name | Content Type | Description                               | Required? |
|--------------|--------------|---|-----------|
| Element Name | Content Type | Description                               | Required? |
| Email        | Container    | See Email response container for details. | Optional  |

**Email Response Container**

The Email response container has the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| EmailAddress        | String70     | This details the email address in standard format (e.g. name@network.com, or name@network.co.uk). | Mandatory |
| PrimaryEmailAddress | Boolean      | Setting this to true makes the email address the primary contact address for correspondence.      | Mandatory |
| EmailAddressType    | String6      | Address types include Home, Work, ISP.  | Mandatory |
| Active?             | Boolean      | Setting to True makes the email address active.   | Mandatory |
| LastAmendedDate     | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Mandatory |

### 2.3.4.3 RemoveEmail

The RemoveEmail web service enables an external system to remove an email address from a given level within the CMP hierarchy.

This is a change from the norm in that CMP does not usually delete things from the database. However, when AgentView carries out a change of email address, it does a Delete and an Add. This capability is also being provided to the customer to allow for a similar activity to be carried out externally.

### 2.3.4.4 Remove Email Request

The RemoveEmail Request tag instructs the Address Service to remove an email address from a given level within the CMP hierarchy. This request contains the following elements:

| Element Name      | Content Type       | Description  | Required? |
|-------------------|--------------------|--|-----------|
| ExternalReference | String69           | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.   | Optional  |
| EmailAddress      | String70           | The specific email address to be deleted.  | Mandatory |
| TargetIdentifier  | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>GroupIdentifier (String6).</li> <li>CorporateIdentifier (String6).</li> <li>AccountIdentifier (Integer8).</li> <li>SubscriptionIdentifier (Integer8).</li> </ul> | Mandatory |

### 2.3.4.5 Remove Email Response

The RemoveEmail response is the response to the [RemoveEmail Request](#). This contains the following element:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

### 2.3.5 UpdateAddress

The UpdateAddress web service enables an external client system to update address information for all levels of the CMP hierarchy.

This service should be used in conjunction with the Address subset of the following services:

- [Query Subscription Details](#)
- [Query Account](#)
- [Query Corporate](#)
- [Query Group](#)
- [Query Agreement Details](#)

The user must pass an identifier for the appropriate level of the hierarchy in order to update the address details.

If an address is the same at all levels of the CMP hierarchy and the user changes the address at one particular level, the address at all the other levels also change.

### 2.3.5.1 Address Request

The Address tag instructs the Address Service to update the address. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| AddressData       | Container    | See <a href="#">AddressData Container</a> for details.                        | Mandatory |
| AuditRecord       | Container    | See <a href="#">AuditRecord Request Container</a> for details.                | Optional  |

#### AddressData Request Container

The AddressData request container contains the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| AddressNumber   | String69     | Obtained by issuing a <a href="#">Query Subscription</a> request.   | Mandatory |
| Address         | Container    | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress</li> <li>• BusinessAddress</li> </ul>           | Mandatory |
| LastAmendedDate | dateTime     | <ul style="list-style-type: none"> <li>• YYYY-MM-DDZ</li> </ul> The date and time that the record was last changed. | Mandatory |

#### PersonalAddress Request Container

The PersonalAddress request container has the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| Title         | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename      | String50     | Customer's first name.  | Mandatory |
| MiddleName    | String20     | Customer's middle name.   | Optional  |
| Surname       | String50     | Customer's surname.   | Mandatory |
| Address1      | String60     | Line one of the customer's address.   | Mandatory |
| Address2      | String60     | Line one of the customer's address.   | Optional  |
| Address3      | String60     | Line one of the customer's address.   | Optional  |
| Address4      | String60     | Line one of the customer's address.   | Optional  |
| Address5      | String60     | Line one of the customer's address.   | Optional  |
| Postcode      | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth   | Date         | Customer's date of birth, in the format YYYY-MM-DD. The user can also clear the current date of birth set by specifying CLEAR_FIELD.                                | Optional  |
| Gender        | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus | String       | Choice of: Married, Single, Widowed, Divorced, Other, Separated or BLANK.   | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| DateOfResidence        | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.                       | Optional  |
| CustomerType           | String10     | Selected from one of the available Customer Types configured in CMP.   | Optional  |
| AddressType            | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list. | Optional  |
| AddressCategory        | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.                           | Optional  |
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list.   | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.

### BusinessAddress Request Container

The BusinessAddress request container has the following elements:

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Mandatory |
| Address3                     | String40     | Line three of the company's address.   | Mandatory |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| DateOfIncorporation | Date         | The date the company register at the address specified, in the format YYYY-MM-DD. | Optional  |
| Title               | String10     | Company's contact title.  | Optional  |
| Forename            | String15     | Company's contact first name.   | Optional  |
| MiddleName          | String10     | Company's contact middle name.  | Optional  |
| Surname             | String25     | Company's contact sur-name name.  | Optional  |
| JobTitle            | String30     | Company's contact job title.  | Optional  |

CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

#### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The Program Name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

### 2.3.5.2 UpdateAddress Response

UpdateAddress response is the response to the [UpdateAddress Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.4 Agreement Service

The information in this section corresponds to the CMP web services as specified in the `agreement.service.wsdl`.

The following web services are included:

- [Create Agreement](#)
- [Create Agreement Cost Centre](#)
- [Query Agreement](#)
- [Query Agreement Cost Centre](#)
- [Query Agreement By Customer Level](#)
- [Update Agreement](#)

### 2.4.1 CreateAgreement

The CreateAgreement web service enables an external client system to create an Agreement within CMP and assign it to a specified level of an existing CMP structure.

Standard CMP rules associated with creating an Agreement govern which values are mandatory or optional for the request. The user must specify the hierarchy level the Agreement should be logged at within the web service request (for example, Account, Corporate or Group).

The web service returns the newly created Agreement Number.

Submitting invalid data in the request will result in an error message.

#### 2.4.1.1 CreateAgreement Request

The CreateAgreement tag instructs the Agreement Service to create an Agreement. This request contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| AgreementData     | Container    | A container tag for the low level agreement information.<br><br>See <a href="#">AgreementData Request Container</a> for details. | Mandatory |

### AgreementData Request Container

The AgreementData request container has the following elements:

| Element Name             | Content Type         | Description  | Required? |
|--------------------------|----------------------|--|-----------|
| BillingCycle             | Integer              | Range 1-31 (Day of the month)  | Optional  |
| InvoiceConsolidatioLevel | String - Enumeration | Enumeration of: <ul style="list-style-type: none"> <li>• Group</li> <li>• Corporate</li> <li>• Account</li> <li>• Subscription</li> </ul>  | Optional  |
| InvoiceReceiptAddress    | String - Enumeration | Enumeration of: <ul style="list-style-type: none"> <li>• Group</li> <li>• Corporate</li> <li>• Account</li> <li>• Subscription</li> </ul> In AgentView this field is "Send Invoice To"<br>Valid values: <ul style="list-style-type: none"> <li>• If Invoice Consolidation = Corporate, valid values are Agreement and Corporate</li> <li>• If Invoice Consolidation = Account, valid values are Account and Agreement</li> <li>• If Invoice Consolidation = Subscription, valid values are Subscription, Account and Agreement.</li> <li>• If Invoice Consolidation = Group, valid values are Agreement and Group (if a group exists in the structure).</li> </ul> | Optional  |
| NextExpectedInvoiceDate  | Date                 | Defaults to the current billing cycle in the next month. YYYY-MM-DDZ   | Optional  |
| CorporateCode            | String6              | The Corporate to which the   | Optional  |

| Element Name    | Content Type | Description  | Required? |
|-----------------|--------------|--|-----------|
|                 |              | Agreement will be added. If not specified, the Agreement will not be associated with any Corporate.<br><br>Either Corporate Code, Group Code and Account Code has to be supplied.                        |           |
| GroupCode       | String6      | The Group to which the Agreement will be added. If not specified, the Agreement will not be associated with any Group.<br><br>Either Corporate Code, Group Code and Account Code has to be supplied.     | Optional  |
| AccountCode     | Integer8     | The Account to which the Agreement will be added. If not specified, the Agreement will not be associated with any Account.<br><br>Either Corporate Code, Group Code and Account Code has to be supplied. | Optional  |
| Billing Media   | String6      | Billing Media must be a valid Billing media code that has been set up.   | Optional  |
| Price Plan Code | String6      | The unique CMP alpha-numeric code for the price plan associated with the agreement.  | Optional  |

### 2.4.1.2 CreateAgreement Response

The CreateAgreement response is the response to the [CreateAgreement Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required?   |
|-------------------|--------------|--|-------------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Conditional |
| AgreementNumber   | Integer8     | The unique system generated reference number for the agreement.  | Mandatory   |

## 2.4.2 CreateAgreementCostCentre

The CreateAgreementCostCentre web service enables an external client system to create a Cost Centre within CMP and add it to an Agreement. The service is given the new Cost Centre value and the Agreement Reference to add it to.

### 2.4.2.1 CreateAgreementCostCentre Request

The CreateAgreementCostCentre tag instructs the Agreement Service to add a Cost Centre to an Agreement. This request contains the following elements:

| Element Name          | Content Type | Description  | Required? |
|-----------------------|--------------|--|-----------|
| ExternalReference     | String69     | The client may use this identifier to correlate the request and the response.                              | Optional  |
| AgreementNumber       | Integer8     | The unique system generated reference number for the Agreement.  | Mandatory |
| CostCentreCode        | String20     | The Cost Centre number/code as configured in CMP.  | Mandatory |
| CostCentreDescription | String30     | The customer provided description of the Cost Centre number/code, e.g. head office, sales department, etc. | Mandatory |

### 2.4.2.2 CreateAgreementCostCentre Response

The CreateAgreementCostCentre response is the response to the [CreateAgreementCostCentres Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| AgreementNumber   | Integer8     | The unique system generated reference number for the agreement.  | Mandatory |

### 2.4.3 QueryAgreement

The QueryAgreement web service enables an external client system to query an Agreement and retrieve Agreement Summary details for any existing CMP Agreement.

The request supplies the number of the Agreement and a set of flags that determine the level of detail required.

Data sets exist for this web service which enables the user to pass in a single value in order to retrieve a specific subset of information. This response returns basic details similar to AgentView Agreement Summary, plus optional extra information determined by the request flags.

Submitting invalid data in the request will result in an error message.

#### 2.4.3.1 QueryAgreement Request

The QueryAgreement request instructs the Agreement Service to query an Agreement. This request contains the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| ExternalReference      | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| AgreementNumber        | Integer8     | The unique system generated reference number for the Agreement.  | Mandatory |
| AgreementQueryDatasets | Container    | This container includes zero or more of the following datasets: <ul style="list-style-type: none"> <li>• BASIC</li> <li>• ADDRESS</li> <li>• CONTRACTANDSALES (DEPRECATED)</li> <li>• INVOICECONTROL</li> <li>• SERVICES</li> <li>• DISCOUNTS</li> </ul> | Mandatory |

### Sample QueryAgreement Request

#### BASIC

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/agreement/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:QueryAgreement>
      <def:Request>
        <!--You may enter the following 3 items in any order-->
        <!--Optional:-->
        <ExternalReference?></ExternalReference>
        <AgreementNumber>3411286</AgreementNumber>
        <Datasets>
          <!--1 or more repetitions:-->
          <Dataset>BASIC</Dataset>
        </Datasets>
      </def:Request>
    </def:QueryAgreement>
  </soapenv:Body>
</soapenv:Envelope>
    
```

### Address

```

<soapenv:Envelope xmlns:soapen-
v="http://schemas.xmlsoap.org/soap/envelope/" xmlns:de-
f="http://mdsuk.com/ws/dise3g/agreement/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:QueryAgreement>
      <def:Request>
        <!--You may enter the following 3 items in any order-
->

        <!--Optional:-->
        <ExternalReference?></ExternalReference>
        <AgreementNumber>3411286</AgreementNumber>
        <Datasets>
          <!--1 or more repetitions:-->
          <Dataset>ADDRESS</Dataset>
        </Datasets>
      </def:Request>
    </def:QueryAgreement>
  </soapenv:Body>
</soapenv:Envelope>

```

### Invoice Control

```

<soapenv:Envelope xmlns:soapen-
v="http://schemas.xmlsoap.org/soap/envelope/" xmlns:de-
f="http://mdsuk.com/ws/dise3g/agreement/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:QueryAgreement>
      <def:Request>
        <!--You may enter the following 3 items in any order-
->

        <!--Optional:-->
        <ExternalReference?></ExternalReference>
        <AgreementNumber>3411286</AgreementNumber>
        <Datasets>
          <!--1 or more repetitions:-->
          <Dataset>INVOICECONTROL</Dataset>
        </Datasets>
      </def:Request>
    </def:QueryAgreement>
  </soapenv:Body>
</soapenv:Envelope>

```

### 2.4.3.2 QueryAgreement Response

QueryAgreement response is the response to the [QueryAgreementDetails Request](#). This contains the following elements:

| Element Name                  | Content Type | Description  | Required? |
|-------------------------------|--------------|--|-----------|
| ExternalReference             | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.   | Optional  |
| AgreementBasic                | Container    | See <a href="#">AgreementBasic Response Container</a> for details.   | Optional  |
| Address                       | Container    | Choice of: <ul style="list-style-type: none"> <li>PersonalAddress</li> <li>BusinessAddress</li> </ul> See <a href="#">AgreementAddress Response</a> for details. | Optional  |
| ContractAndSales (Deprecated) | Container    | See <a href="#">ContractAndSales Response Container</a> for details.   | Optional  |
| InvoiceControl                | Container    | See <a href="#">InvoiceControl Response Container</a> for details.   | Optional  |
| CostCentres                   | Container    | See CostCentres Response Container for details.  | Optional  |

#### BASIC Response Container

The AgreementBasic response container is the response to the BASIC dataset when specified in the QueryAgreement request request. It contains the following elements:

| Element Name              | Content Type         | Description  | Required? |
|---------------------------|----------------------|--|-----------|
| AgreementNumber           | Integer8             | The unique system generated reference number for the Agreement.  | Optional  |
| AgreementLoggedAt         | Container            | Choice of: <ul style="list-style-type: none"> <li>Group Code (String6).</li> <li>Corporate Code (String6).</li> <li>Account Number (Integer8).</li> </ul>  | Optional  |
| Company                   | String6              | The name of the company.   | Mandatory |
| BillingCycle              | Integer              | This indicates which day of the month the invoice will be produced. Range 1-31 (Day of the Month)  | Mandatory |
| InvoiceFrequency          | Container            | See <a href="#">InvoiceFrequency Response Container</a> for further details.   | Mandatory |
| TerminatedDate            | Date                 | Once this date has been reached it will not be possible to link any further Subscriptions to the Agreement, although the Agreement remains valid for those Subscriptions already connected.<br><br>YYYY-MM-DDZ | Optional  |
| InvoiceConsolidationLevel | String - Enumeration | Determines whether single or multiple invoices will be produced. One of: <ul style="list-style-type: none"> <li>Group</li> <li>Corporate</li> <li>Account</li> <li>Subscription</li> </ul>                     | Mandatory |
| InvoiceLoggedAt           | String - Enumeration | The level at which the Agreement is logged. One of: <ul style="list-style-type: none"> <li>Group</li> <li>Corporate</li> <li>Account</li> <li>Subscription</li> </ul>  | Optional  |

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| SuspendFromInvoicing | Boolean      | Choice of true or false. If set to True then invoicing is suspended on the account.                                       | Optional  |
| InvoiceAddress       | String       | This indicates to which address invoices are mailed.  | Mandatory |
| BillingMedia         | String6      | The unique code in which the invoice will be printed. Agreement.  | Mandatory |
| AddressNumber        | Integer8     | Details the Account level delivery address number which is one of the several delivery addresses available in the system. | Optional  |
| LastAmendedDate      | dateTime     | YYYY-MM-DDTh-h:mm:ssZ   | Optional  |

**InvoiceFrequency Response Container**

The InvoiceFrequency response container has the following elements:

| Element Name       | Content Type         | Description   | Required? |
|--------------------|----------------------|---|-----------|
| InvoiceFrequencyIn | String - Enumeration | This indicates how often invoices are produced. Choice of: <ul style="list-style-type: none"> <li>DAYS</li> <li>MONTHS</li> </ul> | Mandatory |
| InvoiceEvery       | Integer8             | This details the type of billing cycle frequency on which invoices will be produced (e.g. 1 month).                               | Mandatory |

**Sample AgreementBasic Response**

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ns2:QueryAgreementResponse xmlns:n-
s2="http://mdsuk.com/ws/dise3g/agreement/definition" xmlns:n-
s3="http://mdsuk.com/ws/dise3g/fault/definition">
```

```

<ns2:Result>
  <ExternalReference>?</ExternalReference>
  <AgreementBasic>
    <AgreementNumber>3411286</AgreementNumber>
    <AgreementLoggedAt>
      <CorporateIdentifier>BK014</CorporateIdentifie-
r>
      </AgreementLoggedAt>
      MDS CEM001</Company>
      <BillingCycle>12</BillingCycle>
      <InvoiceFrequency>
        <InvoiceFrequencyIn>MONTHS</InvoiceFrequencyIn>
        <InvoiceEvery>1</InvoiceEvery>
      </InvoiceFrequency>
      <InvoiceConsolidationLevel>Account</InvoiceConsol-
idationLevel>
      <InvoiceLoggedAt>Account</InvoiceLoggedAt>
      <InvoiceAddress>Account</InvoiceAddress>
      <BillingMedia>A</BillingMedia>
      <AddressNumber>7427120</AddressNumber>
      <LastAmendedDate>2016-06-23T15:13:27Z</LastA-
mendedDate>
    </AgreementBasic>
  </ns2:Result>
</ns2:QueryAgreementResponse>
</soapenv:Body>
</soapenv:Envelope>

```

### Address Response Container

The Address response container is the response to ADDRESS dataset when specified in the QueryAgreement request. It contains the following elements:

| Element Name      | Content Type       | Description  | Required? |
|-------------------|--------------------|--|-----------|
| Address Number    | Integer 0-99999999 | This details the Account level delivery address number which is one of the several delivery addresses available.   | Optional  |
| Address           | AddressType        | Choice of: <ul style="list-style-type: none"><li>• PersonalAddress - see <a href="#">PersonalAddress Request Container</a></li><li>• BusinessAddress - see <a href="#">BusinessAddress Request Container</a></li></ul> | Mandatory |
| Last Amended Date | dateTime           | Last date on which the Address was amended.  | Optional  |


#### PersonalAddress Response Container

The PersonalAddress response container has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Optional  |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code.<br>Must be entered without spaces.  | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD.   | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Separated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the   | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
|                        |              | address specified, in the format YYYY-MM-DD.   |           |
| CustomerType           | String10     | Selected from one of the available Customer Types configured in CMP.   | Optional  |
| AddressType            | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list. | Optional  |
| AddressCategory        | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.                           | Optional  |
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list.   | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

---

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.

---

### BusinessAddress Response Container

The BusinessAddress response container has the following elements:

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Optional  |
| Address3                     | String40     | Line three of the company's address.   | Optional  |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| DateOfIncorporation | Date         | The date the company register at the address specified, in the format YYYY-MM-DD. | Optional  |
| Title               | String10     | Company's contact title.  | Optional  |
| Forename            | String15     | Company's contact first name.   | Optional  |
| MiddleName          | String10     | Company's contact middle name.  | Optional  |
| Surname             | String25     | Company's contact surname name.   | Optional  |
| JobTitle            | String30     | Company's contact job title.  | Optional  |



CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

#### Sample Address Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ns2:QueryAgreementResponse xmlns:n-
s2="http://mdsuk.com/ws/dise3g/agreement/definition" xmlns:n-
s3="http://mdsuk.com/ws/dise3g/fault/definition">
      <ns2:Result>
        <ExternalReference?</ExternalReference>
        <Address>
          <AddressNumber>7427129</AddressNumber>
          <BusinessAddress>
            <CompanyName>ABC DISTRIBUTION</CompanyName>
            <Address1>BOUGHT LEDGER DEPT</Address1>
            <Address2>24</Address2>
            <Address3>WARRINGTON</Address3>
            <Address4>SANKEY</Address4>
            <Address5>CHES.</Address5>
            <Postcode>WA0 0XX</Postcode>
          </BusinessAddress>
        </Result>
      </ns2:QueryAgreementResponse>
    </Body>
  </Envelope>
```

```
<CompanyTelephoneNumber>0199999999</CompanyTelephoneNumber>
<FaxNumber/>
<ContactTelephoneNumber>0199999999</ContactTelephoneNumber>
<CompanyType/>
<AddressType/>
<AddressCategory/>
<IndustrialClassificationCode/>
<CompanyRegistration/>
<Title>MR</Title>
<Forename>ROBERT</Forename>
<MiddleName>A</MiddleName>
<Surname>SMITH</Surname>
<JobTitle/>
</BusinessAddress>
<LastAmendedDate>2016-10-09T14:12:04Z</LastAmendedDate>
</Address>
</ns2:Result>
</ns2:QueryAgreementResponse>
</soapenv:Body>
</soapenv:Envelope>
```

### ContractAndSales Response Container



ContractAndSales response container was the response to the CONTRACTANDSALES dataset when specified QueryAgreement request. The UpdateContractAndSales request container has now been deprecated. An error message is returned for requests that specify this container.

### InvoiceControl Response Container

The InvoiceControl response container is the response to the INVOICECONTROL dataset when specified in the QueryAgreement request. It contains the following elements:

| Element Name            | Content Type | Description   | Required? |
|-------------------------|--------------|---|-----------|
| OverrideBillingCycle    | Boolean      | If set to True, the day on which the bill is produced can be overridden if more than one billing cycle date is available. For example, the date can be amended to fall in line with the day a customer receives their salary.             | Optional  |
| FirstInvoiceOnCycle     | Boolean      | If set to True, Invoice Production will be deferred to the next cyclical billing date (if connection occurs after the cycle date within the current month).   | Optional  |
| FinalInvoiceOnCycle     | Boolean      | The final Invoice Production is usually deferred to allow all receipt of all possible late roamed usage information from the network.<br><br>If set to True, this deferral is prevented and the final bill is produced on the cycle date. | Optional  |
| FirstInvoiceDate        | Date         | The date on which the first invoice was produced.<br><br>YYYY-MM-DDZ  | Optional  |
| NextExpectedInvoiceDate | Date         | The cycle date on which the very next invoice will be produced.<br><br>YYYY-MM-DDZ  | Optional  |
| LastInvoiceDate         | Date         | The cycle date of the most recent invoice issued to the customer. It does not relate to the Final invoice.<br><br>YYYY-MM-DDZ   | Optional  |
| LastAmendedDate         | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

## 2.4.4 Query Agreement Cost Centre

The QueryAgreementCostCentres web service enables an external client system to retrieve a list of Cost Centres associated with an Agreement up to a configurable limit, irrespective of the total number of Cost Centres attributed to an Agreement. The query limit protects the server against excessively large numbers of cost centres being retrieved.

### 2.4.4.1 QueryAgreementCostCentre Request

The QueryAgreementCostCentre request instructs the Agreement Service to query an Agreement for Cost Centres. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| AgreementNumber   | Integer8     | The unique system generated reference number for the Agreement.               | Mandatory |
| Datasets          | Container    | It is only possible to query using the BASIC dataset.                         | Mandatory |

### 2.4.4.2 QueryAgreementCostCentre Response

The QueryAgreementCostCentre response has the following elements:

| Element Name         | Content Type | Description  | Required? |
|----------------------|--------------|--|-----------|
| ExternalReference    | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| QueryLimitExceeded   | Boolean      | Set to True if the maximum number of records that may be returned, as defined in the configuration, was exceeded.  | Mandatory |
| AgreementCostCentres | Container    | Zero or more repetitions of the <a href="#">CostCentre Container</a> .   | Optional  |

The response is returned sorted by ascending Cost Centre Code.

### CostCentre Container

The CostCentre response container has the following elements:

| Element Name          | Content Type | Description  | Required? |
|-----------------------|--------------|--|-----------|
| CostCentreCode        | String20     | The customer provided Cost Centre identifier.  | Mandatory |
| CostCentreDescription | String30     | The customer provided description of the Cost Centre identifier.                     | Mandatory |
| LastAmendedDate       | dateTime     | The date and time at which the Cost Centre was last amended.<br>YYYY-MM-DDThh:mm:ssZ | Optional  |

## 2.4.5 QueryAgreementByCustomerLevel

The QueryAgreementByCustomerLevel web service enables an external client system to retrieve a list of Agreements associated with a customer's CMP Account and the levels above that Account within the related structure (Corporate and Group).

The user passes in a valid CMP Account Number in order to retrieve a list of all Agreements applicable to that level and the associated levels above, within the billing structure.

For each Agreement identified, the following information is returned:

- Agreement number
- Invoice logged at Customer Level
- Invoice logged at Customer Reference
- Invoice Consolidation Level
- Invoice Address Level

Submitting invalid data in the request will result in an error message.

### 2.4.5.1 QueryAgreementsByCustomerLevel Request

The QueryAgreementByCustomerLevel request instructs the Agreement Service to query an Agreement by Account. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| AccountIdentifier | Integer8     | The CMP automatically generated Account Number.                               | Mandatory |

### 2.4.5.2 QueryAgreementsByCustomerLevel Response

The QueryAgreementsByCustomerLevel response is the response to the [QueryAgreementsByCustomerLevel Request](#). This contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.<br><br>Contains zero or more repetitions of Agreement. | Optional  |
| Agreement         | Container    | See <a href="#">Agreement Response Container</a> for details.   | Mandatory |

#### Agreement Response Container

The Agreement response container has the following elements:

| Element Name              | Content Type | Description   | Required? |
|---------------------------|--------------|---|-----------|
| AgreementNumber           | Integer8     | The unique system generated reference number for the agreement.   | Mandatory |
| InvoiceLoggedAt           | Container    | Choice of: <ul style="list-style-type: none"> <li>• GroupIdentifier (String6)</li> <li>• CorporateIdentifier (String6)</li> <li>• AccountIdentifier (Integer8)</li> </ul> | Optional  |
| InvoiceConsolidationLevel | String       | A single consolidated invoice can be produced at a chosen level within the billing hierarchy (i.e. Group, Corporate, Account, Subscription).                              | Optional  |
| InvoiceAddress            | String       | This indicates to which address invoices are sent.  | Optional  |

## 2.4.6 UpdateAgreement

The UpdateAgreement web service enables an external client system to update the Agreement details for a given Agreement Number.

This web service should be used in conjunction with the [Query Agreement](#) web service.

The user must pass in a valid CMP Agreement Number and update the Agreement details.

Invalid requests are rejected with an error message.

### 2.4.6.1 UpdateAgreement Request

The UpdateAgreement tag instructs the Agreement Service to update the Agreement details. This request contains the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| UpdateAgreementData | Container    | See <a href="#">UpdateAgreementData Request Container</a> for details | Mandatory |

#### UpdateAgreementData Request Container

The UpdateAgreementData request container has the following elements:

| Element Name                        | Content Type | Description   | Required? |
|-------------------------------------|--------------|---|-----------|
| ExternalReference                   | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| AgreementNumber                     | Integer8     | The unique system generated reference number for the Agreement.               | Mandatory |
| UpdateAgreementBasic                | Container    | See <a href="#">UpdateAgreementBasic Request Container</a> for details.       | Optional  |
| UpdateContractAndSales (Deprecated) | Container    | See <a href="#">UpdateContractAndSales Request Container</a> for details.     | Optional  |
| UpdateInvoiceControl                | Container    | See <a href="#">UpdateInvoiceControl Request Container</a> for details.       | Optional  |
| AuditRecord                         | Container    | See <a href="#">AuditRecord Request Container</a> for details.                | Optional  |

### UpdateAgreementBasic Request Container

The UpdateAgreementBasic request container has the following elements:

| Element Name                  | Content Type         | Description   | Required? |
|-------------------------------|----------------------|---|-----------|
| InvoiceFrequency              | Container            | This indicates how often invoices are produced.<br><br>Choice of: <ul style="list-style-type: none"> <li>DayOfYear (Integer1-365)</li> <li>MonthOfYear (Integer12)</li> </ul>   | Optional  |
| InvoiceConsolidationLevel     | String - Enumeration | A single consolidated invoice can be produced at a chosen level within the billing hierarchy.<br><br>Choice of: <ul style="list-style-type: none"> <li>Group</li> <li>Corporate</li> <li>Account</li> <li>Subscription</li> </ul> | Optional  |
| InvoiceAddress                | String               | This indicates to which address invoices are mailed.  | Optional  |
| BillingMedia                  | String6              | The format in which the invoice is printed e.g. A4 paper.   | Optional  |
| AddressNumber                 | Integer 0-99999999   | This details the Account level delivery address number which is one of the several delivery addresses available.  | Optional  |
| AttachSubscriptionsOnCreation | Boolean              | If set to True, this allows contract information to be used as the default by CMP Subscriptions linked to this Agreement.   | Optional  |
| LastAmendedDate               | dateTime             | YYYY-MM-DDTh-h:mm:ssZ   | Mandatory |

UpdateContractAndSales Request Container

**i** The UpdateContractAndSales request container has been deprecated. An error message is returned for requests that specify this container.

UpdateInvoiceControl Request Container

The UpdateInvoiceControl request container has the following elements:

| Element Name            | Content Type | Description   | Required? |
|-------------------------|--------------|---|-----------|
| BillingCycle            | Integer 1-31 | Day of the Month on which the bill will be produced. Range 1-31 - CMP compensates for months with fewer than 31 days.   | Optional  |
| OverrideBillingCycle    | Boolean      | If set to True, the day on which the bill is produced can be overridden if more than one billing cycle date is available. For example, the date can be amended to fall in line with the day a customer receives their salary.             | Optional  |
| FirstInvoiceOnCycle     | Boolean      | If set to True, Invoice Production will be deferred to the next cyclical billing date (if connection occurs after the cycle date within the current month).   | Optional  |
| FinalInvoiceOnCycle     | Boolean      | The final Invoice Production is usually deferred to allow all receipt of all possible late roamed usage information from the network.<br><br>If set to True, this deferral is prevented and the final bill is produced on the cycle date. | Optional  |
| NextExpectedInvoiceDate | Date         | The cycle date on which the very next invoice will be produced.<br><br>YYYY-MM-DDZ  | Optional  |
| LastAmendedDate         | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Mandatory |

**AuditRecord Request Container**

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The Program Name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

**2.4.6.2 UpdateAgreement Response**

The UpdateAgreement response is the response to the UpdateAgreement Request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| AgreementNumber   | Integer8     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Mandatory |
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.5 Billing Service

The information in this section corresponds to the CMP web services as specified in the [billingservice.wsdl](#).

The following web services are included:

- [Create Discount](#)
- [Set Attributes](#)
- [Update Discount](#)

For other billing web services, use the RESTful Billing API.

### 2.5.1 CreateDiscount

The CreateDiscount web service enables an external client system to create a CMP Discount Scheme against a Subscription, Account or Agreement.


The user must pass in a valid CMP Discount Scheme Code, Subscription, Account or Agreement number and an Effective Date for the Discount Scheme.

The appropriate Discount Scheme parameters for adding a Normal, Cumulative, or Favourite Number Discount is pre-determined by reference data set up. However, it is possible to specify a Favourite Number, Call Class Group, Invoice Volume or Cross Product, or Discount Service as part of the Create Discount request.

Submitting invalid data in the request will result in an error message.

#### 2.5.1.1 CreateDiscount Request

The CreateDiscount request instructs the Billing Service to create a Discount. This web service contains the following elements:

| Element Name   | Content Type | Description   | Required? |
|--|--------------|---|-----------|
| ExternalReference  | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| CommonDiscountData   | Container    | See <a href="#">CommonDiscountData Request Container</a> for details.         | Mandatory |
|  The user has the choice of the next five containers. Only one container can be specified in the request. |              |   |           |
| NormalDiscountData   | Container    | See <a href="#">NormalDiscountData Request Container</a> for details.         | Mandatory |

### CommonDiscountDataRequest Container

The CommonDiscountData request container has the following elements:

| Element Name       | Content Type       | Description   | Required? |
|--------------------|--------------------|---|-----------|
| TargetIdentifier   | Container - Choice | Choice of the following elements: <ul style="list-style-type: none"> <li>SubscriptionIdentifier (Integer8)</li> <li>PrimarySerialNumber, e.g. Mobile Number (String25)</li> </ul>                       | Mandatory |
| DiscountSchemeCode | String6            | This details the Name attributed to the Discount Scheme.  | Mandatory |
| EffectiveDate      | Date               | This details the Effective Date of the Discount Scheme.<br>YYYY-MM-DDZ  | Optional  |
| ExpiryDate         | Date               | This details the date that a Discount Scheme expires.<br>YYYY-MM-DDZ  | Optional  |
| SequenceNumber     | Integer3           | Indicates the sequence in which Discounts are used. The sequence number determines the order in which Discounts are applied during Invoice Production. The lowest numbered sequence is effective first. | Optional  |
| Stop               | Boolean            | When set to True, the next sequential Discount after this one will not be used.<br><br>If set to False, the next Discount in the sequence following this one can be used.                               | Optional  |

### NormalDiscountData Request Container

The NormalDiscountData request container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| Services     | Container    | See <a href="#">Service Request Container</a> for details. | Optional  |

### Services Request Container

The Services request container contains the following elements:

| Element Name | Content Type | Description                                | Required? |
|--------------|--------------|--|-----------|
| Service      | Container    | See Service Request Container for details. | Optional  |

### Service Request Container

The Service request container contains the following elements:

| Element Name  | Content Type         | Description  | Required? |
|---------------|----------------------|--|-----------|
| ServiceCode   | String6              | This details the code attributed to the Service as it appears on the invoice.  | Mandatory |
| EffectiveDate | Date                 | YYYY-MM-DDZ  | Mandatory |
| BandType      | String - Enumeration | One of: <ul style="list-style-type: none"> <li>Bands</li> <li>Total</li> </ul>   | Mandatory |
| BasedOnValue  | String - Enumeration | One of: <ul style="list-style-type: none"> <li>Service Provider Retail Value</li> <li>Supplier Value</li> <li>Service Provider Billed Value</li> </ul> | Mandatory |
| BasedOnVolume | Boolean              | When set to True, the discount is based on volume rather than value.   | Optional  |

### 2.5.1.2 CreateDiscount Response

The CreateDiscount response is the response to the [CreateDiscount Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.5.2 Set Attributes

Attributes are a configurable list of values that can be associated with entities such as Price Plans and Packages to provide more information on the entity.

The Set Attributes web service enables an external client system to create/update an Attribute Group and Attribute Values against a pre-configured list of Attributes (for example, a specific Account or Subscriber).

The service can also be used to set/update the Group and/or Values at any time by supplied valid Attribute data.

The number of Attributes that are valid for each Attribute Group can vary and is dependent on the customer configuration in CMP. It is this configuration that is used to determine if the request is valid when a user supplies an Attribute Group and Values.

Using the Set Attributes web service to update Attributes can be utilised by the client in two ways:

- Update Attribute Group and Attribute(s).
- Update Attribute(s).

#### Option 1 - New Group and New Attributes

- The client calling system must provide a new Attribute Group ID, Attributes IDs and Values. This allows the user to change the existing Group that is assigned to the account, and store Values against each of the new Attributes.
- The Group ID must be valid for the Account or Subscription that has been supplied.
- If the Group ID is valid, the Attribute IDs are validated to ensure they all exist in the CMP configuration for the Attribute Group. If any Attribute ID is not valid then an error response is returned to the client and no updates are made.

The supplied attribute Group level and Customer level must be configured in CMP, otherwise the request fails validation.

#### Option 2 - Existing Group and Update Attribute(s)

- The client calling system must supply the existing Group ID, along with new values for the Attribute IDs provided.
- The Attribute IDs are validated to ensure they all exist in the CMP configuration for the Attribute Group. If any Attribute ID is not valid then an error response is returned to the client and no updates are made.
- Any Attribute IDs not provided for the customer remain with their current values.

Any valid updates made using either Option 1 or 2 create a new effective record for the Attributes, as it does when a user updates the Attributes using the disEMP UI. This means the new and previous Attributes, along with their effective dates, are visible to a user in the disEMP UI.

### 2.5.2.1 SetAttributes Request

The SetAttributes tag instructs the Billing Service to set the Attribute Group and/or Values. This request contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String       | The client may use this identifier to correlate the request and the response.  | Optional  |
| TargetIdentifier  | Container    | Choice of: <ul style="list-style-type: none"> <li>AccountIdentifier (Integer8)</li> <li>SubscriptionIdentifier (Integer8)</li> </ul> | Mandatory |
| AttributeGroup    | Container    | See <a href="#">AttributeGroup Request Container</a> for details.  | Mandatory |
| AuditRecord       | Container    | See <a href="#">AuditRecord Request Container</a> for details.   | Optional  |

### AttributeGroup Request Container

The Set AttributeGroup request container has the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| AttributeGroupId | String6      | This identifies a new Attribute Group to change to as described in Option 1; or the existing Attribute Group to update as described in Option 2. | Mandatory |
| Attribute        | Container    | Zero or more repetitions. See <a href="#">Attribute Request Container</a> for details.   | Mandatory |

### Attribute Request Container

The Attribute request container has the following elements:

| Element Name   | Content Type | Description   | Required? |
|----------------|--------------|---|-----------|
| AttributeId    | Integer2     | A unique ID for the Attribute. For example, 01.<br><br>This is chosen from a list of Attributes configured against the chosen Attribute Group in CMP Back Office Configuration. | Optional  |
| AttributeValue | String       | A full description of the Attribute.<br><br>For example, Dedicated Lease Line Connection.   | Mandatory |

### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The Program Name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

### 2.5.2.2 SetAttributes Response

The SetAttributes response is the response to the SetAttributes Request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.5.3 UpdateDiscount

The UpdateDiscount web service enables an external client system to update an existing active Discount for a given Subscription, Account or Agreement number.

This Service should be used in conjunction with the DISCOUNTS subset of the following services:

- [Query Subscription Details](#)
- [Query Account](#)
- [Query Agreement](#)

The user must pass in a valid identifier for the Level of the Hierarchy (Group, Corporate, Account, Subscription, Agreement), Discount Code, and Effective Date in order to update the Discount details.

Users are only able to pass in an expiry date as an editable parameter for the discount scheme.

Invalid requests are rejected with an error message.

### 2.5.3.1 UpdateDiscount Request

The UpdateDiscount request instructs the Billing Service to update Discount details. This request contains the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| ExternalReference   | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| TargetIdentifier    | Container    | SubscriptionIdentifier (Integer8)   | Mandatory |
| DiscountSchemeCode  | String6      | The unique code for the Discount Scheme.                                      | Mandatory |
| EffectiveDate       | Date         | The date from which the Discount is effective.<br>YYYY-MM-DDZ                 | Mandatory |
| DiscountUpdateBasic | Container    | See <a href="#">DiscountUpdateBasic Request Container</a> for details.        | Optional  |

### DiscountUpdateBasic Request Container

The DiscountUpdateBasic request container has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| ExpiryDate      | Date         | The date on which the Discount is to expire.<br>YYYY-MM-DDZ | Mandatory |
| LastAmendedDate | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Mandatory |

### 2.5.3.2 UpdateDiscount Response

The UpdateDiscount response is the response to the [UpdateDiscountDetails Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.6 Composite Service

The information in this section corresponds to the CMP Toolbox web services as specified in the `compositeservice.wsdl`.

The following web services are included:

- [Manage Subscription Services](#)

### 2.6.1 ManageSubscriptionServices

The ManageSubscriptionServices toolbox web service enables an external client system to upgrade a Service in one operation.

Upgrading a Service allows an existing subscribed Service to be replaced by another Service. This means that two actions are occurring at once:

- Expiring the existing Service by setting the expiry date
- Adding a new Service to be effective the day after the existing one expires, and updating the Subscription Service History file.

The following three distinct types of Service can be passed in:

- Upgrade Services
- Create Services
- Update Services

It is possible to upgrade several different Service at the same time as the web service will accept a number of these in one request. In order to facilitate this, some specific validation must be performed:

- The same Service Code cannot be referenced in more than one UpgradeFromService element as it is not possible to upgrade the Service twice at the same time.
- The same Service Code cannot be referenced in more than one UpgradeToService element as it is not possible to upgrade two separate Service to the same Service code. In this scenario the user should be expiring one of the Services outside the Upgrade Service call.
- None of the Service Codes in the UpgradeToService element must conflict with any existing Service that are on the Subscription or with any of the other Service that are being added/updated in this service call.

All other validation is the same as performed in CMP when updating/adding a Service.

#### 2.6.1.1 ManageSubscription Request

The ManageSubscription tag instructs the Manage Subscription Service to upgrade, create or update Services. This request contains the following elements:

| Element Name               | Content Type | Description   | Required? |
|----------------------------|--------------|---|-----------|
| ExternalReference          | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| SubscriptionNumber         | Integer8     | The unique system generated reference number for the Subscription   | Mandatory |
| ManageSubscriptionServices | Container    | One or more repetitions of the following containers: <ul style="list-style-type: none"> <li>UpgradeServices</li> <li>CreateServices</li> <li>UpdateServices</li> </ul> See individual request containers for details. | Optional  |
| AuditRecord                | Container    | See the <a href="#">AuditRecord Request Container</a> page for further information.   | Optional  |

### UpgradeServices Request Container

The UpgradeServices request container includes the following elements:

| Element Name   | Content Type | Description  | Required? |
|----------------|--------------|--|-----------|
| UpgradeService | Container    | See UpgradeService request container for more information. | Optional  |

### UpgradeService Request Container

The UpgradeService request container includes the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| UpgradeOn          | Container    | Choice of: <ul style="list-style-type: none"> <li>UpgradeDate</li> <li>Upgrade At Next Expected Invoice Date</li> </ul> | Mandatory |
| UpgradeFromService | Container    | Contains: <ul style="list-style-type: none"> <li>Service Code</li> <li>Effective Date</li> </ul>                        | Mandatory |
| UpgradeToService   | Container    | See UpgradeToService request container for details.   | Mandatory |

## UpgradeToService Request Container

The UpgradeToService request container includes the following elements:

| Element Name            | Content Type       | Description   | Required? |
|-------------------------|--------------------|---|-----------|
| ServiceCode             | String6            | The Code attributed to the Service as it appears on the invoice. This is the Service to which the subscriber is upgrading.  | Mandatory |
| ServicePrice            | Currency (Decimal) | Min Inclusive - 0.00<br>Max Inclusive - 999999999.99  | Optional  |
| ExpiryDate              | Date               | The date on which the previous Service is due to expire.<br>YYYY-MM-DDZ   | Optional  |
| Description             | String30           | The short descriptive text (30-characters) attributed to the new Service attributed as it appears on the invoice (for example, Line rental charge).                         | Optional  |
| LongDescription         | String120          | This details a longer descriptive text attributed to the new Service (120-characters).  | Optional  |
| SuppressRemainingCharge | Boolean            | This is a Y/N flag which is used by Invoice Production to determine whether or not to apply the contract expiry charge to the subscriber as part of generating the invoice. | Optional  |
| ContractReference       | String12           | This is a Reference ID that can be assigned to the individual service contract.   | Optional  |
| SalesPersonId           | Integer8           | The sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the upgrade was ordered.  | Optional  |
| SalesAccountReference   | Integer8           | A unique Reference Number for the sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the upgrade was ordered.                                    | Optional  |

### CreateServices Request Container

The CreateServices request container includes the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| Service      | Container    | See Service request container for more information. | Optional  |

### Service Request Container

The Service request container includes the following elements:

| Element Name            | Content Type       | Description   | Required? |
|-------------------------|--------------------|---|-----------|
| ServiceCode             | String6            | This details the Code attributed to the Service as it appears on the invoice.   | Mandatory |
| ServicePrice            | Currency (Decimal) | Min Inclusive - 0.00<br>Max Inclusive - 999999999.99  | Optional  |
| ExpiryDate              | Date               | The date on which the Service is due to expire.<br>YYYY-MM-DDZ  | Optional  |
| Description             | String30           | This details the short descriptive text (30-characters) attributed to the Service as it appears on the invoice (for example, Line rental charge).                           | Optional  |
| LongDescription         | String120          | This details a longer descriptive text attributed to the Service (120-characters).  | Optional  |
| SuppressRemainingCharge | Boolean            | This is a Y/N flag which is used by Invoice Production to determine whether or not to apply the contract expiry charge to the subscriber as part of generating the invoice. | Optional  |
| ContractReference       | String12           | This is a Reference ID that can be assigned to the individual service contract.   | Optional  |
| EffectiveDate           | Date               | The date on which the Service becomes effective.<br>YYYY-MM-DDZ   | Mandatory |
| SalesPersonId           | Integer8           | The sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the upgrade was ordered.  | Optional  |
| SalesAccountReference   | Integer8           | A unique reference number for the sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the upgrade was ordered.                                    | Optional  |
| AccountServiceAgreement | String8            | This is used to enter the number of an active account's services agreement. A single agreement from within the same structure as the account is required to                 | Optional  |

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
|              |              | control the billing pattern of all of an account's services. |           |

### UpdateServices Request Container

The UpdateServices request container includes the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| UpdateService | Container    | See UpdateService request container for more information. | Optional  |

### UpdateService Request Container

The UpdateService request container includes the following elements:

| Element Name            | Content Type       | Description  | Required? |
|-------------------------|--------------------|--|-----------|
| ServiceCode             | String6            | This details the code attributed to the Service as it appears on the invoice.  | Mandatory |
| ServicePrice            | Currency (Decimal) | Min Inclusive - 0.00<br>Max Inclusive - 999999999.99   | Optional  |
| ExpiryDate              | Date               | Sets the expiry date of the Service. Where the expiryDate is already set, this can be cleared if this is in the future by passing through the zero date 1899-01-01.<br><br>YYYY-MM-DDZ | Optional  |
| Description             | String30           | This details the short descriptive text (30-characters) attributed to the Service as it appears on the invoice (for example, Line rental charge).                                      | Optional  |
| LongDescription         | String             | This details a longer descriptive text attributed to the Service (120-characters).   | Optional  |
| SuppressRemainingCharge | Boolean            | This is a Y/N flag which is used by Invoice Production to determine whether or not to apply the contract expiry charge to the subscriber as part of generating the invoice.            | Optional  |
| ContractReference       | String12           | This is a Reference ID that can be assigned to the individual service contract.  | Optional  |
| EffectiveDate           | Date               | The date from which the Service becomes effective.<br><br>YYYY-MM-DDZ  | Mandatory |

### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The Program Name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

### 2.6.1.2 ManageSubscriptionServices Response

The ManageSubscriptionServices response is the response to the ManageSubscriptionServices Request. This contains the following result element:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.7 Corporate Service

The information in this section corresponds to the CMP web services as specified in the [corporateservice.wsdl](#).

The following web services are included:

- [Create Corporate](#)
- [Query Corporate](#)
- [Update Corporate](#)

### 2.7.1 Create Corporate

The Create Corporate web service enables an external client system to create a Corporate within CMP and attach it to an existing CMP structure.

The user must pass in values such as a valid CMP Company Number. Standard CMP rules associated with creating a Corporate govern which values are mandatory or optional for the request.

The user is able to specify if the Corporate should be linked to an existing CMP Group structure by passing in a valid owning Group code within the web service request.

The web service returns a response containing the newly created Corporate Code if the request is successful.

Submitting invalid data in the request will result in an error message.

#### 2.7.1.1 CreateCorporate Request

The CreateCorporate tag instructs the Corporate Service to create a Corporate. This request contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| CorporateData     | Container    | A Container for the low level Corporate information.<br>See <a href="#">CorporateData Request Container</a> for details. | Mandatory |

#### [CorporateData Request Container](#)

The CorporateData request container has the following elements:

| Element Name         | Content Type | Description  | Required? |
|----------------------|--------------|--|-----------|
| CorporateCode        | String6      | The code to use for the new Corporate.   | Mandatory |
| CorporateDescription | String30     | A full description of the Corporate.   | Mandatory |
| Account              | Container    | A Container tag for the low level account information.<br><br>See Account Service > Create Account > Create AccountData Request for details. | Mandatory |
| GroupCode            | String6      | The ID allocated to the Group by the system to which the Corporate will be linked.   | Optional  |

#### AccountData Request Container

The AccountData request container contains the following elements:

| Element Name  | Content Type | Description  | Required? |
|---------------|--------------|--|-----------|
| CompanyNumber | String3      | The valid company number to be assigned to the account. Value must already be set up in CMP.   | Mandatory |
| Address       | Container    | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress</li> <li>• BusinessAddress</li> </ul> See <a href="#">UpdateAddress Request</a> for details.   | Mandatory |
| PaymentType   | String6      | <p>If not supplied, the value that is defaulted in comes from the Company Maintenance, Default Payment Type field.</p> <p>A list of valid payment types is configured in CMP setup.</p> <p>The payment type drives what the valid payment terms are. The list of payment types presented are governed by whether the redirect payment feature is being used. The default is to use this feature.</p> <p>The PaymentType field determines the required payment details to be supplied. Each payment type is associated via setup with a payment method. Example payment methods are:</p> <ul style="list-style-type: none"> <li>• Direct Debit</li> <li>• Credit Card</li> <li>• Debit Card</li> <li>• Cheque</li> </ul> <p>A payment type with a payment method of Cheque is referred to as a manual payment. In this case payments are taken outside of CMP and can be recorded in CMP or external financials software at a later point. There is no extra payment information required to be supplied when setting up the account for manual payments.</p> <p>A payment type has a payment method of Direct Debit is referred to as an automated payment</p> | Optional  |

| Element Name  | Content Type | Description  | Required? |
|---------------|--------------|--|-----------|
|               |              | mechanism whereby CMP will pull payments via direct debit from a users bank account. The bank account information must be supplied to CMP in this scenario. The following fields are then required: <ul style="list-style-type: none"> <li>• BankAccountNumber</li> <li>• BankSortCode</li> <li>• BankName</li> </ul>  |           |
| PaymentTerm   | String3      | If not supplied, the value that is defaulted in comes from the Account Default Parm's Maint. The field is ADVPaymentTermsAR.<br><br>If there is a default payment term specified in the default payment terms for the payment type that is used instead.<br><br>The payment terms that are valid depend on the PaymentType and CompanyNumber that were provided.             | Optional  |
| AccountType   | String3      | Account Types indicate the type of Account to which Subscriptions belong, for example, 001 = VIP, 002 = Bad Debt. This is a classification of the Account.<br><br>If not supplied, the value that is defaulted in comes from the Account Default Parm's Maint. The field is ADVSalesPersonCode.<br><br>Value must be a valid Account Type.                                   | Optional  |
| SubLedgerCode | String6      | This references an extra level of detail in the General Ledger and links to the external financials software. The main use of this code is to enable direct debits to be claimed from the bank account.<br><br>If not supplied, the value that is defaulted in comes from the Subledger field in Account Default Parm's Maint.<br><br>Value must be a valid Sub Ledger Code. | Optional  |
| CreditLimit   | Integer9     | Relates to a set limit for invoiced but unpaid charges. It can also be used in conjunction with usage limits which   | Optional  |

| Element Name        | Content Type         | Description   | Required? |
|---------------------|----------------------|---|-----------|
|                     |                      | applies to unbilled units. Exceeding the limit can trigger an automated procedure. When unpaid charges reach a set amount a recovery procedure commences.   |           |
| HardwareCreditLimit | Integer9             | This is the maximum amount of an order that is permitted. It is only used if the Hardware Credit Limit toolbox feature is switched on.  | Optional  |
| AccountPassword     | String20             | Password as specified by the user / customer.   | Optional  |
| AccountPin          | Integer4             | A randomly generated number will be supplied.   | Optional  |
| AccountUsage        | String - Enumeration | <p>This indicator controls what the Account can be used for.</p> <p>If no value is supplied then this defaults to SubscriptionAndSales/Both.</p> <p>Valid values are Subscription, SubscriptionAndSales and Sales. These appear in AgentView as</p> <ul style="list-style-type: none"> <li>• Subscription = Subscription</li> <li>• SubscriptionAndSales = Both</li> <li>• Sales = Sales Order</li> </ul> <p>Subscriptions cannot be added to an account when usage is Sales (usually referred to as a Hardware account).</p> <p>It is possible to add Subscriptions to a Subscription or to a SubscriptionAndSales (Both).</p> | Optional  |
| BankAccountNumber   | String20             | <p>Only applicable if SEPA* is switched off .</p> <p>This optional field becomes mandatory and valid ONLY if the payment method associated with the Payment Type is Direct Debit.</p> <p>Setup can configure the valid lengths of the bank account number.</p>  | Optional  |
| BankSortCode        | String20             | Only applicable if SEPA* is switched off.   | Optional  |

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
|                     |              | This optional field becomes mandatory and valid ONLY when the payment type has a payment method of Direct Debit.   |           |
| BankName            | String30     | <p>Only applicable if SEPA* is switched off.</p> <p>If this is supplied it is stored as supplied and not validated. If it is not supplied then the sort code is used to retrieve the bank name from the CMP bank header table.</p> <p>For SEPA*, the request will be rejected if the Bank Name is included in the request. It will always retrieve the bank name from the CMP bank header table using the BIC.</p> | Optional  |
| ControlDigit        | String2      | Usually only supplied when the Payment Type has a payment method of Direct Debit.  | Optional  |
| NameOfPayer         | String30     | <p>This becomes mandatory when the Payment Type has a payment method of Direct Debit.</p> <p>Use the following format for this field:<br/>"First name space last name"</p>   | Optional  |
| DateMandateReceived | Date         | <p>This is the date that the DD mandate was received. For electronic forms of DD Mandate this should be set to the current date. For paper mandates, it's the date that the mandate was received by the relevant back office individual.</p> <p>YYYY-MM-DDZ</p> <p>Usually only supplied when the Payment Type has a payment method of Direct Debit.</p>   | Optional  |
| DDSetupMethodCode   | String6      | Usually only supplied when the Payment Type has a payment method of Direct Debit.  | Optional  |
| CCDCCardNumber      | String20     | <p>The actual number of the credit or debit card.</p> <p>If the payment method associated with</p>   | Optional  |

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
|              |              | the Payment Type specified is Credit Card, then the Bank Account Number must be supplied.<br>Rejected if PCI Compliance Toolbox feature is switched on.   |           |
| NameOnCard   | String20     | Provides details of who is making the payment.<br><br>Mandatory if the payment method associated with the Payment Type specified is Direct Debit.<br><br>Rejected if PCI Compliance Toolbox feature is switched on.                                   | Optional  |
| FriendlyName | String70     | Only applicable if the Payment Type has a payment method of Credit Card.<br>Rejected if PCI Compliance Toolbox feature is switched on.  | Optional  |
| StartYear    | Integer2     | Indicates the year in a 2 digit numeric form. E.g. 07 for 2007.<br><br>Only applicable if the Payment Type has a payment method of Credit Card.<br><br>Rejected if PCI Compliance Toolbox feature is switched on.                                     | Optional  |
| StartMonth   | String6      | Indicates the month in numeric form must be one of: 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12.<br><br>Only applicable if the Payment Type has a payment method of Credit Card.<br><br>Rejected if PCI Compliance Toolbox feature is switched on. | Optional  |
| ExpiryYear   | Integer2     | Indicates the year in a 2 digit numeric form. E.g. 07 for 2007.<br><br>Only applicable if the Payment Type has a payment method of Credit Card.<br><br>Rejected if PCI Compliance Toolbox feature is switched on.                                     | Optional  |
| ExpiryMonth  | Integer 2    | Indicates the month in numeric form must be one of: 01, 02, 03, 04, 05, 06,   | Optional  |

| Element Name         | Content Type | Description  | Required?               |
|----------------------|--------------|--|-------------------------|
|                      |              | 07, 08, 09, 10, 11, 12.  |                         |
| CreditSecurityCode   | String6      | <p>The card security code used. On many card types it is the last group of digits on the signature panel.</p> <p>Only applicable if the Payment Type has a payment method of Credit Card.</p> <p>Rejected if PCI Compliance Toolbox feature is switched on</p> | Optional                |
| CorporateCode        | String6      | <p>The Corporate to which the Account will be added.</p> <p>If not specified, the account will not be associated with any corporate.</p> <p>If required an Account can be standalone or it can form part of a larger corporate structure.</p>                  | Optional                |
| EmailAddress         | String       | This adds an e mail address with the default email address type. The default e mail address type is defined in setup.  | Optional                |
| AccountSerialNumbers | Container    | <p>A container for one or more Account Serial Numbers.</p> <p>It is possible to configure up to 999 different serial numbers via setup.</p> <p>See <a href="#">Create AccountSerialNumber Request Container</a> for details.</p>                               | Optional                |
| PaymentCardToken     | Container    | See <a href="#">PaymentCardToken Request Container</a> for details.  | Optional                |
| IBAN                 | String34     | <p>International Bank Account Number</p> <p>Only applicable and mandatory if SEPA* is switched on.</p>   | Mandatory for SEPA only |
| BIC                  | String11     | <p>Bank Identifier Code</p> <p>Only applicable and mandatory if SEPA* is switched on.</p>  | Mandatory for SEPA only |
| MandateReference     | String35     | Only applicable and mandatory if SEPA* is switched on.   | Mandatory for SEPA only |

| Element Name         | Content Type | Description                              | Required? |
|----------------------|--------------|--|-----------|
| MandateSignatureDate | Date         | Only applicable if SEPA* is switched on. | Optional  |

\*SEPA is turned on via setting the System Property parameter group DIRECT.DEBIT.PAYMENT.SCHEME to have a value of SEPA. The default is to use BACS.

**Address Request Container**

The Address request container instructs the Address Service to update an Account with an address. This request contains the following elements:

| Element Name | Content Type       | Description   | Required? |
|--------------|--------------------|---|-----------|
| AddressData  | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress</li> <li>• BusinessAddress</li> </ul> | Mandatory |

**Personal Address Errors**

For Personal Addresses, if multiple mandatory fields are not supplied the following error (the details depend on the fields not supplied) is returned:

```
<Error>
<MessageId>MISSING_ADDRESS_FIELD</MessageId>
<MessageText>Please complete the Title,Middle Name,Sur-
name,Address Line 1,Address Line 2,Address Line 3,
Address Line 4,Address Line 5,Postcode,Daytime Telephone,Evening
Telephone,Fax Number,
Address Type,Address Category,Occupation,Id Number,Date Of
Birth,Date Of Residence,
Gender field(s)</MessageText>
<ExtraInfo>Title,Middle Name,Surname,Address Line 1,Address Line
2,Address Line 3,
Address Line 4,Address Line 5,Postcode,Daytime Telephone,Evening
Telephone,Fax Number,
Address Type,Address Category,Occupation,Id Number,Date Of
Birth,Date Of Residence,
Gender</ExtraInfo>
</Error>
```

**Business Address Errors**

For Business Addresses, if multiple mandatory fields are not supplied the following error (the details of course depends on the fields not supplied, the complete list is shown here)

is returned:

```
<Error>
<MessageId>MISSING_ADDRESS_FIELD</MessageId>
<MessageText>Please complete the Title,Fore-
name,MiddleName,Surname,Address Line 1,Address Line 2,
Address Line 3,Address Line 4,Address Line 5,Postcode,Company
Telephone,Contact Telephone,
Fax Number,Address Type,Address Category,Date Of Incor-
poration,Date Of Residence,Job Title,
Company Name,Company Registration,Industrial Classification field
(s)</MessageText>
<ExtraInfo>Title,Forename,MiddleName,Surname,Address Line 1,Ad-
dress Line 2,
Address Line 3,Address Line 4,Address Line 5,Postcode,Company
Telephone,Contact Telephone,
Fax Number,Address Type,Address Category,Date Of Incor-
poration,Date Of Residence,Job Title,
Company Name,Company Registration,Industrial Classification </Ex-
traInfo
</Error>
```


#### PersonalAddressRequest Container

The PersonalAddress request container has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Optional  |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD.   | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Separated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.  | Optional  |
| CustomerType    | String10     | Selected from one of the available Customer Types configured in CMP.  | Optional  |
| AddressType     | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list.  | Optional  |
| AddressCategory | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.  | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list. | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

---

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via CMP back office setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.


---

**BusinessAddress Request Container**

The BusinessAddress request container has the following elements:

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Optional  |
| Address3                     | String40     | Line three of the company's address.   | Optional  |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |
| DateOfIncorporation          | Date         | The date the company register at the address specified in the format YYYY-MM-DD.                             | Optional  |
| Title                        | String10     | Company's contact title.   | Optional  |
| Forename                     | String15     | Company's contact first name.  | Optional  |
| MiddleName                   | String10     | Company's contact middle name.   | Optional  |

| Element Name | Content Type | Description                     | Required? |
|--------------|--------------|---------------------------------|-----------|
| Surname      | String25     | Company's contact surname name. | Optional  |
| JobTitle     | String30     | Company's contact job title.    | Optional  |

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via CMP back office setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

**PaymentCardToken Request Container**

The PaymentCardToken request container contains the following elements:

| Element Name  | Content Type  | Description  | Required? |
|---------------|---------------|--|-----------|
| CardReference | VARCHAR (100) | The tokenised string representing the card.                        | Mandatory |
| CardNumber    | String4       | The last four digits of card number.                               | Optional  |
| NameOnCard    | String20      | The name of the cardholder exactly as displayed on the card.       | Optional  |
| StartYear     | String2       | The year from which the card becomes valid, as shown on the card.  | Optional  |
| StartMonth    | String2       | The month from which the card becomes valid, as shown on the card. | Optional  |
| ExpiryYear    | String2       | The year that the card expires, as shown on the card.              | Mandatory |
| ExpiryMonth   | String2       | The month that the card expires, as shown on the card.             | Mandatory |

**AccountSerialNumbers Request Container**

The AccountSerialNumber request container contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| SerialNumberId    | Range 1-999  | The Managed Serial Number identification number. Must be a valid ID number in CMP configuration.  | Mandatory |
| SerialNumberValue | String25     | <p>The actual network serial number value, for example mobile phone number.</p> <p>The default value that can be set up only applies to AgentView.</p> <p>Each serial number field can be configured via set up with the applicable allowed values, field type, and min and max allowable values.</p> | Mandatory |

### Sample CreateCorporate Request

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/corporate/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:CreateCorporate>
      <def:Request>
        <!--Optional:-->
        <ExternalReference>ABC123</ExternalReference>
        <CorporateData>
          <CorporateCode>NEWCORP</CorporateCode>
          <CorporateDescription>?</CorporateDescription>
          <Account>
            <!--You may enter the following 34 items in any order-->
            <CompanyNumber>123456</CompanyNumber>
            <Address>
              <!--You have a CHOICE of the next 2 items at this level-->
              <PersonalAddress>
                <!--You may enter the following 23 items in any order-->
                <Title>Ms</Title>
                <!--Optional:-->
                <Forename>?</Forename>
                <!--Optional:-->
                <MiddleName>?</MiddleName>
                <Surname>Jones</Surname>
                <Address1>23 The Road</Address1>
                <!--Optional:-->

```

```
<Address2>?</Address2>
<!--Optional:-->
<Address3>?</Address3>
<!--Optional:-->
<Address4>?</Address4>
<!--Optional:-->
<Address5>?</Address5>
<!--Optional:-->
<Postcode>?</Postcode>
<!--Optional:-->
<DateOfBirth>?</DateOfBirth>
<!--Optional:-->
<Gender>?</Gender>
<!--Optional:-->
<MaritalStatus>?</MaritalStatus>
<!--Optional:-->
<DateOfResidence>?</DateOfResidence>
<!--Optional:-->
<CustomerType>?</CustomerType>
<!--Optional:-->
<AddressType>?</AddressType>
<!--Optional:-->
<AddressCategory>?</AddressCategory>
<!--Optional:-->
<Occupation>?</Occupation>
<!--Optional:-->
<IDType>?</IDType>
<!--Optional:-->
<IDNumber>?</IDNumber>
<!--Optional:-->
<TelephoneNumber>?</TelephoneNumber>
<!--Optional:-->
<EveningTelephoneNumber>?</EveningTelephoneNumber>
<!--Optional:-->
<FaxNumber>?</FaxNumber>
</PersonalAddress>
<BusinessAddress>
<!--You may enter the following 21 items in any order-->
<CompanyName>?</CompanyName>
<Address1>?</Address1>
<!--Optional:-->
<Address2>?</Address2>
<!--Optional:-->
<Address3>?</Address3>
<!--Optional:-->
```

```
<Address4>?</Address4>
<!--Optional:-->
<Address5>?</Address5>
<!--Optional:-->
<Postcode>?</Postcode>
<!--Optional:-->
<CompanyTelephoneNumber>?</CompanyTelephoneNumber>
<!--Optional:-->
<FaxNumber>?</FaxNumber>
<!--Optional:-->
<ContactTelephoneNumber>?</ContactTelephoneNumber>
<!--Optional:-->
<CompanyType>?</CompanyType>
<!--Optional:-->
<AddressType>?</AddressType>
<!--Optional:-->
<AddressCategory>?</AddressCategory>
<!--Optional:-->
<IndustrialClassificationCode>?</IndustrialClassificationCode>
<!--Optional:-->
<CompanyRegistration>?</CompanyRegistration>
<!--Optional:-->
<DateOfIncorporation>?</DateOfIncorporation>
<!--Optional:-->
<Title>?</Title>
<!--Optional:-->
<Forename>?</Forename>
<!--Optional:-->
<MiddleName>?</MiddleName>
<!--Optional:-->
<Surname>?</Surname>
<!--Optional:-->
<JobTitle>?</JobTitle>
</BusinessAddress>
</Address>
<!--Optional:-->
<PaymentType>?</PaymentType>
<!--Optional:-->
<PaymentTerm>?</PaymentTerm>
<!--Optional:-->
<AccountType>?</AccountType>
<!--Optional:-->
<SubLedgerCode>?</SubLedgerCode>
<!--Optional:-->
<CreditLimit>?</CreditLimit>
```

```
<!--Optional:-->
<HardwareCreditLimit>?</HardwareCreditLimit>
<!--Optional:-->
<AccountPassword>?</AccountPassword>
<!--Optional:-->
<AccountPIN>?</AccountPIN>
<!--Optional:-->
<AccountUsage>SubscriptionAndSales</AccountUsage>
<!--Optional:-->
<BankAccountNumber>?</BankAccountNumber>
<!--Optional:-->
<BankSortCode>?</BankSortCode>
<!--Optional:-->
<BankName>?</BankName>
<!--Optional:-->
<ControlDigit>?</ControlDigit>
<!--Optional:-->
<NameOfPayer>?</NameOfPayer>
<!--Optional:-->
<DateMandateReceived>?</DateMandateReceived>
<!--Optional:-->
<DDSetupMethodCode>?</DDSetupMethodCode>
<!--Optional:-->
<IBAN>?</IBAN>
<!--Optional:-->
<BIC>?</BIC>
<!--Optional:-->
<MandateReference>?</MandateReference>
<!--Optional:-->
<MandateSignatureDate>?</MandateSignatureDate>
<!--Optional:-->
<PaymentCardToken>
<CardReference>?</CardReference>
<!--Optional:-->
<CardNumber>?</CardNumber>
<!--Optional:-->
<NameOnCard>?</NameOnCard>
<!--Optional:-->
<StartYear>?</StartYear>
<!--Optional:-->
<StartMonth>?</StartMonth>
<!--Optional:-->
<ExpiryYear>?</ExpiryYear>
<!--Optional:-->
<ExpiryMonth>?</ExpiryMonth>
```

```

</PaymentCardToken>
<!--Optional:-->
<CCDCCardNumber?></CCDCCardNumber>
<!--Optional:-->
<NameOnCard?></NameOnCard>
<!--Optional:-->
<FriendlyName?></FriendlyName>
<!--Optional:-->
<StartYear?></StartYear>
<!--Optional:-->
<StartMonth?></StartMonth>
<!--Optional:-->
<ExpiryYear?></ExpiryYear>
<!--Optional:-->
<ExpiryMonth?></ExpiryMonth>
<!--Optional:-->
<CreditSecurityCode?></CreditSecurityCode>
<!--Optional:-->
<CorporateCode?></CorporateCode>
<!--Optional:-->
<EmailAddress?></EmailAddress>
<!--Optional:-->
<AccountSerialNumbers>
<!--1 to 999 repetitions:-->
<AccountSerialNumber>
<SerialNumberId?></SerialNumberId>
<SerialNumberValue?></SerialNumberValue>
</AccountSerialNumber>
</AccountSerialNumbers>
</Account>
<!--Optional:-->
<GroupCode?></GroupCode>
</CorporateData>
</def:Request>
</def:CreateCorporate>
</soapenv:Body>
</soapenv:Envelope>

```

### 2.7.1.2 CreateCorporate Response

CreateCorporate response is the response to the [CreateCorporate Request](#). This contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.              | Optional  |
| CorporateCode     | String6      | The Corporate code to which the Account will be added. If not specified, the Account will not be associated with any Corporate. | Mandatory |

## 2.7.2 QueryCorporate

The QueryCorporate web service enables an external client system to query a Corporate and retrieve Corporate Summary details for any existing CMP Corporate.

The following fields are not shown because this information is associated with the posting account (which is available via the QueryAccount web service):

- Amount in Query
- Balance
- CC Status
- Account Type
- Overdue

The user must pass in a valid CMP Corporate Code in order to retrieve the associated Corporate Details.

Data sets exist for this web service, which enables the user to pass in a single value in order to retrieve a specific subset of information, such as:

- Address
- Discounts

The Posting Account Number is returned to the user if the request has been successful.

Submitting invalid data in the request will result in an error message.

### 2.7.2.1 QueryCorporate Request

The QueryCorporate tag instructs the Corporate Service to query a corporate. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| CorporateCode     | String6      | The Corporate Code for the Corporate to be queried.   | Mandatory |
| Datasets          | Container    | Contains one or more of the following datasets: <ul style="list-style-type: none"> <li>• BASIC</li> <li>• DISCOUNTS</li> <li>• ADDRESS</li> </ul> | Optional  |

### 2.7.2.2 Sample QueryCorporate Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/corporate/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:QueryCorporate>
      <def:Request>
        <!--Optional:-->
        <ExternalReference>?</ExternalReference>
        <CorporateCode>BK014</CorporateCode>
        <Datasets>
          <!--1 or more repetitions:-->
          <Dataset>ADDRESS</Dataset>
        </Datasets>
      </def:Request>
    </def:QueryCorporate>
  </soapenv:Body>
</soapenv:Envelope>
```

### 2.7.2.3 QueryCorporate Response

The QueryCorporate response is the response to the QueryCorporate request. This contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.  | Optional  |
| CorporateBasic    | Container    | See CorporateBasic Response Container for details.  | Optional  |
| Address           | Container    | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress - see PersonalAddress Request Container.</li> <li>• BusinessAddress - see BusinessAddress Request Container.</li> </ul> | Optional  |

### CorporateBasic Response Container

The CorporateBasic response container is the response to the BASIC dataset when specified in the QueryCorporate request. It contains the following elements:

| Element Name         | Content Type      | Description  | Required? |
|----------------------|-------------------|--|-----------|
| CorporateCode        | String6           | The Corporate to which the account will be added. If not specified, the Account will not be associated with any Corporate. | Mandatory |
| CorporateDescription | String30          | A full Description of the Corporate.   | Mandatory |
| CompanyNumber        | String3           | The Company Name to which the Account is attached.   | Mandatory |
| GroupCode            | String6           | The ID allocated to the Group by the system, if appropriate.   | Optional  |
| AddressNumber        | Integer8          | The Account level delivery address number which is used to identify one of the several delivery addresses available.       | Mandatory |
| EmailAddress         | String70          | The customer contact Email Address.  | Optional  |
| PostingAccountNumber | Integer0-99999999 | Unique number to identify the Posting Account.   | Mandatory |
| LastAmendedDate      | dateTime          | YYYY-MM-DDThh:mm:ssZ   | Optional  |

### Address Response Container

The Address response container is the response to the ADDRESS dataset when specified in the QueryCororate request. It has the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| AddressNumber     | Integer      | The Account level delivery address number which is one of the several delivery addresses available. | Optional  |
| PersonalAddress   | Container    | The PersonalAddress container is returned when populated in CMP.                                    | Optional  |
| BusinessAddress   | Container    | The BusinessAddress container is returned when populated in CMP.                                    | Optional  |
| Last Amended Date | dateTime     | The date and time at which the Account was last amended.<br><br>YYYY-MM-DDThh:mm:ssZ                | Optional  |


- 
- i Only one address type, personal or business, can be set up at any one time. Therefore only the address that is populated in CMP is returned when an Account is queried specifying the ADDRESS dataset.
-

### PersonalAddress Response Container

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Optional  |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD.   | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Seperated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.  | Optional  |
| CustomerType    | String10     | Selected from one of the available Customer Types configured in CMP.  | Optional  |
| AddressType     | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list.  | Optional  |
| AddressCategory | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.  | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list. | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

---

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.


---

## BusinessAddress Response Container

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Optional  |
| Address3                     | String40     | Line three of the company's address.   | Optional  |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |
| DateOfIncorporation          | Date         | The date the company register at the address specified, in the format YYYY-MM-DD.                            | Optional  |

| Element Name | Content Type | Description                     | Required? |
|--------------|--------------|---------------------------------|-----------|
| Title        | String10     | Company's contact title.        | Optional  |
| Forename     | String15     | Company's contact first name.   | Optional  |
| MiddleName   | String10     | Company's contact middle name.  | Optional  |
| Surname      | String25     | Company's contact surname name. | Optional  |
| JobTitle     | String30     | Company's contact job title.    | Optional  |

---

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

---

### 2.7.3 Update Corporate

The UpdateCorporate web service enables an external client system to update Corporate information for existing CMP corporates.

In order to update the Corporate details, the user must pass in a valid CMP Corporate Code along with the relevant information to be updated.

Users are able to update individual attributes of the Corporate Details as per the Edit Corporate screen.

Invalid requests are rejected with an error message.

#### 2.7.3.1 UpdateCorporate Request

The UpdateCorporate tag instructs the Corporate Service to update Corporate details. This request contains the following elements:

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| ExternalReference    | String69     | The client may use this identifier to correlate the request and the response.   | Mandatory |
| CorporateCode        | String6      | The Corporate Code to which the Account will be added. If not specified, the Account will not be associated with any Corporate. | Mandatory |
| UpdateCorporateBasic | Container    | See <a href="#">UpdateCorporateBasic Request Container</a> for details.   | Optional  |

### UpdateCorporateBasic Request Container

The UpdateCorporateBasic request container contains the following elements:

| Element Name         | Content Type | Description                                    | Required? |
|----------------------|--------------|--|-----------|
| CorporateDescription | String30     | A full description of the Corporate.           | Optional  |
| AddressNumber        | 0-99999999   | The Customer contact email address.            | Optional  |
| PostingAccountNumber | String20     | Unique number to identify the posting Account. | Optional  |
| LastAmendedDate      | Date         | YYYY-MM-DDZ                                    | Mandatory |

### 2.7.3.2 UpdateCorporate Response

The UpdateCorporate response is the response to the [UpdateCorporate Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.8 Features Service

The information in this section corresponds to the CMP web services as specified in the [featureservice.wsdl](#). Features can be defined against a Subscription. The purpose of it is to return a list of Features for a Subscription.

The following web services are included:

- [Query Feature History](#)
- [Set Feature](#)

### 2.8.1 QueryFeatureHistory

The QueryFeatureHistory web service enables an external client system to query a Subscription to retrieve the Features associated with a Subscription, and the history of changes that have been made on that Feature.

The user must pass in a valid CMP Subscription Number or Network Serial Number and a Feature Code.

#### 2.8.1.1 QueryFeatureHistory Request

The QueryFeatureHistory tag instructs the Features Service to query and return the details of a Subscription Feature. This request contains the following elements:

| Element Name      | Content Type       | Description   | Required? |
|-------------------|--------------------|---|-----------|
| ExternalReference | String69           | The client may use this identifier to correlate the request and the response.   | Optional  |
| TargetIdentifier  | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>• SubscriptionIdentifier, Integer8, the CMP Subscription Number, optional.</li> <li>• NetworkSerialNumber, String25, the Network Serial Number associated with the CMP Subscription, optional.</li> </ul> | Mandatory |
| FeatureCode       | String6            | The code associated with the Feature to be queried, as configured in CMP.   | Mandatory |

#### Sample QueryFeatureHistory Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:df="http://mdsuk.com/ws/dise3g/features/definition">
  <soapenv:Header/>
  <soapenv:Body>
```

```

<def:QueryFeatureHistory>
<def:Request>
<!--You may enter the following 3 items in any order-->
<!--Optional:-->
<ExternalReference?</ExternalReference>
<TargetIdentifier>
<!--You may enter the following 2 items in any order-->
<!--Optional:-->
<SubscriptionIdentifier>1855678</SubscriptionIdentifier>
<!--Optional:-->
<!-- <NetworkSerialNumber?</NetworkSerialNumber> -->
</TargetIdentifier>
<FeatureCode>NF9999</FeatureCode>
</def:Request>
</def:QueryFeatureHistory>
</soapenv:Body>
</soapenv:Envelope>

```

### 2.8.1.2 QueryFeatureHistory Response

The QueryFeatureHistory response is the response to the QueryFeatureHistory Request. It contains the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| FeatureCode        | String6      | The unique CMP code configured for the Feature.  | Mandatory |
| FeatureDescription | String       | The CMP description configured for the Feature.  | Mandatory |
| Histories          | Container    | See <a href="#">Histories Response Container</a> for details.  | Mandatory |

#### Histories Response Container

The Histories response container contains the following elements:

| Element Name | Content Type | Description                                 | Required? |
|--------------|--------------|---|-----------|
| History      | Container    | See History Response Container for details. | Mandatory |

## History Response Container

The History response container has the following elements:

| Element Name     | Content Type | Description   | Required? |
|------------------|--------------|---|-----------|
| FeatureAction    | String       | The specific action the Feature performs, for example enable, disable, bar, unbar). | Mandatory |
| FeatureStatus    | String       | The current status of the Feature, for example pending, success, failure.           | Mandatory |
| EffectiveDate    | Date         | The Feature effective date. YYYY-MM-DDZ   | Mandatory |
| ConfirmationDate | Date         | The Feature confirmation date. YYYY-MM-DDZ  | Mandatory |
| ActionWorkflow   | String       | The CMP Workflow Event Code linked to the Feature.                                  | Mandatory |

### Sample QueryFeatureHistory Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ns2:QueryFeatureHistoryResponse xmlns:ns2="http://mdsuk.com/ws/dise3g/features/definition" xmlns:ns3="http://mdsuk.com/ws/dise3g/fault/definition">
      <ns2:Response>
        <ExternalReference?></ExternalReference>
        <FeatureCode>NF9999</FeatureCode>
        <FeatureDescription>desc</FeatureDescription>
        <Histories>
          <History>
            <FeatureAction>BAR</FeatureAction>
            <FeatureStatus>PENDING</FeatureStatus>
            <EffectiveDate>2015-06-25T16:33:17Z</EffectiveDate>
            <ConfirmationDate>1899-01-01T00:00:00Z</ConfirmationDate>
            <ActionWorkflow>202799389</ActionWorkflow>
          </History>
          <History>
            <FeatureAction>ENABLE</FeatureAction>
            <FeatureStatus>PENDING</FeatureStatus>
            <EffectiveDate>2015-06-27T15:28:27Z</EffectiveDate>
            <ConfirmationDate>1899-01-01T00:00:00Z</ConfirmationDate>
            <ActionWorkflow>202799415</ActionWorkflow>
          </History>
        </Histories>
      </ns2:Response>
    </ns2:QueryFeatureHistoryResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```
<History>
<FeatureAction>ENABLE</FeatureAction>
<FeatureStatus>PENDING</FeatureStatus>
<EffectiveDate>2015-07-07T16:27:16Z</EffectiveDate>
<ConfirmationDate>1899-01-01T00:00:00Z</ConfirmationDate>
<ActionWorkflow>202799432</ActionWorkflow>
</History>
</Histories>
</ns2:Response>
</ns2:QueryFeatureHistoryResponse>
</soapenv:Body>
</soapenv:Envelope>
```

## 2.8.2 SetFeature

The SetFeature webservice can be used to enable Features, and set the status of the Features, attached to a Subscription.

This web service allows a user to set one or multiple Features for a Subscription using either a Subscription Number or Network Serial Number.

The FeatureCode and ActionRequired (Enable, Disable, Bar or Unbar) are required to set a Feature. Relevant data is then sent to SubscriberFeature and SubscriberFeatureHistory files.

A Workflow Event is also created in order to change the Feature Status. If the request is successful, the originally submitted ExternalReference is returned to the user.

Some features, both service and non-service, cannot be set using the web service and are only editable through configuration.

### 2.8.2.1 SetFeature Request

The SetFeature tag instructs the Features Service to enable and set a Feature for a Subscription. This request contains the following elements:

| Element Name      | Content Type       | Description   | Required? |
|-------------------|--------------------|---|-----------|
| ExternalReference | String69           | The client may use this identifier to correlate the request and the response.   | Optional  |
| TargetIdentifier  | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>SubscriptionIdentifier, Integer8, the CMP Subscription Number, optional.</li> <li>NetworkSerialNumber, String25, the Network Serial Number associated with the CMP Subscription, optional.</li> </ul> | Mandatory |
| FeatureActions    | Container          | See <a href="#">FeatureAction Request Container</a> for details.  | Mandatory |
| AuditRecord       | Container          | See <a href="#">AuditRecord Request Container</a> for details.  | Mandatory |

### FeatureActions Request Container

The FeatureActions request container contains the following elements.

| Element Name  | Content Type | Description  | Required? |
|---------------|--------------|--|-----------|
| FeatureAction | Container    | One or more repetitions of the FeatureAction container. See FeatureAction Request Container for details. | Mandatory |

### FeatureActions Request Container

The FeatureAction request container contains the following elements.

| Element Name   | Content Type | Description  | Required? |
|----------------|--------------|--|-----------|
| FeatureCode    | String6      | The CMP code of the Feature to be updated.   | Mandatory |
| ActionRequired | String       | Options include; <ul style="list-style-type: none"> <li>Enable</li> <li>Disable</li> </ul> | Mandatory |

### AuditRecord Request Container

The Features AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The Program Name should be hard coded in the calling application so as to uniquely identify that application.       | Mandatory |

### Sample SetNetworkFeature Request

```

<soapenv:Envelope xmlns:soapenv-
v="http://schemas.xmlsoap.org/soap/envelope/" xmlns:de-
f="http://mdsuk.com/ws/dise3g/features/definition">
<soapenv:Header/>
<soapenv:Body>
<def:SetFeature>
<def:Request>
<!--You may enter the following 4 items in any order-->
<!--Optional:-->
<ExternalReference>?</ExternalReference>
<TargetIdentifier>
<!--You may enter the following 2 items in any order-->
<!--Optional:-->
<SubscriptionIdentifier>10359190</SubscriptionIdentifier>
<!--Optional:-->
<!-- <NetworkSerialNumber>?</NetworkSerialNumber> -->
</TargetIdentifier>
<FeatureActions>
<!--1 or more repetitions:-->
<FeatureAction>
<!--You may enter the following 2 items in any order-->
<FeatureCode>NF9999</FeatureCode>
<ActionRequired>ENABLE</ActionRequired>
</FeatureAction>
<FeatureAction>
<!--You may enter the following 2 items in any order-->
<FeatureCode>NF0002</FeatureCode>
<ActionRequired>ENABLE</ActionRequired>
</FeatureAction>
</FeatureActions>
<!--Optional:-->
<!-- <AuditRecord>
<UserID>?</UserID>
<Program>?</Program>
</AuditRecord> -->

```

```

</def:Request>
</def:SetFeature>
</soapenv:Body>
</soapenv:Envelope>
    
```

### 2.8.2.2 SetFeature Response

The SetFeature response is the response to the SetFeature Request. It contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

#### Sample SetFeature Response

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ns2:SetFeatureResponse xmlns:n-
s2="http://mdsuk.com/ws/dise3g/features/definition" xmlns:n-
s3="http://mdsuk.com/ws/dise3g/fault/definition">
      <ns2:Response>
        <ExternalReference?</ExternalReference>
      </ns2:Response>
    </ns2:SetFeatureResponse>
  </soapenv:Body>
</soapenv:Envelope>
    
```

## 2.9 Financials Service

The information in this section corresponds to the CMP web services as specified in the financialservice.wsdl.

The following web services are included:

- [Create Invoice Query Amount](#)
- [Query Account Balance](#)
- [Query Invoice Query Amounts](#)
- [Query Transactions](#)

### 2.9.1 CreateInvoiceQueryAmount

The CreateInvoiceQueryAmount web service enables a Query Amount to be created in CMP for a valid Account Number and Invoice Number, as specified in the request.

Submission of invalid data results in an error being returned.

The record is created on the Query Amount file which triggers the creation of a Workflow Event on the Account. The unique Workflow Number is returned in the web service response.

The Workflow Event is not resolved or processed and the Query Amount record is updated with the Workflow Number.

The external system identifies the relevant Posting Account for the Group, Corporate or Subscription prior to calling the web service. Transactions for this Account are then queried by the external system to determine what invoices have been posted at that level.

#### 2.9.1.1 CreateInvoiceQueryAmount Request

The CreateInvoiceQueryAmount tag instructs the Financials Service to create an invoice query amount. The user must pass in a valid CMP Account Number and Invoice Number. This request contains the following elements:

| Element Name      | Content Type       | Description  | Required? |
|-------------------|--------------------|--|-----------|
| ExternalReference | String69           | The client may use this identifier to correlate the request and the response.                              | Optional  |
| AccountNumber     | Integer8           | The unique number automatically generated when the Account is created.                                     | Mandatory |
| InvoiceNumber     | Integer8           | Invoice Number to which the query belongs.   | Mandatory |
| AmountInQuery     | Currency (Decimal) | <ul style="list-style-type: none"> <li>Min Inclusive: 0.00</li> <li>Max Inclusive: 999999999.99</li> </ul> | Mandatory |
| QueryType         | String4            | This must correspond to an Workflow Event Code configured in CMP for the Query Amount Workflow Event Type. | Optional  |

### 2.9.1.2 CreateInvoiceQueryAmount Response

The CreateInvoiceQueryAmount response is the response to the [CreateInvoiceQueryAmount Request](#). This contains the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| ExternalReference   | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| WorkflowEventNumber | Integer9     | The Workflow Event Number associated with this query.  | Mandatory |
| QueryNumber         | Integer8     | Query Number used to identify the query.   | Mandatory |

If the requested Account Number or Invoice Number does not exist, the appropriate message is returned and standard exception processing is performed.

## 2.9.2 Query Account Balance

The QueryAccountBalance web service enables an external client system to retrieve the Account Balance for a CMP Account. This is the same as the Balance Information displayed in AgentView.

The user must pass in a valid CMP Account Number in order to retrieve the associated Account Balance, as held in the Account Summary panel in the Account Summary screen within CMP.

This web service returns appropriate balances, including the Account Balance, Amount Overdue and Amount in Query.

Submitting invalid data in the request will result in an error message.

### 2.9.2.1 QueryAccountBalance Request

The QueryAccountBalance tag instructs the Financials Service to query the Account Balance on an Account. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| AccountNumber     | Integer8     | The unique number automatically generated when the Account is created.        | Mandatory |

### 2.9.2.2 QueryAccountBalance Response

The QueryAccountBalance response is the response to the [QueryAccountBalance Request](#). This contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.  | Optional  |
| BalanceDetails    | Container    | The Balance field includes the amount in query. Therefore Amount Due = Balance - Amount In Query.<br><br>See <a href="#">BalanceDetails Response Container</a> for details. | Mandatory |

#### BalanceDetails Response Container

The BalanceDetails response container contains the following elements:

| Element Name            | Content Type       | Description  | Required? |
|-------------------------|--------------------|--|-----------|
| Balance                 | Currency (Decimal) | The amount the customer owes from the last invoice. <ul style="list-style-type: none"> <li>• Min Inclusive: -999999999.99</li> <li>• Max Inclusive: 999999999.99</li> </ul>  | Mandatory |
| AmountOverdue           | Currency (Decimal) | The amount the customer owes since the last payment due date. This value is used to determine if the customer should be put in Credit Control. <ul style="list-style-type: none"> <li>• Min Inclusive: 0.00</li> <li>• Max Inclusive: 999999999.99</li> </ul>                  | Mandatory |
| AmountInQuery           | Currency (Decimal) | This is the amount that the customer has queried which is being reviewed by the User. This value is taken off the overdue amount but stays in the Balance. <ul style="list-style-type: none"> <li>• Min Inclusive: 0.00</li> <li>• Max Inclusive: 999999999.99</li> </ul>      | Mandatory |
| FutureRecurringPayments | Currency           | The sum of successful future recurring payments for this account.<br><br>This balance handles the situation in which a direct debit pull has occurred and immediately posted the payment to the ledger; although the payment has yet to be successfully processed by the bank. | Mandatory |

### 2.9.3 QueryInvoiceQueryAmounts

The CreateInvoiceQueryAmount web service enables Query Amounts to be queried for a given Account or Account/Invoice Number combination. That is, if an Invoice Number is supplied, Query Amounts pertaining to that specific Account and Invoice are returned as opposed to a list for the whole CMP Account. This web service is used in conjunction with other web services in order to create, query and resolve Query Amounts.

If only a valid Account Number is specified, all Query Amounts logged against that Account are retrieved. Results are filtered by the Status Filter. Select All to return all Query Amounts or Open for Open Query Amounts.

If the Account Number and Invoice Number are specified, retrieved Query Amounts are restricted to those matching these fields. The Status Filter determines which individual query records are included in the response.

Submission of invalid data results in an appropriate error being returned.

### 2.9.3.1 QueryInvoiceQueryAmounts Request

The QueryInvoiceQueryAmounts tag instructs the [Query Invoice Query Amounts](#) service to query invoice query amounts. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| AccountNumber     | Integer8     | The unique number automatically generated when the Account is created.          | Mandatory |
| InvoiceNumber     | Integer8     | Invoice Number to which the query belongs.                                      | Optional  |
| StatusFilter      | String       | One of: <ul style="list-style-type: none"> <li>• All</li> <li>• Open</li> </ul> | Mandatory |

### 2.9.3.2 QueryInvoiceQueryAmounts Response

The QueryInvoiceQueryAmounts response container is the response to the [QueryInvoiceQueryAmounts Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| AccountNumber     | Integer8     | The unique number automatically generated when the Account is created.   | Mandatory |
| QueryAmounts      | Container    | See <a href="#">Query Data Response Container</a> for details.   | Optional  |

If no Query Amounts are found, standard exception processing applies.

### InvoiceQueryAmounts Response Container

The InvoiceQueryAmounts response container has the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| InvoiceQueryAmounts | Container    | See InvoiceQueryAmount Response Container for details. | Optional  |

### InvoiceQueryAmount

The InvoiceQueryAmount response container has the following elements:

| Element Name        | Content Type       | Description  | Required? |
|---------------------|--------------------|--|-----------|
| QueryNumber         | Integer8           | Query number used to identify the query.   | Optional  |
| AmountsInQuery      | Currency (Decimal) | <ul style="list-style-type: none"> <li>Min Inclusive: 0.00</li> <li>Max Inclusive: 999999999.99</li> </ul> | Optional  |
| DateQueryRaised     | Date               | The date on which the query was raised.<br>YYYY-MM-DDZ   | Optional  |
| InvoiceNumber       | Integer8           | Invoice Number to which the query belongs.   | Optional  |
| WorkflowEventNumber | Integer9           | The Workflow Event Number associated with this query.  | Optional  |
| QueryStatus         | String             | Either: <ul style="list-style-type: none"> <li>Open</li> <li>Resolved</li> </ul>                           | Optional  |
| CreatedBy           | String30           | The system identifier of the user who created the query event.   | Optional  |

## 2.9.4 QueryTransactions

The QueryTransactions web service enables an external client system to retrieve transaction summary information for a Subscriber's CMP Account.

The user must pass in a valid CMP Account Number in order to retrieve the associated list of transactions, as held in the Transactions panel of the CMP Account Summary screen. This list of transactions includes Invoices, Payments, and Credits.

A transactions filter option is available to enable the user to select either Posted - Unmatched (Open) or Posted - All. One of these filter options must be submitted as part of the web service request.

The response returns a list of transactions, including the appropriate dates and amounts of the transaction.

A maximum is applied to the number of transactions that can be returned in a single web service call. If this limit is exceeded, the maximum number of records is still returned but the user is notified that the limit has been reached.

To avoid performance problems, the number of returned transactions should not exceed twenty .

Submitting invalid data in the request will result in an error message.

### 2.9.4.1 QueryTransactions Request

The QueryTransactions tag instructs the Financials Service to query transactions on an Account. This request contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| AccountNumber     | Integer8     | The unique number automatically generated when the Account record is created.                                      | Mandatory |
| TransactionsData  | String       | One of: <ul style="list-style-type: none"> <li>• POSTED_UNMATCHED</li> <li>• POSTED_ALL</li> </ul>                 | Mandatory |

### 2.9.4.2 QueryTransactions Response

QueryTransactions response is the response to the [QueryTransactionDetails Request](#). This response contains the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| TransactionData    | Container    | Contains one or more Transaction. See TransactionData Response Container for details.                              | Mandatory |
| QueryLimitExceeded | Boolean      | Set to True if the configured maximum number of records returned was exceeded.                                     | Mandatory |

Transactions are returned ordered by most recent date first (ascending date). However if there are multiple transactions on the same date, these transactions are in descending time order. For example, if there were two payments on the same day, the first transaction will be the earlier of the two, with the second transaction being the later one.

**TransactionsData Response Container**

The TransactionsData response container has the following elements:

| Element Name | Content Type | Description                                     | Required? |
|--------------|--------------|---|-----------|
| Transaction  | Container    | See Transaction Response Container for details. | Optional  |

**Transaction**

The Transaction response container has the following elements:

| Element Name            | Content Type         | Description  | Required? |
|-------------------------|----------------------|--|-----------|
| ReferenceNumber         | Integer8             | This displays either an Invoice Number, Credit Note Number or Payment Reference Number.  | Mandatory |
| Description             | String30             | This indicates if the Transaction relates to an Invoice, Credit, Debit, Payment Received, etc.   | Mandatory |
| TaxDate                 | Date                 | This displays the date on which the Transaction was applied to the account.<br><br>YYYY-MM-DDZ   | Mandatory |
| Remark                  | String30             | This provides a more detailed indication of the Transaction Type (i.e. multi- subscription invoice).   | Mandatory |
| GrossAmount             | Currency (Decimal)   | This displays the total value of the transaction.<br><br><ul style="list-style-type: none"> <li>Min Inclusive: - 999999999.99</li> <li>Max Inclusive: 999999999.99</li> </ul>  | Mandatory |
| OpenAmount              | Currency (Decimal)   | This displays the value of any outstanding transactions. This field relates to the balance of the gross amount of the transaction.<br><br><ul style="list-style-type: none"> <li>Min Inclusive: - 999999999.99</li> <li>Max Inclusive: 999999999.99</li> </ul> | Mandatory |
| PaymentDue/ReceivedDate | Date                 | This details the date the monies should be paid by or the date the monies were received or the date the credit/debit was applied.<br><br>YYYY-MM-DDZ   | Mandatory |
| TransactionType         | String - Enumeration | Choice of: <ul style="list-style-type: none"> <li>INVOICE</li> <li>PAYMENT</li> </ul>  | Mandatory |

**Sample QueryTransactions Response**

```
<soapenv:Envelope xmlns:soapenv-
v="http://schemas.xmlsoap.org/soap/envelope/">
```

```

<soapenv:Body>
  <ns2:QueryTransactionsResponse xmlns:n-
s2="http://mdsuk.com/ws/dise3g/financials/definition" xmlns:n-
s3="http://mdsuk.com/ws/dise3g/workflow/definition"
xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
    <ns2:Transactions>
      <ExternalReference>?</ExternalReference>
      <TransactionData>
        <Transaction>
          <ReferenceNumber>33576285</ReferenceNumber>
          <Description>Invoice</Description>
          <TaxDate>2011-09-16Z</TaxDate>
          <Remark>07921688023 CABBI</Remark>
          <GrossAmount>445.03</GrossAmount>
          <OpenAmount>445.03</OpenAmount>
          <PaymentDueReceivedDate>2011-10-16Z</Pay-
mentDueReceivedDate>
          <TransactionType>INVOICE</TransactionType>
        </Transaction>
        <Transaction>
          <ReferenceNumber>33576337</ReferenceNumber>
          <Description>Invoice</Description>
          <TaxDate>2011-09-16Z</TaxDate>
          <Remark>07595565127 CABBI</Remark>
          <GrossAmount>284.15</GrossAmount>
          <OpenAmount>284.15</OpenAmount>
          <PaymentDueReceivedDate>2011-10-16Z</Pay-
mentDueReceivedDate>
          <TransactionType>INVOICE</TransactionType>
        </Transaction>
        <Transaction>
          <ReferenceNumber>33576374</ReferenceNumber>
          <Description>Invoice</Description>
          <TaxDate>2011-09-16Z</TaxDate>
          <Remark>07885709300 CABBI</Remark>
          <GrossAmount>159.27</GrossAmount>
          <OpenAmount>159.27</OpenAmount>
          <PaymentDueReceivedDate>2011-10-16Z</Pay-
mentDueReceivedDate>
          <TransactionType>INVOICE</TransactionType>
        </Transaction>
      </TransactionData>
      <QueryLimitExceeded>true</QueryLimitExceeded>
    </ns2:Transactions>
  </ns2:QueryTransactionsResponse>

```

```
</soapenv:Body>  
</soapenv:Envelope>
```

## 2. 10 Group Service

The information in this section corresponds to the CMP web services as specified in the groupservice.wsdl.

The following web services are included:

- [Create Group](#)
- [Query Group](#)
- [Update Group](#)

### 2. 10. 1 CreateGroup

The CreateGroup web service enables an external client system to create a Group within CMP in order to begin the build of a new CMP structure.

The user must pass in a valid CMP Company Number. Standard CMP rules associated with creating a Group govern which values are mandatory or optional for the request.

The web service returns a response containing the newly created Group Code if the request is successful.

Submitting invalid data in the request will result in an error message.

#### 2.10.1.1 CreateGroup Request

The CreateGroup tag instructs the Group Service to create a Group. This request contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| GroupData         | Container    | A container tag for the low level Group information.<br>See <a href="#">CreateGroupData Request Container</a> for details. | Mandatory |

#### GroupData Request Container

The GroupData request container contains the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| GroupCode        | String6      | The Code to be assigned to the created Group.  | Mandatory |
| GroupDescription | String60     | The description to be assigned to the new Group.   | Mandatory |
| Account          | Container    | The Account to be assigned to the new Group.<br>See AccountData request container for details. | Mandatory |

#### AccountData Request Container

The AccountData request container contains the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| CompanyNumber | String3      | The valid company number to be assigned to the account. Value must already be set up in CMP.  | Mandatory |
| Address       | Container    | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress</li> <li>• BusinessAddress</li> </ul> See <a href="#">UpdateAddress Request</a> for details.  | Mandatory |
| PaymentType   | String6      | <p>If not supplied, the value that is defaulted in comes from the Company Maintenance, Default Payment Type field.</p> <p>A list of valid payment types is configured in CMP setup.</p> <p>The payment type drives what the valid payment terms are. The list of payment types presented are governed by whether the redirect payment feature is being used. The default is to use this feature.</p> <p>The PaymentType field determines the required payment details to be supplied. Each payment type is associated via setup with a payment method. Example payment methods are:</p> <ul style="list-style-type: none"> <li>• Direct Debit</li> <li>• Credit Card</li> <li>• Debit Card</li> <li>• Cheque</li> </ul> <p>A payment type with a payment method of Cheque is referred to as a manual payment. In this case payments are taken outside of CMP and can be recorded in CMP or in a third party accounting system at a later point. There is no extra payment information required to be supplied when setting up the account for manual payments.</p> <p>A payment type has a payment method of Direct Debit is referred</p> | Optional  |

| Element Name  | Content Type | Description  | Required? |
|---------------|--------------|--|-----------|
|               |              | to as an automated payment mechanism whereby CMP will pull payments via direct debit from a users bank account. The bank account information must be supplied to CMP in this scenario. The following fields are then required: <ul style="list-style-type: none"> <li>• BankAccountNumber</li> <li>• BankSortCode</li> <li>• BankName</li> </ul>                             |           |
| PaymentTerm   | String3      | If not supplied, the value that is defaulted in comes from the Account Default Parm's Maint. The field is ADVPaymentTermsAR.<br><br>If there is a default payment term specified in the default payment terms for the payment type that is used instead.<br><br>The payment terms that are valid depend on the PaymentType and CompanyNumber that were provided.             | Optional  |
| AccountType   | String3      | Account Types indicate the type of Account to which Subscriptions belong, for example, 001 = VIP, 002 = Bad Debt. This is a classification of the Account.<br><br>If not supplied, the value that is defaulted in comes from the Account Default Parm's Maint. The field is ADVSalesPersonCode.<br><br>Value must be a valid Account Type.                                   | Optional  |
| SubLedgerCode | String6      | This references an extra level of detail in the General Ledger and links to the external financials software. The main use of this code is to enable direct debits to be claimed from the bank account.<br><br>If not supplied, the value that is defaulted in comes from the Subledger field in Account Default Parm's Maint.<br><br>Value must be a valid Sub Ledger Code. | Optional  |
| CreditLimit   | Integer9     | Relates to a set limit for invoiced but unpaid charges. It can also be used in   | Optional  |

| Element Name        | Content Type         | Description   | Required? |
|---------------------|----------------------|---|-----------|
|                     |                      | conjunction with usage limits which applies to unbilled units. Exceeding the limit can trigger an automated procedure. When unpaid charges reach a set amount a recovery procedure commences.   |           |
| HardwareCreditLimit | Integer9             | This is the maximum amount of an order that is permitted. It is only used if the Hardware Credit Limit toolbox feature is switched on.  | Optional  |
| AccountPassword     | String20             | Password as specified by the user / customer.   | Optional  |
| AccountPin          | Integer4             | A randomly generated number will be supplied.   | Optional  |
| AccountUsage        | String - Enumeration | This indicator controls what the Account can be used for.<br><br>If no value is supplied then this defaults to SubscriptionAndSales/Both.<br><br>Valid values are Subscription, SubscriptionAndSales and Sales. These appear in AgentView as <ul style="list-style-type: none"> <li>• Subscription = Subscription</li> <li>• SubscriptionAndSales = Both</li> <li>• Sales = Sales Order</li> </ul> Subscriptions cannot be added to an account when usage is Sales (usually referred to as a Hardware account).<br><br>It is possible to add Subscriptions to a Subscription or to a SubscriptionAndSales (Both). | Optional  |
| BankAccountNumber   | String20             | Only applicable if SEPA* is switched off .<br><br>This optional field becomes mandatory and valid ONLY if the payment method associated with the Payment Type is Direct Debit.<br><br>Setup can configure the valid lengths of the bank account number.   | Optional  |

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| BankSortCode        | String20     | Only applicable if SEPA* is switched off.<br><br>This optional field becomes mandatory and valid ONLY when the payment type has a payment method of Direct Debit.   | Optional  |
| BankName            | String30     | Only applicable if SEPA* is switched off.<br><br>If this is supplied it is stored as supplied and not validated. If it is not supplied then the sort code is used to retrieve the bank name from the CMP bank header table.<br><br>For SEPA*, the request will be rejected if the Bank Name is included in the request. It will always retrieve the bank name from the CMP bank header table using the BIC. | Optional  |
| ControlDigit        | String2      | Usually only supplied when the Payment Type has a payment method of Direct Debit.   | Optional  |
| NameOfPayer         | String30     | This becomes mandatory when the Payment Type has a payment method of Direct Debit.<br><br>Use the following format for this field:<br>"First name space last name"  | Optional  |
| DateMandateReceived | Date         | This is the date that the DD mandate was received. For electronic forms of DD Mandate this should be set to the current date. For paper mandates, it's the date that the mandate was received by the relevant back office individual.<br><br>YYYY-MM-DDZ<br><br>Usually only supplied when the Payment Type has a payment method of Direct Debit.   | Optional  |
| DDSetupMethodCode   | String6      | Usually only supplied when the Payment Type has a payment method of Direct Debit.   | Optional  |
| CCDCCardNumber      | String20     | The actual number of the credit or debit card.  | Optional  |

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
|              |              | If the payment method associated with the Payment Type specified is Credit Card, then the Bank Account Number must be supplied.<br>Rejected if PCI Compliance Toolbox feature is switched on.   |           |
| NameOnCard   | String20     | Provides details of who is making the payment.<br><br>Mandatory if the payment method associated with the Payment Type specified is Direct Debit.<br><br>Rejected if PCI Compliance Toolbox feature is switched on.                                   | Optional  |
| FriendlyName | String70     | Only applicable if the Payment Type has a payment method of Credit Card.<br>Rejected if PCI Compliance Toolbox feature is switched on.  | Optional  |
| StartYear    | Integer2     | Indicates the year in a 2 digit numeric form. E.g. 07 for 2007.<br><br>Only applicable if the Payment Type has a payment method of Credit Card.<br><br>Rejected if PCI Compliance Toolbox feature is switched on.                                     | Optional  |
| StartMonth   | String6      | Indicates the month in numeric form must be one of: 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12.<br><br>Only applicable if the Payment Type has a payment method of Credit Card.<br><br>Rejected if PCI Compliance Toolbox feature is switched on. | Optional  |
| ExpiryYear   | Integer2     | Indicates the year in a 2 digit numeric form. E.g. 07 for 2007.<br><br>Only applicable if the Payment Type has a payment method of Credit Card.<br><br>Rejected if PCI Compliance Toolbox feature is switched on.                                     | Optional  |
| ExpiryMonth  | Integer 2    | Indicates the month in numeric form   | Optional  |

| Element Name         | Content Type | Description   | Required?               |
|----------------------|--------------|---|-------------------------|
|                      |              | must be one of: 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12.   |                         |
| CreditSecurityCode   | String6      | The card security code used. On many card types it is the last group of digits on the signature panel.<br><br>Only applicable if the Payment Type has a payment method of Credit Card.<br><br>Rejected if PCI Compliance Toolbox feature is switched on | Optional                |
| CorporateCode        | String6      | The Corporate to which the Account will be added.<br><br>If not specified, the account will not be associated with any corporate.<br><br>If required an Account can be standalone or it can form part of a larger corporate structure.                  | Optional                |
| EmailAddress         | String       | This adds an e mail address with the default email address type. The default e mail address type is defined in setup.   | Optional                |
| AccountSerialNumbers | Container    | A container for one or more Account Serial Numbers.<br><br>It is possible to configure up to 999 different serial numbers via setup.<br><br>See <a href="#">Create AccountSerialNumber Request Container</a> for details.                               | Optional                |
| PaymentCardToken     | Container    | See <a href="#">PaymentCardToken Request Container</a> for details.   | Optional                |
| IBAN                 | String34     | International Bank Account Number<br><br>Only applicable and mandatory if SEPA* is switched on.   | Mandatory for SEPA only |
| BIC                  | String11     | Bank Identifier Code<br><br>Only applicable and mandatory if SEPA* is switched on.  | Mandatory for SEPA only |
| MandateReference     | String35     | Only applicable and mandatory if SEPA* is switched on.  | Mandatory for SEPA      |

| Element Name         | Content Type | Description                              | Required? |
|----------------------|--------------|--|-----------|
|                      |              |  | only      |
| MandateSignatureDate | Date         | Only applicable if SEPA* is switched on. | Optional  |



SEPA is turned on via setting the System Property parameter group DIRECT.DEBIT.PAYMENT.SCHEME to have a value of SEPA. The default is to use BACS.

**Address Request Container**

The Address request container instructs the Address Service to update an Account with an address. This request contains the following elements:

| Element Name | Content Type       | Description   | Required? |
|--------------|--------------------|---|-----------|
| AddressData  | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress</li> <li>• BusinessAddress</li> </ul> | Mandatory |

**Personal Address Errors**

For Personal Addresses, if multiple mandatory fields are not supplied the following error (the details depend on the fields not supplied) is returned:

```
<Error>
<MessageId>MISSING_ADDRESS_FIELD</MessageId>
<MessageText>Please complete the Title,Middle Name,Sur-
name,Address Line 1,Address Line 2,Address Line 3,
Address Line 4,Address Line 5,Postcode,Daytime Telephone,Evening
Telephone,Fax Number,
Address Type,Address Category,Occupation,Id Number,Date Of
Birth,Date Of Residence,
Gender field(s)</MessageText>
<ExtraInfo>Title,Middle Name,Surname,Address Line 1,Address Line
2,Address Line 3,
Address Line 4,Address Line 5,Postcode,Daytime Telephone,Evening
Telephone,Fax Number,
Address Type,Address Category,Occupation,Id Number,Date Of
Birth,Date Of Residence,
Gender</ExtraInfo>
</Error>
```

### Business Address Errors

For Business Addresses, if multiple mandatory fields are not supplied the following error (the details of course depends on the fields not supplied, the complete list is shown here) is returned:

```
<Error>
<MessageId>MISSING_ADDRESS_FIELD</MessageId>
<MessageText>Please complete the Title,Fore-
name,MiddleName,Surname,Address Line 1,Address Line 2,
Address Line 3,Address Line 4,Address Line 5,Postcode,Company
Telephone,Contact Telephone,
Fax Number,Address Type,Address Category,Date Of Incor-
poration,Date Of Residence,Job Title,
Company Name,Company Registration,Industrial Classification field
(s)</MessageText>
<ExtraInfo>Title,Forename,MiddleName,Surname,Address Line 1,Ad-
dress Line 2,
Address Line 3,Address Line 4,Address Line 5,Postcode,Company
Telephone,Contact Telephone,
Fax Number,Address Type,Address Category,Date Of Incor-
poration,Date Of Residence,Job Title,
Company Name,Company Registration,Industrial Classification </Ex-
traInfo
</Error>
```

### PersonalAddress Request Container

The PersonalAddress request container has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Optional  |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD.   | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Separated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.  | Optional  |
| CustomerType    | String10     | Selected from one of the available Customer Types configured in CMP.  | Optional  |
| AddressType     | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list.  | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| AddressCategory        | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.                         | Optional  |
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list. | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |




CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via CMP back office setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.

**BusinessAddress Request Container**

The BusinessAddress request container has the following elements:

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Optional  |
| Address3                     | String40     | Line three of the company's address.   | Optional  |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |
| DateOfIncorporation          | Date         | The date the company register at the address specified in the format YYYY-MM-DD.                             | Optional  |

| Element Name | Content Type | Description                     | Required? |
|--------------|--------------|---------------------------------|-----------|
| Title        | String10     | Company's contact title.        | Optional  |
| Forename     | String15     | Company's contact first name.   | Optional  |
| MiddleName   | String10     | Company's contact middle name.  | Optional  |
| Surname      | String25     | Company's contact surname name. | Optional  |
| JobTitle     | String30     | Company's contact job title.    | Optional  |

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via CMP back office setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

**AccountSerialNumbers Request Container**

The AccountSerialNumber request container contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| SerialNumberId    | Range 1-999  | The Managed Serial Number identification number. Must be a valid ID number in CMP configuration.   | Mandatory |
| SerialNumberValue | String25     | The actual network serial number value, for example mobile phone number.<br><br>The default value that can be set up only applies to AgentView.<br><br>Each serial number field can be configured via set up with the applicable allowed values, field type, and min and max allowable values. | Mandatory |

**PaymentCardToken Request Container**

The PaymentCardToken request container contains the following elements:

| Element Name  | Content Type  | Description  | Required? |
|---------------|---------------|--|-----------|
| CardReference | VARCHAR (100) | The tokenised string representing the card.                        | Mandatory |
| CardNumber    | String4       | The last four digits of card number.                               | Optional  |
| NameOnCard    | String20      | The name of the cardholder exactly as displayed on the card.       | Optional  |
| StartYear     | String2       | The year from which the card becomes valid, as shown on the card.  | Optional  |
| StartMonth    | String2       | The month from which the card becomes valid, as shown on the card. | Optional  |
| ExpiryYear    | String2       | The year that the card expires, as shown on the card.              | Mandatory |
| ExpiryMonth   | String2       | The month that the card expires, as shown on the card.             | Mandatory |

### 2.10.1.2 CreateGroup Response

CreateGroup response is the response to the [CreateGroup Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| GroupCode         | String6      | The automatically generated code associated to the Group created.  | Mandatory |

## 2. 10. 2Query Group

The QueryGroup web service enables an external client system to query a Group and retrieve Group Summary details for any existing CMP Group.

The following fields are not shown because this information is associated with the Posting Account (which is available via the QueryAccount web service):

- Amount in Query
- Balance
- CC Status

- Account Type
- Overdue

The user must pass in a valid CMP Group Code in order to retrieve the associated Group details.

Datasets exist for this web service, which enables the user to pass in a single value in order to retrieve a specific subset of information, such as:

- Address
- Discounts

The Group details are returned to the user if the request has been successful.

Submitting invalid data in the request will result in an error message.

### 2.10.2.1 QueryGroup Request

The QueryGroup tag instructs the Group Service to query a group. This request contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| GroupCode         | String6      | The code assigned to the Group to be queried.  | Optional  |
| Datasets          | Container    | Contains one or more of the following datasets <ul style="list-style-type: none"> <li>• BASIC</li> <li>• DISCOUNTS</li> <li>• ADDRESS</li> </ul> | Optional  |

## 2. 10. 3UpdateGroup

The UpdateGroup web service enables an external client system to update Group Information for an existing CMP Group.

In order to update the Group details, the user must pass in a valid CMP Group Code along with the relevant information to be updated.

Users are able to update individual attributes of the Group details as per AgentView Edit Group screen.

Invalid requests are rejected with an error message.

### 2.10.3.1 UpdateGroup Request

The UpdateGroup tag instructs the Group Service to update Group details. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| GroupCode         | String6      | The automatically generated Group Code associated with the Group to be updated. | Mandatory |
| UpdateGroupBasic  | Container    | See <a href="#">UpdateGroupBasic Request Container</a> for details.             | Optional  |

### UpdateGroupBasic Request Container

The UpdateGroupBasic request container contains the following elements:

| Element Name         | Content Type       | Description  | Required? |
|----------------------|--------------------|--|-----------|
| GroupDescription     | String30           | A full description of the Group.   | Optional  |
| PostingAccountNumber | Integer8           | Unique number to identify the Posting Account.   | Optional  |
| AddressNumber        | Integer 0-99999999 | The Account level delivery address number which is used to identify one of the several delivery addresses available. | Optional  |
| LastAmendedDate      | dateTime           | YYYY-MM-DDThh:mm:ssZ   | Mandatory |

### 2.10.3.2 UpdateGroup Response

The UpdateGroup response is the response to the UpdateGroup request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2. 11 Payment Service

The Payment Service SOAP web service has been deprecated. Use the RESTful Payments API to:

- Create payments
- Record Payments
- Get payment errors
- Release payments
- View/record payment history

## 2. 12 Porting Service

The information in this section corresponds to the CMP web services as specified in the porting.wsdl.

The following web services are included:

- [Cancel Port In](#)
- [Create PAC](#)
- [Port In](#)

### 2. 12. 1 CancelPortIn

The CancelPortIn web service enables an external client system to cancel a pending port in request, providing it is in a status of closed. The request is rejected for any of the other statuses returned with the [DLPPortin](#) data set in the [QueryAccount Response](#).

Once the cancel a port in request has been invoked, the PAC Entry will revert back to an open status. It is not possible to cancel a PAC Entry once it has been locked by Syniverse, if CMP sends the cancel request for an Open PAC entry to Syniverse, it would be rejected.

CMP rejects a CancelPortIn request if the port in has already taken place. For example, the status of the PAC in the database is processed (as signified by the IN\_PROGRESS, SUCCESS or ERROR Port In Status results in the DLPPortin data set).

Port in can only be cancelled up to 6pm on the day before the port. This is determined by a system parameter flag in CMP back office configuration.

The response to a cancel request is either an empty response or an error message.

#### 2.12.1.1 CancelPortIn Request

The CancelPortIn tag instructs the Porting Service to cancel a Port In. This tag contains the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| ExternalReference  | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| SubscriptionNumber | Integer8     | The Subscription Number with which the port in information is associated. Each Subscription may have more than one port in returned (if for instance a pending port in was cancelled and then initiated again). | Mandatory |

### Sample CancelPortInRequest

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/porting/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:CancelPortIn>
      <def:Request>
        <!--Optional:-->
        <ExternalReference>ABC!"£</ExternalReference>
        <SubscriptionNumber>123456</SubscriptionNumber>
      </def:Request>
    </def:CancelPortIn>
  </soapenv:Body>
</soapenv:Envelope>
```

#### 2.12.1.2 CancelPortIn Response

The CancelPortIn response is the response to the CancelPortIn request. It has the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

If the ExternalReference is not populated, an empty response is returned, for example:

```
<CancelPortInResponse>
</CancelPortInResponse>
```

If the CancelPortIn request is not successful a SOAP web service fault is returned.

## 2.12.2 CreatePAC

The CreatePAC toolbox web service enables an external client system to create a PAC (Porting Authorisation Code) within CMP with one or more Subscriptions in it.

### 2.12.2.1 CreatePAC Request

The CreatePAC tag instructs the Porting Service to create a PAC. This tag contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| Subscriptions     | Container    | Contains one or more Subscription elements, each holding a Subscription.      | Mandatory |
| ApplyCharge       | Boolean      | Defaults to True.   | Optional  |
| SPOptionalData    | Container    | See <a href="#">SPOptionalData Request Container</a> for details.             | Optional  |

### Subscriptions Request Container

The Subscriptions request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| Subscription | Container    | One or more repetitions of the required CMP Subscription IDs. | Optional  |

### SPOptionalData Request Container

The SPOptionalData request container has the following elements:

| Element Name   | Content Type | Description   | Required? |
|----------------|--------------|---|-----------|
| ContactInfo    | Container    | See <a href="#">ContactInfo Request Container</a> for details.    | Optional  |
| AdditionalInfo | Container    | See <a href="#">AdditionalInfo Request Container</a> for details. | Optional  |

### ContactInfo Request Container

The ContactInfo request container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| Name         | String50     | The contact name of the Subscriber who is porting to another network.    | Optional  |
| Details      | String120    | The contact details of the Subscriber who is porting to another network. | Optional  |

### AdditionalInfo Request Container

The AdditionalInfo request container has the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| AccountNumber | String50     | A private account number which, along with the reference, is used for linking an entry (MSISDN contained in the system) to external Service Provider systems. | Optional  |
| Ref           | String120    | A private reference which, along with the account number, is used for linking an entry to external Service Provider systems.                                  | Optional  |
| Spid          | String120    | The content of the Spid (Service Provider Identifier) element is required by the network operators for migration transfers.                                   | Optional  |

See Syniverse MNP Number Portability - Service Provider API Specification document for further information on the above.

### 2.12.2.2 CreatePAC Response

The CreatePAC response is the response to the CreatePAC request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| PACDetail         | Container    | See <a href="#">PACDetail Request Container</a> for details.   | Mandatory |

### PACDetail Response Container

The PACDetail response container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| PACCode      | String9      | The unique PAC (Port Authorisation Code) retrieved from Syniverse. This is created if the customer wishes to port out to another network. | Mandatory |
| EntryCount   | Integer      | The MSISDN contained in the system.   | Mandatory |
| CreationDate | Date         | The PAC creation date. YYYY-MM-DDZ  | Optional  |
| ExpiryDate   | Date         | The PAC expiry date. YYYY-MM-DDZ  | Optional  |

## 2. 12. 3PortIn

Syniverse is used as an MNP (Mobile Number Portability) interface by UK MNOs (Mobile Network Operators) to initiate the porting process.

The PortIn web service enables an external client system to retrieve the PAC from Syniverse, and then close the PAC with Syniverse.

As part of this process, a non-network number change may be required to get the Port In Number into Non-Managed Serial Number 4 field as per current CMP GUI process.

The Error On Invalid Port Date flag is used when sending the request to Syniverse to decide whether Syniverse is to throw an error or substitute in the next available port date and return it.

This web service accepts a PAC code, a Port In number, a Subscription Number and a Port Date.

### 2.12.3.1 PortIn Request

The PortIn tag instructs the Porting Service to create a Port In. This tag contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| PortDetails       | Container    | See <a href="#">PortDetails Request Container</a> for details.                | Mandatory |

#### PortDetails Request Container

The PortDetails request container has the following elements:

| Element Name               | Content Type | Description   | Required? |
|----------------------------|--------------|---|-----------|
| SubscriptionNumber         | Integer8     | Indicates the unique system generated subscription number.  | Mandatory |
| PACCode                    | String9      | The unique PAC (Port Authorisation Code) retrieved from Syniverse. This is created if the customer wishes to port out to another network.   | Mandatory |
| PortInNumber               | String25     | This is the new number to be ported in.   | Mandatory |
| PortDate                   | date         | The date on which the number is to be ported in.  | Mandatory |
| UseSuggestedDateOnConflict | Boolean      | <p>The useSuggestedDateOnConflict is passed to Syniverse.</p> <ul style="list-style-type: none"> <li>If the date supplied is not available for porting and if the useSuggestedDateOnConflict flag is set to True, Syniverse will return the next available date for porting which CMP will return in the response.</li> <li>If the useSuggestedDateOnConflict is False and the date is not available for porting, then the request will be rejected and an error will be returned.</li> </ul> | Optional  |

### 2.12.3.2 PortIn Response

The PortIn response is the response to the [PortIn request](#). This contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.  | Optional  |
| PortDate          | date         | <p>The date on which the portin will occur.</p> <p>See <a href="#">useSuggestedDateOnConflict</a> flag in <a href="#">PortDetailsRequest Container</a>.</p> <ul style="list-style-type: none"><li>• If the date supplied in this field is not available for porting and if the <code>useSuggestedDateOnConflict</code> flag is set to True, Syniverse will return the next available date for porting which CMP will return in the response.</li><li>• If the <code>useSuggestedDateOnConflict</code> is False and the date supplied in this field is not available for porting, then the request will be rejected and an error will be returned.</li></ul> | Mandatory |

## 2.13 Search Service

The information in this section corresponds to the CMP web services as specified in the [searchservice.wsdl](#).

The following web services are included:

- [Search Account By Serial Number](#)
- [Search By Attribute Value](#)
- [Search By Name and Address](#)
- [Search Subscriptions By Serial Numbers](#)

### 2.13.1 SearchAccountsBySerialNumber

The SearchAccountsBySerialNumber web service allows external applications to search for Accounts using Account Serial Numbers. It accepts an Account Serial Number and an optional Account Serial Status to help narrow or widen the search.

#### 2.13.1.1 SearchAccountsBySerialNumber Request

The SearchAccountsBySerialNumber tag instructs the Search Service to search for an Account using an Account Serial Number. This request contains the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| ExternalReference   | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| AccountSerialNumber | String25     | The Account Serial Number to search for an Account with.   | Mandatory |
| SerialStatus        | String       | Search for the status specified. Can be used to refine or widen the scope of the search.<br><br>If not supplied then all statuses are searched.<br><br>Possible values: <ul style="list-style-type: none"> <li>• ALL</li> <li>• CURRENT</li> </ul> | Optional  |

#### 2.13.1.2 SearchAccountsBySerialNumber Response

The SearchAccountsBySerialNumber response is the response to the [SearchAccountsBySerialNumber request](#). This contains the following elements:

| Element Name         | Content Type | Description  | Required? |
|----------------------|--------------|--|-----------|
| ExternalReference    | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.                     | Optional  |
| SearchAccountResults | Container    | Contains zero or more SearchAccountResult response containers. See <a href="#">SearchAccountResult response container</a> for details. | Mandatory |
| QueryLimitExceeded   | Boolean      | Set to True if the maximum number of records that may be returned as defined in the configuration, was exceeded.                       | Mandatory |

This web service uses a CMP back office configurable Query Limit parameter that contains the maximum number of Account Numbers to return. If the search finds more records than the query limit then the number of Account Numbers actually returned in the response is equal to the Query Limit and the Query Limit Exceeded flag is set to True. The Query Limit is configured as part of the standard CMP Web Service configuration.

#### SearchAccountsResults Response Container

The SearchAccountsResults response container contains the following elements:

| Element Name         | Content Type | Description  | Required? |
|----------------------|--------------|--|-----------|
| SearchAccountsResult | Container    | See SearchAccountsResult response container for details. | Optional  |

#### SearchAccountsResult Response Container

The SearchAccountsResult response container contains the following elements:

| Element Name          | Content Type         | Description  | Required? |
|-----------------------|----------------------|--|-----------|
| AccountNumber         | Integer8             | The account number automatically allocated upon account creation in CMP.   | Mandatory |
| AccountSerialNumber   | String25             | The Account Serial Number used to search with.   | Mandatory |
| SerialNumberStatus    | String               | Possible values: <ul style="list-style-type: none"> <li>• CURRENT</li> <li>• SUPERSEDED.</li> </ul>                                | Mandatory |
| AccountSerialNumberId | Integer3             | This displays Account Serial Numbers held against an Account.  | Mandatory |
| AddressNumber         | Integer8             | The CMP address number for the Subscriber.   | Optional  |
| CorporateCode         | String6              | The unique ID allocated to the Corporate by the CMP, if appropriate.   | Optional  |
| GroupCode             | String6              | The unique ID allocated to the Group by the CMP, if appropriate.   | Optional  |
| AccountType           | String3              | Indicates the Account Type the Subscription belongs to, e.g. VIP Account.  | Optional  |
| AccountUsage          | String - Enumeration | Possible values: <ul style="list-style-type: none"> <li>• Subscription</li> <li>• Sales</li> <li>• SubscriptionAndSales</li> </ul> | Optional  |

It is possible for the same Account Number to be returned multiple times when Account Serial Numbers exist multiple times against an Account.

## 2. 13. 2SearchByAttributeValue

The SearchByAttributeValue web service enables an external client system to search Accounts and Subscriptions for an Attribute held in CMP as the search identifier.

The search retrieves all Accounts or Subscriptions matching the Attribute supplied in the request.

The three optional parameters Attribute Group, Attribute ID, and Attribute Status can be used to either narrow or widen the scope of the search. The default action for optional parameters that are not supplied is to ignore that parameter in the search, there by potentially returning a wider result set than if a parameter was supplied.

### 2.13.2.1 SearchByAttributeValue Request

The SearchByAttributeValue tag instructs the Search Service to search for Attributes in Accounts and Subscriptions. This request contains the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| ExternalReference  | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| CustomerLevel      | String       | Possible values: <ul style="list-style-type: none"> <li>ACCOUNT</li> <li>SUBSCRIPTION</li> </ul>  | Mandatory |
| AttributeValue     | String120    | The Attribute value to search for.  | Mandatory |
| AttributeGroupCode | String       | Identifier for the Attribute Group being searched for.  | Optional  |
| AttributeID        | String2      | Unique reference for the Attribute within the Attribute Group that is being searched.   | Optional  |
| AttributeStatus    | String       | If supplied will search for the status specified. If not supplied then all statuses will be searched.<br><br>Possible values: <ul style="list-style-type: none"> <li>ALL</li> <li>CURRENT.</li> </ul> | Optional  |

### 2.13.2.2 SearchByAttributeValue Response

The SearchByAttributeValue response is the response to the [SearchByAttributeValue request](#). This contains the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.   | Optional  |
| SearchResults      | Container    | The Search Results container contains an Attributes container.<br><br>The <a href="#">Attributes Response</a> container contains zero or more <a href="#">Account Response</a> containers and zero or more <a href="#">Subscription Response</a> containers. | Optional  |
| QueryLimitExceeded | Boolean      | Set to True if the maximum number of records that may be returned as defined in the configuration, was exceeded.   | Optional  |

### Attributes Response Container

The Attributes response container has the following elements:

| Element Name | Content Type | Description                                   | Required? |
|--------------|--------------|---|-----------|
| Attribute    | Container    | See Attribute response container for details. | Optional  |

### Attribute Response Container

The Attribute response container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| Account      | Container    | See <a href="#">Account Response Container</a> for details.      | Optional  |
| Subscription | Container    | See <a href="#">Subscription Response Container</a> for details. | Optional  |

### Account Response Container

The Account response container has the following elements:

| Element Name   | Content Type | Description  | Required? |
|----------------|--------------|--|-----------|
| AccountNumber  | Integer8     | Unique ID for the Account  | Mandatory |
| AccountType    | String6      | Indicates the sort of Account Type the Subscription belongs to, i.e. Nursery Account.  | Optional  |
| AttributeValue | Container    | See AttributeValue response container for details.   | Optional  |
| AddressNumber  | Integer8     | The CMP Address Number for the Subscriber.   | Optional  |
| AccountUsage   | String1      | Possible values: <ul style="list-style-type: none"> <li>• Subscription</li> <li>• Sales</li> <li>• SubscriptionAndSales</li> </ul> | Optional  |
| CorporateCode  | String6      | The ID allocated to the Corporate Account by the system, if appropriate.   | Optional  |
| GroupCode      | String6      | The ID allocated to the Group Account by the system, if appropriate.   | Optional  |

#### AttributeValue Response Container

The AttributeValue response container has the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| AttributeGroupCode | String6      | Identifier for the Attribute Group being searched for.  | Optional  |
| AttributeId        | Decimal2     | Unique reference for the Attribute within the Attribute Group that is being searched by.  | Optional  |
| AttributeValue     | String120    | The search text.  | Optional  |
| AttributeStatus    | String       | If supplied will search for the status specified. If not supplied then all statuses will be searched.<br>Possible values: <ul style="list-style-type: none"> <li>• ALL</li> <li>• CURRENT.</li> </ul> | Optional  |

#### Subscription Response Container

The Subscription response container has the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| SubscriptionNumber | Integer8     | The unique system generated reference number for the Subscription.   | Mandatory |
| AgreementNumber    | Integer8     | The CMP Agreement Number of the Subscription.  | Mandatory |
| AccountNumber      | Integer8     | Unique ID for the Account.   | Optional  |
| AttributeValue     | Container    | See <a href="#">AttributeValue Response Container</a> for details.   | Optional  |
| CorporateCode      | String6      | The ID allocated to the Corporate Account by the system, if appropriate.   | Optional  |
| GroupCode          | String6      | The ID allocated to the Group Account by the system, if appropriate.   | Optional  |
| CompanyNumber      | String3      | The Company Number to be assigned to the account. Value must already be setup in CMP.  | Mandatory |
| TariffCode         | String       | Unique identifier code for the Tariff. The Tariff is what determines the network that the Subscription will be added to.   | Mandatory |
| NetworkCode        | String6      | The Network Code of the Network that the Subscription is on.<br><br>If a Network is selected, only Subscriptions where the Network Code value on the Subscription file equals this value are returned. | Optional  |
| DisconnectedDate   | Date         | This displays the date of Subscription disconnection.<br><br>YYYY-MM-DDZ   | Optional  |
| ConnectedDate      | Date         | This displays the date of Subscription connection.<br><br>YYYY-MM-DDZ  | Optional  |
| TerminateOn        | Date         | Derived from the Subscription. Date of Subscription termination.   | Optional  |

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
|                  |              | YYYY-MM-DDZ  |           |
| ConnectionReason | String4      | Reason Code supplied at time of subscriber creation. | Optional  |
| AddressNumber    | Integer8     | The CMP address number for the subscriber.           | Optional  |
| EmailAddress     | String70     | The subscriber's email address.                      | Optional  |

#### AttributeValue Response Container

The AttributeValue response container has the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| AttributeGroupCode | String6      | Identifier for the Attribute Group being searched for.  | Optional  |
| AttributeId        | Decimal2     | Unique reference for the Attribute within the Attribute Group that is being searched by.  | Optional  |
| AttributeValue     | String120    | The search text.  | Optional  |
| AttributeStatus    | String       | If supplied will search for the status specified. If not supplied then all statuses will be searched.<br><br>Possible values: <ul style="list-style-type: none"> <li>• ALL</li> <li>• CURRENT.</li> </ul> | Optional  |


## 2. 13. 3SearchByNameAndAddress

The SearchByNameAndAddress web service enables an external client system to search for a CMP Subscriber's Subscription, Agreement, Account, Corporate, or Group by name and address.

The user must pass in either a full name and address, or partial values of the name and address, in order to retrieve either an accurate match or a subset of possible matches for that customer. A filter option enables the user to select the level at which the search should be performed (for example, Account level).

A limit is applied to the number of records that can be returned in a single web service call. If this limit is exceeded, the maximum number of records is still returned but the user is notified that the limit has been reached.

Submitting invalid data in the request will result in an error message.

-  The number of lines of information returned is restricted by a maximum - this maximum is determined by configuration.

### 2.13.3.1 SearchbyNameAndAddress Request

The SearchbyNameAndAddress tag instructs the Search Service to search using a name and address. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| Postcode          | String10     | Direct input field for Post Code relevant to address.   | Mandatory |
| Name              | String25     | The name of the Subscriber.   | Optional  |
| Address           | String25     | The address of the Subscriber.  | Optional  |
| CustomerLevel     | String       | The level within the hierarchy at which the name and delivery address of the Subscriber is located. Options are; <ul style="list-style-type: none"> <li>• SUBSCRIPTION</li> <li>• ACCOUNT</li> <li>• AGREEMENT</li> <li>• CORPORATE</li> <li>• GROUP</li> </ul> | Mandatory |

### 2.13.3.2 SearchbyNameandAddress Response

SearchbyNameandAddress response is the response to the [SearchbyNameandAddress Request](#). This contains the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.  | Optional  |
| SearchResults      | Container    | Contains zero or more repetitions of SearchResult. See <a href="#">SearchResult Response Container</a> for details. | Mandatory |
| QueryLimitExceeded | Boolean      | Set to True if the maximum number of records that may be returned as defined in the configuration, was exceeded.    | Optional  |

### SearchResult Response Container

The SearchResult response container has the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| CustomerReference | String       | Dependent on <a href="#">SearchbyName-andAddress Request</a> > CustomerLevel.<br>Customer reference is either used by number value (for SUBSCRIPTION, ACCOUNT, AGREEMENT types) or used by code value (CORPORATE, GROUP). | Mandatory |
| Description       | String       | Equivalent to Address Text.   | Optional  |

## 2. 13. 4SearchSubscriptionsBySerialNumber

The SearchSubscriptionsBySerialNumber toolbox web service enables an external client system to search for Subscriptions using any Managed Serial Numbers, not just the Primary Serial Number. This web service can accept a Managed Serial Number and an optional range of additional criteria to help narrow or widen the search; potentially returning more Subscription records than the [Query Subscription](#) web service.

Therefore this service retrieves a subset of Subscription information. If more information is required for a specific Subscription then this will involve a subsequent call to the existing Query Subscription web service.

The SearchSubscriptionsBySerialNumber web service can be used as a Subscription search facility for a third party user interface. Once the Subscription details are known, the QuerySubscription web service can be used to retrieve any further details of the Subscription.



This web service uses a configurable parameter containing the maximum number of Serial Numbers to return. If the search returns more records than the maximum number then the request only returns the maximum number of records.

### 2.13.4.1 SearchSubscriptionsBySerialNumber Request

The SearchSubscriptionsBySerialNumber tag instructs the Subscription Service to search for a Subscription Serial Number. This request contains the following elements:

| Element Name          | Content Type | Description  | Required? |
|-----------------------|--------------|--|-----------|
| ExternalReference     | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| NetworkSerialNumber   | String25     | The Serial Number to search for such as mobile phone number.   | Mandatory |
| NetworkSerialNumberID | Integer1     | If supplied, this targets the search against the specified ID. If not supplied then all Managed Serial Number IDs are searched. Possible values: 1, 2, 3, 4, 5.  | Optional  |
| NetworkCode           | String6      | If supplied, this searches for the supplied value against the network. If not supplied then all networks are searched.   | Optional  |
| NetworkSerialStatus   | String8      | If supplied, this searches for the status specified. If not supplied then all statuses are searched.<br><br>Possible values: <ul style="list-style-type: none"> <li>• ALL</li> <li>• CURRENT</li> </ul>  | Optional  |
| SubscriptionStatus    | String6      | If supplied, this searches for the status specified. If not supplied then all statuses are searched.<br><br>Possible values: <ul style="list-style-type: none"> <li>• ALL</li> <li>• ACTIVE</li> </ul> The value ACTIVE returns subscriptions where the Termination Invoice Produced flag is set to False (0). | Optional  |

---

**i** The search retrieves all Subscriptions matching the Managed Serial Number supplied in the request. The four optional parameters can be used to refine or widen the scope of the search. The default action for optional parameters that are not supplied is to ignore that parameter in the search, thereby potentially returning a wider result set than if a parameter was supplied.

---

### 2.13.4.2 SearchSubscriptionsBySerialNumber Response

SearchSubscriptionsBySerialNumber response is the response to the [SearchSubscriptionsBySerialNumber Request](#). This contains the following elements:

| Element Name               | Content Type | Description  | Required? |
|----------------------------|--------------|--|-----------|
| ExternalReference          | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.         | Optional  |
| SearchSubscriptionsResults | Container    | Contains zero or more Search Subscription Result Containers. See SearchSubscriptionResults Response Container for details. | Mandatory |
| QueryLimitExceeded         | Boolean      | Set to True if the maximum number of records that may be returned as defined in the configuration, was exceeded.           | Mandatory |

---

**i** A query limit is configured for the web service as per standard CMP web services configuration. If the number of Serial Numbers in CMP exceeds the query limit for this web service then the number of Serial Numbers actually returned in the response should be equal to the query limit and the QueryLimitExceeded element will be set to 'true'.  
If the query limit is exceeded, the records are returned in Network Effective Date (of Serial Number) in descending order, ensuring the most relevant records are returned in the response.

---

#### SearchSubscriptionResults Response Container

The SearchSubscriptionResults response container has the following elements:


| Element Name             | Content Type | Description   | Required? |
|--------------------------|--------------|---|-----------|
| SearchSubscriptionResult | Container    | Zero or more repetitions, each representing a matching Subscription for the Serial Number. See SearchSubscriptionResult response container for details. | Optional  |

#### SearchSubscriptionResult

The SearchSubscriptionResult response container has the following elements:

| Element Name          | Content Type | Description   | Required? |
|-----------------------|--------------|---|-----------|
| SubscriptionNumber    | Integer8     | The unique system generated reference number for the Subscription.  | Mandatory |
| NetworkSerialNumber   | String25     | The Serial Number to search for such as mobile phone number.  | Mandatory |
| NetworkSerialNumberID | Integer1     | If supplied, this targets the search against the specified id number. If not supplied then all Managed Serial Number IDs are searched.<br><br>Possible values: <ul style="list-style-type: none"> <li>• 1, 2, 3, 4, 5.</li> </ul> | Mandatory |
| NetworkCode           | String6      | The network code of the network that the subscription is on.<br><br>If a network is selected, only consider Subscriptions where the network code value on the Subscription file equals the value entered.                         | Mandatory |
| NetworkSerialStatus   | String       | Possible values: <ul style="list-style-type: none"> <li>• Changing</li> <li>• Current</li> <li>• Superseded</li> </ul>  | Mandatory |
| ConnectedDate         | date         | This displays a date on which the Subscription was connected. YYYY-MM-DDZ   | Optional  |
| LastAmendedDate       | date         | This displays a date on which the Subscription was last amended. YYYY-MM-DDZ  | Optional  |
| DisconnectedDate      | date         | This displays a date on which the Subscription was disconnected. YYYY-MM-DDZ  | Optional  |
| Terminated            | boolean      | Indicates if the Subscription is terminated.  | Optional  |

---

 It is possible for the same Subscription Number to be returned multiple times because serial numbers can exist multiple times against a Subscription.

---

## 2. 14 Security Service

The information in this section corresponds to the CMP web services as specified in the [securityservice.wsdl](#).

The following web services are included:

- [Query Secure Session](#)


### 2. 14. 1 QuerySecureSession

The QuerySecureSession web service enables single sign on between CMP and a third party application by allowing an external client system to query the CMP database and retrieve the unique security token along with other appropriate data that was originally passed in from AgentView for example mobile number, Account Number, user ID etc.

The CMP single sign on feature is mainly used between AgentView and a selfcare application. It utilises AgentView weblinks functionality so that, when a user is in the GUI and is in a particular entity be it an Account or Subscription, they can choose to select the appropriate weblink and single sign in to another browser based application.

#### CMP to Third Party Application Single Sign On Process

---

-  There is only one implementation of this single signon process, that passes the Account Number as an attribute. Other implementations i.e. to pass more attributes would require a CMP code change.
- 

#### Prerequisite

The CMP weblinks for the target application must be configured with the appropriate URL for the third party, to generate a secure token and to pass the relevant parameters (e.g. mobile number, Account Number, agent ID etc.) to the third party application.

#### Sequence of Interactions

- The user clicks on the weblink for the third party application.
- The GUI calls the CMP Enterprise Java Bean (EJB) Layer passing through the pre-configured parameter (e.g. Account Number).
- The CMP EJB Layer generates a unique token (random integer) and stores this in the CMP database along with the parameters that were passed through from the GUI.
- The CMP EJB Layer passes the secure token back to the GUI.
- The GUI launches a browser with the pre-configured URL and the secure token as a parameter in the URL.
- The request is received by the third party application.

- The third party application identifies that it does not have a valid session to service that request.
- The third party application calls the CMP QuerySecureSession web service, passing through the session token that originally came from the GUI.
- The CMP web service checks in the database for the previously stored secure token and finds a match.
- The CMP web service checks that the security token has not expired and, if it is not expired, then returns the token along with the other data that was saved with it. This is the data that was originally passed in from the GUI (e.g. mobile number, agent ID, Account Number etc.). The token is then deleted or inactivated.

If the secure token does not match any in the database, or if the token has been expired, then an error is returned to the third party application.

- The third party application logs the user into the application.

### 2.14.1.1 QuerySecureSession Request

The QuerySecureSession tag instructs the Security Service to pass the generated security token. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| SessionToken      | String10     | The description of the unique security token.                                 | Mandatory |

### 2.14.1.2 QuerySecureSession Response

QuerySecureSession response is the response to the [QuerySecureSession Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Element Name |
|-------------------|--------------|--|--------------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional     |
| SessionToken      | String10     | The description of the unique security token.  | Mandatory    |
| CompanyNumber     | String3      | This details the Company Name.   | Mandatory    |
| UserName          | String100    | This displays the name of the user who is trying to securely sign on to the system.                                | Mandatory    |
| SessionAttributes | Container    | Zero or more repetitions. See <a href="#">Attribute Response Container</a> for details.                            | Optional     |

### Attributes Response Container

The Attributes response container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| Attribute    | Container    | Zero or more repetitions. See Attribute response container for details. | Optional  |

### Attribute Response Container

The Attribute response container has the following elements:

| Element Name   | Content Type | Description  | Required? |
|----------------|--------------|--|-----------|
| AttributeId    | Integer 1-99 | A unique ID for the Attribute. For example, 01. This is chosen from a list of Attributes configured against the chosen Attribute Group in CMP Back Office configuration. | Mandatory |
| AttributeValue | String30     | A full description of the Attribute. For example, Dedicated Lease Line Connection.   | Optional  |

### Sample QuerySecureSession Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ns2:QuerySecureSessionResponse xmlns:ns2="http://mdsuk.com/ws/dise3g/security/definition" xmlns:ns3="http://mdsuk.com/ws/dise3g/workflow/definition" xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
      <ns2:Result>
        <ExternalReference?></ExternalReference>
        <SessionToken>447332144</SessionToken>
        <CompanyNumber>001</CompanyNumber>
        <UserName>JOHNRJ</UserName>
        <SessionAttributes>
          <Attribute>
            <AttributeId>1</AttributeId>
            <AttributeValue>10</AttributeValue>
          </Attribute>
        </SessionAttributes>
      </ns2:Result>
    </ns2:QuerySecureSessionResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

</ns2:QuerySecureSessionResponse>
</soapenv:Body>
</soapenv:Envelope>

```

In this example, Attribute ID 1 is the CMP Account Number (10).

### 2.14.1.3 Sample Error Responses

#### If an invalid token that was passed in:

```

<soapenv:Envelope xmlns:soapen-
v="http://schemas.xmlsoap.org/soap/envelope/">
<soapenv:Body>
<soapenv:Fault>
<faultcode>soapenv:Server</faultcode>
<faultstring>ValidationException</faultstring>
<detail>
<ns3:ValidationFault xmlns:n-
s3="http://mdsuk.com/ws/dise3g/workflow/definition" xmlns:n-
s2="http://mdsuk.com/ws/dise3g/security/definition"
xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
<Details>
<MessageId>mds.dise3g.validation</MessageId>
<MessageText>Validation errors in the data submitted for the
request</MessageText>
</Details>
<Errors>
<Error>
<MessageId>UNABLE_TO_FIND_RECORD</MessageId>
<MessageText>Secure Session Request is invalid for , SecureSes-
sion 447332144.</MessageText>
<ExtraInfo>SecureSessionRequest|, SecureSession 447332144.</Ex-
traInfo>
</Error>
</Errors>
</ns3:ValidationFault>
</detail>
</soapenv:Fault>
</soapenv:Body>
</soapenv:Envelope>

```

#### If the secure token had timed out:

```

<soapenv:Envelope xmlns:soapen-
v="http://schemas.xmlsoap.org/soap/envelope/">
<soapenv:Body>
<soapenv:Fault>

```

```
<faultcode>soapenv:Server</faultcode>
<faultstring>ValidationException</faultstring>
<detail>
<ns3:ValidationFault xmlns:n-
s3="http://mdsuk.com/ws/dise3g/workflow/definition" xmlns:n-
s2="http://mdsuk.com/ws/dise3g/security/definition"
xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
<Details>
<MessageId>mds.dise3g.validation</MessageId>
<MessageText>Validation errors in the data submitted for the
request</MessageText>
</Details>
<Errors>
<Error>
<MessageId>SESSION_ID_TIMEOUT</MessageId>
<MessageText>Requested Session ID has timed out</MessageText>
<ExtraInfo>Requested Session ID has timed out</ExtraInfo>
</Error>
</Errors>
</ns3:ValidationFault>
</detail>
</soapenv:Fault>
</soapenv:Body>
</soapenv:Envelope>
```

## 2. 15 Service Service

The information in this section corresponds to the CMP Toolbox web services as specified in the serviceservice.wsdl.

The following web services are included:

- [Create Service](#)
- [Query Account Services](#)
- [Query Subscription Services](#)
- [Update Service](#)

### 2. 15. 1 CreateService

The CreateService web service enables an external client system to create a CMP Service against a Subscription or Agreement within CMP.

All non-usage items applied to a Subscription, whether chargeable or non-chargeable, are referred to as Services. Services can be applied as a one-off (for example: Connection Fee, Administration Fee, Change of Ownership Fee) or can be recurring (for example, Line Rental, Insurance, Itemised Billing).

The user must pass in a valid CMP Service Code, Subscription (or Agreement Number) and an Effective Date for the Service.

A Long Description for the Service is to be specified at the point of creating Account and Subscription level services.

Submitting invalid data in the request will result in an error message.

#### 2.15.1.1 CreateService Request

The CreateService tag instructs the Services Service to create a Service. This tag contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| ServiceData       | Container    | See <a href="#">Create Service Data Request Container</a> for details.   | Mandatory |
| AuditRecord       | Container    | See <a href="#">AuditRecord Request Container</a> for details.   | Optional  |

### ServiceData Request Container

The ServiceData request container has the following elements:

| Element Name           | Content Type       | Description   | Required? |
|------------------------|--------------------|---|-----------|
| CustomerLevel          | String             | One of: <ul style="list-style-type: none"> <li>Subscription</li> <li>Account</li> </ul>   | Mandatory |
| CustomerLevelReference | String8            | Pass in Subscription Number or Agreement Number depending on Customer Level value.  | Mandatory |
| EffectiveDate          | date               | YYYY-MM-DDZ   | Mandatory |
| ExpiryDate             | date               | YYYY-MM-DDZ   | Optional  |
| ServiceCode            | String6            | This details the Code attributed to the Service as it appears on the invoice (for example, LINECH).   | Mandatory |
| SalesPersonId          | Integer8           | The sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the connection has been processed.  | Optional  |
| SalesAccountReference  | Integer8           | A unique reference number for the sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the upgrade was ordered.  | Optional  |
| ServicePrice           | Currency - Decimal | The Price to be applied to the Service. <ul style="list-style-type: none"> <li>If this value is not supplied, the price is set to the default from CMP configuration (as per the current logic).</li> <li>Where the value is supplied, it is validated against the min/max values from the Tariff Service File or Ser-</li> </ul> | Optional  |

| Element Name            | Content Type | Description  | Required? |
|-------------------------|--------------|--|-----------|
|                         |              | vice Configuration (as per the current logic when updating the Price via the Update Service web service).  |           |
| Description             | String30     | The Description to be applied to the Subscription Service Record for the Subscriber. <ul style="list-style-type: none"> <li>If this value is not supplied, the description is set to that from the Tariff Service File or Service Configuration (as per the current logic).</li> <li>Where a description is supplied, the calling system can pass any value of less than 30 characters.</li> </ul> The Description value should not be populated for Agreement Services. If supplied, the value will not be applied. | Optional  |
| LongDescription         | String       | This details a longer descriptive text attributed to the Service (120-characters).   | Optional  |
| AccountServiceAgreement | String8      | May be supplied when the customer level is Account.  | Optional  |
| SuppressRemainingCharge | Boolean      | This is a Yes/No option which is used by Invoice Production to determine whether or not to apply the Contract Expiry Charge to the subscriber as part of generating the  | Optional  |

| Element Name              | Content Type | Description  | Required? |
|---------------------------|--------------|--|-----------|
|                           |              | invoice.   |           |
| ContractReference         | String12     | This is a Reference ID that can be assigned to the individual service contract.                                      | Optional  |
| PriceConsolidationService | String6      | This indicates the name of the Discount Consolidated Service applied to the Subscription Service in CMP back office. | Optional  |

### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The program name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

### Sample CreateService Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/services/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:CreateService>
      <def:ServiceData>
        <!--You may enter the following 3 items in any order-->
        <!--Optional:-->
        <ExternalReference?></ExternalReference>
        <ServiceData>
          <!--You may enter the following 13 items in any order-->
          <CustomerLevel>SUBSCRIPTION</CustomerLevel>
          <CustomerLevelReference>2</CustomerLevelReference>
          <effectiveDate>2014-09-22</effectiveDate>
          <!--Optional:-->
          <serviceCode>SPREMC</serviceCode>
        </ServiceData>
      </def:ServiceData>
    </def:CreateService>
  </soapenv:Body>
</soapenv:Envelope>
```

```

</ServiceData>
<!--Optional:-->
<AuditRecord>
<UserID>JOHNRJ</UserID>
<Program>TESTS</Program>
</AuditRecord>
</def:ServiceData>
</def:CreateService>
</soapenv:Body>
</soapenv:Envelope>

```

### 2.15.1.2 CreateService Response

CreateService response is the response to the [CreateService Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Mandatory |

### 2.15.1.3 Sample CreateService Response

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ns2:CreateServiceResponse xmlns:n-
s2="http://mdsuk.com/ws/dise3g/services/definition" xmlns:n-
s3="http://mdsuk.com/ws/dise3g/workflow/definition"
xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
      <ns2:Result>
        <ExternalReference>?</ExternalReference>
      </ns2:Result>
    </ns2:CreateServiceResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

## 2. 15. 2QueryAccountServices

The QueryAccountServices web service enables an external client system to query an Account Service and return the additional contract information linked with Account

Service records.

For example, if a Subscriber requests remaining contract period details for Account Contract Services.

### 2.15.2.1 QueryAccountServices Request

The QueryAccountServices tag instructs the Account Service to query for Account details. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| AccountNumber     | Integer8     | The unique system generated reference number for the Account.   | Mandatory |
| StatusFilter      | String       | Possible Values <ul style="list-style-type: none"> <li>• ALL</li> <li>• ACTIVE</li> </ul> This element determines whether all Account Services are returned or just those which are currently active. | Mandatory |

### 2.15.2.2 QueryAccountServices Response

The QueryAccountServices response is the response to the [QueryAccountServices Request](#). This contains the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.  | Optional  |
| AccountServices    | Container    | Contains zero or more Account Service elements. See <a href="#">AccountServices Response Container</a> for details. | Mandatory |
| QueryLimitExceeded | Boolean      | Set to True if the maximum number of records that may be returned as defined in the configuration, was exceeded.    | Mandatory |

### AccountServices Response Container

The AccountServices response container has the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| ServiceCode         | String6      | Unique ID for the Service configured in CMP.  | Mandatory |
| EffectiveDate       | Date         | The Date from which the Service becomes effective.<br>YYYY-MM-DD                    | Mandatory |
| ExpiryDate          | Date         | The Date on which the Service will expire.<br>YYYY-MM-DD                            | Optional  |
| ServiceDescription  | String30     | A description of the Service linked to the Subscription.                            | Optional  |
| Price               | Decimal9,2   | The Price at which the Service is charged.  | Optional  |
| NominalCode         | String30     | The Nominal Code to which the Account Service is charged.                           | Optional  |
| InvoiceThisService  | Boolean      | True if the Account Service is valid for invoicing.                                 | Optional  |
| LongDescription     | String120    | This details a longer descriptive text attributed to the Service (120-characters).  | Optional  |
| PackageCode         | String6      | Unique ID for the package used to add the Account Service.                          | Optional  |
| PackageDescription  | String30     | The descriptive name for the package used to add the Account Service                | Optional  |
| PricePeriodCoverage | Container    | See <a href="#">PricePeriodCoverage Response Container</a> for details.             | Optional  |
| SalesAccountNumber  | Integer8     | Sales Account Number of the salesperson who introduced the customer to the Service. | Optional  |

| Element Name                    | Content Type | Description   | Required? |
|---------------------------------|--------------|---|-----------|
| BillingOffset                   | Integer2     | The period by which Service is billed in advance.   | Optional  |
| AddingEvent                     | Integer9     | Account Services can be added by Workflow Events. This element contains the ID of the Workflow Event that added this Service. | Optional  |
| NetworkConfirmed                | Boolean      | Set to True if the Account request has been confirmed at Network level.   |           |
| Migrated                        | Boolean      | Set to True if the Account has been migrated between Tariffs.   | Optional  |
| RecurringCharge                 | Boolean      | Set to True if a recurring Service Charge is to be applied to the Account.  | Optional  |
| PerBill                         | Boolean      | Set to True if the Service is charged on each bill.<br>Set to False for a one-off payment.                                    | Optional  |
| BilledUntil                     | Date         | YYYY-MM-DD<br>The last date on which the customer was billed for the Service.   | Optional  |
| ServiceBarred                   | Boolean      | Set to True if the Service is barred.   | Optional  |
| ContractService                 | Boolean      | The value to be retrieved from the Service Code set up.   | Optional  |
| ContractDuration                | Integer3     | The value to be retrieved from the Service Code set up.   | Optional  |
| SuppressRemainingContractCharge | Boolean      | This is a Yes/No option which is used by Invoice  | Optional  |

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
|                   |              | Production to determine whether or not to apply the Contract Expiry Charge to the subscriber as part of generating the invoice.      |           |
| ContractReference | String12     | A 12-character reference ID that can be assigned to the Service contract.<br><br>This field is displayed for Contract Services only. | Optional  |
| Last Amended Date | Date         | YYYY-MM-DD   | Optional  |

**PricePeriodCoverage Response Container**

The PricePeriodCoverage response container has the following elements:

| Element Name  | Content Type | Description  | Required? |
|---------------|--------------|--|-----------|
| CoverageType  | String       | Enumeration:<br><ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> </ul> | Mandatory |
| CoverageValue | Integer3     | The value of the coverage during the selected period.                                      | Mandatory |

## 2. 15. 3QuerySubscriptionServices

The QuerySubscriptionServices web service enables an external client system to query a Subscription Service and return the additional contract information linked with Subscription Service records.

For example, this service allows a subscriber to request remaining contract period details for Subscription Contract Services.

### 2.15.3.1 QuerySubscriptionServices Request

The QuerySubscriptionServices tag instructs the Subscription Service to query Subscription details. This request contains the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| ExternalReference  | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| SubscriptionNumber | Integer8     | Indicates the unique system generated Subscription Number.  | Mandatory |
| StatusFilter       | String       | Possible Values <ul style="list-style-type: none"> <li>• ALL</li> <li>• ACTIVE</li> </ul> The element determines whether all Subscription Services are returned or just those which are currently active. | Mandatory |

### Sample QuerySubscription Services Request

```

soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:df="http://mdsuk.com/ws/dise3g/services/definition">
<soapenv:Header/>
  <soapenv:Body>
<def:QuerySubscriptionServices>
<def:Request>
<!--You may enter the following 3 items in any order-->
<!--Optional:-->
<ExternalReference>abc</ExternalReference>
<SubscriptionNumber>10907447</SubscriptionNumber>
<StatusFilter>ALL</StatusFilter>
</def:Request>
</def:QuerySubscriptionServices>
  </soapenv:Body>
</soapenv:Envelope>
    
```

### 2.15.3.2 QuerySubscriptionServices Response

The QuerySubscriptionServices response is the response to the [QuerySubscriptionServices Request](#). This contains the following elements:

| Element Name         | Content Type | Description  | Required? |
|----------------------|--------------|--|-----------|
| ExternalReference    | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.                           | Optional  |
| SubscriptionServices | Container    | Contains a list of zero or more Subscription Service elements. See <a href="#">QuerySubscriptionServices Response Container</a> for details. | Mandatory |
| QueryLimitExceeded   | Boolean      | Set to True if the maximum number of records that may be returned as defined in the configuration, was exceeded                              | Mandatory |

### SubscriptionServices Response Container

The SubscriptionServices response container has the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| SubscriptionService | Container    | See SubscriptionService response container for details | Optional  |

### SubscriptionService Response Container

The SubscriptionService response container has the following elements:

| Element Name        | Content Type  | Description   | Required? |
|---------------------|---------------|---|-----------|
| ServiceCode         | String6       | Unique ID for the Service.  | Mandatory |
| EffectiveDate       | Date          | YYYY-MM-DD  | Mandatory |
| ExpiryDate          | Date          | YYYY-MM-DD  | Optional  |
| ServiceDescription  | String30      | A description of the Service linked to the Subscription.  | Optional  |
| Price               | Decimal (9,2) | Price at which the Service is charged.  | Optional  |
| NominalCode         | String30      | The Nominal Code to which the Subscription Service is charged.  | Optional  |
| InvoiceThisService  | Boolean       | Set to True if the Subscription Service is eligible for invoicing.  | Optional  |
| LongDescription     | String120     | This details a longer descriptive text attributed to the Service (120-characters).  | Optional  |
| PackageCode         | String6       | Unique ID for the Package used to add the Subscription Service.   | Optional  |
| PricePeriodCoverage | Container     | See <a href="#">PricePeriodCoverage Response Container</a> for details.   | Optional  |
| SalesAccountNumber  | Integer8      | Sales Account Number of the salesperson who introduced the customer to the Service.   | Optional  |
| BillingOffset       | Integer2      | The period by which Service is billed in advance.   | Optional  |
| AddingEvent         | Integer9      | Account Services can be added by Workflow Events. This element contains the ID of the Workflow Event that added this Service. | Optional  |
| NetworkConfirmed    | Boolean       | Set to True if the Subscription Service request has been confirmed at Network level.  | Optional  |
| Migrated            | Boolean       | Set to True if the Subscription has been migrated between tariffs.  | Optional  |
| PerBill             | Boolean       | Set to True if the Service is charged on each bill.   | Optional  |

| Element Name                     | Content Type | Description  | Required? |
|----------------------------------|--------------|--|-----------|
|                                  |              | Set to False for a one-off payment.  |           |
| BilledUntil                      | Date         | YYYY-MM-DD<br>The last date on which the customer was billed for the Service.  | Optional  |
| ServiceBarred                    | Boolean      | Set to True if the Service is barred.  | Optional  |
| RecurringCharge                  | Boolean      | Set to True if a recurring Service Charge is to be applied to the Account.   | Optional  |
| ContractService                  | Boolean      | The value to be retrieved from the Service Code set up.  | Optional  |
| ContractDuration                 | Integer3     | The value to be retrieved from the Service Code set up.  | Optional  |
| ContractReference                | String12     | A 12-character reference ID that can be assigned to the service contract.<br>This field is displayed for Contract Services only.   | Optional  |
| SuppressRemaining ContractCharge | Boolean      | This is a Yes/No option which is used by Invoice Production to determine whether or not to apply the Contract Expiry Charge to the subscriber as part of generating the invoice. | Optional  |
| PriceConsolidationService        | String6      | This indicates the name of the Discount Consolidated Service applied to the selected Subscription Service in CMP disEMP Back Office.   | Optional  |
| LastAmendedDate                  | Date         | YYYY-MM-DD   | Optional  |

**PricePeriodCoverage Response Container**

The PricePeriodCoverage response container has the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| CoverageType  | String       | Enumeration: <ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> </ul> | Mandatory |
| CoverageValue | Integer3     | The value of the coverage during the selected period.                                   | Mandatory |

### Sample QuerySubscriptionServices Response

```

<soapenv:Envelope xmlns:soapenv-
v="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
<ns2:QuerySubscriptionServicesResponse xmlns:n-
s2="http://mdsuk.com/ws/dise3g/services/definition" xmlns:n-
s3="http://mdsuk.com/ws/dise3g/workflow/definition"
xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
<ns2:Result>
<SubscriptionServices>
<SubscriptionService>
<ServiceCode>FOCIB</ServiceCode>
<EffectiveDate>2014-09-25Z</EffectiveDate>
<ExpiryDate>1899-01-01Z</ExpiryDate>
<ServiceDescription>Free Itemised Billing</ServiceDescription>
<Price>0.00</Price>
<NominalCode>010058.4061</NominalCode>
<InvoiceThisService>true</InvoiceThisService>
<LongDescription/>
<PackageCode>A&amp;LMBX</PackageCode>
<BillingOffset>0</BillingOffset>
<AddingEvent>0</AddingEvent>
<NetworkConfirmed>true</NetworkConfirmed>
<Migrated>>false</Migrated>
<PerBill>>false</PerBill>
<BilledUntil>2014-09-25Z</BilledUntil>
<ServiceBarred>>false</ServiceBarred>
<RecurringCharge>true</RecurringCharge>
<ContractService>>false</ContractService>
<PriceConsolidationService/>
<LastAmendedDate>2014-09-25T10:52:22Z</LastAmendedDate>
</SubscriptionService>
<SubscriptionService>
<ServiceCode>JINS11</ServiceCode>
<EffectiveDate>2014-09-25Z</EffectiveDate>

```

```
<ExpiryDate>1899-01-01Z</ExpiryDate>
<ServiceDescription>Insurance</ServiceDescription>
<Price>2.50</Price>
<NominalCode>999999.4201</NominalCode>
<InvoiceThisService>true</InvoiceThisService>
<LongDescription/>
<PackageCode>A&LMBX</PackageCode>
<PricePeriodCoverage>
<CoverageType>MONTHS</CoverageType>
<CoverageValue>1</CoverageValue>
</PricePeriodCoverage>
<BillingOffset>1</BillingOffset>
<AddingEvent>0</AddingEvent>
<NetworkConfirmed>true</NetworkConfirmed>
<Migrated>>false</Migrated>
<PerBill>>false</PerBill>
<BilledUntil>2014-10-24Z</BilledUntil>
<ServiceBarred>>false</ServiceBarred>
<RecurringCharge>true</RecurringCharge>
<ContractService>>false</ContractService>
<PriceConsolidationService>JINS1</PriceConsolidationService>
<LastAmendedDate>2014-09-25T10:52:22Z</LastAmendedDate>
</SubscriptionService>
<SubscriptionService>
<ServiceCode>JINS2</ServiceCode>
<EffectiveDate>2014-09-25Z</EffectiveDate>
<ExpiryDate>1899-01-01Z</ExpiryDate>
<ServiceDescription>Insurance</ServiceDescription>
<Price>1.50</Price>
<NominalCode>999999.4201</NominalCode>
<InvoiceThisService>true</InvoiceThisService>
<LongDescription/>
<PackageCode>A&LMBX</PackageCode>
<PricePeriodCoverage>
<CoverageType>MONTHS</CoverageType>
<CoverageValue>1</CoverageValue>
</PricePeriodCoverage>
<BillingOffset>1</BillingOffset>
<AddingEvent>0</AddingEvent>
<NetworkConfirmed>true</NetworkConfirmed>
<Migrated>>false</Migrated>
<PerBill>>false</PerBill>
<BilledUntil>2014-10-24Z</BilledUntil>
<ServiceBarred>>false</ServiceBarred>
<RecurringCharge>true</RecurringCharge>
```

```
<ContractService>>false</ContractService>
<PriceConsolidationService>JINS4</PriceConsolidationService>
<LastAmendedDate>2014-09-25T10:52:22Z</LastAmendedDate>
</SubscriptionService>
<SubscriptionService>
<ServiceCode>JINS3</ServiceCode>
<EffectiveDate>2014-09-25Z</EffectiveDate>
<ExpiryDate>1899-01-01Z</ExpiryDate>
<ServiceDescription>Insurance</ServiceDescription>
<Price>1.99</Price>
<NominalCode>999999.4201</NominalCode>
<InvoiceThisService>>true</InvoiceThisService>
<LongDescription/>
<PackageCode>A&amp;LMBX</PackageCode>
<PricePeriodCoverage>
<CoverageType>MONTHS</CoverageType>
<CoverageValue>1</CoverageValue>
</PricePeriodCoverage>
<BillingOffset>1</BillingOffset>
<AddingEvent>0</AddingEvent>
<NetworkConfirmed>>true</NetworkConfirmed>
<Migrated>>false</Migrated>
<PerBill>>false</PerBill>
<BilledUntil>2014-10-24Z</BilledUntil>
<ServiceBarred>>false</ServiceBarred>
<RecurringCharge>>true</RecurringCharge>
<ContractService>>false</ContractService>
<PriceConsolidationService>JINS4</PriceConsolidationService>
<LastAmendedDate>2014-09-25T10:52:22Z</LastAmendedDate>
</SubscriptionService>
<SubscriptionService>
<ServiceCode>JINS5</ServiceCode>
<EffectiveDate>2014-09-25Z</EffectiveDate>
<ExpiryDate>1899-01-01Z</ExpiryDate>
<ServiceDescription>Insurance</ServiceDescription>
<Price>5.07</Price>
<NominalCode>999999.4201</NominalCode>
<InvoiceThisService>>true</InvoiceThisService>
<LongDescription/>
<PackageCode>A&amp;LMBX</PackageCode>
<PricePeriodCoverage>
<CoverageType>MONTHS</CoverageType>
<CoverageValue>1</CoverageValue>
</PricePeriodCoverage>
<BillingOffset>1</BillingOffset>
```

```
<AddingEvent>0</AddingEvent>
<NetworkConfirmed>>true</NetworkConfirmed>
<Migrated>>false</Migrated>
<PerBill>>false</PerBill>
<BilledUntil>2014-10-24Z</BilledUntil>
<ServiceBarred>>false</ServiceBarred>
<RecurringCharge>>true</RecurringCharge>
<ContractService>>false</ContractService>
<PriceConsolidationService>JINS4</PriceConsolidationService>
<LastAmendedDate>2014-09-25T10:52:22Z</LastAmendedDate>
</SubscriptionService>
<SubscriptionService>
<ServiceCode>JINS6</ServiceCode>
<EffectiveDate>2014-09-25Z</EffectiveDate>
<ExpiryDate>1899-01-01Z</ExpiryDate>
<ServiceDescription>Insurance</ServiceDescription>
<Price>5.15</Price>
<NominalCode>999999.4201</NominalCode>
<InvoiceThisService>>true</InvoiceThisService>
<LongDescription/>
<PackageCode>A&amp;LMBX</PackageCode>
<PricePeriodCoverage>
<CoverageType>MONTHS</CoverageType>
<CoverageValue>1</CoverageValue>
</PricePeriodCoverage>
<BillingOffset>1</BillingOffset>
<AddingEvent>0</AddingEvent>
<NetworkConfirmed>>true</NetworkConfirmed>
<Migrated>>false</Migrated>
<PerBill>>false</PerBill>
<BilledUntil>2014-10-24Z</BilledUntil>
<ServiceBarred>>false</ServiceBarred>
<RecurringCharge>>true</RecurringCharge>
<ContractService>>false</ContractService>
<PriceConsolidationService>JINS4</PriceConsolidationService>
<LastAmendedDate>2014-09-25T10:52:22Z</LastAmendedDate>
</SubscriptionService>
<SubscriptionService>
<ServiceCode>LINECH</ServiceCode>
<EffectiveDate>2014-09-25Z</EffectiveDate>
<ExpiryDate>1899-01-01Z</ExpiryDate>
<ServiceDescription>*AMENDED* LINE RENTAL CHARGE</ServiceDescription>
<Price>7.00</Price>
<NominalCode>010058.4051</NominalCode>
```

```

<InvoiceThisService>true</InvoiceThisService>
<LongDescription/>
<PackageCode>A&amp;LMBX</PackageCode>
<PricePeriodCoverage>
<CoverageType>MONTHS</CoverageType>
<CoverageValue>1</CoverageValue>
</PricePeriodCoverage>
<BillingOffset>1</BillingOffset>
<AddingEvent>0</AddingEvent>
<NetworkConfirmed>true</NetworkConfirmed>
<Migrated>>false</Migrated>
<PerBill>>false</PerBill>
<BilledUntil>2014-10-24Z</BilledUntil>
<ServiceBarred>>false</ServiceBarred>
<RecurringCharge>true</RecurringCharge>
<ContractService>>false</ContractService>
<PriceConsolidationService/>
<LastAmendedDate>2014-09-25T10:52:22Z</LastAmendedDate>
</SubscriptionService>
</SubscriptionServices>
<QueryLimitExceeded>>false</QueryLimitExceeded>
</ns2:Result>
</ns2:QuerySubscriptionServicesResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

## 2. 15. 4UpdateService

The UpdateService web service enables an external client system to update either Subscription Service Details for a given Subscription Number, or Agreement Service Details for a given Agreement Number.

This service should be used in conjunction with the Service subset of the [Query Subscription Details](#) or [Query Agreement Details](#) services.

The user must pass in a valid CMP Subscription Number (or Agreement Number), Service Code and Effective Date in order to update the Service Details.

Invalid requests are rejected with an error message.

### 2.15.4.1 UpdateService Request

The UpdateService tag instructs the Services Service to update service details. This request contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| UpdateServiceData | Container    | See <a href="#">Update Service Data Request Container</a> for details. | Mandatory |

### UpdateServiceData Request Container

The UpdateServiceData request container has the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| ExternalReference      | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| CustomerLevel          | String       | Valid values are: <ul style="list-style-type: none"> <li>• SUBSCRIPTION</li> <li>• ACCOUNT</li> </ul>              | Mandatory |
| CustomerLevelReference | String8      | Include Subscription Number, Account Number or Agreement Number, depending on the customer level.                  | Mandatory |
| ServiceCode            | String6      | This details the code attributed to the Service as it appears on the invoice (for example, LINECH).                | Mandatory |
| EffectiveDate          | date         | YYYY-MM-DDZ  | Mandatory |
| UpdateServiceBasic     | Container    | See <a href="#">Update Service Basic Request Container</a> for details.  | Optional  |
| AuditRecord            | Container    | See <a href="#">AuditRecord Request Container</a> for details.   | Optional  |

### UpdateServiceBasic Request Container

The UpdateServiceBasic request container has the following elements:

| Element Name            | Content Type       | Description  | Required? |
|-------------------------|--------------------|--|-----------|
| ServicePrice            | Currency (Decimal) | <ul style="list-style-type: none"> <li>Min Inclusive: 0.01</li> <li>Max Inclusive: 999999999.99</li> </ul>   | Optional  |
| ExpiryDate              | Date               | YYYY-MM-DDZ<br><br>Sets the expiry date of the service. Where the expiryDate is already set, this can be cleared if this is in the future by passing through the zero date 1899-01-01.   | Optional  |
| Description             | String30           | The description to be applied to the Subscription service record for the subscriber. <ul style="list-style-type: none"> <li>If this value is not supplied, the description is set to that from the Tariff Service File or Service Configuration (as per the current logic).</li> <li>Where a description is supplied, the calling system can pass any value of less than 30 characters.</li> </ul> The Description value should not be populated for agreement services. If supplied, the value will not be applied. | Optional  |
| LongDescription         | String120          | This details a longer descriptive text attributed to the Service (120-characters).   | Optional  |
| SuppressRemainingCharge | Boolean            | This is a Yes/No option which is used by Invoice Production to determine whether or not to apply the Contract Expiry Charge to the subscriber as part of generating the invoice.   | Optional  |
| ContractReference       | String12           | This is a Reference ID that can be assigned to the individual service contract.  | Optional  |
| LastAmendedDate         | dateTime           | YYYY-MM-DDThh:mm:ssZ   | Mandatory |

#### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The program name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

### 2.15.4.2 UpdateService Response

UpdateService response is the response to the [UpdateService Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2. 16 Structure Service

The information in this section corresponds to the CMP web services as specified in the structureservice.wsdl.

The following web services are included:

- [Query Agreement Structure](#)
- [Query Customer Structure](#)

### 2. 16. 1 QueryAgreementStructure

The QueryAgreementStructure web service enables an external client system to retrieve a view of the customer's CMP structure associated with the Agreement submitted within the web service request, including the Group, Corporate(s), Account(s), and Subscription (s).

The user must pass in a valid CMP Agreement Number in order to retrieve the customer structure details associated with that Agreement. Identifiers are returned, but not the full details.

The maximum number of Subscriptions that are associated to the specified Agreement Number should not exceed a limit of 20 to avoid performance problems when dealing with larger structures.

A configurable limit is applied to limit the maximum number of nodes returned. If this limit is exceeded, no records are returned and the QueryLimitExceeded element is returned 'True' to notify the user that the query limit has been reached.

#### 2.16.1.1 QueryAgreementStructure Request

The QueryAgreementStructure tag instructs the Structure Service to query the Agreement structure. This request contains the following elements:

| Element Name               | Content Type | Description   | Required? |
|----------------------------|--------------|---|-----------|
| CustomerAgreementQueryData | Container    | See CustomerAgreementQueryData request container for details. | Mandatory |

#### CustomerAgreementQueryData Request Container

The CustomerAgreementQueryData request container has the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| External Reference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| AgreementNumber    | Integer8     | The unique system generated reference number for the Agreement.               | Mandatory |

### 2.16.1.2 QueryAgreementStructure Response

The QueryAgreementStructure response is the response to the QueryAgreementStructure request. This contains the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.   | Optional  |
| QueryLimitExceeded | Integer8     | CMP query web services can impose a configurable limit on the amount of data that can be returned by a query. If this limit is exceeded, 'True' is returned, otherwise 'False'.                          | Mandatory |
| CustomerLevel      | String       | The level in the customer structure the Agreement is logged. Valid values are: <ul style="list-style-type: none"> <li>• Group</li> <li>• Corporate</li> <li>• Account</li> <li>• Subscription</li> </ul> | Mandatory |
| CustomerNode       | Container    | Choice of: <ul style="list-style-type: none"> <li>• Group</li> <li>• Corporate</li> <li>• Account</li> </ul> See CustomerNode Response Container.  | Mandatory |

#### CustomerNode Response Container

The CustomerNode response container has the following elements:

| Element Name | Content Type | Description                                   | Required? |
|--------------|--------------|---|-----------|
| Group        | Container    | See Group response container for details.     | Mandatory |
| Corporate    | Container    | See Corporate response container for details. | Mandatory |
| Account      | Container    | See Account response container for details.   | Mandatory |

**Group Response Container**

The Group response container has the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| GroupCode        | String6      | The Group to which the Corporate will be added. If not specified, the account will not be associated with any corporate. | Mandatory |
| GroupDescription | String60     | This contains a full description of the Group.   | Optional  |
| Corporates       | Container    | Contains zero or more of Corporate response containers   | Optional  |

**Corporates Response Container**

The Corporates response container has the following elements:

| Element Name | Content Type | Description                                   | Required? |
|--------------|--------------|---|-----------|
| Corporate    | Container    | See Corporate response container for details. | Mandatory |

**Corporate Response Container**

The Corporate response container has the following elements:

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| CorporateCode        | String6      | The Corporate to which the account will be added. If not specified, the Account will not be associated with any Corporate.                    | Mandatory |
| CorporateDescription | String30     | This contains a full description of the Corporate.  | Optional  |
| PostingAccountNumber | Integer      | This is returned to the user if the request is successful.<br><br>The Posting Account can be changed from that created at Corporate creation. | Optional  |
| Accounts             | Container    | Contains zero or more of the Account response container.  | Optional  |

**Accounts Response Container**

The Accounts response container has the following elements:

| Element Name | Content Type | Description                                 | Required? |
|--------------|--------------|---|-----------|
| Account      | Container    | See Account response container for details. | Mandatory |

**Account Response Container**

The Account response container has the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| AccountNumber | Integer8     | The unique system generated reference number for the Account.                           | Mandatory |
| AccountName   | String60     | The name of the Account on which the order was raised.                                  | Optional  |
| Subscriptions | Container    | Contains zero or more of Subscription. See Subscription response container for details. | Optional  |

**Subscriptions Response Container**

The Subscriptions response container has the following elements:

| Element Name | Content Type | Description                                      | Required? |
|--------------|--------------|--|-----------|
| Subscription | Container    | See Subscription response container for details. | Mandatory |

#### Subscription Response Container

The Subscription response container has the following elements:

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| SubscriptionNumber   | Integer8     | The unique system generated reference number for the Subscription.  | Mandatory |
| SubscriptionUserName | String30     | This displays a history of all user name changes for the associated Subscription.   | Optional  |
| ConnectedDate        | Date         | This displays a date on which the Subscription is connected. YYYY-MM-DDZ  | Optional  |
| DisconnectedDate     | Date         | This displays a date on which the Subscription is disconnected. YYYY-MM-DDZ   | Optional  |
| PrimarySerialNumber  | String25     | This contains the customer's primary serial number defaulted in from the Subscription record.   | Optional  |
| TariffCode           | String6      | Unique identifier code for the tariff. The Tariff is what determines the network that the Subscription will be added to. The network that a Subscription is going to go onto is what determines the following that are presented to the user in AgentView or are valid to populate via a Web Service. | Optional  |
| CustomerCostCentre   | String20     | This is optional but if supplied it must be a valid one. The list of valid cost centres is defined against the agreement that was selected. This list can be viewed via AgentView in the "Cost Centres" tab.  | Optional  |
| NetworkCode          | String6      | Populated from the Network file. If a network is selected, only consider Subscriptions where the network code value on the Subscription file equals the value entered.  | Optional  |
| Terminated           | Boolean      | Indicates if the Termination Invoice has been produced.   | Mandatory |
| LinkTargetReference  | Container    | Not currently used. Choice container to allow for future expansion.   | Optional  |

## 2. 16. 2QueryCustomerStructure

The QueryCustomerStructure web service enables an external client system to retrieve a view of the Network Provider's CMP structure, including the Group, Corporate(s), Account(s) and Subscription(s).

The user must pass in a valid CMP entity code (for example: Group Code, Corporate Code, Account Number or Subscription Number) in order to retrieve the associated network provider's structure details, as held in the customer structure screen within AgentView. Identifiers are returned but not the full details.

Submitting invalid data in the request will result in an error message.

This query returns a subset of the details for the customer structure according to the customer level ID (Group Code, Corporate Code, Account Number or Subscription Number) and the type of filter specified in the request. It is possible to filter the data as follows:

### 2.16.2.1 Immediate Children

Immediate children only return the children nodes of the selected node.

- Group - returns associated Corporates.
- Corporate - returns associated Accounts.
- Account - returns associated Subscriptions.
- Subscription - returns nothing since there are no children.

### 2.16.2.2 All Dependents

All dependents return all nodes that are dependent on the selected node.

- Group - returns associated Corporates, child Accounts for the returned Corporates, and child Subscriptions for the returned Accounts.
- Corporate - returns associated Accounts, and child Subscriptions for the returned Accounts if it exists.
- Account - returns child Subscriptions if it exists.
- Subscription - returns nothing since there are no children.

### 2.16.2.3 Ancestor

Ancestor is the return path to the highest node in the tree.

- Group - returns nothing.
- Corporate - returns associated parent Group if it exists.
- Account - returns parent Corporate if it exists, and parent Group for the Corporate if it exists.
- Subscription - returns parent Account, the parent Corporate for the Account if it exists, and the parent Group for the Corporate if it exists.



---

A configurable limit is applied to limit the maximum number of nodes returned. If this limit is exceeded, no records are returned and the element QueryLimitExceeded is set to 'True' to notify the user that the query limit has been reached.

---

### 2.16.2.4 QueryCustomerStructure Request

The QueryCustomerStructure tag instructs the Structure Service to query the customer structure. This request contains the following elements:

| Element Name               | Content Type | Description   | Required? |
|----------------------------|--------------|---|-----------|
| CustomerStructureQueryData | Container    | See CustomerStructureQueryData request container for details. | Mandatory |

#### CustomerStructureQueryData Request Container

The CustomerStructureQueryData request container has the following elements:

| Element Name             | Content Type | Description   | Required? |
|--------------------------|--------------|---|-----------|
| External Reference       | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| CustomerLevel            | String       | Valid values: <ul style="list-style-type: none"> <li>Group</li> <li>Corporate</li> <li>Account</li> <li>Subscription</li> </ul>   | Mandatory |
| CustomerLevelId          | String8      | The identifier for the CustomerLevel specified i.e. Group Code, Corporate Code, Account Number or Subscription Number.  | Mandatory |
| TreeFilter               | String       | Valid values: <ul style="list-style-type: none"> <li>ImmediateChildren</li> <li>AllDependents</li> <li>Ancestors</li> </ul> <p>If this element is not populated in the request, ImmediateChildren is used as default.</p> | Optional  |
| SubscriptionStatusFilter | String       | Valid values: <ul style="list-style-type: none"> <li>ALL</li> <li>ACTIVE</li> </ul>   | Optional  |

### 2.16.2.5 QueryCustomerStructure Response

QueryCustomerStructure response is the response to the QueryCustomerStructure request. This contains the following result elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.  | Optional  |
| QueryLimitExceeded | Boolean      | CMP query web services can impose a configurable limit on the amount of data that can be returned by a query.   | Mandatory |
| CustomerLevel      | String       | Valid values: <ul style="list-style-type: none"> <li>• Group</li> <li>• Corporate</li> <li>• Account</li> <li>• Subscription</li> </ul>                       | Mandatory |
| CustomerNode       | Container    | Choice of: <ul style="list-style-type: none"> <li>• Group</li> <li>• Corporate</li> <li>• Account</li> </ul> See CustomerNode response container for details. | Optional  |

### CustomerNode Response Container

The CustomerNode response container has the following elements:

| Element Name | Content Type | Description                                   | Required? |
|--------------|--------------|---|-----------|
| Group        | Container    | See Group response container for details.     | Mandatory |
| Corporate    | Container    | See Corporate response container for details. | Mandatory |
| Account      | Container    | See Account response container for details.   | Mandatory |

### Group Response Container

The Group response container has the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| GroupCode        | String6      | The Group to which the Corporate will be added. If not specified, the account will not be associated with any corporate. | Mandatory |
| GroupDescription | String60     | This contains a full description of the Group.   | Optional  |
| Corporates       | Container    | Contains zero or more of Corporate response containers   | Optional  |

**Corporates Response Container**

The Corporates response container has the following elements:

| Element Name | Content Type | Description                                   | Required? |
|--------------|--------------|---|-----------|
| Corporate    | Container    | See Corporate response container for details. | Mandatory |

**Corporate Response Container**

The Corporate response container has the following elements:

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| CorporateCode        | String6      | The Corporate to which the account will be added. If not specified, the Account will not be associated with any Corporate.                | Mandatory |
| CorporateDescription | String30     | This contains a full description of the Corporate.  | Optional  |
| PostingAccountNumber | Integer      | This is returned to the user if the request is successful.<br>The Posting Account can be changed from that created at Corporate creation. | Optional  |
| Accounts             | Container    | Contains zero or more of the Account response container.  | Optional  |

**Accounts Response Container**

The Accounts response container has the following elements:

| Element Name | Content Type | Description                                 | Required? |
|--------------|--------------|---|-----------|
| Account      | Container    | See Account response container for details. | Mandatory |

**Account Response Container**

The Account response container has the following elements:

| Element Name  | Content Type | Description   | Required? |
|---------------|--------------|---|-----------|
| AccountNumber | Integer8     | The unique system generated reference number for the Account.                           | Mandatory |
| AccountName   | String60     | The name of the Account on which the order was raised.                                  | Optional  |
| Subscriptions | Container    | Contains zero or more of Subscription. See Subscription response container for details. | Optional  |

**Subscriptions Response Container**

The Subscriptions response container has the following elements:

| Element Name | Content Type | Description                                      | Required? |
|--------------|--------------|--|-----------|
| Subscription | Container    | See Subscription response container for details. | Mandatory |

**Subscription Response Container**

The Subscription response container has the following elements:

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| SubscriptionNumber   | Integer8     | The unique system generated reference number for the Subscription.  | Mandatory |
| SubscriptionUserName | String30     | This displays a history of all user name changes for the associated Subscription.   | Optional  |
| ConnectedDate        | Date         | This displays a date on which the Subscription is connected. YYYY-MM-DDZ  | Optional  |
| DisconnectedDate     | Date         | This displays a date on which the Subscription is disconnected. YYYY-MM-DDZ   | Optional  |
| PrimarySerialNumber  | String25     | This contains the customer's primary serial number defaulted in from the Subscription record.   | Optional  |
| TariffCode           | String6      | Unique identifier code for the tariff. The Tariff is what determines the network that the Subscription will be added to. The network that a Subscription is going to go onto is what determines the following that are presented to the user in AgentView or are valid to populate via a Web Service. | Optional  |
| CustomerCostCentre   | String20     | This is optional but if supplied it must be a valid one. The list of valid cost centres is defined against the agreement that was selected. This list can be viewed via AgentView in the "Cost Centres" tab.  | Optional  |
| NetworkCode          | String6      | Populated from the Network file. If a network is selected, only consider Subscriptions where the network code value on the Subscription file equals the value entered.  | Optional  |
| Terminated           | Boolean      | Indicates if the Termination Invoice has been produced.   | Mandatory |
| LinkTargetReference  | Container    | Not currently used. Choice container to allow for future expansion.   | Optional  |

## 2. 17 Subscription Service

The information in this section corresponds to the CMP Toolbox web services as specified in the [subscription-service.wsdl](#).

The following web services are included:

- [CreateSubscription](#)
- [LinkSubscriptions](#)
- [QuerySubscription](#)
- [RevertLastUpgrade](#)
- [UpdateSubscription](#)
- [UpdateSubscriptionSerialNumbers](#)
- [UpdateTariff](#)

### 2. 17. 1 CreateSubscription

The CreateSubscription web service enables an external client system to create a Subscription within CMP and attach it to an existing CMP Account Number. It differs from the CreateOrder request in that CreateSubscription has no hardware order associated with it. It is used to create (and connect) the Subscription with the assumption that the Subscriber already has the necessary hardware.

The request includes information such as:

- Account Number of the Account to which the Subscription will be added.
- Codes such as the Agreement, Price Plan, Tariff, Package.
- A list of Serial Numbers.
- Connection details.
- Address.
- Contract information.

The user must pass in a valid CMP Account Number along with additional Subscriber values such as a valid CMP Tariff Code values, and a valid CMP Company Number.

Standard CMP rules associated with creating a Subscription, govern which values are mandatory or optional for the request.

If an Agreement Number is not supplied and there is no existing Agreement on the Account then the Agreement is created automatically. This Agreement will be the equivalent of creating an Agreement via the CreateAgreement web service and just passing in the Account Number.

The web service returns a response containing the newly created Subscription number.

Submitting invalid data in the request will result in an error message.

### 2.17.1.1 CreateSubscription Request

The CreateSubscription tag instructs the Subscription Service to create a Subscription. This tag contains the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| CreationData | Container    | A container tag for the Subscription information.<br>See <a href="#">CreationData Request Container</a> for details | Mandatory |

#### CreationData Request Container



The CreationData request container has the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.                                  | Optional  |
| AccountIdentifier | Integer8     | Identifier for the Account to which the order is to be added.  | Mandatory |
| SubscriptionData  | Container    | Container for Subscription information.<br>See <a href="#">SubscriptionData Request Container</a> for details. | Mandatory |

#### SubscriptionData Request Container

The SubscriptionData request container has the following elements:

| Element Name    | Content Type | Description  | Required? |
|-----------------|--------------|--|-----------|
| AgreementNumber | Integer8     | If no existing Agreement Number is supplied and there is an available on in the hierarchy then it will be used. If there is no available Agreement then a new one will be created. If there is more than one Agreement available and no Agreement Number is supplied then an error is thrown.  | Optional  |
| EnquirySource   | String6      | An Enquiry Source can be configured to default in a Campaign, Price Plan and Tariff. In this scenario, the tariff is optional, otherwise its mandatory.  | Optional  |
| CampaignNumber  | String9      | This is mandatory if you have supplied an Enquiry Source, otherwise its optional. A Campaign links an Enquiry Source to a Price Plan.  | Optional  |
| PricePlan       | String6      | <p>A Price Plan can be configured to default in a Package, Tariff and Connection Type in AgentView. With CMP web services the Connection Type must always be supplied irrespective of the default. Web services will default in the Tariff and Package.</p> <p>This element is deprecated, and any values supplied in the request will be ignored.</p>   | Optional  |
| TariffCode      | String6      | <p>In the WSDL as mandatory, the Tariff can also be optional if defaulted in from an Enquiry Source or Price Plan.</p> <p>The Tariff is what determines the network that the Subscription will be added to. The network that a Subscription is going to go onto is what determines the following that are presented to the user in AgentView or are valid to populate via a web service. The following are determined by the network that the Subscription is on:</p> <ul style="list-style-type: none"> <li>• Managed Serial Number</li> <li>• Non Managed Serial Numbers</li> <li>• Network Sub Codes</li> </ul> | Mandatory |

| Element Name          | Content Type | Description   | Required? |
|-----------------------|--------------|---|-----------|
|                       |              | <p> This element is deprecated, and any values supplied in the request will be ignored.</p>  |           |
| PackageCode           | String6      | <p>A Package lists a number of Services. When specifying a Package, you are in effect specifying the Services to be added to the Subscription after creation. A default Package can be set up against either a Price Plan or against a Tariff. Therefore if no Package is supplied, then the default that is specified against either of these is used instead.</p> <p>The Package Code must be valid for the Tariff that has been selected.</p> <p> This element is deprecated, and any values supplied in the request will be ignored.</p> | Optional  |
| IgnoreDefaultPackage  | Boolean      | <p>In AgentView it is possible to clear out a default Package. To achieve this via web services, "true" must be specified. If not, the default value is "false".</p>  | Optional  |
| SalesAccountCode      | Integer8     | <p>A Sales Account Code maps to a sales person. A sales person may have certain serial numbers allocated against them. in this scenario, if a sales account is supplied, this may restrict the list of managed serial numbers that are available to enter. To allocate serial numbers against a sales account, serial number management must be switched on for a the serial number in question.</p>  | Optional* |
| SalespersonIdentifier | Integer8     | <p>An identity number for a salesperson.</p>  | Optional* |
| UserName              | String30     | <p>This displays a history of all user name changes for the associated Subscription.</p>  | Optional  |

| Element Name             | Content Type | Description   | Required? |
|--------------------------|--------------|---|-----------|
| CustomerCostCentre       | String20     | This is optional but if supplied it must be a valid one. The list of valid Cost Centres is defined against the Agreement that was selected.   | Optional  |
| CustomerReference        | String60     | Reference number given to the customer when the order is placed.  | Optional  |
| SubPassword              | String10     | Details the Subscription level password of the customer.  | Optional  |
| DirectoryListingAllowed  | Boolean      | This includes or excludes the Subscription from internal directory listing.   | Optional  |
| ManagedSerialNumbers     | Container    | A Container for one or more Managed Serial Numbers. See ManagedSerialNumbers Request Container for details.<br><br>CMP back office configuration defines if Managed Serial Numbers are optional or mandatory, including validation rules that apply to each Managed Serial Number.                | Mandatory |
| NonManagedSerial Numbers | Container    | A Container for one or more Non-Managed Serial Numbers. See NonManagedSerialNumbers Request Container for details.<br><br>CMP back office configuration defines if Non-Managed Serial Numbers are optional or mandatory, including validation rules that apply to each Non-Managed Serial Number. | Optional  |
| NetworkSubCodes          | Container    | A Container for one or more Network Sub Codes. See NetworkSubCodes Request Container for details.<br><br>There are 2 network sub codes.<br><br>CMP back office configuration defines if Network Sub Codes are optional or mandatory, including validation rules that apply to each.               | Optional  |
| ConnectionDetails        | Container    | See ConnectionDetails Request Container for details.  | Mandatory |

| Element Name             | Content Type | Description  | Required? |
|--------------------------|--------------|--|-----------|
| Address                  | Container    | Choice of: <ul style="list-style-type: none"> <li>• PersonalAddress</li> <li>• BusinessAddress</li> </ul> If address details are supplied then a new address is created with those details and associated to the Subscription. If no address is supplied then the address of the Account is used. See Address Request Container for details. | Optional  |
| Contract                 | Container    | See Contract Request Container for details.  | Optional  |
| EmailData                | Container    | See EmailData Request Container for details.   | Optional  |
| AttributeGroup           | Container    | See AttributeGroup Request Container for details.  | Optional  |
| DonorLedPortDetails      | Container    | See DonorLedPortDetails Request Container for details.   | Optional  |
| ParentSubscription       | Boolean      | Defines whether the Subscription being created is a parent. Only one Subscription can be designated as a parent on a particular Account. However, an Account can exist without a parent Subscription.  | Optional  |
| OverrideMaxSubscriptions | Boolean      | If set to false, the ID number provided is checked against the number of subscriptions with which it is already associated. If the ID number is not provided, the default is false. If set to true, this check is ignored.<br><br>This check can only be performed if the identity is not set to Disallowed.                                 | Optional  |

\*If both these fields are populated, they must be a valid combination, that is they are for the same person and exist on the Sales Force table.

**ManagedSerialNumbers Request Container**

The ManagedSerialNumbers request container has the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| ManagedSerialNumber | Container    | See ManagedSerialNumber request container for details. | Optional  |

**ManagedSerialNumber Request Container**

The ManagedSerialNumber request container has the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| EnumerationId       | Range 1-5    | The EnumerationId refers to the Managed Serial Number ID. Max number of of 5.   | Mandatory |
| NetworkSerialNumber | String25     | Network Serial Number associated with CMP Subscription Number.<br><br>This field is configurable depending on customer business requirements. | Mandatory |

**NonManagedSerialNumber Request Container**

The NonManagedSerialNumbers request container has the following elements:

| Element Name           | Content Type | Description   | Required? |
|------------------------|--------------|---|-----------|
| NonManagedSerialNumber | Container    | See NonManagedSerialNumber request container for details. | Optional  |

**NonManagedSerialNumber Request Container**

The NonManagedSerialNumber request container has the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| EnumerationID          | Range1-9     | The EnumerationId refers to the Non-Managed Serial Number number ID. Max number of 9.      | Mandatory |
| NonManagedSerialNumber | String25     | This contains a configurable non-managed serial number (e.g. PUK Number, PIN Number etc.). | Mandatory |

**NetworkSubCodes Request Container**

The NetworkSubCodes request container has the following elements:

| Element Name   | Content Type | Description                                       | Required? |
|----------------|--------------|---|-----------|
| NetworkSubCode | Container    | See NetworkSubCode request container for details. | Optional  |

**NetworkSubCode Request Container**

The NetworkSubCode request container has the following elements:

| Element Name   | Content Type | Description  | Required? |
|----------------|--------------|--|-----------|
| EnumerationID  | Range1-2     | The EnumerationId refers to the Network Sub Code ID. Max number of 2.  | Mandatory |
| NetworkSubCode | String25     | This contains an extra code or serial number associated with the network code.<br><br>This field is completely configurable depending on customer business requirements. | Mandatory |

**ConnectionDetails Request Container**

The ConnectionDetails request container has the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| ConnectionType   | String4      | The CMP configured Connection Type connecting the Subscription to the network.   | Optional  |
| ConnectionDate   | Date         | The date on which the connection will be processed. YYYY-MM-DD-Z.  | Optional  |
| ConnectionReason | String4      | The CMP configured Connection Reason explaining the connection.  | Mandatory |
| ConnectionTime   | Time         | The time at which the connection will be processed. HH:MM:SS.  | Optional  |
| HoldActivation   | Boolean      | Defaults to 'false'. When set to 'true', the Subscription activation is held until actioned in AgentView or via the ActivateSubscription web service.<br><br>If the 'HoldActivation' is set to 'true' the connection date and time are Optional. If these two fields are populated in this scenario, they will be ignored. | Optional  |

### Address Request Container

The Address request container has the following elements:

| Element Name    | Content Type | Description  | Required? |
|-----------------|--------------|--|-----------|
| PersonalAddress | Container    | See PersonalAddress Request Container for details. | Optional  |
| BusinessAddress | Container    | See BusinessAddress Request Container for details. | Optional  |



Only one type of address container can be specified in a request. If both are supplied, an error is returned.


### PersonalAddress Request Container

The PersonalAddress request container has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Mandatory |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD. The user can also clear the current date of birth set by specifying CLEAR_FIELD.                                | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Seperated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.  | Optional  |
| CustomerType    | String10     | Selected from one of the available  | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
|                        |              | Customer Types configured in CMP.  |           |
| AddressType            | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list. | Optional  |
| AddressCategory        | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.                           | Optional  |
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list.   | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

---

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.


---

**BusinessAddress Request Container**

The BusinessAddress request container has the following elements:

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Mandatory |
| Address3                     | String40     | Line three of the company's address.   | Mandatory |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides. Configurable CMP list.   | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |
| DateOfIncorporation          | Date         | The date the company register at the address specified, in the format YYYY-MM-DD.                            | Optional  |

| Element Name | Content Type | Description                     | Required? |
|--------------|--------------|---------------------------------|-----------|
| Title        | String10     | Company's contact title.        | Optional  |
| Forename     | String15     | Company's contact first name.   | Optional  |
| MiddleName   | String10     | Company's contact middle name.  | Optional  |
| Surname      | String25     | Company's contact surname name. | Optional  |
| JobTitle     | String30     | Company's contact job title.    | Optional  |

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

**Contract Request Container**

The Contract request container has the following details:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ContractNumber    | String12     | If not supplied, the contact number defaults in the Agreement Number.   | Optional  |
| ContractTerm      | Integer3     | If a contract term is supplied it must be greater than 0. If not supplied, the value is defaulted from the Agreement. | Optional  |
| ContractStartedOn | Date         | If not supplied, the current date will be defaulted. YYYY-MM-DD.  | Mandatory |

**EmailData Request Container**

The EmailData request container holds details of email data. It has the following elements:

| Element Name     | Content Type | Description   | Required? |
|------------------|--------------|---|-----------|
| EmailType        | String6      | The types and the default Email Type can be defined via set up. The Email Type supplied must be a valid Email Type as defined via set up.<br><br>Typical values are HOME, WORK etc. but these are configurable. | Mandatory |
| EmailDescription | String70     | The actual e-mail address. Only e-mail addresses with a valid format are accepted.  | Mandatory |

**Attribute Request Container**

The Attribute request container has the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| AttributeGroupId | String6      | A unique ID for the Attribute Group. For example, 03A.<br><br>Each account can have only a single effective Attribute Group at any one time. | Mandatory |
| Attribute        | Container    | Zero or more repetitions. See Attribute request container for details.   | Optional  |

**Attribute Request Container**

The Attribute request container holds details of one particular Attribute:

| Element Name   | Content Type | Description   | Required? |
|----------------|--------------|---|-----------|
| AttributeId    | Decimal2     | A unique Id for the Attribute. For example, 01.<br><br>This is chosen from a list of Attributes configured against the chosen Attribute Group in CMP Back Office configuration. | Mandatory |
| AttributeValue | String120    | A full description of the Attribute.<br><br>For example, Dedicated Lease Line Connection.   | Optional  |

**DonorLedPortDetails Request Container**

The DonorLedPortDetails request container has the following elements:

| Element Name               | Content Type | Description  | Required? |
|----------------------------|--------------|--|-----------|
| PacCode                    | String9      | PAC (Porting Authorisation Code).  | Mandatory |
| PortDate                   | date         | If the UseSuggestedDateOnConflict is False then Syniverse will reject this date if its not a valid port date.  | Mandatory |
| UseSuggestedDateOnConflict | Boolean      | If this is supplied set to True, Syniverse will send back the next available port date if the PortDate above is not available for porting e.g. Bank Holiday, Weekend etc. The actual PortDate will be set on the response. | Optional  |

#### PaymentDetails Request Container

The PaymentDetails request container has the following elements:

| Element Name         | Content Type | Description  | Required? |
|----------------------|--------------|--|-----------|
| TransactionReference | String20     | A specific transaction reference may be entered here, however CMP generates a unique transaction reference. It is recommended that this field is not populated unless otherwise advised. | Optional  |
| PaymentReference     | String40     | A unique transaction identifier, used by the client application to reference the payment.  | Optional  |
| CardReference        | String30     | A unique reference provided by the payment provider (e.g. Verifone, Chase Paymentech, Datacash etc.). This reference is a PCI compliant mechanism of referring to the payment card.      | Optional  |
| TransactionDateTime  | DateTime     | Transaction date/time. Defaults to current date/time.  | Mandatory |
| CurrencyCode         | String       | ISO 4217 Currency code (e.g. GBP, EUR, USD).   | Mandatory |
| PaymentType          | String6      | The method the payment is being made.  | Mandatory |
| CardNumber           | String20     | The final 4 digits of the number of the credit card used to make the payment.  | Optional  |
| StartDate            | Container    | See StartDate request container for details.   | Optional  |
| ExpiryDate           | Container    | See EndDate request container for details.   | Optional  |
| NameOnCard           | String20     | Cardholder's name  | Optional  |
| AVSHouseStreetNumber | String25     | The cardholder's address   | Optional  |
| PostCode             | String19     | The cardholder's post code   | Optional  |
| CountryCode          | String2      | The number code for the country where the payment cardholder resides   | Optional  |
| ReasonCode           | String4      | The reason why the payment is being taken.   | Optional  |

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ProductService    | String30     | Captures a descriptions of what the payment was for.   | Optional  |
| AuthorisationCode | String16     | Obtained by the client application from the Payment Provider to indicate the payment was approved. | Optional  |

#### StartDate Request Container

The StartDate request container has the following elements:

| Element Name | Content Type | Description                               | Required? |
|--------------|--------------|---|-----------|
| Month        | String6      | Valid Month Start Date on the card.<br>MM | Mandatory |
| Year         | Integer2     | Valid Year Start Date on the card.<br>YY  | Mandatory |

#### EndDate Request Container

The ExpiryDate request container has the following elements:

| Element Name | Content Type | Description                               | Required? |
|--------------|--------------|---|-----------|
| Month        | String6      | Valid Month Start Date on the card.<br>MM | Mandatory |
| Year         | Integer2     | Valid Year Start Date on the card.<br>YY  | Mandatory |

#### Sample CreateSubscription Request

```
<soapenv:Envelope xmlns:soapenv-
v="http://schemas.xmlsoap.org/soap/envelope/" xmlns:de-
f="http://mdsuk.com/ws/dise3g/subscription/definition">
  <soapenv:Header/>
  <soapenv:Body>
<def:CreateSubscription>
<def:CreationData>
<!--You may enter the following 3 items in any order-->
<!--Optional:-->
<ExternalReference>REQ3</ExternalReference>
<AccountIdentifier>10</AccountIdentifier>
```

```
<SubscriptionData>
<!--You may enter the following 25 items in any order-->
<TariffCode>TEST</TariffCode>
<!--Optional:-->
<PackageCode>MRC</PackageCode>
<SubPassword>4587</SubPassword>
<ManagedSerialNumbers>
<!--0 to 5 repetitions:-->
<ManagedSerialNumber>
<EnumerationId>1</EnumerationId>
<NetworkSerialNumber>0711111111</NetworkSerialNumber>
</ManagedSerialNumber>
<ManagedSerialNumber>
<EnumerationId>2</EnumerationId>
<NetworkSerialNumber>8944639875053791234</NetworkSerialNumber>
</ManagedSerialNumber>
<ManagedSerialNumber>
<EnumerationId>3</EnumerationId>
<NetworkSerialNumber>789456123789456</NetworkSerialNumber>
</ManagedSerialNumber>
</ManagedSerialNumbers>
<!--Optional:-->
<NonManagedSerialNumbers>
<!--0 to 9 repetitions:-->
<NonManagedSerialNumber>
<EnumerationId>4</EnumerationId>
<NonManagedSerialNumber>CONNREF</NonManagedSerialNumber>
</NonManagedSerialNumber>
</NonManagedSerialNumbers>
<!--Optional:-->
<ConnectionDetails>
<!--You may enter the following 5 items in any order-->
<ConnectionType>CONN</ConnectionType>
<!--Optional:-->
<ConnectionDate>2014-09-19</ConnectionDate>
<ConnectionReason>CR</ConnectionReason>
<!--Optional:-->
<HoldActivation>>false</HoldActivation>
</ConnectionDetails>
<!--Optional:-->
<OverrideMaxSubscriptions>>false</OverrideMaxSubscriptions>
<Contract>
<!--You may enter the following 3 items in any order-->
<ContractNumber>123456789</ContractNumber>
<ContractTerm>24</ContractTerm>
```

```
<ContractStartedOn>2014-09-19</ContractStartedOn>
</Contract>
<!--Optional:-->
<EmailData>
<!--You may enter the following 2 items in any order-->
<EmailType>HOME</EmailType>
<EmailDescription>joe.bloggs@mdscem.com</EmailDescription>
</EmailData>
<!--Optional:-->
<AttributeGroup>
<AttributeGroupId>SUBS</AttributeGroupId>
<!--Zero or more repetitions:-->
<Attribute>
<AttributeId>1</AttributeId>
<!--Optional:-->
<AttributeValue>False</AttributeValue>
</Attribute>
<Attribute>
<AttributeId>2</AttributeId>
<!--Optional:-->
<AttributeValue>BRANCHID1</AttributeValue>
</Attribute>
<Attribute>
<AttributeId>3</AttributeId>
<!--Optional:-->
<AttributeValue>HANDSET1</AttributeValue>
</Attribute>
<Attribute>
<AttributeId>4</AttributeId>
<!--Optional:-->
<AttributeValue>HANDSET DESCRIPTION</AttributeValue>
</Attribute>
<Attribute>
<AttributeId>5</AttributeId>
<!--Optional:-->
<AttributeValue>PACKAGE CODE</AttributeValue>
</Attribute>
<Attribute>
<AttributeId>6</AttributeId>
<!--Optional:-->
<AttributeValue>PACKAGE DESCRIPTION</AttributeValue>
</Attribute>
<Attribute>
<AttributeId>7</AttributeId>
<!--Optional:-->
```

```

<AttributeValue>Yes</AttributeValue>
</Attribute>
<Attribute>
<AttributeId>8</AttributeId>
<!--Optional:-->
<AttributeValue>Channel 123</AttributeValue>
</Attribute>
</AttributeGroup>
<!--Optional:-->
</SubscriptionData>
</def:CreationData>
</def>CreateSubscription>
  </soapenv:Body>
</soapenv:Envelope>
    
```

### 2.17.1.2 CreateSubscription Response

The CreateSubscription response is the response to the [CreateSubscription Request](#). This contains the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| ExternalReference      | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| SubscriptionIdentifier | Integer8     | Identifies the unique Subscription ID of the Subscription created.   | Mandatory |
| PortDate               | date         | The date on which the number was ported in.  | Optional  |

#### Sample CreateSubscription Response

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <ns2:CreateSubscriptionResponse xmlns:ns2="http://mdsuk.com/ws/dise3g/subscription/definition" xmlns:ns3="http://mdsuk.com/ws/dise3g/workflow/definition" xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
      <ns2:Result>
        <ExternalReference>REQ3</ExternalReference>
        <SubscriptionIdentifier>2</SubscriptionIdentifier>
      </ns2:Result>
    </ns2:CreateSubscriptionResponse>
  </soapenv:Body>
</soapenv:Envelope>
    
```

```
</soapenv:Body>
</soapenv:Envelope>
```

## 2. 17. 2LinkSubscriptions

The LinkSubscriptions web service enables an external client system to link Subscriptions in a Parent-Child relationship to another Subscription (Link Target) in the same Account.

### 2.17.2.1 LinkSubscriptions Request

The LinkSubscriptions tag instructs the Subscription Service to link Subscriptions to the Link Target identified, according to the relationship identified by the Subscription Link Type. This tag contains the following elements:

| Element Name         | Content Type       | Description  | Required? |
|----------------------|--------------------|--|-----------|
| ExternalReference    | String69           | The client may use this identifier to correlate the request and the response.  | Optional  |
| SubscriptionLinkType | String             | Only valid one currently available in the system is Parent-Child.  | Mandatory |
| LinkTargetReference  | Container - Choice | Contains one element: <ul style="list-style-type: none"> <li>SubscriptionNumber, integer8, used to identify the Subscription.</li> </ul>   | Mandatory |
| LinkedSubscriptions  | Container          | Repeating element content type. Each occurrence of it identifies a Subscription Number to be linked. <ul style="list-style-type: none"> <li>SubscriptionNumber, integer8, used to identify the Subscription to be linked.</li> </ul> | Mandatory |

### 2.17.2.2 LinkSubscriptions Response

The LinkSubscriptions response is the response to the [LinkSubscriptions Request](#). This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.17.3 QuerySubscription

The QuerySubscription web service enables an external client system to query a Subscription and retrieve Subscription Summary details for any existing CMP Subscription.

The user must pass in a valid CMP Subscription Number, or Primary Serial Number, (for example, mobile number) in order to retrieve the associated Subscription details.

The client can pass in one of more datasets to retrieve a specific subset of information. For example:

- Address
- Bars
- Serial Numbers
- Discounts
- Services
- Billing Media
- Contract and Sales
- Customer Details
- Usage and Credit Control

Submitting invalid data in the request will result in an error message. When calling the web service, the derived data (such as the balance) and the description fields are not returned. Only the associated codes are returned.

### 2.17.3.1 QuerySubscription Request

The QuerySubscription tag instructs the Subscription Service to query a Subscription. This request contains the following elements:

| Element Name          | Content Type | Description  | Required? |
|-----------------------|--------------|--|-----------|
| ExternalReference     | String69     | The client may use this identifier to correlate the request and the response.  | Optional  |
| SubscriptionQueryData | Container    | Choice of: <ul style="list-style-type: none"> <li>SubscriptionNumber (Integer8)</li> <li>PrimarySerialNumber, e.g. Mobile Number (String25)</li> </ul>   | Mandatory |
| Datasets              | Container    | Contains one or more Subscription Dataset (s): <ul style="list-style-type: none"> <li>ACTIVE_AND_PENDING_SERVICES</li> <li>ADDRESS</li> <li>ATTRIBUTES</li> <li>BASIC</li> <li>BILLINGMEDIA</li> <li>CONTRACTANDSALES</li> <li>CUSTOMERDETAILS</li> <li>DEFINITIONS</li> <li>DISCOUNTS</li> <li>FEATURES</li> <li>PENDING_TARIFF_CHANGE</li> <li>SERIALNUMBERS</li> <li>SERVICES</li> <li>SIM_PROFILE_INFORMATION</li> <li>SUBSCRIPTIONBARS</li> <li>TERMINATION_FEE</li> <li>USAGEANDCREDITCONTROL</li> </ul> | Mandatory |

### Sample QuerySubscription Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:def="http://mdsuk.com/ws/dise3g/subscription/definition">
  <soapenv:Header/>
  <soapenv:Body>
    <def:QuerySubscription>
      <def:Request>
        <!--You may enter the following 3 items in any order-->
        <!--Optional:-->
        <ExternalReference?</ExternalReference>
        <SubscriptionQueryData>
          <!--You have a CHOICE of the next 2 items at this level-->
          <SubscriptionNumber>6173524</SubscriptionNumber>
          <!--<PrimarySerialNumber>?</PrimarySerialNumber>-->
        </SubscriptionQueryData>
      </def:Request>
    </def:QuerySubscription>
  </soapenv:Body>
</soapenv:Envelope>
```

```
<Datasets>
  <!--1 or more repetitions:-->
  <Dataset>BASIC</Dataset>
  <Dataset>ATTRIBUTES</Dataset>
  <Dataset>CUSTOMERDETAILS</Dataset>
  <Dataset>SERVICES</Dataset>
</Datasets>
</def:Request>
</def:QuerySubscription>
  </soapenv:Body>
</soapenv:Envelope>
```

### 2.17.3.2 QuerySubscription Response

The QuerySubscription response is the response to the QuerySubscription Details Request. This contains the following Result elements:

| Element Name            | Content Type | Description   | Required? |
|-------------------------|--------------|---|-----------|
| ExternalReference       | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.  | Optional  |
| SubscriptionBasic       | Container    | From Basic Dataset in request.<br>See <a href="#">SubscriptionBasic Response Container</a> for details.   | Optional  |
| CustomerDetails         | Container    | From Customer Details Dataset in request.<br>See <a href="#">CustomerDetails Response Container</a> for details.  | Optional  |
| ContractAndSales        | Container    | From Contract and Sales Dataset in request.<br>See <a href="#">ContractAndSales Response Container</a> for details.   | Optional  |
| ManagedSerialNumber     | Container    | From Serial Numbers Dataset in request.<br>A Container for one or more Managed Serial Numbers.<br>See <a href="#">ManagedSerialNumbers Response Container</a> for details.        | Optional  |
| NonManagedSerialNumbers | Container    | From Serial Numbers Dataset in request.<br>A Container for one or more Non-Managed Serial Numbers.<br>See <a href="#">NonManagedSerialNumbers Response Container</a> for details. | Optional  |
| NetworkSubCodes         | Container    | From Serial Numbers Dataset in request.<br>A Container for one or more Network Sub Codes.<br>See <a href="#">NetworkSubCodes Response Container</a> for details.                  | Optional  |
| BillingMedia            | Container    | From Billing Media Dataset in request.<br>See <a href="#">BillingMedia Response Container</a> for details.  | Optional  |

| Element Name             | Content Type | Description  | Required? |
|--------------------------|--------------|--|-----------|
| UsageAndCreditControl    | Container    | From UsageAndCreditControl Dataset in request.<br>See <a href="#">UsageAndCreditControl Response Container</a> for details.  | Optional  |
| Discounts                | Container    | From Discounts Dataset in request.<br>Contains one or more Discount.<br>See <a href="#">Discount Response Container</a> for details.   | Optional  |
| Address                  | Container    | See <a href="#">Address Response Container</a> for details.  | Optional  |
| Services                 | Container    | See <a href="#">Service Response Container</a> for details.  | Optional  |
| SubscriptionBars         | Container    | Contains one or more Subscription Bar.<br><br>The sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the connection has been processed.<br>See <a href="#">SubscriptionBar Response Container</a> for details.        | Optional  |
| AttributeGroup           | Container    | See <a href="#">AttributeGroup Response Container</a> for details.   | Optional  |
| ActiveAndPendingServices | Container    | From ActiveAndPendingServices Dataset in request.<br><br>This contains one or more Subscription Service(s) and returns only Active Services.<br><br>See for <a href="#">ActiveAndPendingServices Response Container</a> for further information. | Optional  |
| SimProfileInformation    | Container    | See <a href="#">SIMProfileInformation Response Container</a> for details.  |           |
| TerminationFee           | Container    | From Termination Fee Dataset in request.<br><br>See <a href="#">TerminationFee Container</a> for   | Optional  |

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
|                     |              | details.  |           |
| Parent              | Boolean      | This indicates whether or not the subscription is a parent subscription.  | Optional  |
| Features            | Container    | See <a href="#">Features Response Container</a> for further details.  | Optional  |
| Definitions         | Container    | Only populate if the Definitions dataset is passed through with either or both the PACKAGES and PENDING_TARIFF_CHANGE datasets.<br><br>The exact content of this container will depend on the other datasets that are returned. For instance if the PACKAGES dataset wasn't supplied then Bolt On Packages will not be returned in this dataset.<br><br>See <a href="#">Definitions Response Container</a> for further details. | Optional  |
| PendingTariffChange | Container    | This dataset is returned from QuerySubscription if the PENDING_TARIFF_CHANGE dataset is supplied and there is a Tariff Change pending.<br><br>See <a href="#">PendingTariffChange Response Container</a> for further details.   | Optional  |

### ActiveAndPendingServices Response Container

The ActiveAndPendingServices response container has the following elements:

| Element Name | Content Type | Description                        | Required? |
|--------------|--------------|------------------------------------|-----------|
| Service      | Container    | See Service container for details. | Optional  |

### Service

The Service response container has the following elements:

| Element Name              | Content Type | Description  | Required? |
|---------------------------|--------------|--|-----------|
| ServiceCode               | String6      | This details the code attributed to the Service as it appears on the invoice.  | Mandatory |
| PackageCode               | String6      | The code attributed to the Package.<br><br>This indicates that the chosen service is part of Package, which is a combination of Services grouped together against this Subscription.   | Optional  |
| ServicePrice              | Decimal      | <ul style="list-style-type: none"> <li>Min Inclusive - 999999999.99</li> <li>Max Inclusive - 999999999.99</li> </ul>   | Optional  |
| Description               | String30     | This details the short descriptive text (30-characters) attributed to the Service as it appears on the invoice.  | Optional  |
| EffectiveDate             | Date         | YYYY-MM-DDZ  | Optional  |
| ExpiryDate                | Date         | YYYY-MM-DDZ  | Optional  |
| IncdInTermCostCalc        | Boolean      | This indicates if a particular Service is included in the termination cost calculation.  | Optional  |
| PriceConsolidationService | String6      | Applicable to Subscription Services only.<br><br>This enables the chosen Service to become part of one consolidated Service, which is several chargeable Subscription Services grouped together to appear on the Subscription invoice as one Service with one charge or price against it.                    | Optional  |
| LastAmendedDate           | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |
| NetworkConfirmed          | Boolean      | This indicates whether the Service has been confirmed by the Network.  | Optional  |
| DeleteActionStatus        | String       | This indicates the status of the deletion action.<br><br>The possible statuses are as follows: <ul style="list-style-type: none"> <li>CONFIRMED - the associated deletion Workflow Event has been confirmed at the network.</li> <li>ERROR - the associated deletion Workflow Eventh has errored.</li> </ul> | Optional  |

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
|              |              | <ul style="list-style-type: none"> <li>PENDING - the associated deletion Workflow Event has not yet completed.</li> <li>NONE - there is no associated deletion Workflow Event.</li> </ul> |           |

### Address Response Container

The Address response container has the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| AddressNumber     | Integer      | The Subscription level delivery address number.                                       | Optional  |
| PersonalAddress   | Container    | The PersonalAddress container is returned when populated in CMP.                      | Optional  |
| BusinessAddress   | Container    | The BusinessAddress container is returned when populated in CMP.                      | Optional  |
| Last Amended Date | dateTime     | The date and time at which the Subscription was last amended.<br>YYYY-MM-DDThh:mm:ssZ | Optional  |

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**i** Only one address type, personal or business, can be setup at any one time. Therefore only the address which is populated in CMP is returned when an Account is queried specifying the ADDRESS dataset.


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### PersonalAddress Response Container

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Optional  |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD.   | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Separated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.  | Optional  |
| CustomerType    | String10     | Selected from one of the available Customer Types configured in CMP.  | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| AddressType            | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list. | Optional  |
| AddressCategory        | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.                           | Optional  |
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list.   | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

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 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.

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## BusinessAddress Response Container

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Optional  |
| Address3                     | String40     | Line three of the company's address.   | Optional  |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides.  | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |
| DateOfIncorporation          | Date         | The date the company register at the address specified, in the format YYYY-MM-DD.                            | Optional  |

| Element Name | Content Type | Description                     | Required? |
|--------------|--------------|---------------------------------|-----------|
| Title        | String10     | Company's contact title.        | Optional  |
| Forename     | String15     | Company's contact first name.   | Optional  |
| MiddleName   | String10     | Company's contact middle name.  | Optional  |
| Surname      | String25     | Company's contact surname name. | Optional  |
| JobTitle     | String30     | Company's contact job title.    | Optional  |

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter C for Company Address.

#### AttributeGroup Response Container

The AttributeGroup response container has the following processing results:

| Element Name     | Content Type | Description  | Required  |
|------------------|--------------|--|-----------|
| AttributeGroupId | String       | This unique Attribute Group Id.  | Mandatory |
| Attribute        | Container    | One or more repetitions. See <a href="#">Attribute Response Container</a> for details. | Optional  |
| EffectiveDate    | DateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

#### Attribute Response Container

The Attribute response container has the following elements:

| Element Name   | Content Type | Description   | Required? |
|----------------|--------------|---|-----------|
| AttributeId    | Decimal2     | A unique Id for the Attribute. For example, 01.<br>This is chosen from a list of Attributes configured against the chosen Attribute Group in CMP back office configuration. | Mandatory |
| AttributeValue | String120    | A full description of the Attribute.<br>For example, Dedicated Lease Line Connection  | Optional  |
| EffectiveDate  | DateTime     | The date on which the Attribute becomes effective.<br>YYYY-MM-DDThh:mm:ssZ  | Optional  |

### SubscriptionBasic Response Container

The SubscriptionBasic response container has the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| SubscriptionNumber | Integer8     | The unique system generated reference number for the Subscription.  | Mandatory |
| AgreementNumber    | Integer8     | The CMP Agreement Number of the Subscriber.   | Mandatory |
| AccountNumber      | Integer8     | CMP Account Number that the Subscriber is on.   | Mandatory |
| CorporateCode      | String6      | Indicates if the Subscriber is part of a Corporate structure.   | Optional  |
| GroupCode          | String6      | Indicates if the Subscriber is part of a Group structure.   | Optional  |
| CompanyNumber      | String3      | The Company Number to be assigned to the Account. The value must already be set up in CMP.  | Mandatory |
| SalesAccountCode   | Integer8     | The sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the connection has been processed.  | Optional  |
| SubscriptionStatus | String       | <p>The value returned is one of the following:</p> <ul style="list-style-type: none"> <li>• Disconnected</li> <li>• Normal</li> <li>• Number Change Pending</li> <li>• Number Change-Waiting Order Despatch</li> <li>• Connection Pending</li> <li>• Connection-Waiting Order Despatch</li> <li>• Connection-Waiting Customer Activation</li> <li>• Future Connection Pending</li> <li>• Disconnection Pending</li> <li>• Future Disconnection Pending</li> <li>• Tariff Change Pending</li> <li>• Tariff Change-Waiting Order Despatch</li> <li>• Tariff Change-Waiting Customer Activation</li> <li>• Future Tariff Change Pending</li> </ul> | Mandatory |

| Element Name                | Content Type | Description   | Required? |
|-----------------------------|--------------|---|-----------|
|                             |              | <ul style="list-style-type: none"> <li>• Number Change Pending</li> <li>• Number Change-Waiting Order Despatch</li> <li>• Number Change-Waiting Customer Activation</li> <li>• Future Number Change Pending</li> <li>• Connection Failed</li> <li>• Disconnection Failed</li> <li>• Tariff Change Failed</li> <li>• Number Change Failed</li> <li>• Network Service Pending</li> <li>• Future Network Service Pending</li> <li>• Network Service Failed</li> <li>• Bar Pending</li> <li>• Future Bar Pending</li> <li>• Bar Failed</li> <li>• Unbar Pending</li> <li>• Future Unbar Pending</li> <li>• Unbar Failed</li> <li>• Network Activity Pending</li> <li>• Future Network Activity Pending</li> <li>• Network Activity Failed</li> <li>• Not Connected</li> </ul> |           |
| LastSubscriptionOrderStatus | Enumeration  | <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• AWAITING_ORDER_DESPATCH</li> <li>• AWAITING_CUSTOMER_ACTIVATION</li> <li>• COMPLETE</li> <li>• CANCELLED</li> </ul> <p>This gives the status of the last order that the Subscription was associated with. This is the same as the SubsOrderStatus that is returned from QueryOrder.</p>  | Optional  |
| PricePlanCode               | String6      | This is the Price Plan Code that the Subscriber is on.  | Optional  |
| TariffChangePending         | Boolean      | This indicates if a Tariff Change is pending. This allows the calling system to definitively know if a Tariff Change is pending. Using the Sub-   | Mandatory |

| Element Name          | Content Type          | Description  | Required? |
|-----------------------|-----------------------|--|-----------|
|                       |                       | scription Status can cause problems because of the complexity of Network Service Activity.   |           |
| TariffCode            | String6               | The Tariff the Subscriber is on.   | Mandatory |
| TariffShareGroup      | String19              | The Subscribers Agreement Number concatenated with the Tariff Group value from the Tariff Extension file separated by a dash, for example 12345678-TSG1. | Optional  |
| BillingType           | String8 - Enumeration | Contain one the following values: <ul style="list-style-type: none"> <li>Prepaid</li> <li>Postpaid</li> <li>Hybrid</li> </ul>                            | Mandatory |
| NetworkCode           | String6               | The Network Code of the network that the Subscription is on.   | Mandatory |
| ConnectedDate         | Date                  | This displays a date on which the Subscription is connected.<br>YYYY-MM-DDZ  | Optional  |
| DisconnectedDate      | Date                  | This displays a date on which the Subscription is disconnected.<br>YYYY-MM-DDZ   | Optional  |
| TerminateOn           | Date                  | Derived from the Subscription. Date on which the Subscription was terminated.<br>YYYY-MM-DDZ   | Optional  |
| ConnectionReason      | String4               | Reason Code supplied at time of Subscriber creation.   | Mandatory |
| AddressNumber         | Integer8              | The CMP Address Number for the Subscriber.   | Mandatory |
| EmailAddress          | String70              | The Subscriber's email address.  | Optional  |
| Parent                | Boolean               | Indicates whether or not the Subscription is the parent.   | Optional  |
| LastTariffChangeEvent | Integer9              | The Workflow Event Id of the last Tariff Change. This is also the Workflow Event Id of a pending Tar-  | Optional  |

| Element Name           | Content Type | Description   | Required? |
|------------------------|--------------|---|-----------|
|                        |              | iff Change and can be used in the UpdateWorkflow web service to cancel a pending Tariff Change.   |           |
| LastNumberChangeEvent  | Integer9     | This is the Workflow Event Id of the last number change (any serial number change). It is also the Workflow Event Id of a pending number change. It can be used in the UpdateWorkflow webservice to cancel a pending number change. | Optional  |
| LastConnectionEvent    | Integer9     | This is the Workflow Event Id of the last connection event. This is also the Workflow Event Id of a pending connection.   | Optional  |
| SuspendedFromInvoicing | Boolean      | A flag indicating whether a Subscription is excluded from Invoice Production.   | Optional  |
| LastAmendedDate        | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

### BillingMedia Response Container

The BillingMedia response container has the following elements:

| Element Name                         | Content Type | Description   | Required? |
|--------------------------------------|--------------|---|-----------|
| BillingMediaCode                     | String6      | The format in which the invoice is printed.<br><br>Subs = Detailed bill (Itemisation)<br><br>Billing Media must be a valid Billing media code that has been set up. | Optional  |
| BillingMediaCopyInvoiceMediaCode     | String6      | The format in which the copy invoice is printed.  | Optional  |
| BillingMediaOverrideInvoiceMediaCode | String6      | This allows for a different monthly bill design format to be applied to the specific subscription as an alternative to the format selected at the Agreement level.  | Optional  |
| LastAmendedDate                      | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

**ContractAndSales Response Container**

The ContractAndSales response container has the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| ContractNumber         | String12     | This relates to the service agreement the customer has subscribed to for a fixed period of time.   | Optional  |
| PricePlanCode          | String6      | Unique identifier for the Price Plan. The Price Plan details charges and services. Entering a price plan automatically attaches to the new subscription, tariff and package that were defined when the Price Plan was created.   | Optional  |
| Next Invoice Date      | Date         | This details the date on which the next expected invoice will be produced.<br><br>YYYY-MM-DDZ  | Optional  |
| ContractStartDate      | Date         | If the customer is required to sign a contract on agreeing to connection the contract start date is displayed.<br><br>YYYY-MM-DDZ  | Optional  |
| ContractEndDate        | Date         | This details the date on which the contract is due to end. This is usually 12 or 24 months after the date on which the contract was signed.<br><br>YYYY-MM-DDZ<br><br>This is a calculated value and is derived using the following calculation:<br><br>Contract Start Date + TermOfContract + Freeze Days + CarriedOverContractDays | Optional  |
| MinimumContractEndDate | Date         | YYYY-MM-DDZ<br><br>This is the minimum number of months that a subscription must be on the current contract before they are eligible for an upgrade.   | Optional  |
| TermOfContract         | Integer3     | This indicates the number of months over which the customer  | Optional  |

| Element Name                | Content Type | Description   | Required? |
|-----------------------------|--------------|---|-----------|
|                             |              | is bound by the contract terms.   |           |
| CarriedOverContractDays     | Integer3     | 'Carried over days' are added during an upgrade to allow for a scenario where a subscriber could, for example, have 23 days remaining on their contract at the time of upgrade. These days will then be added onto the new contract, so if the new contract was, for example, 24 months then the term of contract would now be 24 months and 23 days. | Optional  |
| FreezeContractDays          | Integer3     | This displays the number of contracted days that the freeze will last for.  | Optional  |
| TermsAndConditionsGroupCode | String6      | This details the specific terms and conditions linked to the Agreement.   | Optional  |
| TerminationInvoiceProduced  | Boolean      | When set to 'True' this indicates that the final closing invoice has been issued following disconnection.   | Optional  |
| LastAmendedDate             | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

**CustomerDetails Response Container**

The CustomerDetails response container has the following elements:

| Element Name            | Content Type | Description  | Required? |
|-------------------------|--------------|--|-----------|
| UserName                | String30     | This appears on the customer's invoice. This facility is mainly used by companies to identify who has the Subscription when the invoice is not being directly paid by the user.                    | Optional  |
| SubPassword             | String10     | This is used for security purposes if it is necessary to control caller access.  | Optional  |
| ItemCode                | String25     | Details the code relative to the last sub related hardware product that was purchased by a Subscriber such as the latest handset or SIM card purchased.  | Optional  |
| DirectoryListingAllowed | Boolean      | This includes or excludes the Subscription from internal directory listing, depending on whether or not it is set to True or False.  | Optional  |
| CustomerCostCentre      | String20     | Codes are used to allocate responsibility of charges to different areas within an organisation. The customer's own purchase ledger cost centre can be entered here and is printed on all invoices. | Optional  |
| CustomerReference       | String60     | Reference number given to the customer when an order is placed.  | Optional  |
| LastAmendedDate         | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

### Definitions Response Container

The Definitions response container has the following elements:

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| PackageDefinition    | Container    | <p>This is only populated when the PACKAGE_DEFINITION dataset is supplied in addition to the PACKAGES dataset.</p> <p>A PackageDefinition is returned for each different Package Code contained within the above mentioned datasets.</p> <p>See PackageDefinition response container for details.</p>   | Optional  |
| PricePlanDefinitions | Container    | <p>This container will give more information about the Price Plan. It is only populated if the DEFINITIONS dataset is supplied with either the BASIC or PENDING_TARIFF_CHANGE datasets and either of those contain a PricePlanCode.</p> <p>For each PricePlanCode being returned in the response a PricePlanDefinition is returned.</p> <p>See PricePlanDefinitions response container for details.</p> | Optional  |

**PackageDefinition Response Container**

The PackageDefinition response container has the following elements:

| Element Name          | Content Type | Description  | Required? |
|-----------------------|--------------|--|-----------|
| PackageCode           | String5      | The unique code for the Package.   | Mandatory |
| PackageClassification | Enumeration  | Possible values:<br>Base<br>Bolton   | Mandatory |
| Description           | String30     | The short description of the Package.  | Mandatory |
| LongDescription       | String120    | The full description of the Package  | Optional  |
| ToolTipText           | String300    | The tool tip text for the Package.   | Optional  |
| Attributes            | Container    | Attributes are a configurable list of values that are used to describe the Package.<br><br>An example of an Attribute Name for a package would be 'PackageType'<br><br>An example of an Attribute description (for the attribute name example given above) would be one of: Base, Boost, Promotion or Discount.<br><br>See Attribute response container for details. | Optional  |

**Attribute Response Container**

The Attribute response container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| Group        | String6      | The group allows Attributes to be grouped together. For instance to distinguish between descriptive and rules attributes. Descriptive Attributes are just for information purposes: CMP will base logic on rule Attributes. | Mandatory |
| Name         | String30     | Attribute names are a configurable list of attributes that can be configured to meet a particular business or technical requirement.  | Mandatory |
| Value        | String120    | The Value of the attribute name.  | Mandatory |

**PricePlanDefinitions Response Container**

The PricePlanDefinitions response container has the following elements:

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| PricePlanCode        | String6      | The unique code for the Price Plan.   | Mandatory |
| PricePlanDescription | String30     | The short description of the Price Plan.  | Mandatory |
| LongDescription      | String120    | The full description of the Price Plan.   | Optional  |
| ToolTipText          | String300    | The tool tip text for the Price Plan.   | Optional  |
| ContractTerm         | Integer3     | The default contract term for this Price Plan, if none has been specifically configured against the price plan, the tariff contract term is returned.   | Optional  |
| Attributes           | Container    | The Attributes are a configurable list of values that can be associated with a Price Plan to provide more information on it. This can be used by the consuming application for e.g. display purposes. If an Attribute of the Price Plan was a SIM Only Price plan, this could have an attribute name of PlanType and then have an Value of SIMO or Handset. | Optional  |

**Attribute Response Container**

The Attribute response container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| Group        | String6      | The group allows Attributes to be grouped together. For instance to distinguish between descriptive and rules attributes. Descriptive Attributes are just for information purposes: CMP will base logic on rule Attributes. | Mandatory |
| Name         | String30     | Attribute names are a configurable list of attributes that can be configured to meet a particular business or technical requirement.  | Mandatory |
| Value        | String120    | The Value of the attribute name.  | Mandatory |

**Discount Response Container**

The Discount response container has the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| DiscountType        | String6      | Details the discount type: normal, favourite number, cross product, invoice volume or cumulative. | Mandatory |
| DiscountSchemeCode  | String6      | The unique code for the discount scheme.  | Optional  |
| DiscountDescription | String60     | A long description of the discount.   | Optional  |
| EffectiveDate       | Date         | The date on which the discount becomes effective.<br>YYYY-MM-DDZ                                  | Optional  |
| ExpiryDate          | Date         | The date on which the discount will expire.<br>YYYY-MM-DDZ  | Optional  |
| PackageCode         | String6      | The unique code for the base package with which the discount is associated.                       | Optional  |
| LastAmendedDate     | dateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

### Features Response Container

The Features response container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| Feature      | Container    | One or more repetitions. See <a href="#">Feature Response Container</a> for details. | Mandatory |

### Feature Response Container

The Features response container has the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| FeatureCode            | String6      | CMP Feature Code, unique representation of network feature within CMP. | Mandatory |
| FeatureDescription     | String       | Description of the CMP Feature Code.                                   | Mandatory |
| FeatureEnabled         | Boolean      | Indicating if feature is enabled or not.                               | Mandatory |
| FeatureBarred          | Boolean      | Indicating if feature is currently barred or not.                      | Mandatory |
| FeatureActivityPending | Boolean      | Indicating if there is workflow activity pending on this feature.      | Mandatory |
| SubscriberControlled   | Boolean      | Indicating if this feature can be controlled by the subscriber or not. | Mandatory |

### PendingTariffChange Response Container

The PendingTariffChange response container has the following elements:

| Element Name  | Content Type | Description  | Required? |
|---------------|--------------|--|-----------|
| PricePlanCode | String6      | This field is only returned if there is a Tariff Change pending and a Price Plan has been supplied as part of the Tariff Change request. It represents the new Price Plan that will be applied.            | Optional  |
| TariffCode    | String6      | This field is only returned if there is a Tariff Change pending. It represents the new Tariff that will be applied.  | Mandatory |
| PackageCode   | String6      | This field is only returned if there is a Tariff Change pending and a Base Package has been supplied as part of the Tariff Change request.<br><br>It represents the new Base Package that will be applied. | Optional  |
| EffectiveDate | Date         | The date upon which the Tariff Change is set to occur.   | Mandatory |

### SerialNumbers Response Container

The SerialNumbers response container has the following elements:

| Element Name            | Content Type | Description   | Required? |
|-------------------------|--------------|---|-----------|
| SerialNumbers           | Container    | See SerialNumber response container for details.            | Optional  |
| NonManagedSerialNumbers | Container    | See NonManagedSerialNumbers response container for details. | Optional  |
| NetworkSubCodes         | Container    | See NetworkSubCodes response container for details.         | Optional  |

**SerialNumbers Response Container**

The SerialNumbers response container has the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| ManagedSerialNumber | Container    | One or more (up to five) repetitions. See <a href="#">ManagedSerialNumber Response Container</a> for details. | Optional  |

**ManagedSerialNumber Response Container**

The ManagedSerialNumber response container has the following elements:

| Element Name         | Content Type         | Description  | Required? |
|----------------------|----------------------|--|-----------|
| EnumerationId        | Range1-5             | The Managed Serial Number identification number.   | Mandatory |
| ManagedSerialNumber  | String25             | The actual network serial number.  | Mandatory |
| NetworkEffectiveDate | Date                 | The date on which the serial number becomes effective.<br>YYYY-MM-DDZ                      | Optional  |
| NetworkCode          | String6              | The Network Code of the network that the Subscription is on.                               | Optional  |
| NetworkSerialStatus  | String - Enumeration | Choice of: <ul style="list-style-type: none"> <li>• CHANGING</li> <li>• CURRENT</li> </ul> | Optional  |
| LastAmendedDate      | dateTime             | YYYY-MM-DDThh:mm:ssZ   | Optional  |

**NonManagedSerialNumbers Response Container**

The NonManagedSerialNumbers response container has the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| NonManagedSerialNumber | Container    | One or more (up to nine) repetitions. See <a href="#">NonManagedSerialNumber Response Container</a> for details. | Optional  |

**NonManagedSerialNumber Response Container**

The NonManagedSerialNumber response container has the following elements:

| Element Name           | Content Type         | Description  | Required? |
|------------------------|----------------------|--|-----------|
| EnumerationId          | Range 1-9            | The Non-Managed Serial Number identification number.                                       | Mandatory |
| NonManagedSerialNumber | String25             | This contains a configurable Non-Managed Serial Number.                                    | Mandatory |
| NetworkEffectiveDate   | Date                 | The date on which the Non-Managed Serial Number becomes effective.<br><br>YYYY-MM-DDZ      | Optional  |
| NetworkSerialStatus    | String - Enumeration | Choice of: <ul style="list-style-type: none"> <li>• CHANGING</li> <li>• CURRENT</li> </ul> | Optional  |
| LastAmendedDate        | dateTime             | YYYY-MM-DDThh:mm:ssZ   | Optional  |

**NetworkSubCodes Response Container**

The NetworkSubCodes response container has the following elements:

| Element Name    | Content Type | Description  | Required? |
|-----------------|--------------|--|-----------|
| NetworkSubCodes | Container    | Zero or more (up to two) repetitions. See <a href="#">NetworkSubCode Response Container</a> for details. | Optional  |

**NetworkSubCode Response Container**

The NetworkSubCode response container has the following elements:

| Element Name         | Content Type         | Description  | Required? |
|----------------------|----------------------|--|-----------|
| EnumerationId        | Range1-2             | The network sub-code identification number.  | Mandatory |
| NetworkSubCode       | String10             | This contains an extra code or serial number associated with the network code.<br><br>This field is completely configurable depending on customer business requirements. | Mandatory |
| NetworkEffectiveDate | Date                 | The date on which the network sub-code number becomes effective.<br><br>YYYY-MM-DDZ  | Optional  |
| NetworkCode          | String6              | The network code of the network that the subscription is on.   | Optional  |
| NetworkSerialStatus  | String - Enumeration | Choice of: <ul style="list-style-type: none"> <li>• CHANGING</li> <li>• CURRENT</li> </ul>   | Optional  |
| LastAmendedDate      | dateTime             | YYYY-MM-DDThh:mm:ssZ   | Optional  |

### Services Response Container

The Services response container has the following elements:

| Element Name | Content Type | Description                                 | Required? |
|--------------|--------------|---|-----------|
| Service      | Container    | See Service response container for details. | Optional  |

### Service Response Container

The Service response container has the following elements:

| Element Name              | Content Type           | Description   | Required? |
|---------------------------|------------------------|---|-----------|
| ServiceCode               | String6                | This details the code attributed to the Service as it appears on the invoice.   | Mandatory |
| PackageCode               | String6                | The code attributed to the Package.<br><br>This indicates that the chosen Service is part of Package, which is a combination of Services grouped together against this Subscription.  | Optional  |
| ServicePrice              | Currency (Decimal 9,2) | <ul style="list-style-type: none"> <li>Min Inclusive - 999999999.99</li> <li>Max Inclusive - 999999999.99</li> </ul>  | Optional  |
| Description               | String30               | This details the short descriptive text (30-characters) attributed to the Service as it appears on the invoice.   | Optional  |
| LongDescription           | String                 | This details a longer descriptive text attributed to the Service (120-characters).  | Optional  |
| EffectiveDate             | Date                   | The date from which the Service becomes effective.<br><br>YYYY-MM-DDZ   | Optional  |
| ExpiryDate                | Date                   | The date on which the Service is set to expire.<br><br>YYYY-MM-DDZ  | Optional  |
| IncdInTermCostCalc        | Boolean                | This indicates if a particular Service is included in the termination cost calculation.   | Optional  |
| PriceConsolidationService | String6                | Applicable to Subscription Services only.<br><br>This enables the chosen Service to become part of one consolidated Service, which is several chargeable Subscription Services grouped together to appear on the Subscription invoice as one Service with one charge or price against it. | Optional  |
| LastAmendedDate           | dateTime               | YYYY-MM-DDThh:mm:ssZ  | Optional  |

### SIMProfileInformation Response Container

The SIMProfileInformation response container has the following elements:

| Element Name          | Content Type | Description   | Required? |
|-----------------------|--------------|---|-----------|
| SIMProfileInformation | Container    | See <a href="#">SimProfileInformation Response Container</a> for details. | Optional  |

### SimProfileInformation Response Container

The SIMProfileInformation response container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| ICCID        | Integer20    | The ICCID (Integrated Circuit Card Identifier) identifies each SIM internationally  | Mandatory |
| PUK1         | Integer8     | This is used to reset a personal identification number (PIN) that was either lost or stolen. This is normally updated into CMP from a SIM Upload job. | Mandatory |
| PUK2         | Integer8     | This is used to reset a personal identification number (PIN) that was either lost or stolen. This is normally updated into CMP from a SIM Upload job. | Mandatory |

### SubscriptionBars Response Container

The SubscriptionBars response container has the following elements:

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| SubscriptionBar | Container    | See SubscriptionBar response container for details. | Optional  |

### SubscriptionBar Response Container

The SubscriptionBar response container has the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| NetworkCommandCode | String6      | A unique code which identifies a specific network command.                                       | Mandatory |
| BarredDate         | dateTime     | The date and time on which the bar became effective on the Subscription.<br>YYYY-MM-DDThh:mm:ssZ | Mandatory |
| UnbarredDate       | dateTime     | This date and time is set when the Subscription bar has been removed.<br>YYYY-MM-DDThh:mm:ssZ    | Optional  |
| BarReasonCode      | String4      | Code description relating to the bar reason code.  | Optional  |
| UnbarReasonCode    | String4      | Code description relating to the unbar reason code.  | Optional  |
| AdminBarFlag       | Boolean      | This indicates whether the bar was placed on the Subscription by the service administrators.     | Optional  |
| LastAmendedDate    | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

### TerminationFee Response Container

The TerminationFee response container has the following elements:

| Element Name   | Content Type       | Description   | Required? |
|----------------|--------------------|---|-----------|
| TerminationFee | Currency (Decimal) | Amount to be charged if a Subscriber decides to leave their contract early. | Optional  |

### UsageAndCreditControl Response Container

The UsageAndCreditControl response container has the following elements:

| Element Name                  | Content Type       | Description   | Required? |
|-------------------------------|--------------------|---|-----------|
| LowerUsageLimit               | Currency (Decimal) | A usage figure above the customer's average usage spend which, when reached, instigates an action such as warning the customer via SMS (if mobile) or by letter that the limit has been reached. <ul style="list-style-type: none"> <li>Min Inclusive: 0.00</li> <li>Max Inclusive: 999999999.99</li> </ul> | Optional  |
| UpperUsageLimit               | Currency (Decimal) | A usage figure some way above the customer's average spend which, when reached, instigates an action, such as the barring of a fixed line or mobile handset. <ul style="list-style-type: none"> <li>Min Inclusive: 0.00</li> <li>Max Inclusive: 999999999.99</li> </ul>                                     | Optional  |
| IgnoreUsageLimit              | Boolean            | If True, the customer is not notified when either their lower or upper usage limit is reached, and no auto response is triggered. This affects all subscriptions linked to the account.   | Optional  |
| AutoAdjust                    | Boolean            | The system generated adjustment to usage limits based on customer spend history over three month periods.   | Optional  |
| IgnoreCreditControlProcedures | Boolean            | This cancels the whole Credit Control process up to a specified date.   | Optional  |
| LastAmendedDate               | dateTime           | YYYY-MM-DDThh:mm:ssZ  | Optional  |

### Sample QuerySubscription Response

```
<soapenv:Envelope xmlns:soapenv-
v="http://schemas.xmlsoap.org/soap/envelope/">
<soapenv:Body>
<ns2:QuerySubscriptionResponse xmlns:n-
s2="http://mdsuk.com/ws/dise3g/subscription/definition" xmlns:n-
s3="http://mdsuk.com/ws/dise3g/workflow/definition"
xmlns:ns4="http://mdsuk.com/ws/dise3g/fault/exception">
<ns2:Result>
```

```
<ExternalReference>?</ExternalReference>
<SubscriptionBasic>
<SubscriptionNumber>6173524</SubscriptionNumber>
<AgreementNumber>3245512</AgreementNumber>
<AccountNumber>4015294</AccountNumber>
<CorporateCode>DRAXPR</CorporateCode>
<GroupCode>DRAXPR</GroupCode>
<CompanyNumber>001</CompanyNumber>
<SubscriptionStatus>Normal</SubscriptionStatus>
<TariffCode>Q18BCH</TariffCode>
<NetworkCode>CDIG</NetworkCode>
<ConnectedDate>2007-01-19Z</ConnectedDate>
<ConnectionReason>NB</ConnectionReason>
<AddressNumber>6545988</AddressNumber>
<EmailAddress>G.PAYNE001@MDSUK.com</EmailAddress>
<LastAmendedDate>2014-07-07T10:21:07Z</LastAmendedDate>
</SubscriptionBasic>
<CustomerDetails>
<UserName>Miss Marina S Sangbaran</UserName>
<SubPassword>MDSOAMS1</SubPassword>
<ItemCode/>
<DirectoryListingAllowed>>true</DirectoryListingAllowed>
<CustomerCostCentre/>
<CustomerReference/>
<LastAmendedDate>2014-07-07T10:21:07Z</LastAmendedDate>
</CustomerDetails>
<Services>
<Service>
<ServiceCode>FOCITS</ServiceCode>
<PackageCode>Q1ST84</PackageCode>
<ServicePrice>0.00</ServicePrice>
<Description>Int Traveller Service - Free</Description>
<EffectiveDate>2008-07-21Z</EffectiveDate>
<LastAmendedDate>2013-12-17T15:44:48Z</LastAmendedDate>
</Service>
<Service>
<ServiceCode>LINECH</ServiceCode>
<PackageCode/>
<ServicePrice>9.25</ServicePrice>
<Description>Line Rental Charge</Description>
<EffectiveDate>2009-11-06Z</EffectiveDate>
<LastAmendedDate>2013-12-17T15:44:48Z</LastAmendedDate>
</Service>
<Service>
<ServiceCode>MMSB</ServiceCode>
```

```
<PackageCode/>
<ServicePrice>0.00</ServicePrice>
<Description>Multimedia Messaging Service</Description>
<EffectiveDate>2008-07-21Z</EffectiveDate>
<LastAmendedDate>2013-12-17T15:44:48Z</LastAmendedDate>
</Service>
<Service>
<ServiceCode>Q1CUG</ServiceCode>
<PackageCode>Q1ST84</PackageCode>
<ServicePrice>0.00</ServicePrice>
<Description>Free calls to the Office</Description>
<EffectiveDate>2008-07-21Z</EffectiveDate>
<LastAmendedDate>2013-12-17T15:44:48Z</LastAmendedDate>
</Service>
</Services>
<AttributeGroup>
<AttributeGroupId>ALAG01</AttributeGroupId>
<Attribute>
<AttributeId>1</AttributeId>
<AttributeValue>Test1</AttributeValue>
<EffectiveDate>2014-08-08T08:57:46Z</EffectiveDate>
</Attribute>
<Attribute>
<AttributeId>2</AttributeId>
<AttributeValue>Test1</AttributeValue>
<EffectiveDate>2014-08-08T08:57:46Z</EffectiveDate>
</Attribute>
<Attribute>
<AttributeId>3</AttributeId>
<AttributeValue>Test3</AttributeValue>
<EffectiveDate>2014-08-08T08:57:46Z</EffectiveDate>
</Attribute>
<EffectiveDate>2014-08-08T08:57:45Z</EffectiveDate>
</AttributeGroup>
<UpgradeEligibility>
<Eligible>>true</Eligible>
<UpgradePossibleDate>2013-01-20Z</UpgradePossibleDate>
<EarlyUpgradePossibleDate>2012-04-20Z</EarlyUpgradePossibleDate>
<EarlyUpgradeCharge>0.0</EarlyUpgradeCharge>
<RemainingContractTerm>0</RemainingContractTerm>
<ReasonCodes>
<ReasonCode>200</ReasonCode>
</ReasonCodes>
</UpgradeEligibility>
</ns2:Result>
```

```

</ns2:QuerySubscriptionResponse>
</soapenv:Body>
</soapenv:Envelope>

```

## 2.17.4 RevertLastUpgrade

**i** The RevertLastUpgrade SOAP web service has been deprecated.

The RevertLastUpgrade web service enables an external client system to revert a Subscriber's Tariff and Base Package back to their previous status, prior to the last Subscriber upgrade. The RevertLastUpgrade web service then invokes a Tariff Change to revert the Subscriber back onto their previous Tariff.

### 2.17.4.1 RevertLastUpgrade Request

The RevertLastUpgrade tag instructs the Subscription Service to revert the specified Subscription back to their previous proposition. This request contains the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| ExternalReference  | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| SubscriptionNumber | Integer8     | The unique system generated reference number for the Subscription.            | Mandatory |
| AuditRecord        | Container    | See AuditRecord request container for details.                                | Optional  |

#### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserId       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The Program Name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

### 2.17.4.2 RevertLastUpgrade Response

The RevertLastUpgrade response is the response to the RevertLastUpgrade request. This contains the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| External Reference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserId       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The Program Name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

## 2. 17. 5UpdateSubscription

The UpdateSubscription web service enables an external client system to update Subscription information for existing CMP Subscriptions.

To update the Subscription details, the user must pass in a valid CMP Subscription Number.

If more than one active Subscription exists for the Primary Serial Number submitted, an error message is returned.

Users are able to update individual attributes of the Subscription details as per the Edit Subscription screen. Invalid requests are rejected with an error message.

### 2.17.5.1 UpdateSubscription Request

The UpdateSubscription tag instructs the Subscription Service to update Subscription details. This request contains the following elements:

| Element Name                | Content Type | Description   | Required? |
|-----------------------------|--------------|---|-----------|
| ExternalReference           | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| SubscriptionIdentifier      | Integer8     | Identifier to the Subscription.   | Mandatory |
| UpdateSubscriptionBasic     | Container    | See UpdateSubscriptionBasic request container for details.                    | Optional  |
| UpdateBillingMedia          | Container    | See UpdateBillingMedia request container for details.                         | Optional  |
| UpdateContractAndSales      | Container    | See UpdateContractAndSales request container for details.                     | Optional  |
| UpdateCustomerDetails       | Container    | See UpdateCustomerDetails request container for details.                      | Optional  |
| UpdateUsageAndCreditControl | Container    | See UpdateUsageAndCreditControl request container for details.                | Optional  |

**UpdateSubscriptionBasic Request Container**

The UpdateSubscriptionBasic request container has the following elements:

| Element Name       | Content Type | Description   | Required? |
|--------------------|--------------|---|-----------|
| SalesAccountCode   | Integer8     | The sales person or sales channel (Dealer, Internet, Call Centre, etc.) via which the connection has been processed | Optional  |
| AddressNumber      | Integer8     | The address identifier of an existing CMP address   | Optional  |
| AgreementNumber    | Integer8     | The number automatically allocated by the system to the Agreement upon creation.                                    | Optional  |
| LastAmendedDate    | Date         | YYYY-MM-DDZ   | Mandatory |
| ParentSubscription | Boolean      | Defines whether or not the Subscription is to be set as a parent Subscription.                                      | Optional  |

### UpdateBillingMedia Request Container

The UpdateBillingMedia request container has the following elements:

| Element Name                                | Content Type | Description  | Required? |
|---|--------------|--|-----------|
| BillingMediaCode                            | String6      | The format in which the invoice is printed, e.g. 'A4 paper'.<br><br>Subs = Detailed bill (Itemisation)<br><br>Billing Media must be a valid Billing media code that has been set up. | Optional  |
| BillingMediaCopyInvoice                     | String6      | The format in which the copy invoice is printed, e.g. 'A4 paper'.  | Optional  |
| Billing Media-<br>aOverrideInvoiceMediaCode | String6      | This allows for a different monthly bill design format to be applied to the specific Subscription as an alternative to the format selected at the Agreement level.                   | Optional  |
| LastAmendedDate                             | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Mandatory |

### UpdateContractAndSales Request Container

The UpdateContractAndSales request container has the following elements:

| Element Name                | Content Type | Description  | Required? |
|-----------------------------|--------------|--|-----------|
| ContractNumber              | String12     | If a Contract Number is supplied, a Contract Start Date must also be supplied.   | Optional  |
| ContractStartDate           | Container    | Either of: <ul style="list-style-type: none"> <li>Value - containing the new Expiry Date (Date)) - YYYY-MM-DDZ</li> <li>Clear - containing the string 'CLEAR_FIELD' (string 11).</li> </ul>  | Optional  |
| TermOfContract              | Integer1-999 | This indicates the number of months over which the customer is bound by the Contract Terms.<br><br>The term of contract can be explicitly supplied in this request. If supplied then it takes precedence over the defaulted value. If its not supplied and the Contract Start Date is supplied, then the term of contract will default from the Tariff (if configured against it) or from the Price Plan if it has been supplied in the request. The value from the Price Plan supersedes the value from the Tariff in this situation. | Optional  |
| CarriedOverContractDays     | Integer3     | Carried over days are added during an upgrade to allow for a scenario where a Subscriber could, for example, have 23 days remaining on their contract at the time of upgrade. These days will then be added onto the new contract, so if the new contract was, for example, 24 months then the term of contract would now be 24 months and 23 days.  | Optional  |
| TermsAndConditionsGroupCode | String6      | This details the specific terms and conditions linked to the Agreement.  | Optional  |
| LastAmendedDate             | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Mandatory |

### UpdateCustomerDetails Request Container

The UpdateCustomerDetails request container has the following elements:

| Element Name            | Content Type | Description  | Required? |
|-------------------------|--------------|--|-----------|
| UserName                | String30     | This appears on the customer's invoice. This facility is mainly used by companies to identify who has the Subscription when the invoice is not being directly paid by the user.          | Optional  |
| SubPassword             | String10     | This is used for security purposes if it is necessary to control 'caller' access.  | Optional  |
| ItemCode                | String25     | The list of Items that is applicable are items that are configured to be subscription related.<br><br>These are items that have the Subscription Related flag in set up configured to Y. | Optional  |
| DirectoryListingAllowed | Boolean      | This includes or excludes the subscription from internal directory listing, depending on whether or not it is set to 'true' or 'false'.  | Optional  |
| CustomerCostCentre      | String20     | The valid cost centres are configured at the agreement level of the subscription. See createAgreementCostCentres webservice  | Optional  |
| CustomerReference       | String60     | Reference number given to the customer when an order is placed.  | Optional  |
| LastAmendedDate         | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Mandatory |

### UpdateUsageAndCreditControl Request Container

The UpdateUsageAndCreditControl request container has the following elements:

| Element Name                  | Content Type | Description  | Required? |
|-------------------------------|--------------|--|-----------|
| LowerUsageLimit               | Currency     | A usage figure above the customer's average usage spend which, when reached, instigates an action such as warning the customer via SMS (if mobile) or by letter that the limit has been reached.<br><br>Min Inclusive: 0.00<br>Max Inclusive: 999999999.99 | Optional  |
| UpperUsageLimit               | Currency     | A usage figure some way above the customer's average spend which, when reached, instigates an action, such as the barring of a fixed line or mobile handset.<br><br>Min Inclusive: 0.00<br>Max Inclusive: 999999999.99                                     | Optional  |
| IgnoreUsageLimits             | Boolean      | If 'true', this means the customer is not notified when either their lower or upper usage limit is reached, and no auto response is triggered. This affects all Subscriptions linked to the Account.   | Optional  |
| AutoAdjust                    | Boolean      | The system generated adjustment to usage limits based on customer spend history over three month periods.  | Optional  |
| IgnoreCreditControlProcedures | Boolean      | This cancels the whole Credit Control process up to a specified date (e.g one month).  | Optional  |
| LastAmendedDate               | dateTime     | YYYY-MM-DDThh:mm:ssZ   | Mandatory |

### 2.17.5.2 UpdateSubscription Response

UpdateSubscription response is the response to the UpdateSubscription request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2. 17. 6UpdateSubscriptionSerialNumbers

The UpdateSubscriptionSerialNumbers web service enables an external client system to update Subscription Serial Numbers in bulk for existing CMP Subscriptions, including Managed Serial Numbers, Non-Managed Serial Numbers and Network Sub Codes.

In order to update the Subscription Serial Number, the user must pass in a valid CMP Subscription Number.

Potentially, multiple Subscription Numbers can be changed at any one time. The user will pass through the information for the 'type' of number change(s). The user can request this information via the QuerySubscription web service, specifying the SERIALNUMBERS dataset.

If a number change is raised via the web service and the Subscription meets the criteria above, an error is sent within the response to indicate that a number change is not possible at that time.

A Subscription is connected to determine which serial numbers can be changed. A Network can be set up to have many serial numbers. The serial numbers are split into two different types: Managed Serial Numbers and Non-Managed Serial Numbers. Within each 'type', the serial number has a unique ID. For example:

- Managed Serial Numbers IDs 1-5
- Non-Managed Serial Numbers 1-9 (includes PIN 1 & 2)

The UpdateSubscriptionSerialNumbers web service enables any of the numbers configured against the Network to be changed (or combination of numbers) if the configuration within CMP is set up to allow them to. If a web service request for a number change is received and the CMP configuration does not allow a change for the specific number an error is sent in the response.

The validation on the serial number passed through also utilises the CMP validation rules. Each serial number that is configured has 'field validation' to determine the rules that a valid serial number must pass. The serial number (for example, a SIM Number) must be numeric, between 1-20 in length, and have a prefix which is configurable depending on the Network (for example, the prefix could be 63 or 64).

Once the validation has passed the number change Workflow Event is raised. This is considered a 'successful' update number change. The web service does not wait for the

Workflow Event response. Dependent upon the selection in the request, either the Non-Network or Network Workflow Event is raised.

Standard CMP processing is responsible for processing and applying Workflow Events.

### 2.17.6.1 UpdateSubscriptionSerialNumbers Request


The UpdateSubscriptionSerialNumbers request tag instructs the Subscription Service to update serial numbers. This request contains the following elements:

| Element Name             | Content Type | Description  | Required? |
|--------------------------|--------------|--|-----------|
| ExternalReference        | String69     | The client may use this identifier to correlate the request and the response.                                    | Optional  |
| SubscriptionIdentifier   | Integer8     | Identifier to the Subscription created.  | Mandatory |
| ManagedSerialNumbers     | Container    | 0 to 5 repetitions. See ManagedSerialNumbers request container for details.                                      | Optional  |
| NonManagedSerial Numbers | Container    | See NonManagedSerialNumbers request container for details  | Optional  |
| NetworkSubCodes          | Container    | See NetworkSubCodes request container for details.   | Optional  |
| SalesAccountIdentifier   | Integer8     | Sales Account number of the salesperson who introduced the customer to the Service.                              | Optional* |
| SalespersonIdentifier    | Integer8     | ID Number of the salesperson. This is saved to the number change workflow event in the Salesperson Number field. | Optional‡ |
| NonNetworkChange         | Boolean      | If set to 'true', this allows numbers to be entered without generating a network command.                        | Mandatory |

\* This is an optional field if Serial Number Management functionality is switched on.

‡ If both the SalesAccountIdentifier and SalespersonIdentifier fields are populated, they must be a valid combination, that is they are for the same person and exist on the Sales Force table

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 For each 'type' of number change the user must pass in the relevant information in the appropriate container(s). Although the containers are optional, at least one container must be provided.

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### ManagedSerialNumbers Request Container

The ManagedSerialNumbers request container has the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| ManagedSerialNumber | Container    | See <a href="#">ManagedSerialNumber request container</a> for details. | Optional  |

### ManagedSerialNumber Request Container

The ManagedSerialNumber request container has the following elements:

| Element Name | Content Type       | Description  | Required? |
|--------------|--------------------|--|-----------|
| Id           | Range 1-5          | The Id refers to the Managed Serial Number ID. Max number of of 5.<br><br>Managed Serial Numbers are configurable depending on customer business requirements.   | Mandatory |
| SerialNumber | Container - Choice | A choice of: <ul style="list-style-type: none"> <li>Value (String25 representing a serial number)</li> <li>AutoSelect</li> </ul> The 'Auto Select' should be used in conjunction with Serial Number Management (next available number is selected for the update). | Mandatory |

### NonManagedSerialNumbers Request Container

The NonManagedSerialNumbers request container has the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| NonManagedSerialNumber | Container    | 0-9 repetitions. See NonManagedSerialNumber request container for details. | Optional  |

### NonManagedSerialNumber Request Container

The NonManagedSerialNumber request container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| Id           | Range1-9     | The Id refers to the Non-Managed Serial Number number ID. Max number of 9.   | Mandatory |
| Value        | String25     | This contains a configurable non-managed serial number (e.g. PUK Number, PIN Number etc.).<br>This field is completely configurable depending on customer business requirements. | Mandatory |

### NetworkSubCodes Request Container

The NetworkSubCodes request container has the following elements:

| Element Name   | Content Type | Description                                       | Required? |
|----------------|--------------|---|-----------|
| NetworkSubCode | Container    | See NetworkSubCode request container for details. | Optional  |

### NetworkSubCode Request Container

The NetworkSubCode request container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| Id           | Range1-2     | The Id refers to the Network Sub Code ID. Max number of 2.   | Mandatory |
| Value        | String25     | This contains an extra code or serial number associated with the network code.<br>This field is completely configurable depending on customer business requirements. | Mandatory |

## 2.17.6.2 UpdateSubscriptionSerialNumbers Response

UpdateSubscriptionSerialNumbers response is the response to the UpdateSubscriptionSerialNumbers request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2.17.7 UpdateTariff

The UpdateTariff web service enables an external client system to change a customer's Price Plan on their CMP Subscription. A Price Plan consists of a Tariff, a Package and a Connection Type (the latter is only relevant for a new connection).

The user must pass in a valid CMP Subscription Number and Price Plan (which can be used to specify a Tariff and base Package combination) or Tariff and Package combination to which the customer wants to transfer.



If more than one active Subscription exists for the Primary Serial Number submitted, an error message is returned.

Submission of invalid data for the above criteria results in an error message.

The default data as specified in the Tariff Change Matrix in CMP Back Office is used for the Tariff Change, for example *End Network Services?*.

### 2.17.7.1 UpdateTariff Request

The UpdateTariff tag instructs the Subscription Service to update the Subscriber's Tariff details. This request contains the following elements:

| Element Name         | Content Type | Description   | Required? |
|----------------------|--------------|---|-----------|
| ExternalReference    | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| SubscriptionNumber   | Integer8     | Indicates the unique system generated Subscription Number.  | Mandatory |
| PricePlanCode        | String6      | A Price Plan can be used to specify a Tariff and Base Package combination. Supplying a Price Plan Code means that neither a Tariff Code nor a Package Code are necessary as they will be defaulted in using Price Plan set up.  | Optional  |
| TariffCode           | String6      | <p>It is not possible to update the Tariff to be on the same Tariff that it is already on.</p> <p>However, this can be overridden if the ALLOW.SAME.TARIFF system property is configured in CMP Back Office.</p> <p>This is mandatory if a Price Plan is not supplied.</p> <hr/> <p> This element is deprecated, and any values supplied in the request will be ignored.</p> | Optional  |
| PackageCode          | String6      | <p>The Package must be a valid Package for the new Tariff that has been selected.</p> <p>If a Package Code is not provided, the default Package Code associated with the new Tariff will be used (if configured).</p> <hr/> <p> This element is deprecated, and any values supplied in the request will be ignored.</p>  | Optional  |
| IgnoreDefaultPackage | Boolean      | This flag determines whether or not   | Optional  |

| Element Name          | Content Type | Description   | Required? |
|-----------------------|--------------|---|-----------|
|                       |              | the default Package is selected when a Package code is not provided.  |           |
| NonNetworkChange      | Boolean      | This allows numbers to be entered without generating a network command.   | Mandatory |
| EndBars               | Boolean      | This determines whether the bars will be ended if a change of Tariff occurs.  | Optional  |
| EndBarEventCode       | String4      | If EndBars is set to 'true' then the appropriate Workflow Event Code is required.   | Optional  |
| EndDialledOverrides   | Boolean      | <p>If set to 'true' this ends any existing dialled number overrides for the chosen Subscription.</p> <p>This functionality helps prevent situations where a customer is transferred onto a more favourable Tariff but continues to benefit from overrides that have been set up for the superseded Tariff.</p> <p>The CSA is alerted of any existing Subscriber based overrides relating to dialled number or call class via a warning message.</p>         | Optional  |
| EndCallClassOverrides | Boolean      | <p>If set to 'true' this ends any existing Call Class Overrides for the chosen subscription.</p> <p>This functionality helps prevent situations where a customer is transferred onto a more favourable Tariff but continues to benefit from overrides that have been set up for the superseded Tariff.</p> <p>Setting both 'EndDialledNumberOverrides and EndCallClassOverrides to 'true' allows all overrides for the chosen Subscription to be ended.</p> | Optional  |
| ManagedSerialNumbers  | Container    | A container for one or more Managed Serial Numbers. See Man-  | Optional  |

| Element Name            | Content Type     | Description   | Required? |
|-------------------------|------------------|---|-----------|
|                         |                  | agedSerialNumbers request container for details.  |           |
| NonManagedSerialNumbers | Container        | A container for one or more Non Managed Serial Numbers. See NonManagedSerialNumbers request container for details.  | Optional  |
| NetworkSubCodes         | Container        | A container for one or more Network Sub Codes. See NetworkSubCodes request container for details.   | Optional  |
| SalesAccountIdentifier  | Integer8         | Sales Account number of the salesperson who introduced the customer to the Service.<br><br>Optional field if Serial Number Management is switched on.   | Optional  |
| SalespersonIdentifier   | Integer8         | ID Number of the salesperson. This is stored on the tariff change workflow event.<br><br><div style="display: flex; align-items: center;"> <p>If both the SalesAccountIdentifier and SalespersonIdentifier fields are populated, they must be a valid combination, that is they are for the same person and exist on the Sales Force table</p> </div> | Optional  |
| UpdateContractAndSales  | Container        | See UpdateContractAndSales request container  | Optional  |
| AttributeGroup          | Container        | See AttributeGroup Request Container for details.   | Optional  |
| AsOfDate                | Container Choice | One of: <ul style="list-style-type: none"> <li>• Date</li> <li>• Bill Cycle</li> </ul> See AsOfDate request container for details.<br><br>This optional container allows the specification of the date on which the Tariff Change is to take place. If not supplied then the Tariff Change will   | Optional  |

| Element Name    | Content Type | Description  | Required? |
|-----------------|--------------|--|-----------|
|                 |              | take place immediately with the effective date of the Tariff Change being backdated to midnight. |           |
| AuditRecord     | Container    | See the AuditRecord request container for details.   | Optional  |
| LastAmendedDate | dateTime     | The user obtains this value by issuing a Query Subscription request.                             | Mandatory |

### ManagedSerialNumbers Request Container

The ManagedSerialNumbers request container has the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| ManagedSerialNumber | Container    | See ManagedSerialNumber request container for details. | Optional  |

### ManagedSerialNumber Request Container

The ManagedSerialNumber request container has the following elements:

| Element Name | Content Type       | Description  | Required? |
|--------------|--------------------|--|-----------|
| Id           | Range 1-5          | The Id refers to the Managed Serial Number ID. Max number of of 5.<br><br>Managed Serial Numbers are configurable depending on customer business requirements.   | Mandatory |
| SerialNumber | Container - Choice | A choice of: <ul style="list-style-type: none"> <li>Value (String25 representing a serial number)</li> <li>AutoSelect</li> </ul> The 'Auto Select' should be used in conjunction with Serial Number Management (next available number is selected for the update). | Mandatory |

### ManagedSerialNumbers Request Container

The ManagedSerialNumbers request container has the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| ManagedSerialNumber | Container    | See <a href="#">ManagedSerialNumber request container</a> for details. | Optional  |

**ManagedSerialNumber Request Container**

The ManagedSerialNumber request container has the following elements:

| Element Name | Content Type       | Description  | Required? |
|--------------|--------------------|--|-----------|
| Id           | Range 1-5          | The Id refers to the Managed Serial Number ID. Max number of of 5.<br><br>Managed Serial Numbers are configurable depending on customer business requirements.   | Mandatory |
| SerialNumber | Container - Choice | A choice of: <ul style="list-style-type: none"> <li>Value (String25 representing a serial number)</li> <li>AutoSelect</li> </ul> The 'Auto Select' should be used in conjunction with Serial Number Management (next available number is selected for the update). | Mandatory |

**UpdateContractAndSales Request Container**

The UpdateContractAndSales request container has the following elements:

| Element Name                | Content Type | Description  | Required? |
|-----------------------------|--------------|--|-----------|
| ContractNumber              | String12     | If a Contract Number is supplied, a Contract Start Date must also be supplied.   | Optional  |
| ContractStartDate           | Container    | Either of: <ul style="list-style-type: none"> <li>• Value - containing the new Expiry Date (Date)) - YYYY-MM-DDZ</li> <li>• Clear - containing the string 'CLEAR_FIELD' (string 11).</li> </ul>  | Optional  |
| TermOfContract              | Integer1-999 | This indicates the number of months over which the customer is bound by the Contract Terms.<br><br>The term of contract can be explicitly supplied in this request. If supplied then it takes precedence over the defaulted value. If its not supplied and the Contract Start Date is supplied, then the term of contract will default from the Tariff (if configured against it) or from the Price Plan if it has been supplied in the request. The value from the Price Plan supersedes the value from the Tariff in this situation. | Optional  |
| CarriedOverContractDays     | Integer3     | Carried over days are added during an upgrade to allow for a scenario where a Subscriber could, for example, have 23 days remaining on their contract at the time of upgrade. These days will then be added onto the new contract, so if the new contract was, for example, 24 months then the term of contract would now be 24 months and 23 days.  | Optional  |
| TermsAndConditionsGroupCode | String6      | This details the specific terms and conditions linked to the Agreement.  | Optional  |

### Attribute Request Container

The Attribute request container has the following elements:

| Element Name     | Content Type | Description  | Required? |
|------------------|--------------|--|-----------|
| AttributeGroupId | String6      | A unique ID for the Attribute Group. For example, 03A.<br><br>Each account can have only a single effective Attribute Group at any one time. | Mandatory |
| Attribute        | Container    | Zero or more repetitions. See Attribute request container for details.   | Optional  |

### Attribute Request Container

The Attribute request container holds details of one particular Attribute:

| Element Name   | Content Type | Description   | Required? |
|----------------|--------------|---|-----------|
| AttributeId    | Decimal2     | A unique Id for the Attribute. For example, 01.<br><br>This is chosen from a list of Attributes configured against the chosen Attribute Group in CMP Back Office configuration. | Mandatory |
| AttributeValue | String120    | A full description of the Attribute.<br><br>For example, Dedicated Lease Line Connection.   | Optional  |

### AsOfDate Request Container

The AsOfDate request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| Date         | Date         | This is the date on which the Tariff Change is to take place. As its optional, if its not supplied then the Tariff Change will take place immediately.  | Optional  |
| OnBillCycle  | Boolean      | When this is selected then Tariff Change Workflow Event will be set to process on the next bill cycle.<br><br>If the Bill Cycle is changed between when the Tariff Change was raised and the Tariff Change taking place, the Tariff Change will take place on the original Bill Cycle Date unless the Tariff ChangeTariff Change Workflow Event is updated manually in AgentView or via the UpdateWorkflow web service. | Optional  |

### AuditRecord Request Container

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The program name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

### 2.17.7.2 UpdateTariff Response

The UpdateTariff response is the response to the UpdateTariff request. This contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response.          | Optional  |
| EventNumber       | Integer9     | The Tariff Change Workflow Event Number generated by CMP.   | Mandatory |
| PackageCode       | String6      | The Package Code used in the Tariff update (whether supplied in the request or the default associated with the new Tariff). | Optional  |

## 2. 18 WorkflowService

The information in this section corresponds to the CMP Toolbox web services as specified in the `workflowservice.wsdl`.

The following web services are included:

- Create Workflow
- Query Workflow
- Query Workflows
- Update Workflow
- Query Worklists
- Query Worklist
- Create Sales Ledger Adjustment
- Delete Sales Ledger Adjustment

### 2. 18. 1 CreateSalesLedgerAdjustment

The CreateSalesLedgerAdjustment web service enables an external client system to add a Sales Ledger Adjustment to an existing Workflow Event within CMP.

Sales Ledger Adjustments are created as follows:

- The Workflow Event is created.
- One or more credit and/or debits are added.
- The Workflow Event is processed.
- Processing the workflow event uses the credit/debit details to create pending invoices.
- Non-Subscription Invoice Production converts the pending invoices into normal invoices.
- Invoice posting updates the ledgers, which adjusts the Account Balance.

#### 2.18.1.1 CreateSalesLedgerAdjustment Request

The CreateSalesLedgerAdjustment tag instructs the Workflow Service to create a Sales Ledger Adjustment. This tag contains the following elements:

| Element Name        | Content Type | Description   | Required? |
|---------------------|--------------|---|-----------|
| ExternalReference   | String69     | The client may use this identifier to correlate the request and the response.                   | Optional  |
| EventNumber         | Integer9     | Unique number associated with the Workflow Event.   | Mandatory |
| ServiceCode         | String6      | This details the code attributed to the Service as it appears on the invoice.                   | Mandatory |
| SubscriptionNumber  | String8      | The unique system generated reference number for the Subscription.                              |           |
| ChargedStartDate    | date         | This displays the date that the charge started.<br>YYYY-MM-DDZ                                  | Optional  |
| ChargedEndDate      | date         | This displays the date that the charge ended.<br>YYYY-MM-DDZ                                    | Optional  |
| NetAmount           | Currency     | A positive amount indicates a Debit.<br>A negative amount indicates a Credit.<br>Cannot be zero | Mandatory |
| ChargeToNominalCode | String29     | If not supplied, this defaults to the Service Code's default Nominal Code.                      | Optional  |
| TaxRateAtStart      | Boolean      | This is usually set to 'False'.   | Optional  |
| Comments            | String       | Any specific comments in relation to the credit/debit.  | Optional  |

### 2.18.1.2 CreateSalesLedgerAdjustment Response

The CreateSalesLedgerAdjustment response is the response to the CreateSalesLedgerAdjustment Request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2. 18. 2CreateWorkflow

The CreateWorkflow web service enables an external client system to create a Workflow Event on a CMP Subscription, Account, Corporate, Group or Agreement.

The user must pass in a valid CMP workflow event type and code and the hierarchy level and reference number to add the Workflow Event. The web service automatically instructs CMP how to process the Workflow Event.

The user can submit additional Workflow Event parameters as part of the web service request.

The web service returns a Workflow Event Number.

Submission of invalid data for the above criteria results in an error message.

### 2.18.2.1 CreateWorkflow Request

The CreateWorkflow tag instructs the Workflow Service to create a Workflow Event. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response. | Optional  |
| WorkflowData      | Container    | See <a href="#">WorkflowData request container</a> for details.               | Mandatory |
| AuditRecord       | Container    | See <a href="#">AuditRecord request container</a> for details.                | Optional  |

#### WorkflowData Request Container

The WorkflowData request container has the following elements:

| Element Name       | Content Type       | Description   | Required? |
|--------------------|--------------------|---|-----------|
| TargetIdentifier   | Container - Choice | Choice of one of the following elements: <ul style="list-style-type: none"> <li>• GroupIdentifier (String6)</li> <li>• CorporateIdentifier (String6)</li> <li>• AccountIdentifier (Integer8)</li> <li>• SubscriptionIdentifier (Integer8)</li> <li>• AgreementIdentifier (Integer8)</li> <li>• MobileNumber (String25)</li> </ul> | Mandatory |
| EventTypeCode      | String4            | The specific Event Type configured in CMP associated to the Workflow Event to be raised.  | Mandatory |
| EventCode          | String4            | The specific Event Code configured in CMP associated to the Workflow Event to be raised.  | Mandatory |
| ProcessCommand     | Container - Choice | Choice of: <ul style="list-style-type: none"> <li>• Suppress</li> <li>• YES</li> <li>• NO</li> </ul>  | Mandatory |
| ProcessDate        | Date               | The date on which the Workflow Event is processed.<br>YYYY-MM-DD  | Optional  |
| ProcessDateTime    | Date Time          | The date and time on which the Workflow Event is processed.<br>YYYY-MM-DDThh:mm:ss<br>If a value is supplied, this overrides the value for ProcessDate.   | Optional  |
| ProcessBackdate    | Date               | YYYY-MM-DD  | Optional  |
| ContactInformation | String             | The name of the person to be contacted in the event of  | Optional  |

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
|                              |              | <p>queries in relation to the specific Workflow Event.</p> <p>If left blank and Workflow Event raised at Subscription level, the User Name held at this level is defaulted.</p> <p>If left blank and Workflow Event raised at any other level, the field remains blank.</p>                                    |           |
| TelephoneNumber              | String15     | The telephone number of the person to be contacted in the event of queries.  | Optional  |
| ResolutionRequiredByDate     | Date         | <p>The date by which the Workflow Event must be resolved or the date when the Workflow Event must be processed.</p> <p>YYYY-MM-DD</p>  | Optional  |
| ResolutionRequiredByDateTime | Date Time    | <p>The date and time by which the Workflow Event must be resolved or the date and time when the Workflow Event must be processed.</p> <p>YYYY-MM-DDThh:mm:ss</p> <p>If no value is supplied, this defaults to midnight.</p> <p>If a value is supplied, it overrides the value for ResolutionRequiredByDate</p> | Optional  |
| ReasonCode                   | String4      | The reason the Workflow Event was raised. For example, customer request.   | Optional  |
| PassToUserId                 | String       | The CMP user or department to whom the Workflow Event has been or is to be sent.   | Optional  |
| IncludeNotesDefault          | Boolean      | Set to 'true' if the notes are   | Optional  |

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
|              |              | included on the workflow by default.                    |           |
| Notes        | String       | This displays any notes attached to the Workflow Event. | Optional  |

**AuditRecord Request Container**

The AuditRecord request container has the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UserID       | String10     | User ID associated with the profile. This is the ID which the calling program adds to the records that are created. | Mandatory |
| Program      | String10     | The program name should be hard coded in the calling application to uniquely identify that application.             | Mandatory |

### 2.18.2.2 CreateWorkflow Response

CreateWorkflow response is the response to the CreateWorkflow request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| EventNumber       | Integer9     | Unique number associated with the Workflow Event raised.   | Mandatory |

### 2.18.3 DeleteSalesLedgerAdjustment

The DeleteSalesLedgerAdjustment web service enables an external system to remove a Sales Ledger Adjustment from a Workflow Event within CMP.

#### 2.18.3.1 DeleteSalesLedgerAdjustment Request

The DeleteSalesLedgerAdjustment tag instructs the Workflow Service to remove a Sales Ledger Adjustment. This tag contains the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| ExternalReference   | String69     | The client may use this identifier to correlate the request and the response.                            | Optional  |
| WorkflowEventNumber | Integer9     | Unique number associated with the Workflow Event.  | Mandatory |
| LineNumber          | Integer5     | Identifies the Sales Ledger Adjustment line to remove (can be identified via the QueryWorkflow request). | Mandatory |

### 2.18.3.2 RemoveSalesLedgerAdjustment Response

The RemoveSalesLedgerAdjustment response is the response to the RemoveSalesLedgerAdjustment request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |

## 2. 18. 4QueryWorkflow

Every Workflow Event has a status associated with it. The QueryWorkflow web service enables an external client system to retrieve Workflow Event Summary details for an individual Workflow Event in order to check this status.

Every CMP Workflow Event has a unique Workflow Event Number, which is generated when the Workflow Event is created.

One or more datasets can be specified in the QueryWorkflow to retrieve different information about a Workflow Event.

It is possible to query and retrieve Linked Workflow Events which are triggered automatically by the successful completion of another Workflow Event. Linked Workflow Events are configured to be automatically processed in a defined sequence which is halted if any of the actions fail.

### 2.18.4.1 QueryWorkflow Request

The QueryWorkflow request tag instructs the Workflow Service to query CMP for the details of one specific Workflow Event. This request contains the following elements:

| Element Name      | Content Type       | Description  | Required? |
|-------------------|--------------------|--|-----------|
| ExternalReference | String69           | The client may use this identifier to correlate the request and the response.  | Optional  |
| EventNumber       | Integer9           | Unique number associated with the Workflow Event.  | Mandatory |
| Dataset           | Container - Choice | 1 or more repetitions of the following datasets can be specified: <ul style="list-style-type: none"> <li>• BASIC</li> <li>• CONTACT_DETAILS</li> <li>• ADDRESS</li> <li>• NOTES</li> <li>• ADJUSTMENTS</li> <li>• LINKED_EVENTS</li> </ul> | Mandatory |



If the ADDRESS dataset is specified, the QueryWorkflow response only returns an address if the Delivery Address Override has been set on the Workflow Event record.

### 2.18.4.2 QueryWorkflow Response

The QueryWorkflow response is the response to the QueryWorkflow request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| WorkflowBasic     | Container    | See WorkflowBasicData response container for details.  | Optional  |
| ContactDetails    | Container    | See ContactDetails response container for details.   | Optional  |
| Address           | Container    | See Address response container for details.  | Optional  |
| Notes             | Container    | See Notes response container for details.  | Optional  |
| Adjustments       | Container    | See AdjustmentData response container for details.   | Optional  |
| LinkedEvents      | Container    | See LinkedEvents response container for details.   | Optional  |

## WorkflowBasic Response Container

The WorkflowBasic response container has the following elements:

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| EventNumber            | Integer9     | Unique number associated with the Workflow Event.  | Mandatory |
| CustomerLevel          | String       | Valid values are: <ul style="list-style-type: none"> <li>Subscription</li> <li>Account</li> <li>Corporate</li> <li>Group</li> <li>Agreement</li> </ul>             | Mandatory |
| CustomerLevelReference | String8      | The appropriate unique reference for the CustomerLevel selected. For example: Subscription Number, Agreement Number, Corporate Code, Group Code or Account Number. | Mandatory |
| EventStatus            | String       | The current status of the Workflow Event.  | Mandatory |
| CurrentUserId          | String       | The User ID of the last user who updated the Workflow Event.   | Optional  |
| EventType              | String4      | The specific Event Type configured in CMP associated to the Workflow Event to be raised.   | Mandatory |
| EventCode              | String4      | The specific Event Code configured in CMP associated to the Workflow Event to be raised.   | Mandatory |
| DeliveryAddressNumber  | Integer8     | This details the Delivery Address Number which is one of the several Delivery Addresses available in the CMP.  | Mandatory |
| ReasonCode             | String4      | The reason the Workflow Event was raised.  | Optional  |
| ResolutionData         | Container    | See ResolutionData response container for details.   | Mandatory |
| LastAmendedDate        | DateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |
| CreatedDate            | DateTime     | Workflow Event creation date.<br>YYYY-MM-DDThh:mm:ssZ  | Mandatory |

### ResolutionData Response Container

The ResolutionData response container has the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| ResolvedByUserId    | String       | The ID of the user who resolved the workflow event.  | Optional  |
| ResolvedDate        | Date         | The date on which the workflow was resolved.<br>YYYY-MM-DDZ  | Optional  |
| ResolvedDateTime    | DateTime     | The date and time on which the Workflow Event was resolved.<br>YYYY-MM-DDThh:mm:ssZ  | Optional  |
| ResolutionReqByDate | DateTime     | The date by which the event must be resolved or the date when the event must be processed. This field contains a drop-down calendar to aid date selection, if required.<br>YYYY-MM-DDZ | Optional  |
| ProcessedDate       | Date         | The date on which the workflow is processed.<br>YYYY-MM-DDZ  | Optional  |
| OverrideActionDate  | Date         | If a network action has occurred which is mirrored in CMP the non-network action can be backdated in order that it matches with the network date.<br>YYYY-MM-DDZ                       | Optional  |

### ContactDetails Response Container

The ContactDetails response container has the following elements:


| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| ContactName            | String30     | This contains details of the person within the customer's organisation who manages the account. The name of a person to be contacted in the event of queries | Optional  |
| ContactTelephoneNumber | String15     | The contact's telephone number.  | Optional  |
| ContactExtension       | String15     | The contact's telephone extension number, if any.  | Optional  |
| LastAmendedDate        | DateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

**Address Response Container**

The Address response container has the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| AddressNumber     | Integer      | The Subscription level delivery address number.                                       | Optional  |
| PersonalAddress   | Container    | The PersonalAddress container is returned when populated in CMP.                      | Optional  |
| BusinessAddress   | Container    | The BusinessAddress container is returned when populated in CMP.                      | Optional  |
| Last Amended Date | dateTime     | The date and time at which the Subscription was last amended.<br>YYYY-MM-DDThh:mm:ssZ | Optional  |

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 Only one address type, personal or business, can be set up at any one time. Therefore only the address that is populated in CMP is returned when an Account is queried specifying the ADDRESS dataset.


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### PersonalAddress Response Container

| Element Name    | Content Type | Description   | Required? |
|-----------------|--------------|---|-----------|
| Title           | String10     | The customer's appropriate title for example Mr, Mrs, Miss, Ms or Dr.<br><br>This field is always mandatory but can be made optional via configuration if required. | Mandatory |
| Forename        | String50     | Customer's first name.  | Optional  |
| MiddleName      | String20     | Customer's middle name.   | Optional  |
| Surname         | String50     | Customer's surname.   | Mandatory |
| Address1        | String60     | Line one of the customer's address.   | Mandatory |
| Address2        | String60     | Line one of the customer's address.   | Optional  |
| Address3        | String60     | Line one of the customer's address.   | Optional  |
| Address4        | String60     | Line one of the customer's address.   | Optional  |
| Address5        | String60     | Line one of the customer's address.   | Optional  |
| Postcode        | String10     | Customer's post code. Must be entered without spaces.   | Optional  |
| DateOfBirth     | Date         | Customer's date of birth, in the format YYYY-MM-DD.   | Optional  |
| Gender          | String       | Choice of: Male, Female, Unknown or BLANK.  | Optional  |
| MaritalStatus   | String       | Choice of: Married, Single, Widowed, Divorced, Other, Seperated or BLANK.   | Optional  |
| DateOfResidence | Date         | The date from which the customer has lived at the address specified, in the format YYYY-MM-DD.  | Optional  |
| CustomerType    | String10     | Selected from one of the available Customer Types configured in CMP.  | Optional  |
| AddressType     | String10     | Identifies if the customer is a home owner, renting, living with parents, council tenant etc. Configurable CMP list.  | Optional  |
| AddressCategory | String10     | Indicates property value. A category range relating to the address. Configurable CMP list.  | Optional  |

| Element Name           | Content Type | Description  | Required? |
|------------------------|--------------|--|-----------|
| Occupation             | String10     | The customer's current occupation. Configurable CMP list.  | Optional  |
| IDType                 | String10     | The available type of ID used as proof of identity for example passport or driving license. Configurable CMP list. | Optional  |
| IDNumber               | String30     | The unique ID from the proof of identity.  | Optional  |
| TelephoneNumber        | String15     | Customer's main contact telephone number.  | Optional  |
| EveningTelephoneNumber | String15     | Customer's additional telephone number they can be reached on.   | Optional  |
| FaxNumber              | String15     | Customer's fax number.   | Optional  |

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 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'P' for Personal Address.

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## BusinessAddress Response Container

| Element Name                 | Content Type | Description  | Required? |
|------------------------------|--------------|--|-----------|
| CompanyName                  | String60     | Name of company.   | Mandatory |
| Address1                     | String40     | Line one of the company's address.   | Mandatory |
| Address2                     | String40     | Line two of the company's address.   | Optional  |
| Address3                     | String40     | Line three of the company's address.   | Optional  |
| Address4                     | String40     | Line four of the company's address.  | Optional  |
| Address5                     | String40     | Line five of the company's address.  | Optional  |
| Postcode                     | String10     | Company's postcode. Must be entered without spaces.  | Optional  |
| CompanyTelephoneNumber       | String15     | Company's main contact telephone number.   | Optional  |
| ContactTelephoneNumber       | String15     | The individual's contact telephone number.   | Optional  |
| FaxNumber                    | String15     | Company's fax number   | Optional  |
| CompanyType                  | String10     | Indicates the type of company. Configurable CMP list.  | Optional  |
| AddressType                  | String10     | Identifies the company's address. Configurable CMP list.   | Optional  |
| AddressCategory              | String10     | Indicates property value. A category range relating to the address can be configured. Configurable CMP list. | Optional  |
| IndustrialClassificationCode | String10     | Indicates the industry the company resides.  | Optional  |
| CompanyRegistration          | String25     | Unique ID the company is registered to.  | Optional  |
| DateOfIncorporation          | Date         | The date the company register at the address specified, in the format YYYY-MM-DD.                            | Optional  |

| Element Name | Content Type | Description                     | Required? |
|--------------|--------------|---------------------------------|-----------|
| Title        | String10     | Company's contact title.        | Optional  |
| Forename     | String15     | Company's contact first name.   | Optional  |
| MiddleName   | String10     | Company's contact middle name.  | Optional  |
| Surname      | String25     | Company's contact surname name. | Optional  |
| JobTitle     | String30     | Company's contact job title.    | Optional  |

 CMP configuration controls which elements are mandatory and optional. Standard validation settings can be changed via setup: DISESETUP > 5. Subscriber Registration Set up > 15. Delivery Address Set Up > 8. Field Validation Maintenance. Enter 'C' for Company Address.

### Notes Response Container

The Notes response container has the following elements:

| Element Name    | Content Type | Description  | Required? |
|-----------------|--------------|--|-----------|
| Notes           | String       | Any notes that have been entered in the Notes section against the specific Workflow Event queried. | Optional  |
| LastAmendedDate | DateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

### Adjustments Response Container

The Adjustments response container has the following elements:


| Element Name | Content Type | Description                                   | Required? |
|--------------|--------------|---|-----------|
| Adjustment   | Container    | See Adjustment response container for details | Optional  |

### Adjustments Response Container

The Adjustments response container has the following elements:

| Element Name        | Content Type | Description  | Required? |
|---------------------|--------------|--|-----------|
| LineNumber          | Integer5     | This is the unique number of the individual Sales Ledger Adjustment invoice line record.               | Mandatory |
| ServiceCode         | String6      | This details the code attributed to the Service as it appears on the invoice.                          | Mandatory |
| SubscriptionNumber  | Integer8     | The unique system generated reference number for the Subscription                                      | Optional  |
| PrimarySerialNumber | String25     | The Primary Serial Number of the Subscription  | Optional  |
| ChargeStartDate     | Date         | This displays the date that the charge started.<br>YYYY-MM-DDZ   | Optional  |
| ChargeEndDate       | Date         | This displays the date that the charge ended.<br>YYYY-MM-DDZ   | Optional  |
| NetAmount           | Currency     | This displays the amount of the Sales Ledger Adjustment to be credited or debited against the Account. | Mandatory |
| ChargeToNominalCode | String29     | This information relates to the Nominal Code.  | Optional  |
| TaxRateAtStart      | Boolean      | This is usually set to 'False'.  | Optional  |
| Comments            | String       | Any specific comments in relation to the credit/debit.   | Optional  |
| LastAmendedDate     | DateTime     | YYYY-MM-DDThh:mm:ssZ   | Optional  |

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 The values match those presented in the CMP UI when a Sales Ledger Adjustment is viewed. However, this does not include the referenced data such as the Service, Tariff and Nominal Description.

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### LinkedEvent Response Container

The LinkedEvent response container has the following elements:

| Element Name   | Content Type | Description  | Required? |
|----------------|--------------|--|-----------|
| EventNumber    | Integer9     | Unique number associated with the Workflow Event.  | Optional  |
| SequenceNumber | Integer3     | This is the sequence number of the Workflow Event.                                       | Mandatory |
| EventTypeCode  | String4      | The specific Event Type configured in CMP associated to the Workflow Event to be raised. | Mandatory |
| EventCode      | String4      | The specific Event Code configured in CMP associated to the Workflow Event to be raised. | Mandatory |
| EventStatus    | String       | The current status of the Workflow Event.  | Mandatory |

## 2. 18. 5QueryWorkflows

The QueryWorkflows web service enables an external client system to retrieve a list of Workflow Events that have been raised against a particular Subscription, Account, Corporate or Group within CMP.

The user must pass in a valid CMP Subscription Number, Account Number, Corporate Code, Group Code, or Agreement Number in order to retrieve a list of Workflow Events for that entity. Basic information only is returned - this does not include Actions, Correspondence, Assignments and so on.

The most recent Workflow Events created are returned first. The order is as follows:

- Date Created - Descending.
- Time Created - Descending.

Filter options within the web service request enable 'open', 'resolved', or 'cancelled' Workflow Events to be selected, along with either the Type and Code or the Resolution Date.

A maximum is applied to the number of Workflow Events that can be returned in a single web service call. If this limit is exceeded, the maximum number of records is still returned but the user is notified that the limit has been reached.

Submission of invalid data for the above criteria results in an error message.

### 2.18.5.1 QueryWorkflow Request

The QueryWorkflows tag instructs the Workflow Service to query CMP for Workflow Events. This request contains the following elements:

| Element Name           | Content Type | Description   | Required? |
|------------------------|--------------|---|-----------|
| ExternalReference      | String69     | The client may use this identifier to correlate the request and the response.   | Optional  |
| CustomerLevel          | String       | Choice of one of the following elements: <ul style="list-style-type: none"> <li>• GroupIdentifier</li> <li>• CorporateIdentifier</li> <li>• AccountIdentifier</li> <li>• SubscriptionIdentifier</li> <li>• AgreementIdentifier</li> </ul> | Mandatory |
| CustomerLevelReference | String8      | The appropriate unique reference for the CustomerLevel selected. For example: Subscription Number, Agreement Number, Corporate Code, Group Code or Account Number.  | Mandatory |
| StatusFilter           | String       | Choice of: <ul style="list-style-type: none"> <li>• ALL</li> <li>• OPEN</li> <li>• RESOLVED</li> <li>• CANCELLED</li> </ul>   | Mandatory |
| DataFilter             | Container    | See DataFilter request container for details.   | Mandatory |

### 2.18.5.2 DataFilter Request Container

The DataFilter request container has the following elements:

| Element Name                       | Content Type | Description   | Required? |
|------------------------------------|--------------|---|-----------|
| EventTypeCode                      | String4      | The specific event type associated with the event raised.   | Optional  |
| EventCode                          | String4      | The description generated by the event code.  | Optional  |
| ResolutionRequiredByDateOnOrBefore | Date         | The date by which the event must be resolved or the date when the event must be processed.<br><br>YYYY-MM-DDZ | Optional  |

### 2.18.5.3 QueryWorkflows Response

The QueryWorkflows response is the response to the QueryWorkflows request. This contains the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| QueryLimitExceeded | Boolean      | The CMP query web services can impose a configurable limit on the amount of data that can be returned by a query.  | Mandatory |
| Workflows          | Container    | See <a href="#">Workflows response container</a> for details.  | Mandatory |

#### Workflows Response Container

The Workflows response container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| Workflow     | Container    | See <a href="#">Workflow response container</a> for details. | Optional  |

### 2.18.5.4 Workflow Response Container

The Workflow response container has the following elements:

| Element Name     | Content Type | Description   | Required? |
|------------------|--------------|---|-----------|
| EventNumber      | Integer9     | Unique number associated with the Workflow Event.   | Mandatory |
| EventStatus      | String       | The current status of the Workflow Event.<br>One of: <ul style="list-style-type: none"> <li>• PROCESS</li> <li>• CANCEL</li> <li>• RESOLVE</li> </ul>   | Optional  |
| EventType        | String4      | The specific Event Type configured in CMP associated to the Workflow Event to be raised.  | Mandatory |
| EventCode        | String4      | The specific Event Code configured in CMP associated to the Workflow Event to be raised.  | Mandatory |
| AdjustmentAmount | Currency     | Returns the total Sales Ledger Adjustment amount for events created on an Account only. <ul style="list-style-type: none"> <li>• Min Inclusive: -999999999.99</li> <li>• Max Inclusive: 999999999.99</li> </ul> | Optional  |
| CurrentUserId    | String       | The User ID of the person who last updated the record.  | Optional  |
| CreatedDate      | DateTime     | Workflow Event creation date.<br>YYYY-MM-DDThh:mm:ssZ   | Mandatory |
| LastAmendedDate  | DateTime     | YYYY-MM-DDThh:mm:ssZ  | Optional  |

## 2. 18. 6QueryWorklist

The QueryWorklist web service accepts a CMP User ID and returns a list of all the open Workflow Events on that user's Worklist. Workflow Events are returned in ascending order of Resolve By Date/Time.

A query limit is configured for the web service as per standard CMP web service configuration.

### 2.18.6.1 QueryWorklist Request

The QueryWorklist tag instructs the Workflow Service to query CMP for a specific user's Worklist. This request contains the following elements:

| Element Name      | Content Type | Description   | Required? |
|-------------------|--------------|---|-----------|
| ExternalReference | String69     | The client may use this identifier to correlate the request and the response.     | Optional  |
| UserID            | String10     | The CMP user or department to whom the Work-flow Event has been or is to be sent. | Mandatory |

### 2.18.6.2 QueryWorklist Response

The QueryWorklist response is the response to the QueryWorklist request. This contains the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| WorklistItems      | Container    | See WorklistItem response container for details.   | Mandatory |
| QueryLimitExceeded | Boolean      | The CMP query web services can impose a configurable limit on the amount of data that can be returned by a query.  | Mandatory |

#### WorklistItems Response Container

The WorklistItems response container has the following elements:

| Element Name | Content Type | Description  | Required? |
|--------------|--------------|--|-----------|
| WorklistItem | Container    | See <a href="#">WorklistItem response container</a> for details. | Optional  |

#### WorklistItem Response Container

The WorklistItem response container has the following elements:

| Element Name             | Content Type       | Description   | Required? |
|--------------------------|--------------------|---|-----------|
| EventNumber              | Integer9           | Unique number associated with the workflow event.   | Mandatory |
| TargerIdentifier         | Container - Choice | One of the following elements:<br>Group Identifier (String6)<br>Corporate Identifier (String6)<br>Account Identifier (Integer8)<br>Subscription Identifier (Integer8)<br>Mobile Number (String25) | Mandatory |
| EventType                | String4            | The specific Event Type configured in CMP associated to the Workflow Event to be raised.  | Mandatory |
| EventCode                | String4            | The specific Event Code configured in CMP associated to the Workflow Event to be raised.  | Mandatory |
| EventStatus              | String             | The current status of the workflow event (e.g. 'Cancelled', etc.).  | Mandatory |
| CreatedByUserId          | String10           | The date on which the event was created by the user.  | Optional  |
| CreatedDate              | DateTime           | YYYY-MM-DDThh:mm:ssZ<br>Workflow creation date  | Optional  |
| PassToUserId             | String10           | Unique user ID for the Network Operator, Department or Customer Services Representative (CSR) to whom the event has been or is to be sent.  | Optional  |
| PassedToDate             | DateTime           | The date on which the event was passed to the current user.   | Optional  |
| ResolutionRequiredByDate | DateTime           | The date by which the event must be resolved or the date when the event must be processed. This field contains a drop-down calendar to aid date selection, if required.                           | Mandatory |
| LastAmendedDate          | DateTime           | YYYY-MM-DDThh:mm:ssZ  | Optional  |

## 2. 18. 7UpdateWorkflow

The UpdateWorkflow web service enables an external client system to change a CMP Workflow Event, appending note lines and/or modifying the status of the Workflow Event.

### 2.18.7.1 UpdateWorkflow Request

The UpdateWorkflow tag instructs the Workflow Service to update the Workflow Event. This request contains the following elements:

| Element Name | Content Type | Description   | Required? |
|--------------|--------------|---|-----------|
| UpdateData   | Container    | This tag instructs the Workflow Service to update a Workflow Event. Contains: <ul style="list-style-type: none"> <li>UpdateWorkflowData</li> <li>ExternalReference</li> </ul> See UpdateWorkflow request container. | Mandatory |

## 2. 18. 8UpdateData Request Container

The UpdateData request container has the following elements:

| Element Name       | Content Type | Description  | Required? |
|--------------------|--------------|--|-----------|
| ExternalReference  | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |
| UpdateWorkflowData | Container    | See <a href="#">UpdateWorkflowData Request Container</a> for details.  | Mandatory |

### 2.18.8.1 UpdateWorkflowData Request Container

The UpdateWorkflowData request container has the following elements:

| Element Name                 | Content Type | Description   | Required? |
|------------------------------|--------------|---|-----------|
| WorkflowNumber               | Integer9     | Unique number associated with the Workflow Event.   | Mandatory |
| EventStatus                  | String       | Choice of: <ul style="list-style-type: none"> <li>PROCESS</li> <li>CANCEL</li> <li>RESOLVE</li> </ul>   | Optional  |
| ProcessCommand               | String       | Choice of: <ul style="list-style-type: none"> <li>Suppress</li> <li>Yes</li> <li>No</li> </ul>  | Mandatory |
| ProcessDate                  | Date         | The date on which the Workflow Event is processed.<br>YYYY-MM-DD  | Optional  |
| ProcessDateTime              | Date Time    | The date and time on which the Workflow Event is processed.<br>YYYY-MM-DDThh:mm:ss<br>If a value is supplied, this overrides the value for ProcessDate. | Optional  |
| ProcessBackDate              | Date         | YYYY-MM-DDZ   | Optional  |
| ContactInformation           | String       | This contains details of the person within the customer's organisation who manages the account.   | Optional  |
| TelephoneNumber              | String15     | The contact's telephone number.   | Optional  |
| ResolutionRequiredByDate     | String       | A description of how the Workflow Event is to be resolved.  | Optional  |
| ResolutionRequiredByDateTime | Date Time    | The date and time by which the Workflow Event must be resolved or the date and time when the Workflow Event must be processed.<br>YYYY-MM-DDThh:mm:ss   | Optional  |

| Element Name                  | Content Type | Description   | Required? |
|-------------------------------|--------------|---|-----------|
|                               |              | If no value is supplied, this defaults to midnight.<br>If a value is supplied, it overrides the value for ResolutionRequiredByDate            |           |
| ReasonCode                    | String4      | The reason the Workflow Event was raised. For example, customer request.  | Optional  |
| PassToUserId                  | String       | Unique User ID for the Network Operator, Department or Customer Services Representative to whom the Workflow Event has been or is to be sent. | Optional  |
| IncludeNotesDefault           | Boolean      | Set to 'true' if the Notes are included on the Workflow Event by default.   | Optional  |
| Notes                         | String       | Any specific Workflow Event Notes to be updated on the Workflow Event.  | Optional  |
| BillImmediately               | Boolean      | Only has an effect if processing the Workflow Event and it has Sales Ledger Adjustment Lines. Otherwise, this is ignored.                     | Optional  |
| InvoiceConsolidationAgreement | Integer8     | Only has an effect if processing the Workflow Event and it has Sales Ledger Adjustment Lines. Otherwise, this is ignored.                     | Optional  |

### 2.18.8.2 UpdateWorkflow Response

The UpdateWorkflow response is the response to the UpdateWorkflow request. This contains the following elements:

| Element Name      | Content Type | Description  | Required? |
|-------------------|--------------|--|-----------|
| ExternalReference | String69     | Returned unmodified in the response. The client may use this identifier to correlate the request and the response. | Optional  |