WSM API Documentation:
Customer API V.1.0.0

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Revision History

Version	Updates	Date Modified
1.0.1	Added Customer Shipping and Billing addresses	6/2/20
1.0.0	Initial Draft	1/21/20

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1. Overview

This document will explain the Customer API for Web Shop Manager. The Customer API is designed to give Web Shop Manager clients access to Customer data through a standardized set of remote procedure calls. The API is accessed via the API URL. The content of the request will determine the action to be taken.

1.1 URL

https://put-your-domain-here/api/xml/customer

1.2 Data Format

XML: *Extensible Markup Language (XML) is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable. It is defined in the XML 1.0 Specification produced by the W3C, and several other related specifications, all gratis open standards.*
    -Wikipedia

1.3 Request Method

POST: *In computing, POST is one of many request methods supported by the HTTP protocol used by the World Wide Web. The POST request method is designed to request that a web server accept the data enclosed in the request message's body for storage. It is often used when uploading a file or submitting a completed web form.*
    -Wikipedia

1.4 Authentication Methods

Key-based authentication is required to access any of the Web Shop Manager APIs. A key is provided by Web Shop Manager support staff during the implementation process.

1.5 Request Actions

GET

Allows retrieval of Customer records within the WSM Customer Management System.

EDIT

Allows modification to specific Customer records within the WSM Customer Management System.

ADD

Allows the creation of new Customer records within the WSM Customer Management System.

1.6 API Calls

These are the basis for any request in Web Shop Manager. Each request will contain these control tags (except `SenderIp` which is optional).

1.6.1 Core Request

Parameter	Data Type	Required	Description
Request	Group	Yes	Enclosing tag for the request
Action	String	Yes	Action to be taken ('get', 'edit', or 'add')
Module	String	Yes	The resource this request is working with ('product, 'order', 'customer')
Auth	Group	Yes	Enclosing tag for the authentication portion of the request.
Key	String	Yes	This authentication key is what WSM uses to authenticate and authorize the request. (This key is issued by the WSM support staff)
Senderip	String	No	The IP from where the request originated
Params	Group	Yes	Enclosing tag for the request specific tags.

1.6.2 Core Response

Parameter	Data Type	Required	Description
Response	Group	Yes	Enclosing tag for the response
Status	String	Yes	Status of the request. See Appendix 1.1 for list of response codes.

2. GET

The Get action will return all customer information which matches the criteria passed in through the request. If no other filter parameters (other than SortDir, SortBy, and MaxCount) are requested, the API will return all customers stored in WSM.

2.1 GET Request

Parameter	Data Type	Required	Description
Params	Group	Yes	Enclosing tag for the get section
CustomerID	Integer	No	WSM ID assigned to an individual customer
AlternateID	String	No	This is an alternate id which can be used to map clients to other systems which have different client ID.
AccountActive	Integer	No	If a customer account is set to Account Active field is set to 1: Yes 0: No
Email	String	No	The email associated with a customer record
AccountNumber	String	No	The Account Number associated with a customer record
FirstName	String	No	The First name entered for a customer
LastName	String	No	The Last name entered for a customer
Birthdate	String	No	The birthdate of the customer Format: YYYY-MM-DD
AccountStatus	String	No	One of 3 values: - Active - Probation (Message appears on cart) - Hold (Message appears on cart + checkout) If account is on Probation/Hold, the "Account Status Message" configured for the client will appear in the cart.
BalanceDue	Decimal	No	The decimal number of how much the customer owes.
TaxExempt	Integer	No	If a customer account Tax Exempt field is set to 1 = Yes 0 = No
InvoiceOnly	Integer	No	If a customer account Invoice Only is set to 1 = Yes 0 = No
BlockFreeShipping	Boolean	No	If a customer account Block Free Shipping is set to 1 = Yes 0 = No
EnrolledInMyPortal	Integer	No	If a customer is enrolled into the My Portal feature

			1 = Yes 0 = No Only available if the "My Portal" is enabled on your site.
RestrictMyPortal	Integer		If a customer is allowed and can see My Portal enrollment options 1 = Yes 0 = No *Only available if "My Portal" is enabled on your site.*
PriceGroup	String	No	If you have Price Groups,the name of one of your price groups.
MaxCount	Integer	No	Maximum number of customers to return
SortDir	String	No	The direction to sort the results. Use "ASC" for ascending order or "DESC" or descending order.
SortBy	String	No	The field to sort by. Example: FirstName, LastName, AccountActive

Example

```xml
<?xml version='1.0'?>
<request>
   <action>get</action>
   <module>customer</module>
   <auth>
     <key>b53b3a3d6aadfdaer0268229151c9bde11576bea51aefbd0.342433489</key>
   </auth>
   <params>
     <sortdir>DESC</sortdir>
     <sortby>LastName</sortby>
     <maxcount>3</maxcount>
     <AccountActive>1</AccountActive>
   </params>
</request>
```

2.2 GET Response

Parameter	Data Type	Group	Required	Description
Total	Integer		Yes	Total number of customers matching the request. (Note: if "maxcount" was used in the request then less then the "Total" customers could be returned)
Customers	Group	Response	-	Container for the Customers returned

Customer	Group	Customers	-	Containing tag for customer information.
CustomerID	Integer	Customer	No	WSM ID assigned to an individual customer
AlternateID	String	Customer	No	This is an alternate id which can be used to map clients to other systems which have different client IDs
AccountActive	Integer	Customer	No	If a customer account is set to Account Active field is set to 1 = Yes 0 = No
Email	String	Customer	No	The email associated with a customer record
AccountNumber	String	Customer	No	The Account Number associated with a customer record.
FirstName	String	Customer	No	The First name entered for a customer
LastName	String	Customer	No	The Last name entered for a customer
Birthdate	Date	Customer	No	The birthdate of the customer Format: YYYY-MM-DD
AccountStatus	String	Customer	No	One of 3 values: - Active - Probation - Hold
BalanceDue	Decimal	Customer	No	The decimal number of how much the customer owes.
TaxExempt	Integer	Customer	No	Is customer Tax Exempt? 1 = Yes 0 = No
InvoiceOnly	Integer	Customer	No	If a customer Invoice Only? 1 = Yes 0 = No
BlockFreeShipping	Integer	Customer	No	Is customer blocked from using free shipping? 1 = Yes 0 = No
EnrolledInMyPortal	Integer	Customer	No	If a customer is enrolled into the My Portal feature 1 = Yes 0 = No *Only available if the "My Portal" is enabled on your site.*
RestrictMyPortal	Integer	Customer	No	If a customer is allowed and can see My Portal enrollment options 1 = Yes 0 = No *Only available if the "My Portal" is enabled on your site.*
PriceGroup	String	Customer	No	If you have Price Groups,the name of one of your price groups.

AccessGroup	String	Customer	No	The name of the access group the customer belongs to.
CustomerNotes	String	Customer	No	Maximum 2,048 characters
AdminNotes	String	Customer	No	Maximum 2,048 characters

Example

```xml
<?xml version='1.0'?>
<Response>
  <Total>521</Total>
  <Customers>
    <Customer>
      <CustomerID>1938150</CustomerID>
      <AlternateID>KBV73AH</AlternateID>
      <AccountActive>1</AccountActive>
      <Email>john.example@webshopmanager.com</Email>
      <AccountNumber>123456789</AccountNumber>
      <FirstName>John</FirstName>
      <LastName>Example</LastName>
      <Birthdate>1982-07-13</Birthdate>
      <AccountStatus>Active</AccountStatus>
      <Addresses>
        <Billing>
          <AddressId>2112440</AddressId>
          <City>San Diego</City>
          <Company></Company>
          <Country>US</Country>
          <FirstName>John</FirstName>
          <LastName>Doe</LastName>
          <Phone>555-555-5555</Phone>
          <PhoneExtension></PhoneExtension>
          <PostalCode>92108</PostalCode>
          <State>CA</State>
          <Street></Street>
          <Street_2></Street_2>
        </Billing>
        <Shipping>
          <AddressId></AddressId>
          <City></City>
          <Company></Company>
          <Country></Country>
```

```xml
            <FirstName></FirstName>
            <LastName></LastName>
            <Phone></Phone>
            <PhoneExtension></PhoneExtension>
            <PostalCode></PostalCode>
            <State></State>
            <Street></Street>
            <Street_2></Street_2>
          </Shipping>
      </Addresses>
      <TaxExempt>0</TaxExempt>
      <InvoiceOnly>0</InvoiceOnly>
      <BlockFreeShipping>0</BlockFreeShipping>
      <PriceGroup />
      <AccessGroups>
        <AccessGroup>Dealer Access</AccessGroup>
      </AccessGroups>
      <CustomerNotes />
      <AdminNotes>This is a great customer!</AdminNotes>
    </Customer>
  </Customers>
</Response>
```

3. EDIT

Edit an existing customer.

3.1 EDIT Request

Parameter	Data Type	Group	Required	Description
Params	Group		Yes	Enclosing tag for the edit section
Customers	Group	Params	Yes	Containing tag for all customers
Customer	Group	Customers	Yes	Containing tag for customer information.
CustomerID	Integer	Customer	Yes	The WSM ID assigned to the customer you want to edit.
AlternateID	String	Customer	No	This is an alternate identifier which can be used to map customers to other systems which have different customer IDs. Must be unique across all customer records.
AccountActive	Integer	Customer	No	If a customer account is set to Account Active field is set to 1: Yes 0: No
Email	String	Customer	No	The email associated with a customer record
AccountNumber	String	Customer	No	The Account Number associated with a customer record
FirstName	String	Customer	No	The First name entered for a customer
LastName	String	Customer	No	The Last name entered for a customer
Birthdate	Date	Customer	No	The birthdate of the customer Format: YYYY-MM-DD
AccountStatus	String	Customer	No	One of 3 values: - Active - Probation (Message appears on cart) - Hold (Message appears on cart + checkout) If account is on Probation/Hold, the "Account Status Message" configured for the client will appear in the cart.
BalanceDue	Decimal	Customer	No	The decimal number of how much the customer owes.
TaxExempt	Integer	Customer	No	If a customer account Tax Exempt field is set to 1 = Yes 0 = No
InvoiceOnly	Integer	Customer	No	If a customer account Invoice Only is set to 1 = Yes 0 = No

BlockFreeShipping	Integer	Customer	No	If a customer account Block Free Shipping is set to 1 = Yes 0 = No
EnrolledInMyPortal	Integer	Customer	No	If a customer is enrolled into the My Portal feature 1 = Yes 0 = No ** Only available if the "My Portal" is enabled on your site. **
RestrictMyPortal	Integer	Customer		If a customer is allowed and can see My Portal enrollment options 1 = Yes 0 = No ** Only available if the "My Portal" is enabled on your site. *
PriceGroup	String	Customer	No	If you have Price Groups, the name of one of your price groups. If multiple price groups are found with the same name, an error will be thrown and the Customer will not be saved.
AccessGroups	Group	Customer	No	Container for AccessGroup elements.
AccessGroup	String	AccessGroups		The name of the access group the customer belongs to. If multiple access groups with the same name exisst in the system, the customer will be associated to both.
CustomerNotes	String	Customer	No	Max character limit of 2,048 characters; this will fully replace whatever text was previously stored.
AdminNotes	String	Customer	No	Max character limit of 2,048 characters; this will fully replace whatever text was previously stored.

Example

```xml
<?xml version='1.0'?>
<request>
  <action>edit</action>
  <module>customer</module>
  <auth>
    <key>ac627ab1ccbdb62qere07f6425b4e3b32c6ed8195.187342341</key>
  </auth>
  <params>
    <Customers>
      <Customer>
        <CustomerID>193850</CustomerID>
        <AccountActive>1</AccountActive>
        <Email>John.example@webshopmanager.com</Email>
        <TaxExempt>1</TaxExempt>
```

```
          </Customer>
          <Customer>
             <CustomerID>166450</CustomerID>
             <AccountActive>0</AccountActive>
          </Customer>
       </Customers>
    </params>
</request>
```

3.2 EDIT Response

Parameter	Data Type	Group	Required	Description
status	Group		Yes	Container for request status information
Code	Integer	status	Yes	Return code for the request See appendix 1.1 for valid codes
Message	String	status	Yes	When a request fails this will contain a human readable error message
Customers	Group			Containing tag for all customers
Customer	Group	Customers		Containing tag for customer information.
CustomerCode	Integer	Customer	Yes	Return code for the request See appendix 1.2 for valid codes
CustomerMessage	String	Customer	Yes	When a request fails this will contain a human readable error message
Email	String	Customer	Yes	The email associated with a customer record
CustomerID	Integer	Customer	Yes	The ID assigned to the customer if customer creation was successful

Example

```xml
<?xml version='1.0'?>
<Response>
  <status>
    <Code>200</Code>
    <Message>Success</Message>
    <Customers>
      <Customer>
        <CustomerCode>200</CustomerCode>
        <CustomerMessage>Success</CustomerMessage>
        <CustomerID>193850</CustomerID>
      </Customer>
```

```xml
      <Customer>
        <CustomerCode>200</CustomerCode>
        <CustomerMessage>Success</CustomerMessage>
        <CustomerID>166450</CustomerID>
      </Customer>
    </Customers>
  </status>
</Response>
```

4. ADD

Add a new Customer.

4.1 ADD Request

Parameter	Data Type	Group	Required	Description
Params	Group			Containing tag for the edit section
Customers	Group	Params	Yes	Containing tag for all customers
Customer	Group	Customers	Yes	Containing tag for customer information.
AlternateID	String	Customer	No	This is an alternate identifier which can be used to map customers to other systems which have different customer IDs. Must be unique across all customer records.
AccountActive	Integer	Customer	No	If a customer account is set to Account Active field is set to 1: Yes (**default**) 0: No
Email	String	Customer	Yes	The email associated with a customer record
AccountNumber	String	Customer	No	The Account Number associated with a customer record
FirstName	String	Customer	Yes	The First name entered for a customer
LastName	String	Customer	Yes	The Last name entered for a customer
Birthdate	String	Customer	No	The birthdate of the customer Format: YYYY-MM-DD
AccountStatus	String	Customer	No	One of 3 values: - Active - Probation (Message appears on cart) - Hold (Message appears on cart + checkout) If account is on Probation/Hold, the "Account Status Message" configured for the client will appear in the cart.
TaxExempt	Integer	Customer	No	If a customer account Tax Exempt field is set to 1 = Yes 0 = No (**default**)
InvoiceOnly	Integer	Customer	No	If a customer account Invoice Only is set to 1 = Yes 0 = No (**default**)
BlockFreeShipping	Integer	Customer	No	If a customer account Block Free Shipping is set to 1 = Yes 0 = No (**default**)
EnrolledInMyPortal	Integer	Customer	No	If a customer is enrolled into the My Portal feature 1 = Yes

				0 = No (**default**) ** *Only available if the "My Portal" is enabled on your site.* **
RestrictMyPortal	Integer	Customer		If a customer is allowed and can see My Portal enrollment options 1: Yes 0: No (**default**) ** *Only available if the "My Portal" is enabled on your site .* *
PriceGroup	String	Customer	No	If you have Price Groups, the name of one of your price groups. If multiple price groups are found with the same name, an error will be thrown and the Customer will not be saved.
AccessGroups	Group	Customer	No	Container for AccessGroup elements.
AccessGroup	String	AccessGroups	No	The name of the access group the customer belongs to. If multiple access groups with the same name exists in the system, the customer will be associated to both.
CustomerNotes	String	Customer	No	Maximum 2,048 characters
AdminNotes	String	Customer	No	Maximum 2,048 characters

Example

```xml
<?xml version='1.0'?>
<request>
   <action>add</action>
   <module>customer</module>
   <auth>
      <key>ac627ab1ccbdb62qere07f6425b4e3b32c6ed8195.187342341</key>
   </auth>
   <params>
      <Customers>
         <Customer>
            <AccountActive>1</AccountActive>
            <Email>John.example.2@webshopmanager.com</Email>
            <FirstName>John</FirstName>
            <LastName>Example</LastName>
            <Birthdate>1982-07-13</Birthdate>
            <AlternateID>ABC-123987</AlternateID>
            <TaxExempt>1</TaxExempt>
         </Customer>
         <Customer>
            <AccountActive>0</AccountActive>
```

```
        <Email>Jane.Doe@webshopmanager.com</Email>
        <Birthdate>1975-12-12</Birthdate>
        <FirstName>Jane</FirstName>
        <LastName>Doe</LastName>
        <TaxExempt>1</TaxExempt>
      </Customer>
    </Customers>
  </params>
</request>
```

4.2 ADD Response

Parameter	Data Type	Group	Required	Description
status	Group		Yes	Container for request status information
Code	Integer	status	Yes	Return code for the request See appendix 1.2 for valid codes
Message	String	status	Yes	When a request fails this will contain a human readable error message
Customers	Group	status		Containing tag for all customers
Customer	Group	Customers		Containing tag for customer information.
CustomerCode	Integer	Customer	Yes	Return code for the request See appendix 1.2 for valid codes
CustomerMessage	String	Customer	Yes	When a request fails this will contain a human readable error message
Email	String	Customer	Yes	The email associated with a customer record
CustomerID	Integer	Customer	Yes	The ID assigned to the customer if customer creation was successful

Example

```
<?xml version='1.0'?>
<Response>
  <status>
    <Code>200</Code>
    <Message>Success</Message>
    <Customers>
      <Customer>
        <CustomerCode>201</CustomerCode>
        <CustomerMessage>Created</CustomerMessage>
        <email>John.example.2@webshopmanager.com</email>
```

```xml
            <CustomerID>162664</CustomerID>
        </Customer>
        <Customer>
            <CustomerCode>201</CustomerCode>
            <CustomerMessage>Created</CustomerMessage>
            <email>Jane.Doe@webshopmanager.com</email>
            <CustomerID>162665</CustomerID>
        </Customer>
    </Customers>
  </status>
</Response>
```

5. Appendixes

Appendix 1.0

Response Codes

Code	Description
200	Success
201	Created
202	Accepted
400	Bad Request
400.1	Unexpected XML request
400.1b	Status not supported
400.1b	Problem with Tracking numbers
400.1a	Invalid Customer ID
400.2	Malformed XML Request
403	Forbidden
403.1	Unable to authenticate this API key for this request
403.2	The API key was not valid for requests against this API
403.3	The API key was not valid for requests against this API
404	Not found
404.1a	Customer not found
405	Method not allowed
408	Request timeout
500	Internal server error
500.1	Invalid input type
500.2	Internal server error
500.3	Invalid input parameters
500.5	Invalid input type
500.6	Internal server error

Appendix 1.1

Error Response Codes

Code	Message	Explanation / Solutions
403	API Authentication credentials are missing from this request.	The API Key was not included in the data feed that was sent.
403	Unable to authenticate this API Key for this request.	The API Key is likely misspelled or inactive for this API request.
403	The API Key was not valid for requests against this API.	The API Key is not valid for this API Request.
404	Module {name} for request: {name}.{method} was not found.	The method provided within the URL was not found within the API Module.
500	Method was not found.	The method requested was not able to be found within the API.
500	The method you requested returned an invalid response based on input parameters.	Catch all message, the method you were attempting to access did not return an error message but was not successfully in processing.
400	Unexpected / Malformed XML Request	The data provided to the API was either missing elements or was not formatted in the correct way. Review the XML that is being sent.