OnTime Web Services
User Guide

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OnTime offers a set of SOAP based XML Web Services built on open standards, which allow third party applications and web sites to communicate seamlessly and in real-time with an OnTime account. This document includes examples, descriptions, explanations, and other details regarding the OnTime Web Services.

NOTE: A newer version of the OnTime API is available, which includes REST and SOAP endpoints, includes all of the methods listed within this document, and adds many new methods. For more information, see: https://www.ontime360.com/developer

Contents

Introduction

Welcome

OnTime's cloud based approach to logistics software has been proven to relieve businesses of the costs and complexity required to maintain custom systems. OnTime customers enjoy efficient production setup and real-time results, while retaining the power and flexibility that is provided by custom on-premise systems. The OnTime Web Services are part of our toolset that has been designed to simplify custom integration.

This guide has been created to help you to maximize your OnTime subscription by using a host of available APIs, designed to empower you to better manage your organization and open up new business opportunities. OnTime is continuously developed based on customer feedback and using the best available resources, ensuring that our customers consistently experience the highest levels of customer satisfaction.

How to Use This Guide

As an OnTime subscriber, you gain instant access to data, tools and services that will help you to quickly use our system in production. The OnTime Web Services can enhance your business offering by automating the integration between your OnTime account and other third party web sites and applications.

This guide will provide you with:

- Comprehensive overviews of each API
- Sample use cases and client success stories
- Tips on where to find additional, more detailed integration information online
- Links to sample code and examples
- Valuable resources and tools

Subscription Overview

The OnTime Web Services are offered as an extension to the *OnTime Customer Web Portal*. As a result, the Web Services are only available to OnTime subscribers on the Enterprise plan or higher.

If your OnTime account is not at the Enterprise-level or higher and you wish to gain access to the OnTime Web Services, you will need to upgrade your account. You may upgrade quickly and easily via the **Account Center** within *OnTime Management Suite*. Follow the instructions in the following link to complete your upgrade: https://www.ontime360.com/upgradeaccount.aspx.

OnTime as a Platform

OnTime provides a cloud based platform that is always available. This consistent availability makes OnTime an ideal candidate for integrating third-party applications and web sites. Our Web Services provide a rich, flexible, and reliable approach to exchanging information between a logistics company and its customers and partners.

The OnTime Web Services are preferred by a multitude of organizations over EDI transfers, emailing, faxing, and other document exchanges. Because our Web Services are based on open standards, developers are often able to complete integration projects within one day as opposed to the weeks and months that traditional EDI methods generally require.

OnTime Web Services Availability and Reliability

OnTime maintains a redundant, clustered architecture that is designed to ensure a reliable and high availability service. We currently provide our customers with a 99.99% uptime guarantee. Details regarding our service guarantee are provided in our published OnTime Service Level Agreement (SLA). The SLA is available here: https://www.ontime360.com/signup/servicelevelagreement.html.

> **Note**: We constantly strive to provide outstanding service availability to our customers; however, we realize that communication across the internet is subject to many factors that are out of our control. As a result, we recommend that you incorporate sufficient exception handling in your integration project to ensure network connectivity issues are gracefully handled.

Getting Started

Getting started with the OnTime Web Services involves understanding three points:

1. How to secure access to your Web Services (see **Security** section, below)
2. How to access your Web Service endpoints (see **Accessing Your Endpoints** section, below)
3. How to interact with the Web Service methods (see **Interacting with Web Service Methods** section, below)

Security

SSL

The OnTime Web Service endpoints are all accessible using secured 128-bit SSL encryption. This method ensures a secure transfer of data between your integration project and OnTime account. To use an SSL connection, be sure to use the host **https://secure.ontime360.com** with your endpoint:

> *Example:* **https://secure.ontime360.com/sites/**your-company-id**/ws/orders_internal.asmx**

Security Keys

Security keys ensure that access to the Web Services is provided only to applications and/or developers approved by you. Before applications or developers may use the Web Services, they will usually need one of these security keys. Many of the web service methods require a security key as the first parameter to be passed before use. Security keys are setup by the OnTime account holder within *OnTime Management Suite*.

Create a Security Key

To create a security key, the OnTime account holder must follow these steps:

1. Open *OnTime Management Suite* and log in
2. Navigate to **General Options** and choose the **Connections** section
3. Under the **Online API** section, click the **New** button
4. Enter a **Name** (generally the name of the developer or application)
5. Enter a **Key** (can be any alpha-numeric string, up to 50 characters). Or click the button labeled **Generate a Random Key** to automatically generate a unique security key.
6. Click **OK** to make the security key active in the account

Allow Anonymous Access to Web Services

By default, anonymous access to the Web Services is blocked, which means an active security key must be used to gain access. To allow anyone to be able to access the Web Services without requiring a security key, the OnTime account holder must follow these steps:

1. Open *OnTime Management Suite* and log in
2. Navigate to **General Options** and choose the **Connections** section
3. Under the **Online API** section, check the box labeled **Allow anonymous access to secured API methods**

> **Note**: When anonymous access is allowed, the **SecurityKey** parameter will be ignored. In such cases the developer can pass any string as the **SecurityKey**.

Deactivate or Remove a Security Key

If you no longer want to allow a specific security key access to the Web Services, the OnTime account holder must follow these steps:

1. Open *OnTime Management Suite* and log in
2. Navigate to **General Options** and choose the **Connections** section
3. Under the **Online API** section, select the desired security key from the **API Keys** list
4. To *temporarily disable* the key, double click that key in the list and uncheck the box labeled **Active**. To *completely delete* the key, select that key and click the **Remove** button next to the list of keys.

Accessing Your Endpoints

The OnTime Web Services are SOAP based XML Web Services. To access them, you will need to know the endpoints. OnTime currently offers two endpoints with the following file names:

- Orders.asmx
- Orders_internal.asmx

Each OnTime account has a specific URL for its endpoints, which is based on the company ID of the account. The following URLs should be used, with your company ID substituted where appropriate:

- **https://secure.ontime360.com/sites/**your-company-id**/ws/orders.asmx**
- **https://secure.ontime360.com/sites/**your-company-id**/ws/orders_internal.asmx**

The Web Services Description Language (WSDL) of the endpoints may be accessed using the following URLs, with your company ID substituted where appropriate:

- **https://secure.ontime360.com/sites/**your-company-id**/ws/orders.asmx?WSDL**
- **https://secure.ontime360.com/sites/**your-company-id**/ws/orders_internal.asmx?WSDL**

Note: The endpoint at **orders_internal.asmx** is intended for private, internal use because it provides access to sensitive data that should be controlled by the OnTime account holder. We do not recommend providing this endpoint to persons outside of your organization.

Interacting with Web Service Methods

The use of SOAP based XML Web Services is well documented: they offer open methods for the transmission of data between virtually any systems. Please consult the documentation of your preferred development environment for further information regarding interaction with SOAP based XML Web Services.

Within Microsoft Visual Studio

Microsoft Visual Studio (versions 2005 and higher) eases the process of interaction with XML Web Services. Follow these sample steps to quickly add an OnTime Web Service to any Visual Studio project:

1. Open the desired project in *Visual Studio*

2. Right-click the project within **Solution Explorer** and choose **Add a Service Reference**:
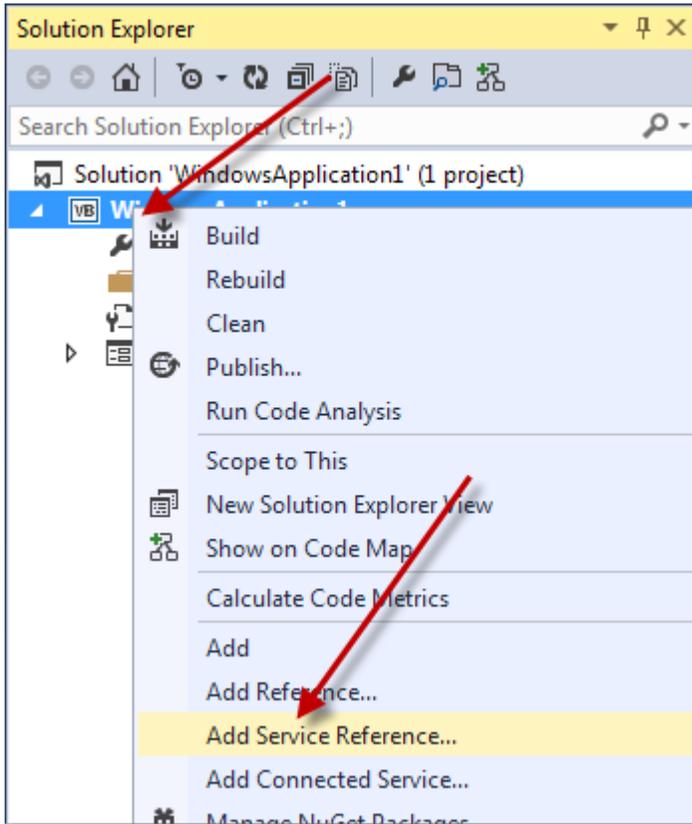
3. Enter the desired OnTime Web Service endpoint in the **Address** box and then click the **Go** button to load the **Service** and available **Operations**:
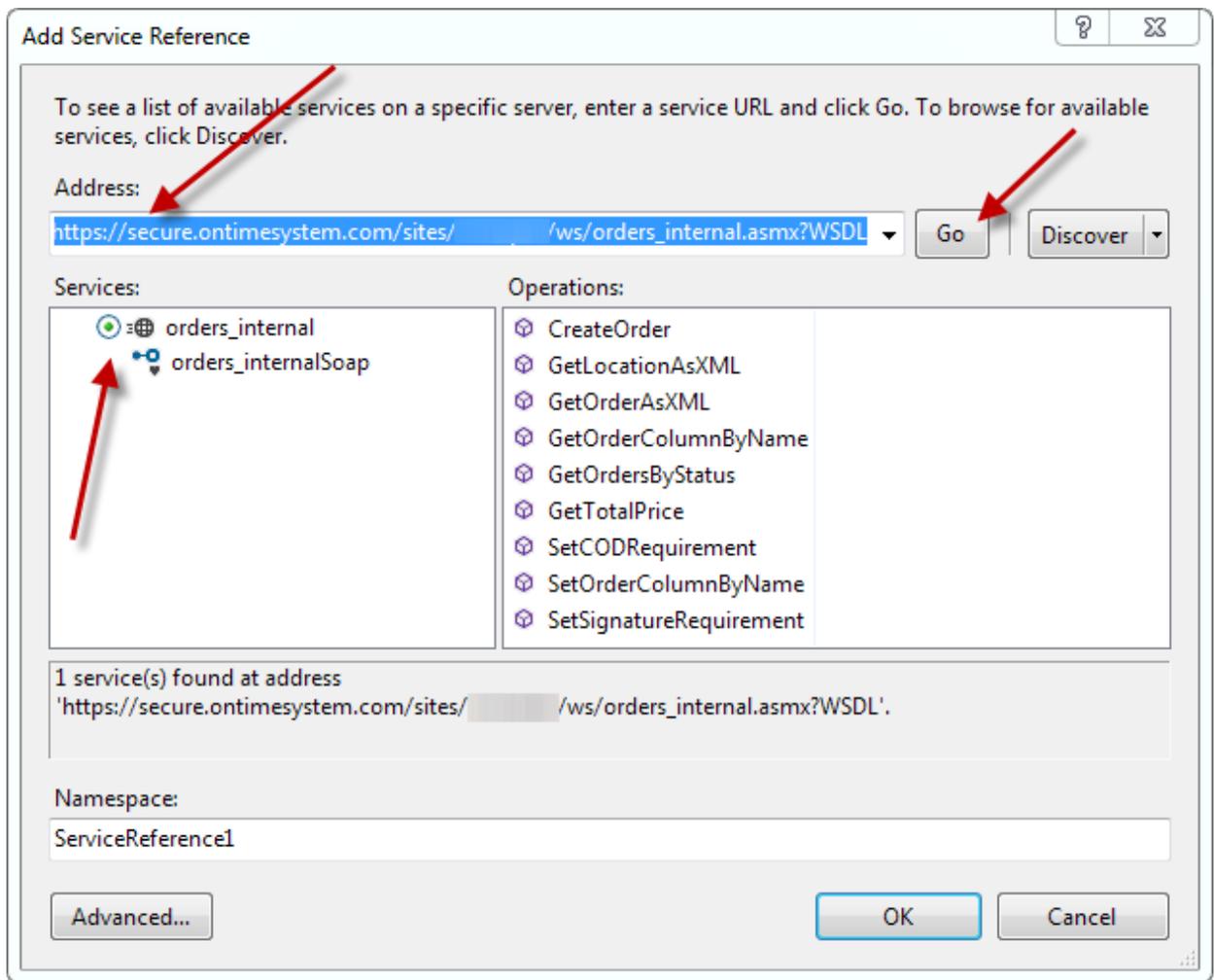
4. Click the **OK** button to save the service reference in the project. You can now access the OnTime Web Service by referencing the **Namespace** specified:
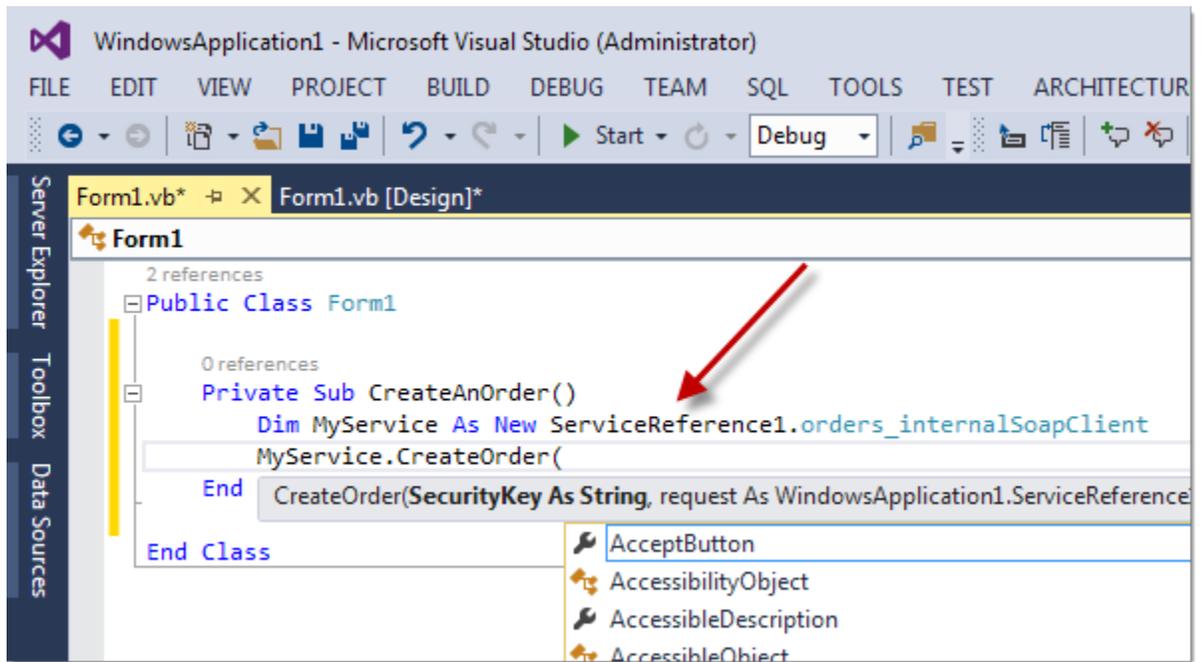
Examples: Working with Orders

The primary focus of the OnTime Web Services is to facilitate the manipulation of orders within an OnTime account. The following examples demonstrate manipulation of an order using Visual Basic .NET within the Visual Studio environment.

Creating an Order

Orders may be created using the Web Service endpoint ending in **orders_internal.asmx**. Within that service is a method named **CreateOrder**, which requires two parameters: a security key and an **Order** object. Refer to the **Orders_Internal.asmx** section later in this guide for details regarding the **Order** object.

The following example will create an instance of the **Order** object and then populate it with information such as collection and delivery addresses, dimensions, weight, description, service level, and other attributes. An accessorial charge named *Fuel Surcharge* is also associated with the order. Two items, described as *Test for item #1* and *Test for item #2,* will be added to the order, as well.

Finally, the **CreateOrder** method will be called. This method returns the tracking number generated for the order by OnTime. That tracking number will then display in a message box by the final line of code in the method:

```vb
Private Sub CreateOrder()
    Dim srv As New ServiceReference1.orders_internalSoapClient
    Dim ord As New ServiceReference1.Order
    ord.UTCSubmissionDate = Date.UtcNow
    ord.AccountNumber = "12345"
    ord.RequestedBy = "Paul Hewson"
    ord.CollectionName = "Cedar Family Medicine"
    ord.CollectionContact = "Nancy Placid"
    ord.CollectionStreet1 = "210 E Hersey St"
    ord.CollectionStreet2 = ""
    ord.CollectionCity = "Ashland"
    ord.CollectionState = "OR"
    ord.CollectionPostalCode = "97520"
    ord.CollectionCountry = "US"
    ord.CollectionEmail = "test@vesigo.com"
    ord.UTCPickupDate = Date.UtcNow
    ord.DeliveryName = "DS Labs"
    ord.DeliveryContact = "Jonathan Martinez"
    ord.DeliveryStreet1 = "1234 Rural Rd"
    ord.DeliveryStreet2 = ""
    ord.DeliveryCity = "Talent"
    ord.DeliveryState = "Oregon"
    ord.DeliveryPostalCode = "97540"
    ord.DeliveryCountry = ""
    ord.DeliveryEmail = "info@vesigo.com"
```

```vbnet
        ord.UTCDeliveryDate = Date.UtcNow
        ord.DeclaredValue = 100
        ord.Height = 12
        ord.Width = 12
        ord.Length = 12
        ord.Quantity = 1
        ord.Weight = 10
        ord.Distance = 100
        ord.Description = "This is a test order submitted via the API."
        ord.PriceSetName = "Routine Medical"
        Dim ops(0) As ServiceReference1.Option
        ops(0) = New ServiceReference1.Option
        ops(0).Name = "Fuel Surcharge"
        ord.Options = ops
        Dim items(1) As ServiceReference1.Item
        items(0) = New ServiceReference1.Item
        items(0).Description = "Test for item #1."
        items(1) = New ServiceReference1.Item
        items(1).Description = "Test for item #2."
        ord.Items = items
        Dim trackingNumber As String = srv.CreateOrder("MySecurityKey", ord)
        MsgBox(trackingNumber)
    End Sub
```

Changing an Order

Existing orders may be modified in specific ways, using the Web Service endpoint ending in **orders_internal.asmx**. Within that service is a method named **SetOrderColumnByName**, which requires four parameters: a security key, tracking number, column name, and value as a string. Columns names can be acquired by contacting OnTime Customer Support and inquiring about the field you wish to modify.

The following example will update the **Requested By** field:

```vbnet
Private Sub ModifyOrderRequestedBy()
  Dim srv As New ServiceReference1.orders_internalSoapClient
  srv.SetOrderColumnByName("MySecurityKey", "123456789", "RequestedBy", "John Smith")
End Sub
```

The following example will update the **Status** field, which is a number between 0 and 5 (Refer to the **Orders_Internal.asmx** section later in this guide for further details):

```vbnet
Private Sub ModifyOrderStatus()
  Dim srv As New ServiceReference1.orders_internalSoapClient
  ' Update the order status to canceled.
  srv.SetOrderColumnByName("MySecurityKey", "123456789", "Status", "4")
End Sub
```

Retrieving an Order

Details of an order can be retrieved as an object represented in XML by using the Web Service endpoint ending in **orders_internal.asmx**. Within that service is a method named **GetOrderAsXML**, which requires two parameters: a security key and a tracking number. The order matching the tracking number will be returned as a string with XML formatting.

The following example retrieves an order with tracking number *123456789* and displays the results in a message box:

```
Private Sub GetOrder()
    Dim srv As New ServiceReference1.orders_internalSoapClient
    Dim xmlResult As String = srv.GetOrderAsXML("MySecurityKey", "123456789")
    MsgBox(xmlResult)
End Sub
```

The result of the following example will be a string resembling the indicated format, which may be parsed to retrieve desired details of an order:

```
<NewDataSet>
  <Tracking>
    <ID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</ID>
    <TempGUID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</TempGUID>
    <OrderID>123456789</OrderID>
    <dFrom>409d0a28-0834-4fa9-890b-0109d0e05d8d</dFrom>
    <dTo>4a3a6244-a2c6-4855-adc5-8fd50ad7d689</dTo>
    <dtDate>2013-08-05T08:30:41-07:00</dtDate>
    <CurrentAssignedDriverID>dc30ae82-bf0d-4f5a-a3ae-
      49fc7651277c</CurrentAssignedDriverID>
    <PickedUpByDriverID>dc30ae82-bf0d-4f5a-a3ae-49fc7651277c</PickedUpByDriverID>
    <DroppedOffByDriverID>dc30ae82-bf0d-4f5a-a3ae-49fc7651277c</DroppedOffByDriverID>
    <DispatchedBy>97546dbc-ab75-4173-bfb3-06822cf578dc</DispatchedBy>
    <ItemDescription />
    <ItemWeight>0.000</ItemWeight>
    <DimensionalWeight>0.00</DimensionalWeight>
    <Height>0.00</Height>
    <Width>0.00</Width>
    <Depth>0.00</Depth>
    <CustomerID>19dd8289-ec6c-49c7-b13b-4d88a37e7a94</CustomerID>
    <Comments />
    <OrderDescription />
    <EarliestNeededBy>2013-08-06T00:33:02-07:00</EarliestNeededBy>
    <NeededBy>2013-08-06T05:03:02-07:00</NeededBy>
    <EarliestTimeReadyBy>2013-08-06T00:33:02-07:00</EarliestTimeReadyBy>
    <TimeReadyBy>2013-08-06T05:03:02-07:00</TimeReadyBy>
    <OrderedBy>jeremy@vesigo.com</OrderedBy>
    <PriceSet>06a9fcae-55d8-4d83-9993-119569f6e544</PriceSet>
    <RequestedBy />
    <Status>1</Status>
    <PickedUpFrom />
    <DroppedOffTo />
    <RouteID>96df930f-3a0e-43c0-8da9-b6caa48e586e</RouteID>
```

```xml
<CompanyID>40a68a34-2aa9-4e5b-a989-57477a081120</CompanyID>
<SignatureRequired>false</SignatureRequired>
<PickupSignatureRequired>false</PickupSignatureRequired>
<DeclaredValue>0.00</DeclaredValue>
<Pieces>1</Pieces>
<Mileage>3.7</Mileage>
<PriceAdjustment>0.00</PriceAdjustment>
<BasePriceType>2</BasePriceType>
<BasePrice>8.00</BasePrice>
<TotalCost>20.10</TotalCost>
<HasBeenBilled>false</HasBeenBilled>
<ReferenceNumber />
<PurchaseOrderNumber />
<IncomingShipperTrackingNumber />
<OutgoingShipperTrackingNumber />
<LastModified>2013-08-09T20:50:01.42-07:00</LastModified>
<LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
<CreationDate>2013-08-05T08:30:41.71-07:00</CreationDate>
<SyncVersion>81780</SyncVersion>
<Archived>false</Archived>
<CustomerSubaccountID>00000000-0000-0000-0000-000000000000</CustomerSubaccountID>
<SubmissionSource>0</SubmissionSource>
<Locked>false</Locked>
<CollectionLocationName>OR –
  Medford: SO Internal Diagnostics</CollectionLocationName>
<CollectionLocationContact>Jack Howard</CollectionLocationContact>
<CollectionLocationAddress1>2350 Doctor's Park Dr.</CollectionLocationAddress1>
<CollectionLocationAddress2 />
<CollectionLocationCity>Medford</CollectionLocationCity>
<CollectionLocationState>OR</CollectionLocationState>
<CollectionLocationPostalCode>97504</CollectionLocationPostalCode>
<CollectionLocationCountry>United States</CollectionLocationCountry>
<DeliveryLocationName />
<DeliveryLocationContact>Capsey, N. T. II (RVMC)</DeliveryLocationContact>
<DeliveryLocationAddress1>1390 Oleander St., Ste. A</DeliveryLocationAddress1>
<DeliveryLocationAddress2 />
<DeliveryLocationCity>Medford</DeliveryLocationCity>
<DeliveryLocationState>OR</DeliveryLocationState>
<DeliveryLocationPostalCode>97504</DeliveryLocationPostalCode>
<DeliveryLocationCountry />
<PriceSetName>Routine Medical</PriceSetName>
<ServiceLevel>4 hour Medical</ServiceLevel>
</Tracking>
<Modifiers>
  <ID>892d2f45-832e-4289-8c8f-3eab1ece8735</ID>
  <ModifierID>75a14b0d-f198-4fa2-9e04-4062f1d40cbd</ModifierID>
  <TrackingID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</TrackingID>
  <Name>Additional Items</Name>
  <CalculatedCost>0.00</CalculatedCost>
  <CustomInput>0.00</CustomInput>
  <LastModified>2013-08-09T20:50:02.237-07:00</LastModified>
  <LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
  <CreationDate>2013-08-05T08:30:41.573-07:00</CreationDate>
  <SyncVersion>469532</SyncVersion>
  <Archived>false</Archived>
```

```xml
      </Modifiers>
      <Modifiers>
        <ID>9602b9d9-2b59-445f-b5ee-505e4b745928</ID>
        <ModifierID>99ce5b78-4f8a-4794-b51d-4f13cb836183</ModifierID>
        <TrackingID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</TrackingID>
        <Name>$6.50 Flate Rate</Name>
        <CalculatedCost>0.00</CalculatedCost>
        <CustomInput>0.00</CustomInput>
        <LastModified>2013-08-09T20:50:02.22-07:00</LastModified>
        <LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
        <CreationDate>2013-08-05T08:30:41.5-07:00</CreationDate>
        <SyncVersion>469530</SyncVersion>
        <Archived>false</Archived>
      </Modifiers>
      <Modifiers>
        <ID>32b50f21-6aaf-4f5b-b3d6-511746e69daf</ID>
        <ModifierID>37667365-3040-4c76-b8c6-22864fa06951</ModifierID>
        <TrackingID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</TrackingID>
        <Name>Mileage Base (for 1 hour)</Name>
        <CalculatedCost>13.70</CalculatedCost>
        <CustomInput>0.00</CustomInput>
        <LastModified>2013-08-09T20:50:02.26-07:00</LastModified>
        <LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
        <CreationDate>2013-08-05T08:30:41.62-07:00</CreationDate>
        <SyncVersion>469534</SyncVersion>
        <Archived>false</Archived>
      </Modifiers>
      <Modifiers>
        <ID>5a183b01-1ab9-4ed4-aea5-71d75a357a14</ID>
        <ModifierID>0e45438b-ea55-4187-958f-edb58057e604</ModifierID>
        <TrackingID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</TrackingID>
        <Name>Actual Weight Charge</Name>
        <CalculatedCost>0.00</CalculatedCost>
        <CustomInput>0.00</CustomInput>
        <LastModified>2013-08-09T20:50:02.23-07:00</LastModified>
        <LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
        <CreationDate>2013-08-05T08:30:41.54-07:00</CreationDate>
        <SyncVersion>469531</SyncVersion>
        <Archived>false</Archived>
      </Modifiers>
      <Modifiers>
        <ID>75a33b8e-171d-40d9-8653-b4c83067e3d5</ID>
        <ModifierID>48cd13e4-56f8-4865-95ee-30133143dc11</ModifierID>
        <TrackingID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</TrackingID>
        <Name>Additional Pieces</Name>
        <CalculatedCost>0.00</CalculatedCost>
        <CustomInput>0.00</CustomInput>
        <LastModified>2013-08-09T20:50:02.243-07:00</LastModified>
        <LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
        <CreationDate>2013-08-05T08:30:41.593-07:00</CreationDate>
        <SyncVersion>469533</SyncVersion>
        <Archived>false</Archived>
      </Modifiers>
      <MiscUserCompensation>
        <ID>b2399b71-0fcc-4b7d-b9c8-1a6e6dda1c85</ID>
```

```xml
    <OrderID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</OrderID>
    <UserID>921a3396-b52d-4b15-adc2-88ae4d688f7e</UserID>
    <UserRole>2</UserRole>
    <Description>another test</Description>
    <Value>1.50</Value>
    <Type>1</Type>
    <LastModified>2013-08-09T20:50:03.09-07:00</LastModified>
    <LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
    <CreationDate>2013-08-05T08:30:41.65-07:00</CreationDate>
    <SyncVersion>15968</SyncVersion>
    <Archived>false</Archived>
  </MiscUserCompensation>
  <MiscUserCompensation>
    <ID>17344ecb-d5d4-4d37-b2f5-1484ef1ec2e3</ID>
    <OrderID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</OrderID>
    <UserID>313f969a-6835-461a-a2ce-39b9872efe32</UserID>
    <UserRole>2</UserRole>
    <Description>test</Description>
    <Value>15.00</Value>
    <Type>1</Type>
    <LastModified>2013-08-09T20:50:03.073-07:00</LastModified>
    <LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
    <CreationDate>2013-08-05T08:30:41.633-07:00</CreationDate>
    <SyncVersion>15966</SyncVersion>
    <Archived>false</Archived>
  </MiscUserCompensation>
  <MiscUserCompensation>
    <ID>039bc49a-6738-4de2-80e1-93f33026db08</ID>
    <OrderID>790f5eca-ea7e-40ce-a97a-a36ea1b0d089</OrderID>
    <UserID>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</UserID>
    <UserRole>2</UserRole>
    <Description>test 2</Description>
    <Value>19.01</Value>
    <Type>1</Type>
    <LastModified>2013-08-09T20:50:03.08-07:00</LastModified>
    <LastModifiedBy>3e9970a9-600a-4ae5-bd5e-fcd58276cf69</LastModifiedBy>
    <CreationDate>2013-08-05T08:30:41.64-07:00</CreationDate>
    <SyncVersion>15967</SyncVersion>
    <Archived>false</Archived>
  </MiscUserCompensation>
  <UserDefinedFields />
  <UserDefinedFields />
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  <UserDefinedFields />
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  <UserDefinedFields />
  <UserDefinedFields />
  <UserDefinedFields>
    <Decimal2>0.00</Decimal2>
  </UserDefinedFields>
  <UserDefinedFields>
```

```xml
      <Decimal3>0.00</Decimal3>
   </UserDefinedFields>
   <UserDefinedFields>
      <Decimal4>0.00</Decimal4>
   </UserDefinedFields>
   <UserDefinedFields>
      <Decimal6>0.00</Decimal6>
   </UserDefinedFields>
   <UserDefinedFields>
      <Decimal7>0.00</Decimal7>
   </UserDefinedFields>
   <UserDefinedFields>
      <Decimal8>0.00</Decimal8>
   </UserDefinedFields>
   <UserDefinedFields>
      <Decimal9>0.00</Decimal9>
   </UserDefinedFields>
   <UserDefinedFields>
      <Decimal10>0.00</Decimal10>
   </UserDefinedFields>
   <UserDefinedFields>
      <Bool4>false</Bool4>
   </UserDefinedFields>
   <UserDefinedFields />
</NewDataSet>
```

Endpoint Reference

Orders.asmx

This endpoint is specifically designed for use by outside (public), third-party applications or web sites and does not allow for direct manipulation of orders. These methods do not require a security key.

Available Methods	Description
CreateOrder	Creates a new order and returns the tracking number of the submitted order.
GetStatus	Returns the of an order status as an integer, based on the specified tracking number.

CreateOrder

This method creates a new order and returns the tracking number of the submitted order. The following properties should be passed as parameters when calling **CreateOrder**:

Parameter	Type	Max Length	Description
AccountNumber	String	50	The account number associated with the customer that the order is assigned to. Each order in OnTime must be associated with a customer.
RequestedBy	String	50	The name of the person requesting, or placing, the order.
UTCPickupDate	DateTime		The date and time that the order is scheduled to be collected. **Note**: The date and time should be specified in UTC or Greenwich Mean Time.
UTCDeliveryDate	DateTime		The date and time that the order is scheduled to be delivered. **Note**: The date and time should be specified in UTC or Greenwich Mean Time.
Description	String	2000	A public description of the order.
Comments	String	2000	Private, internal comments regarding the order.
ReferenceNumber	String	50	A reference number associated with the order.
PurchaseOrderNumber	String	50	A purchase order number associated with the order.
IncomingTrackingNumber	String	50	A tracking number provided by a third party that was in possession of the order before transferring it to the OnTime account holder.
OutgoingTrackingNumber	String	50	A tracking number provided by a third party that will be in possession of the order after it is transferred from the OnTime account holder.
DeclaredValue	Decimal		The declared amount of money that the order is worth.

Quantity	Integer		A whole number that represents the number of items contained in the order.
Weight	Decimal		The amount of weight assigned to the order. Decimal numbers and any unit of measurement may be used.
Height	Decimal		The height assigned to the order. Decimal numbers and any unit of measurement may be used.
Width	Decimal		The width assigned to the order. Decimal numbers and any unit of measurement may be used.
Depth	Decimal		The length (or depth) assigned to the order. Decimal numbers and any unit of measurement may be used.
TriggerWorkflowEvents	Boolean		If set to True, any workflow events that are tied to new order submission will be triggered. If set to False, no workflow actions will be triggered.
PickupName	String	50	The name of the collection location, which is normally a company or resident's name.
PickupContact	String	50	The name of the primary contact at the collection location. In some cases, this entry may be the same name as the **PickupName**.
PickupStreet1	String	50	The first line of the collection address, which usually contains the number and street.
PickupStreet2	String	50	The second line of the collection address (for additional information such as apartment, suite, or office numbers).
PickupCity	String	50	The city of the collection address.
PickupState	String	50	The state or province of the collection address.
PickupPostalCode	String	25	The postal code of the collection address.
PickupCountry	String	50	The name of the country of the collection address.
PickupEmail	String	500	The email address associated with the collection address.
PickupPhoneNumber	String	50	The phone number associated with the collection address.
DeliveryName	String	50	The name of the delivery location, which is normally a company or resident's name.
DeliveryContact	String	50	The name of the primary contact at the delivery location. In some cases, this entry may be the same name as the **DeliveryName**.
DeliveryStreet1	String	50	The first line of the delivery address, which normally contains the number and street.
DeliveryStreet2	String	50	The second line of the delivery address (for additional information such as apartment, suite, or office numbers).
DeliveryCity	String	50	The city of the delivery address.
DeliveryState	String	50	The state or province of the delivery address.
DeliveryPostalCode	String	25	The postal code of the delivery address.

DeliveryCountry	String	50	The name of the country of the delivery address.
DeliveryEmail	String	500	The email address associated with the delivery address.
DeliveryPhoneNumber	String	50	The phone number associated with the delivery address.

The following example submits an order and then displays the returned tracking number in a message box:

```vbnet
Public Sub CreateOrder()
  Try
    Dim lh As New orders.OnTimeOrders
    Dim tn As String = lh.CreateOrder("121016", "SONEPAR", New Date(2013, 2, 25),
      Nothing, Nothing, Nothing, "110003432753", "WISL111", Nothing, Nothing,
      Nothing, 1, 10, Nothing, Nothing, Nothing, 0, "CDD LUMEN (11)", Nothing,
      "117, Boul. Hymus", Nothing, "Pointe Claire", "QC", "H9R 1E5", "Canada",
      Nothing, "514 426-9249", "LAURIAULT ELECTRIQUE ENR", Nothing, "A/S: LUMEN",
      "250-B DEVEAULT", "Hull", "QC", "J8Z 1S6", "Canada", Nothing, "8195680118")
    MsgBox("Order submitted. Tracking number: " & tn)
  Catch ex As Exception
    MsgBox(ex.Message)
  End Try
End Sub
```

GetStatus

This method returns the **Status** of an order as an integer, based on the specified tracking number. Accepts the following parameters:

Parameter	Type	Max Length	Description
AccountNumber	String	50	The account number associated with the customer that the order is assigned to.
TrackingNumber	String	50	The tracking number of the order to retrieve. The **AccountNumber** and **TrackingNumber** must match the same order to retrieve the order's status.

The return values for **GetStatus**:

Return Value	Description
0 or 1	Submitted
2	In Transit
3	Completed
4	Cancelled
5	Cancelled Billable
-1	Matching order not found

Orders_Internal.asmx

This endpoint is specifically designed for use internally or with trusted partners as and allows for direct manipulation of orders. These methods require a security key.

Available Methods	Description
CreateOrder	Creates a new order and returns the tracking number of the submitted order.
GetLocationAsXML	Returns a string of XML containing a location's details based on the location record ID.
GetOrderAsXML	Returns the contents of the specified order as an XML formatted string.
GetOrderColumnByName	Returns the contents of the specified column in the specified order as a string.
GetOrdersByStatus	Returns a string array of tracking numbers belonging to a specified status and within a specified date range (date the order was submitted).
GetTotalPrice	Returns the calculated price of an order.
InsertOrderStatusChange	Sets the status of an order as an integer, based on the specified tracking number. Also allows for a status label to be added.
SetCODRequirement	Sets the COD requirements on an order. Submit the tracking number of the order, the amount to be collected, and then two Boolean values indicating where collection should take place. **Note**: When specifying the Boolean values, do not set both to "True" because the COD can only be set for either the collection or delivery location, not both. Set both Boolean values to "False" to disable the COD on the order.
SetOrderColumnByName	Sets a column's value on an order based on the specified tracking number.
SetSignatureRequirement	Sets the signature requirements on an order. Submit the tracking number of the order and then two Boolean values indicating where signature capture should take place. Both collection and delivery locations can support signature requirement. Set both Boolean values to "False" to disable the signature requirement on the order.

CreateOrder

This method accepts two parameters: a security key and an order object. The return value is string that contains the order's tracking number.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
Request	Order		An order object. This object should be filled out with as much information as possible to ensure a complete order.

p. 21

Properties of the **Order** object

Property	Type	Max Length	Description
AccountNumber	String	50	The account number associated with the customer that the order is assigned to. Each order in OnTime must be associated with a customer.
TrackingNumber	String	50	The tracking number to be used for the order. If a tracking number is not specified, OnTime will automatically generate a unique tracking number. If you specify a tracking number, ensure that it is unique because OnTime will not check for duplicate tracking numbers in such cases.
UTCSubmissionDate	DateTime		The date and time that the order was submitted into the system. **Note**: The date and time should be specified in UTC or Greenwich Mean Time. If not specified, the current date and time will be used.
RequestedBy	String	50	The name of the person requesting, or placing, the order.
DepartmentName	String	50	This field is not yet implemented.
SubaccountName	String	50	This field is not yet implemented.
PriceSetName	String	50	To calculate cost, each order should be assigned to a price set. The name specified here should match the name of the price set (not the service level name) to be assigned to the order. The price set does not need to be assigned to the customer first, nor is any check performed to validate if the price set is associated with the customer specified by the **AccountNumber** property.
UTCPickupDate	DateTime		The date and time that the order is scheduled to be collected. **Note**: The date and time should be specified in UTC or Greenwich Mean Time.
UTCDeliveryDate	DateTime		The date and time that the order is scheduled to be delivered. **Note**: The date and time should be specified in UTC or Greenwich Mean Time.
Description	String	2000	A public description of the order.
Comments	String	2000	Private, internal comments about the order.
Weight	Decimal		The amount of weight assigned to the order. Decimal numbers and any unit of measurement may be used.
Quantity	Integer		A whole number representing the number of items contained in the order.
Length	Decimal		The length (or depth) assigned to the order. Decimal numbers and any unit of measurement may be used.
Height	Decimal		The height assigned to the order. Decimal numbers and any unit of measurement may be used.

Width	Decimal		The width assigned to the order. Decimal numbers and any unit of measurement may be used.
Distance	Decimal		The distance assigned to the order. Decimal numbers and any unit of measurement may be used. **Note:** OnTime will process the distance at a maximum precision of 0.1. This means, for example, a value of 10.25 could be rounded to 10.3.
ReferenceNumber	String	50	A reference number associated with the order.
PurchaseOrderNumber	String	50	A purchase order number associated with the order.
DeclaredValue	Decimal		The declared amount of money that the order is worth.
TriggerWorkflowEvents	Boolean		If set to True, any workflow events that are tied to new order submission will be triggered. If set to False, no workflow actions will be triggered.
IncomingTrackingNumber	String	50	A tracking number provided by a third party that was in possession of the order before transferring it to the OnTime account holder.
OutgoingTrackingNumber	String	50	A tracking number provided by a third party that will be in possession of the order after it is transferred from the OnTime account holder.
CollectionName	String	50	The name of the collection location. This is normally a company or resident's name.
CollectionContact	String	50	The name of the primary contact at the collection location. In some cases, this entry may be the same name as the **CollectionName**.
CollectionStreet1	String	50	The first line of the collection address, which normally contains the number and street.
CollectionStreet2	String	50	The second line of the collection address (for additional information such as apartment, suite, or office numbers).
CollectionCity	String	50	The city of the collection address.
CollectionState	String	50	The state or province of the collection address.
CollectionPostalCode	String	25	The postal code of the collection address.
CollectionCountry	String	50	The name of the country of the collection address.
CollectionPhone	String	50	The phone number associated with the collection address.
CollectionEmail	String	500	The email address associated with the collection address.
DeliveryName	String	50	The name of the delivery location, which is normally a company or resident's name.
DeliveryContact	String	50	The name of the primary contact at the delivery location. In some cases, this entry may be the same name as the **DeliveryName**.
DeliveryStreet1	String	50	The first line of the delivery address, which normally contains the number and street.

DeliveryStreet2	String	50	The second line of the delivery address (for additional information such as apartment, suite, or office numbers).
DeliveryCity	String	50	The city of the delivery address.
DeliveryState	String	50	The state or province of the delivery address.
DeliveryPostalCode	String	25	The postal code of the delivery address.
DeliveryCountry	String	50	The name of the country of the delivery address.
DeliveryPhone	String	50	The phone number associated with the delivery address.
DeliveryEmail	String	500	The email address associated with the delivery address.
Options	Option Array		The **Options** property contains an array of "option" objects. The option objects are associated with *price modifiers* in the OnTime account. As many option objects (price modifiers) as desired may be added to the array. There are two properties available in the option object: **Name** (a string type) and **CustomValue** (a decimal type). The **Name** should match the name of an existing price modifier in the system. If a match is found, the corresponding price modifier will be added to the order. If the price modifier has a watch value of "custom amount" then the **CustomValue** property should be filled with the appropriate amount. **Note**: The price modifier does not need to be first assigned to a price set. Any price modifier may be used. Price modifiers that are associated with a price set and configured as "required" or "selected by default" will be automatically added to the order.
Items	Item Array		The **Items** property contains an array of "item" objects. As many item objects as desired may be added to the array. Information about the item may be specified in the available properties: Description, Comments, Height, Width, Depth, and Weight. At a minimum, we recommend that the Description property be populated.

The return value of **CreateOrder**:

Return Value	Description
Tracking Number (String)	The tracking number of the order submitted.

GetLocationAsXML

This method accepts a location record ID and returns a string of XML containing the location's details.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
LocationID	GUID		The record ID of the location record to be retrieved.

The return value for **GetLocationAsXML**:

Return Value	Description
XML formatted String	A string of XML containing the location's details. The resulting XML can be parsed to extract the needed location details.

GetOrderAsXML

This method accepts an order's tracking number and returns a string of XML containing the order's details.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to retrieve.

The return value for **GetOrderAsXML**:

Return Value	Description
XML formatted String	The resulting XML can be parsed to extract the needed order details. **Note**: If multiple orders are found with the same tracking number, the most recently submitted order will be returned. If an order with a matching tracking number is not found, an empty string will be returned.

GetOrderColumnByName

This method accepts an order's tracking number and returns the value of a specified column.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to retrieve.
ColumnName	String	50	The following column names may be used:

Value	Description
TrackingNumber	Tracking number assigned to the order. 50 characters maximum.
SubmittedDate	The date and time, expressed in UTC, that the order was submitted.
Description	Description associated with the order. 2,000 characters maximum.
Comments	Comments associated with the order. 2,000 characters maximum.
Weight	Weight, expressed as a number, associated with the order.
Height	Height, expressed as a number, associated with the order.
Width	Width, expressed as a number, associated with the order.
Length	Length, expressed as a number, associated with the order.
StartCollectionWindowDate	The date and time, expressed in UTC, representing the earliest time the order should be collected.
EndCollectionWindowDate	The date and time, expressed in UTC, representing the latest time the order should be collected.

	StartDeliveryWindowDate	The date and time, expressed in UTC, representing the earliest time the order should be delivered.
	EndDeliveryWindowDate	The date and time, expressed in UTC, representing the latest time the order should be delivered.
	Status	Status, expressed as a number, associated with the order. Supported values: 1: Submitted 2: In Transit 3: Completed 4: Cancelled 5: Cancelled Billable
	RequestedBy	Name of the person requesting the order. 50 characters maximum.
	ActualCollectionDate	The date and time, expressed in UTC, when the order was actually collected.
	ActualCollectionContactName	Name of the person from whom the order was received during collection.
	ActualDeliveryDate	The date and time, expressed in UTC, when the order was actually delivered.
	ActualDeliveryContactName	Name of the person to whom the order was released during delivery.
	DeclaredValue	Declared value, expressed as a number, associated with the order.
	Quantity	Quantity, expressed as a number, associated with the order.
	Distance	Distance, expressed as a number, associated with the order.
	ReferenceNumber	Reference number associated with the order. 50 characters maximum.

	PurchaseOrderNumber	Purchase order number associated with the order. 50 characters maximum.
	IncomingShipperTrackingNumber	An incoming tracking number associated with the order. 100 characters maximum.
	OutgoingShipperTrackingNumber	An outgoing tracking number associated with the order. 100 characters maximum.

The return value of **GetOrderColumnByName**:

Return Value	Description
Column Value as String	A string representing the value contained in the specified column.

GetOrdersByStatus

This method returns a string array of tracking numbers belonging to a specified status and within a specified date range (date the order was submitted).

> **Note**: The dates should be specified as UTC. A maximum of 10,000 tracking numbers (top sorted by most recent date first) may be returned per call. If you need to return more than this amount, we recommend a more narrow date range.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
Status	Integer		Status should be passed as one of the following representative integers: 1 = Submitted 2 = In Transit 3 = Completed 4 = Cancelled 5 = Cancelled Billable
StartDate	DateTime		The date and time, expressed in UTC, for the start of the range. The date searched is the order's *date submitted*. The date and time should be specified in either United States format (5/23/2013 2:25:10 PM) or according to the ISO standard (2013-05-

		23T14:25:10).	
EndDate	DateTime	The date and time, expressed in UTC, for the end of the range. The date searched is the order's *date submitted*. The date and time should be specified in either United States format (5/23/2013 2:25:10 PM) or according to the ISO standard (2013-05-23T14:25:10)

The return value for **GetOrdersByStatus**:

Return Value	Description
Array of String	An array of strings containing the tracking number of all orders submitted within the date range currently in the specified status.

GetTotalPrice

This method accepts two parameters: a security key and an order object. The return value is a decimal representing the total estimated cost of the order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
Request	Order		An order object. **Note**: This should be filled out with as much information as required to generate an accurate price. For example, if weight or zones are important to the pricing scheme, populate those fields with information. If the required fields are left blank, the returned price may be inaccurate or zero. See the **CreateOrder** method for details regarding **Order** objects.

The return value for **GetTotalPrice**:

Return Value	Description
Total Estimated Price (Decimal)	Based on the information provided in the order object, the best estimate for a total cost will be calculated and returned. If calculation cannot be completed, a zero (0.00) value will be returned.

InsertOrderStatusChange

This method sets the status of an order as an integer, based on the specified tracking number. **InsertOrderStatusChange** also allows for a status label to be added.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to modify.
StatusLabelText	String	500	A description or comment about the current status of the order, which is referred to as a *status label* within OnTime.
Status	Integer		Status should be passed as one of the following representative integers: 1 = Submitted 2 = In Transit 3 = Completed 4 = Cancelled 5 = Cancelled Billable
UTCChangeDate	DateTime		The date and time, expressed in UTC, that this status change should be associated with. The date and time should be specified in either United States format (5/23/2013 2:25:10 PM) or according to the ISO standard (2013-05-23T14:25:10).

The return value for **InsertOrderStatusChange**:

Return Value	Description
Boolean	Returns True if successful and False if the tracking number was not found.

SetCODRequirement

This method sets the COD requirements on an order.

> **Note**: Submit the tracking number of the order, the amount to be collected, and then two Boolean values indicating where collection should take place. When specifying the Boolean values, do not set both to "True" since the COD can only be set for either the collection or delivery location, not both. Set both Boolean values to "False" to disable the COD on the order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to modify.
AmountToCollect	Decimal		The amount of money to be collected.
RequireCollectionCOD	Boolean		True if the COD is required upon collection. Otherwise False.
RequireDeliveryCOD	Boolean		True if the COD is required upon delivery. Otherwise False.

SetOrderColumnByName

This method sets a column's value on an order based on the specified tracking number.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to modify.
ColumnName	String	50	The following column names may be used:

Value	Description
TrackingNumber	Tracking number assigned to the order. 50 characters maximum.
SubmittedDate	The date and time, expressed in UTC, that the order was submitted.
Description	Description associated with the order. 2,000 characters maximum.

	Comments	Comments associated with the order. 2,000 characters maximum.
	Weight	Weight, expressed as a number, associated with the order.
	Height	Height, expressed as a number, associated with the order.
	Width	Width, expressed as a number, associated with the order.
	Length	Length, expressed as a number, associated with the order.
	StartCollectionWindowDate	The date and time, expressed in UTC, representing the earliest time the order should be collected.
	EndCollectionWindowDate	The date and time, expressed in UTC, representing the latest time the order should be collected.
	StartDeliveryWindowDate	The date and time, expressed in UTC, representing the earliest time the order should be delivered.
	EndDeliveryWindowDate	The date and time, expressed in UTC, representing the latest time the order should be delivered.
	Status	Status, expressed as a number, associated with the order. Supported values: 1: Submitted 2: In Transit 3: Completed 4: Cancelled 5: Cancelled Billable
	RequestedBy	Name of the person requesting the order. 50 characters maximum.

		ActualCollectionDate	The date and time, expressed in UTC, when the order was actually collected.
		ActualCollectionContactName	Name of the person from whom the order was received during collection.
		ActualDeliveryDate	The date and time, expressed in UTC, when the order was actually delivered.
		ActualDeliveryContactName	Name of the person to whom the order was released during delivery.
		DeclaredValue	Declared value, expressed as a number, associated with the order.
		Quantity	Quantity, expressed as a number, associated with the order.
		Distance	Distance, expressed as a number, associated with the order.
		ReferenceNumber	Reference number associated with the order. 50 characters maximum.
		PurchaseOrderNumber	Purchase order number associated with the order. 50 characters maximum.
		IncomingShipperTrackingNumber	An incoming tracking number associated with the order. 100 characters maximum.
		OutgoingShipperTrackingNumber	An outgoing tracking number associated with the order. 100 characters maximum.
Value	String	Varying	The value of the data, expressed as a string, to be entered into the column. Boolean values should be expressed as "True" or "False". Dates should be specified in either United States format ("5/23/2013 2:25:10 PM") or according to the ISO standard ("2013-05-23T14:25:10").

SetSignatureRequirement

This method sets the signature requirements on an order.

> **Note**: Submit the tracking number of the order and then two Boolean values indicating where signature capture should take place. Both collection and delivery locations can support signature requirement. Set both Boolean values to "False" to disable the signature requirement on the order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to modify.
AmountToCollect	Decimal		The amount of money to be collected.
RequireCollectionSignature	Boolean		True if a signature should be obtained upon collection. Otherwise False.
RequireDeliverySignature	Boolean		True if a signature should be obtained upon delivery. Otherwise False.

SetUserDefinedField

This method sets the value of a user defined field on an order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to modify.
FieldName	String	64	The name of the user defined field. This name can be either the name (or label) given to the field when setup within OnTime Management Suite or it can be the actual column name given in the table schema.
Value	Object	String: 128	The value to be assigned to the user defined field. User defined fields can be of types String, Decimal, or DateTime. DateTime values should be expressed in UTC and be specified in either United States format (5/23/2013 2:25:10 PM) or according to the ISO standard (2013-05-23T14:25:10).

GetOrderFileAttachmentList

This method accepts an order's tracking number and returns a list of files attached to that order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to retrieve.

The return value of **GetOrderFileAttachmentList**:

Return Value	Description
Array of String	An array of strings containing the file names of all files attached to the specified order. These files names can be used in conjunction with the GetOrderFileAttachment and DeleteOrderFileAttachment methods as the FileName parameter.

GetOrderFileAttachment

This method accepts an order's tracking number and returns the contents of the specified file attached to that order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to retrieve.
FileNameWithExtension	String	250	The name of the attached file, including its extension. A list of files names attached to an order can be retrieved by using the GetOrderFileAttachmentList method.

The return value of **GetOrderFileAttachment**:

Return Value	Description
Byte Array	A byte array containing the contents of the file.

AddOrderFileAttachment

This method adds a file attachment to an order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to modify.
FileNameWithExtension	String	250	The name of the file attachment, including its extension. The file's path should not be included. For example, if the files path is "C:\MyFolder\MyFile.txt" then the file name specified in this parameter would be "MyFile.txt".
FileContents	Byte Array	200 KB	A byte array containing the contents of the file that should be attached. Files should be limited in size to a maximum of 200 KB.

DeleteOrderFileAttachment

This method will delete a file attachment associated with an order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to modify.
FileNameWithExtension	String	250	The name of the attached file, including its extension. A list of files names attached to an order can be retrieved by using the GetOrderFileAttachmentList method.

UserList

This method returns a list of users meeting the specified criteria for user type and time clock status.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.

UserType	Integer	The type, or role, of user records to return. UserType should be passed as one of the following representative integers: 0 = Any User Type 1 = Administrators 2 = Dispatchers 3 = Drivers
OnlyUsersClockedIn	Boolean	True if only users currently clocked in via OnTime Mobile should be returned. False if user time clock status should be ignored.

The return value of **UserList**:

Return Value	Description
XML formatted String	A string of XML containing the following fields:
ID	The ID of the user record.
FirstName	The first name assigned to the user.
LastName	The last name assigned to the user.
UserName	The user name assigned to the user.
Email	The email address assigned to the user.
LoggedInAsDispatcher	Log in status as a dispatcher. True if user is currently logged in to OnTime Dispatch. Otherwise False.
LoggedInAsDriver	Log in status as a driver. True if user is currently logged in to OnTime Mobile. Otherwise False.
DriverLastPosition	The user's last known position returned as longitude and latitude, separated by a comma.
DriverLastPositionTimestamp	The date and time (in UTC) that the user's last known position was logged.

UserDetail

This method returns detail information for the specified user record.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
UserID	GUID		The record ID of the user record to be retrieved.

The return value of **UserDetail**:

Return Value	Description
XML formatted String	A string of XML containing the following fields:
FirstName	The first name assigned to the user.
LastName	The last name assigned to the user.

UserName	The user name assigned to the user.
Email	The email address assigned to the user.
Picture	The image assigned to the user. The image is a bitmap format that is encoded as base64.
IsSubcontractor	Boolean indicating if the user is a subcontractor.
IsEmployee	Boolean indicating if the user is an employee.
IsCompany	Boolean indicating if the user is a company.
CompanyName	The company name assigned to the user.
HiredDate	The date that the user was hired. Returned as UTC.
LoggedInAsDispatcher	Log in status as a dispatcher. True if user is currently logged in to OnTime Dispatch. Otherwise False.
LoggedInAsDriver	Log in status as a driver. True if user is currently logged in to OnTime Mobile. Otherwise False.
DriverLastPosition	The user's last known position returned as longitude and latitude, separated by a comma.
DriverLastPositionTimestamp	The date and time (in UTC) that the user's last known position was logged.
DriverLastLocation	The ID of the location record the user last visited for collection or delivery.
MobileNumber	The mobile phone number assigned to the user.
SMSNumber	The SMS number assigned to the user.
DriverLastVehicle	The ID of the vehicle record last used by the user.
IsDriver	Boolean indicating if the user is assigned to the driver role.
IsDispatcher	Boolean indicating if the user is assigned to the dispatcher role.
IsAdministrator	Boolean indicating if the user is assigned to the administrator role.
LimitedUserAccount	Boolean indicating if the user is registered as a limited user account.
AllowSMSUpdates	Boolean indicating if the user is set to allow SMS update notifications.
TimeZone	The name of the time zone assigned to the user.
Comments	Comments assigned to the user.
LastModified	The date and time (in UTC) that the user record was last updated.
CreationDate	The date and time (in UTC) that the user record was originally created.

OrderUserLocation

This method accepts a tracking number and returns current location and position information about the user currently assigned to the specified order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
TrackingNumber	String	50	The tracking number of the order to retrieve.

The return value of **OrderUserLocation**:

Return Value	Description
XML formatted String	A string of XML containing the following fields:
UserID	The ID of the user record.
FirstName	The first name assigned to the user.
LastName	The last name assigned to the user.
UserName	The user name assigned to the user.
DriverLastPosition	The user's last known position returned as longitude and latitude, separated by a comma.
DriverLastPositionTimestamp	The date and time (in UTC) that the user's last known position was logged.
VehicleMake	The make of the vehicle last used by the user.
VehicleModel	The model of the vehicle last used by the user.
VehicleFleetIDNumber	The fleet number of the vehicle last used by the user.
VehicleType	The type, or class, of vehicle last used by the user.

UserLocation

This method accepts a user record's ID and returns current location and position information about the user.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
UserID	GUID		The record ID of the user record to be retrieved.

The return value of **UserLocation**:

Return Value	Description
XML formatted String	A string of XML containing the following fields:
UserID	The ID of the user record.
FirstName	The first name assigned to the user.
LastName	The last name assigned to the user.
UserName	The user name assigned to the user.
DriverLastPosition	The user's last known position returned as longitude and latitude, separated by a comma.
DriverLastPositionTimestamp	The date and time (in UTC) that the user's last known position was logged.
VehicleMake	The make of the vehicle last used by the user.
VehicleModel	The model of the vehicle last used by the user.
VehicleFleetIDNumber	The fleet number of the vehicle last used by the user.
VehicleType	The type, or class, of vehicle last used by the user.

OrdersAssignedToUser

This method accepts a user record's ID and returns a list of active orders currently assigned to the user.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
UserID	GUID		The record ID of the user record to be retrieved.

The return value of **OrdersAssignedToUser**:

Return Value	Description
Array of String	An array of strings containing the tracking number of active orders currently assigned to the specified user. Only active orders are returned. Orders that have been completed, canceled, or deleted will not be included. If the results contain more than 10,000 entries, only the top 10,000 most recent entries will be returned.

OrderAddModifier

This method adds the specified price modifier to the specified order. If the price modifier has already been added to the order, this method will update the existing entry. It will not add the same price modifier multiple times.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
OrderTrackingNumber	String	50	The tracking number of the order to which the price modifier should be added.
ModifierName	String	50	The name of the price modifier to add. The price modifier must be one that is already linked to the price set assigned to the order. The ModifierName must exactly match the name of the actual price modifier. If these criteria are not met, the price modifier will not be added to the order.
CustomAmount	Decimal		If adding a price modifier that employs a custom amount, use this parameter to specify the custom amount. Otherwise pass 0.

OrderRemoveModifier

This method removes the specified price modifier from the specified order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
OrderTrackingNumber	String	50	The tracking number of the order from which the price modifier should be removed.
ModifierName	String	50	The name of the price modifier to remove.

OrderAddMiscUserCompensation

This method adds a miscellaneous user compensation item to the specified order.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
OrderTrackingNumber	String	50	The tracking number of the order to which the user compensation should be added.
UserID	GUID		The record ID of the user to which the compensation should be associated.
UserType	Integer		The user's role when the compensation was earned. Reports within OnTime separate compensation earned by a user between dispatcher and driver activities. Setting this parameter properly ensures accurate reports. UserType should be passed as one of the following representative integers: 1 = Dispatcher 2 = Driver
Description	String	250	The description of the compensation item.
MoneyAmount	Decimal		The amount of money to be compensated to the user.

CreateCustomer

This method creates a new customer record based on the current template customer.

Parameter	Type	Max Length	Description
SecurityKey	String	50	A security key provided by the OnTime account holder. If anonymous access is granted, this parameter may be passed as an empty string.
Name	String	50	The company or primary name assigned to the customer.
Contact	String	50	The primary contact name assigned to the customer.
AccountNumber	String	50	The account number assigned to the customer.
Phone	String	25	The phone number assigned to the customer.
Fax	String	25	The fax number assigned to the customer.
Email	String	500	The email address assigned to the customer. Multiple email address may be specified by separating them with commas.
Website	String	75	The website assigned to the customer.
Street1	String	50	The first line of the street address assigned to the customer.
Street2	String	50	The second line of the street address assigned to the customer.
City	String	50	The city assigned to the customer.
State	String	25	The state or province assigned to the customer.
PostalCode	String	15	The postal code or ZIP code assigned to the customer.
Country	String	50	The country assigned to the customer.

The return value of **CreateCustomer**:

Return Value	Description
GUID	A GUID containing the record ID of the new customer.

Support and Questions

The Support Team

The OnTime Customer Support Team is available to answer questions and/or handle critical incidents. We provide regular support via phone or email during weekdays from 8am to 5pm (Pacific Time), with critical incident support available after hours via email.

If you have a question, call 541-326-4200. You may also submit a request online here: https://www.ontime360.com/support.aspx

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