



Guide

How to Handle Suspended Notifications

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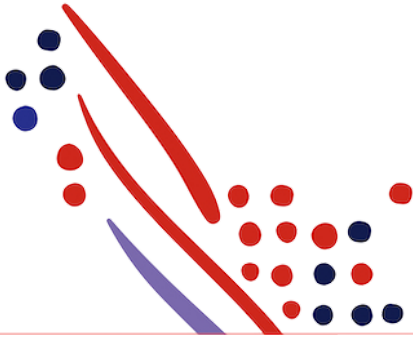


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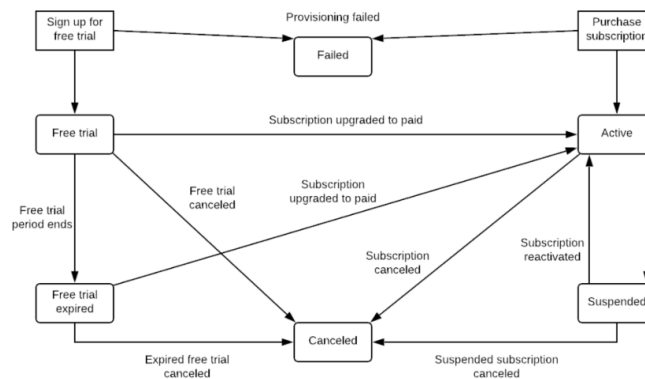
Overview

ADP Marketplace manages the subscription lifecycle of your integrated solution. Chapter two will give a visual representation of the various states of this lifecycle. If you have not already familiarized yourself with the Marketplace event notification flow please do so by reading the ADP Marketplace Integration article. This article will reference the two supported authentication types [ADP Marketplace Integration - Separate Credentials \(OAuth2 + Basic Auth\)](#) and [ADP Marketplace Integration - Separate Credentials \(OAuth2\)](#)

Lifecycle Management Overview

Overview

ADP Marketplace manages the subscription lifecycle of your integrated solution. Below is a depiction of the various states of this lifecycle. If you have not already familiarized yourself with the Marketplace event notification flow, please do so by reviewing our Subscription Events documentation.



Free Trials

Part of the subscription lifecycle management includes the management of Free Trials. Clients may sign up only once for a free trial per application listing regardless of how many editions contain a free trial. Once the free trial has expired ADP Marketplace will not auto bill the clients. Clients must head back into the application listing to upgrade to a paid plan.

We encourage the use of free trials as it is a great risk free way for clients to try out your integrated solution. Please reference the following [Free Trial](#) article for implementation details.

Failed Payments

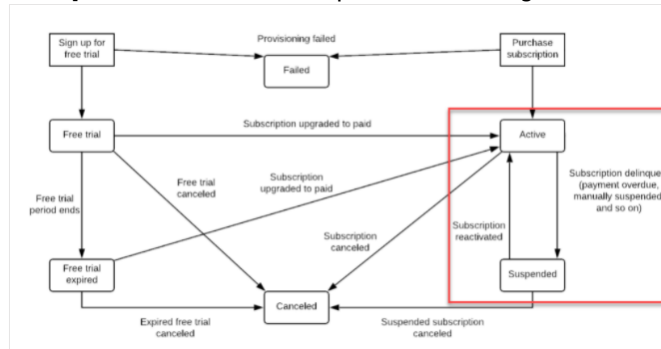
When a client misses an invoice payment for an active subscription they are placed in a suspended state. The suspension notification is sent to the partner's subscription notice endpoint, after the client has paid their outstanding balance they will be marked as active and another event on the same endpoint will be triggered to notify your application. Please reference the Handling Suspended Notification chapter 3 for implementation details.

Subscription Lifecycle Management-Suspended Notifications

Subscription Lifecycle State: Suspended

For the purposes of this article we will solely focus on the state notifications that will be sent to your endpoint when a client's payment has failed and when they have rectified the defaulted payment(s). TEST

When a customer misses an invoice payment for a subscription in the **ACTIVE** state, the subscription state changes to **SUSPENDED**. After the customer pays the overdue invoice, the subscription state returns to **ACTIVE** and suspension reason and message are set to null. In both cases ADP Marketplace triggers a SUBSCRIPTION_NOTICE event notification upon each state change.



Subscription Notice

The subscription notice event notification allows your application to receive overdue or delinquent invoices on an existing subscription, as well as receive a notification when the overdue invoice has been paid. In order to support these subscription events you must define a subscription notice notification URL on your application listing's **Edit Integration** page.

Subscription Status Notification URL ?

<https://stageapi.partnerj.com/api/v0/user/me/integrationv2/adp/sta>

Event Details

Currently Integration Report does not generate test notifications for **ACTIVE** and **SUSPENDED** states. You may use the following example events and pass them through your application via postman or local variables.

The SUBSCRIPTION_NOTICE event payload contains the following elements:

- **accountIdentifier**
 - this will be the same identifier that was used to respond to the client's initial subscription create event notification.
- **status**
 - Status can be a value of **SUSPENDED** or **ACTIVE**
- **type**
 - Notice type may be a value of **DEACTIVATED** or **REACTIVED**

SUSPENDED

```
{
  "type": "SUBSCRIPTION_NOTICE",
  "marketplace": {
    "partner": "ADP",
    "baseUrl": "https://apps.adp.com"
  },
  "payload": {
    "user": null,
    "company": null,
    "account": {
      "accountIdentifier": "G3XZAJYHXEV6DH1N",
      "status": "SUSPENDED",
      "parentAccountIdentifier": null
    },
    "addonInstance": null,
    "addonBinding": null,
    "order": null,
    "notice": {
      "type": "DEACTIVATED",
      "message": null
    },
    "configuration": {
      "organizationOID": "G3XZAJYHXEV6DH1N",
      "applicationID": "19d871e9-3e8e-4932-9687-bf456d4d2756"
    }
  },
  "links": []
}
```

ACTIVE

```
{
  "type": "SUBSCRIPTION_NOTICE",
  "marketplace": {
    "partner": "ADP",
    "baseUrl": "https://apps.adp.com"
  },
  "payload": {
    "user": null,
    "company": null,
    "account": {
      "accountIdentifier": "G3XZAJYHXEV6DH1N",
      "status": "ACTIVE",
      "parentAccountIdentifier": null
    },
    "addonInstance": null,
    "addonBinding": null,
    "order": null,
    "notice": {
      "type": "REACTIVATED",
      "message": null
    },
    "configuration": {
      "organizationOID": "G3XZAJYHXEV6DH1N",
      "applicationID": "19d871e9-3e8e-4932-9687-bf456d4d2756"
    }
  },
  "links": []
}
```

Chapter 4

How to Test Suspended Notifications

This chapter will go through testing suspending and reactivating a client account so you can simulate the payload that your **"Subscription Status Notification URL"** endpoint would receive when these events are triggered.

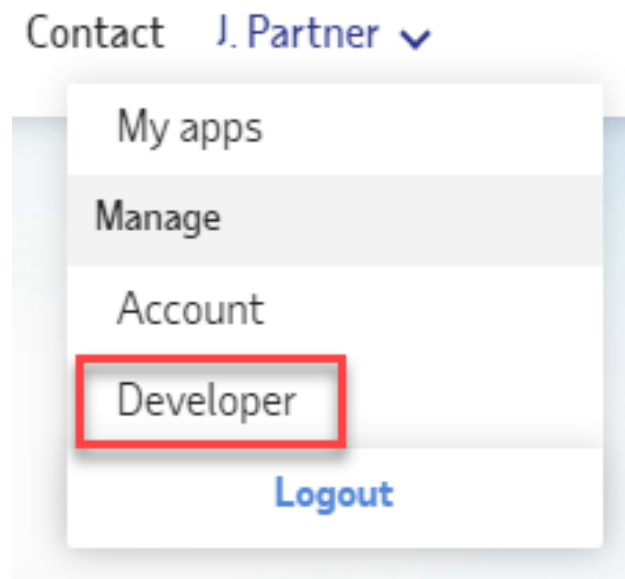


Info

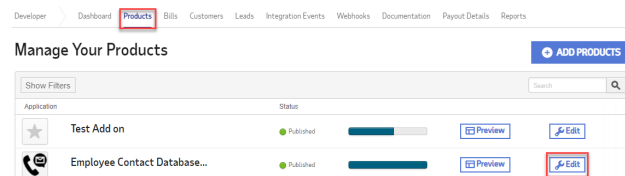
Before going through the tests below make sure you have subscribed first via the **"Integration Report"** but **do not** process the cancel. If you do you will not see any accounts when you go to the accounts section.

Testing Suspended Notifications

1. Log Into the ADP Marketplace with your partner account.
2. Once logged in go to **"Developer"** under your name on the right hand side



3. Then click on **"Products"** at the top then click on **"Edit"** for the product you wish to test with



4. Once in the edit view scroll down and click on **"Accounts"** which will be under the **"Integration"** section

INTEGRATION
Credentials
Edit Integration
Edit Authentication
Run Ping Tests
Events
Accounts
Integration Report 100%
SETTINGS
Product Settings

5. Once on the accounts page you should see your partner account listed as that would have been the one you have been testing with via the integration report.

Accounts English (United States)

These are accounts generated while testing the development version of your product.

Status	Created	ID	Edition	Owner	Company / Company UUID	Marketplace
Active	12/21/21	00ID789456	Free2	John Partner	Partnerx2 e565aadc-c5f6-4724-a638-3c5580163cf0	ADP

6. Click on that account and you will be taken to the "Account Details" page. On this page you can click on "Suspend Account"

Accounts > 00ID789456

Account Details

ID: 00ID789456

Customer

Owner John Partner

Company Name Partnerx2

Company UUID e565aadc-c5f6-4724-a638-3c5580163cf0

Partner ADP

Order

Edition Free2

Status Active

Created On 12/21/21 12:00 AM

Edit Order

Suspend Account Upcoming Invoice

Users

UUID	Name	Email	Status
1f43a3be-103e-4541-8feb-7b8da40def46	John Partner	paulipuglisi@yahoo.com	Active
9155ab86-d4c-41e7-9716-8d76f6bb2ce7	Navin Noruthun	navin.noruthun@adp.com	Active

7. Once clicked you will see a confirmation message and the status on the right will now be updated to "Suspended"

Accounts > 00ID789456

Account Details

ID: 00ID789456

The account was successfully suspended and a subscription notice was sent to the application.

Customer

Owner John Partner

Company Name Partnerx2

Company UUID e565aadc-c5f6-4724-a638-3c5580163cf0

Partner ADP

Order

Edition Free2

Status **Suspended**

Created On 12/21/21 12:00 AM

Edit Order

Reactivate Account Cancel Account Upcoming Invoice

- This will trigger off an event to the endpoint you specified in the **"Edit Integration"** Setting called **"Subscription Status Notification URL"**



Example Suspended Event Payload:

```
<event xmlns:atom="http://www.w3.org/2005/Atom">
  <type>SUBSCRIPTION_NOTICE</type>
  <marketplace>
    <baseUrl>https://apps.adp.com</baseUrl>
    <partner>ADP</partner>
  </marketplace>
  <payload>
    <account>
      <accountIdentifier>00ID789456</accountIdentifier>
      <status>SUSPENDED</status>
    </account>
    <configuration>
      <entry>
        <key>organizationOID</key>
        <value>G2F7AK7HB5SCFQ8R</value>
      </entry>
      <entry>
        <key>applicationID</key>
      </entry>
    </configuration>
    <notice>
      <type>DEACTIVATED</type>
    </notice>
  </payload>
</event>
```

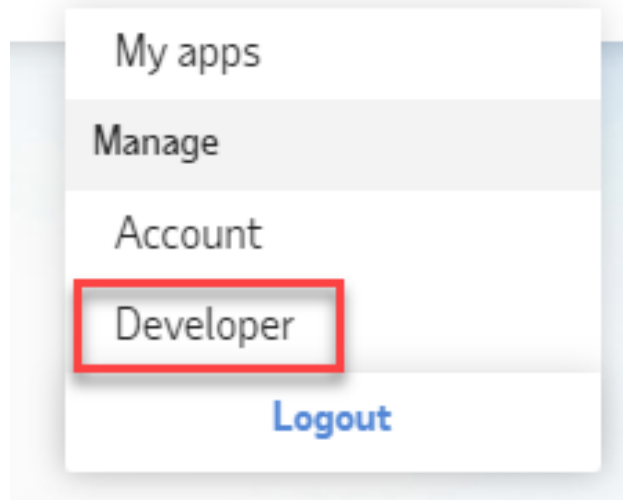
- You can also see in the **"Events"** section under the **"Integration"** the event type which will be **"Subscription_Notice"**

Status	Created On	Marketplace	Event Type Event Token	Error Code Message	User Company	Published App?	Manually Resolved?	Id
●	02/16/22 8:23 AM	ADP	SUBSCRIPTION_NOTICE 2585a956-b15f-42c0- a943-fdca0b68f944	N/A Dummy success APL...	N/A Partnerv2	N	N	FTc 905 da5

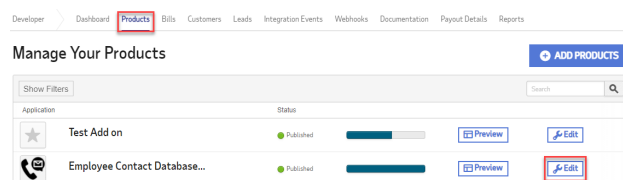
Testing Reactivating an Account

- Log Into the ADP Marketplace with your partner account.
- Once logged in go to **"Developer"** under your name on the right hand side

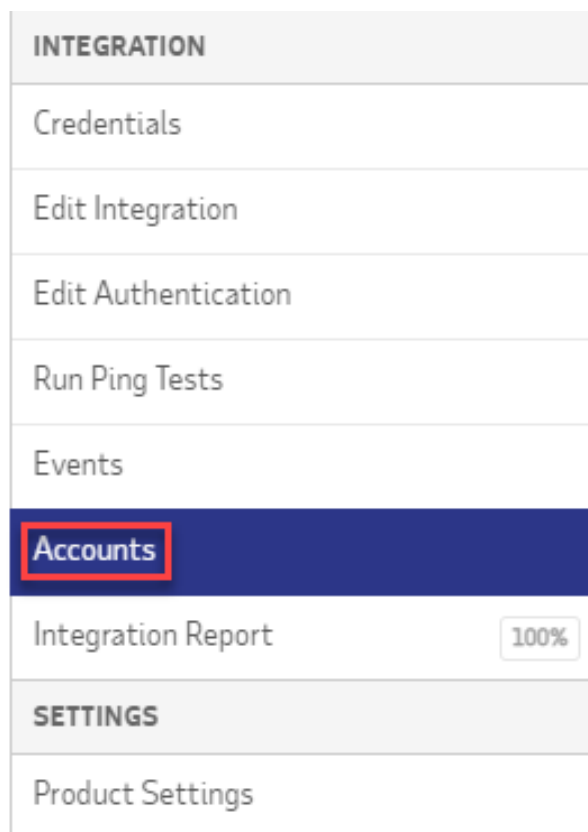
Contact J. Partner ▼



3. Then click on **"Products"** at the top then click on **"Edit"** for the product you wish to test with



4. Once in the edit view scroll down and click on **"Accounts"** which will be under the **"Integration"** section



5. Once on the accounts page you should see your partner account listed as that would have been the one you have been testing with via the integration report. You will also notice at this point that the current status is **"Suspended"**

Accounts

English (United States)

These are accounts generated while testing the development version of your product.

Show Filters							Search	
Status	Created	ID	Edition	Owner	Company	Company UUID	Marketplace	
Suspended	12/21/21	00ID789456	Free2	John Partner	Partnerx2	a565aadc-c5f6-4724-a638-3c5580163cf0	ADP	

6. Click on that account and you will be taken to the **"Account Details"** page. On this page you can click on **"Reactivate Account"**

Accounts > 00ID789456

Account Details

ID: 00ID789456

[Reactivate Account](#) [Cancel Account](#) [Upcoming Invoice](#)

Customer	Order
Owner: John Partner	Edition: Free2
Company Name: Partnerx2	Status: Suspended
Company UUID: e565aadc-c5f6-4724-a638-3c5580163cf0	Created On: 12/21/21 12:00 AM
Partner: ADP	Edit Order

Users

UUID	Name	Email	Status
1f43a3be-103e-4541-8feb-7b8da40def46	John Partner	paullpuglisi@yahoo.com	Active
9155ab86-dc4c-41e7-9716-8d76f6bb2ce7	Navin Noruthun	navin.noruthun@adp.com	Active

7. Once clicked you will see a confirmation message and the status on the right will now be updated to **"Active"**

Account Details

ID: 00ID789456

[Suspend Account](#) [Upcoming Invoice](#)

The account was successfully reactivated and a subscription notice was sent to the application.

Customer	Order
Owner: John Partner	Edition: Free2
Company Name: Partnerx2	Status: Active
Company UUID: e565aadc-c5f6-4724-a638-3c5580163cf0	Created On: 2/18/22 12:00 AM
Partner: ADP	Edit Order

Users

UUID	Name	Email	Status
1f43a3be-103e-4541-8feb-7b8da40def46	John Partner	paullpuglisi@yahoo.com	Active
9155ab86-dc4c-41e7-9716-8d76f6bb2ce7	Navin Noruthun	navin.noruthun@adp.com	Active

8. This will trigger off an event to the endpoint you specified in the **"Edit Integration"** Setting called **"Subscription Status Notification URL"**

Subscription Status Notification URL ?

<https://stageapi.partnerj.com/api/v0/user/me/integrationv2/adp/sta>

Example Suspended Event Payload:

```
<event xmlns:atom="http://www.w3.org/2005/Atom">
  <type>SUBSCRIPTION_NOTICE</type>
  <marketplace>
    <baseUrl>https://apps.adp.com</baseUrl>
    <partner>ADP</partner>
  </marketplace>
  <payload>
    <account>
      <accountIdentifier>00ID789456</accountIdentifier>
      <status>ACTIVE</status>
    </account>
    <configuration>
      <entry>
        <key>organizationOID</key>
        <value>G2F7AK7HB5SCFQ8R</value>
      </entry>
      <entry>
        <key>applicationID</key>
      </entry>
    </configuration>
    <notice>
      <type>REACTIVATED</type>
    </notice>
  </payload>
</event>
```

9. You can also see in the **"Events"** section under the **"Integration"** the event type which will be **"Subscription Notice"**

Status	Created On	Marketplace	Event Type Event Token	Error Code Message	User Company	Published App?	Manually Resolved?	Iden
●	02/18/22 1:20 PM	ADP	SUBSCRIPTION NOTICE "0068ac5c-7818-4276- 9266-486c78544095"	N/A Dummy success API...	N/A Partnerx2	N	N	0914- 1941- 6aaa



Info

In both scenarios listed above your **"Subscription Status Notification URL"** endpoint would respond the same way you currently do for other subscription related events as outlined in Chapter 3 in either of the guides linked below.

[ADP Marketplace Integration - Separate Credentials \(OAuth2 + Basic Auth\)](#)

[ADP Marketplace Integration - Separate Credentials \(OAuth2\)](#)