API SERVICES · FOR TYL BY NATWEST

Paytia API Services. Customer guide.

Every URL you need to integrate with Paytia — API docs, OpenAPI spec, Postman collections, production endpoints and support, in one place.

AUDIENCE
Customers integrating with Paytia APIs
Developers · Solution architects

LAST UPDATED
February 2026
Paytia API Services

OVERVIEW

Direct URLs for accessing Paytia API documentation, specification files, Postman collections and the Zoho support ticket system.

Use these links when integrating Paytia payment services into your applications. Everything here is current as of February 2026.

- ✓ 4 API products
- ✓ OpenAPI + Postman ready
- ✓ Support via Zoho

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API DOCS
paytia.com/api/docs

SUPPORT
support.paytia.com

EMAIL
techsupport@paytia.com

/01 Documentation, OpenAPI & Postman

Docs, specs & test tools.

The hub plus four product pages, the machine-readable OpenAPI spec, and pre-configured Postman collections for fast testing.

1 · API documentation (website)

HUB

API Documentation Hub

Main landing page — choose your integration approach and access all API docs.

`paytia.com/api/docs`

PAYMENT SERVICE API · V5.8

REST API for iframe integration

Payment links · recurring payments · MOTO · e-commerce · bank payments · SMS.

`paytia.com/api/docs/payment-service`

URL POST API · V2.6

URL-encoded redirect-based payments

Telephone · payment links · recurring payments via URL-encoded redirects.

`paytia.com/api/docs/url-post`

CLICK TO CALL API · V1.0

WebRTC dialler integration

Agent-based calling · international numbers.

`paytia.com/api/docs/click-to-call`

ACTIVE CALL CHECK API · V1.0

Real-time call verification

Security checks for active Paytia calls.

`paytia.com/api/docs/active-call`

2 · OpenAPI specification

Machine-readable API specification (OpenAPI / JSON):

OPENAPI JSON

Full machine-readable spec

Import into your codegen tooling of choice.

`paytia.com/api/openapi.json`

3 · Postman collections (download)

Pre-configured Postman collections for testing Paytia APIs. Both collections, plus the latest test tools, are listed in the Paytia support article below:

PAYTIA API SERVICES

Postman collections & API test tools

Payment Service API and URL POST API collections, plus the latest test tools.

`support.paytia.com/portal/en/kb/articles/paytia-api-services`

PAYTIA DEVELOPMENT

Embedded iframe events

Browser postMessage events from the checkout & MOTO agent iframes — resize, payment status & method.

`support.paytia.com/portal/en/kb/articles/paytia-embedded-iframe-events`

Tip → Import these into Postman and set the `X-API-KEY` header with your Paytia API key from the merchant portal.

/02 Production endpoints & Support

Live endpoints & support.

Base URLs for live API calls — authentication is via the `X-API-KEY` header. Support is provided through Zoho at **support.paytia.com**.

4 · Production API endpoints (accounts.paytia.com)

API	ENDPOINT URL
Payment Service	`https://accounts.paytia.com/api/payment_service`
Subscription	`https://accounts.paytia.com/api/subscription`
Payment Update	`https://accounts.paytia.com/api/payment_update`
SMS Payment	`https://accounts.paytia.com/api/sms_payment`
Authorization	`https://accounts.paytia.com/api/authorize`

Authentication → All API calls use the `X-API-KEY` header. Get your key from the Paytia merchant portal under **API secret key**.

Quick request example

```
# Payment Service request — minimum viable
curl "https://accounts.paytia.com/api/payment_service" \
  -H "X-API-KEY: <your-key>" \
  --form amount="20.00" \
  --form currency_code="GBP" \
  --form webhook_url="https://your-app.com/hook" \
  --form reference_id="INV-12345"
```

5 · Support & ticket system

SUPPORT CENTER
Help Desk home
Knowledge base, articles, ticketing — start here.
`support.paytia.com`

SUBMIT A TICKET
Raise a new support ticket
`support.paytia.com/portal/en/newticket`

KNOWLEDGE BASE
Full KB index
`support.paytia.com/portal/en/kb`

TECH SUPPORT
Technical support articles
`support.paytia.com/portal/en/kb/tech-support`

Helpful support articles

Paytia API Services
Documentation overview + Postman API test tools.

Adding an API key
Step-by-step: how to create and add your API key.

What is an OTP code?
Background on OTPs used by the Paytia service.

/03 Quick reference

Quick reference checklist.

A short, ordered run-through to get you from zero to your first successful API call.

01 **Get your API key**

From the Paytia merchant portal, navigate to **API secret key** sub-menu and create a key for the account you're integrating.

02 **Pick the right API**

Read the relevant API doc at `paytia.com/api/docs`. Most integrations start with the **Payment Service API** (iframe pattern).

03 **Download a Postman collection**

Grab the Postman collection for your chosen API, drop in your key as the `X-API-KEY` header, and exercise a test call.

04 **Build with X-API-KEY on every call**

All API requests must include the `X-API-KEY` header. Treat the key as secret; rotate it from the portal when needed.

05 **Something not working? Open a ticket**

Submit a ticket at `support.paytia.com/portal/en/newticket` with your reference ID and any webhook responses you've seen.

API pick guide (which one do you want?)

Payment Service API — DEFAULT

REST + iframe pattern. The most common Paytia integration — payments, payment links, recurring, MOTO, e-commerce, bank payments and SMS.

URL POST API — REDIRECT

For applications that can't embed an iframe — Paytia takes a URL-encoded post, pre-fills its own page and redirects the user.

Click to Call API — WEBRTC

For agent-based calling out of your application. International number support; works alongside Paytia's secure capture.

Active Call Check API — SECURITY

Real-time verification that a Paytia call is active for the merchant — a security check for downstream actions.

NEED A HAND?

Talk to your Paytia account manager or tech support.

For anything not covered here, the fastest route is a ticket — support.paytia.com/portal/en/newticket — or email techsupport@paytia.com.

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