Integration Specification Document

Retail Finance

Emkan

Finance

Classification: Public

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Document Version History

Version	Date	Author	Change Description
0.1	Sunday, May 9, 2021	Omar El shinnawey	Voucher document specs creation.
1.0	Tuesday, June 8, 2021	Omar El shinnawey	Update API(s) to latest version.
1.1	Sunday, March 20, 2022	Taha Karam	Update API(s) headers and requests to latest version.
1.2	Thursday, April 7, 2022	Mohammed Amr	Add documentation for new preRedeem & preRefund API(s).
1.3	Monday, May 15, 2022	Mohammed Amr	Add documentation for getVoucherDetails API
1.4	Wednesday, June 8, 2022	Mohammed Amr	Enhancing the format of the transactionId for redeem API request body.
1.5	Thursday, June 16, 2022	Mohammed Amr	Removing Content-Type from request headers (as it is already implicitly inferred, adding ABC acronym for Merchant Name in voucher API(s) request headers & bodies.
1.6	Monday, August 2, 2022	Mohammed Amr	Listing error codes with their Arabic and English messages for all voucher redemption/refunding API(S)
1.7	Sunday, November 13, 2022	Mohammed Amr	Adding voucher expired redemption error codes, voucher redemption time out, refunding time out and getting voucher details time out error codes
1.8	Tuesday, January 17, 2023	Mohammed Amr	Adding Ecommerce (online) redemption and refunding model & Emkan's OTP Facts

Table 1 Document Version History

Document Review & Approval History

Version	Reviewer	Approver	Review Date	Approval Date
0.1	Omar El Shinnawey	Omar El Shinnawey	Sunday, May 9, 2021	Sunday, May 9, 2021
1.0	Omar El Shinnawey	Omar El Shinnawey	Tuesday, June 8, 2021	Tuesday, June 8, 2021
1.1	Taha Karam	Mohammed Amr	Sunday, March 20, 2022	Sunday, March 20, 2022
1.2	Mohammed Amr	Mohammed Amr	Thursday, April 7, 2022	Thursday, April 7, 2022
1.3	Mohammed Amr	Mohammed Amr	Monday, May 15, 2022	Monday, May 15, 2022
1.4	Mohammed Amr	Mohammed Amr	Wednesday, June 8, 2022	Wednesday, June 8, 2022
1.5	Mohammed Amr	Mohammed Amr	Thursday, June 16, 2022	Thursday, June 16, 2022
1.6	Mohammed Amr	Mohammed Amr	Monday, August 2, 2022	Monday, August 2, 2022
1.7	Mohammed Amr	Mohammed Amr	Sunday, November 13, 2022	Sunday, November 13, 2022
1.8	Mohammed Amr	Mohammed Amr	Tuesday, January 17, 2023	Tuesday, January 17, 2023

Table 2 Document Review & Approval History

Contact Information

Name	Role	Email	Phone

Table 3 Contact Information

Purpose

This document details the integration requirements for Retail Finance Voucher services. The document highlights connectivity requirements, service endpoints and service specifications.

Network Connectivity Details

Connection between merchants and Emkan will happen via HTTPS connection. IP whitelisting will be implemented.

Authentication

Merchants will receive a client ID and a secret ID. These values must be used in every API call in a basic authentication format where the client ID is the username, and the secret ID is the password.

The credentials will be shared at a later stage via a secure channel.

Integration Services

This section describes the service specifications and endpoints. The following services are identified as part of the current integration scope:

- Get Emkan Voucher Details ((**optional**) -> provided for merchant's business needs)
- Pre-Redeem Emkan Voucher
- Redeem Emkan Voucher
- Pre-Refund Emkan Voucher
- Refund Emkan Voucher

Public
Classification:

Get Emkan Voucher Details

The service is used to inquire about voucher's details, in order to get the voucher's status and amount. This API is provided for the merchants (optionally) according to their business needs.

Service URI: /merchant/v1/vouchers/getVoucherDetails

Protocol: REST

HTTP Headers

Header Name	Type	Length	Value	Required
LNG	String	2	"EN" or "AR"	YES
CHN	String	10	"MERCHANT" or "ECOMMERCE"	YES
MERCHANT_CODE	String	-	Pre-defined Merchant Code, i.e., ABC	YES

Table 4 getVoucherDetails Emkan HTTP Headers

Notes:

1. If your merchant supports in-house (physical) voucher redemption and refunding, then, CHN header value here should be passed as **MERCHANT**, in case your merchant supports online redemption and refunding, then passed CHN header value here should be **ECOMMERCE**.
2. Make sure that you have used the correct **Basic Auth** (Username, Password) that were shared by Emkan designated for your merchant.

Request Body

Field Name	Description	Type	Length	Example Value	Nullable
voucherCode	The voucher code	String	Up to 100	XxyxcHy13YwWlCHp	NO
customerId	National ID or Iqama	String	10	1234567891	NO
applicationId	Application Id for the voucher	String	Up to 10	915374	NO

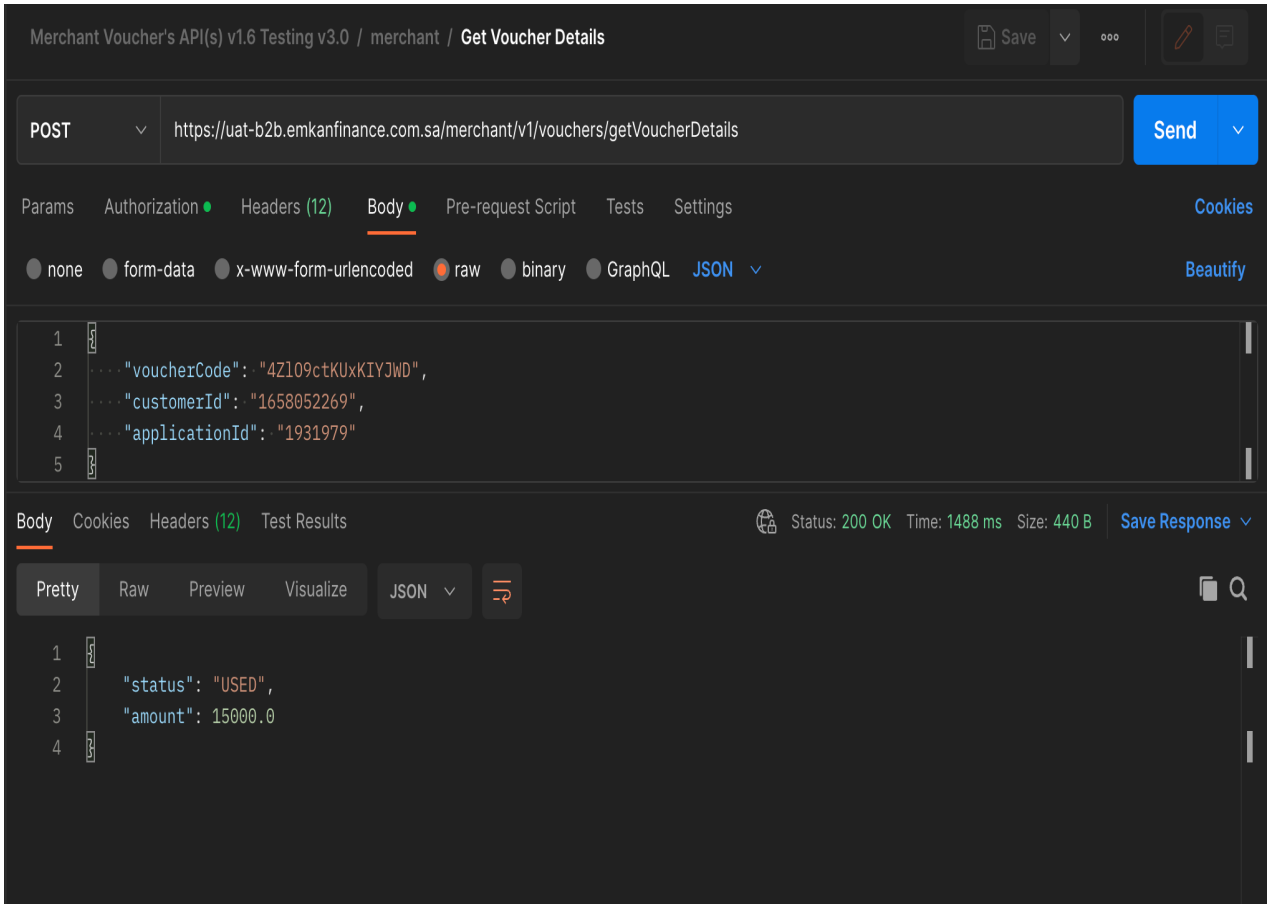
Table 5 getVoucherDetails Emkan Request Body

Request Example

```
{
  "voucherCode":"4ZlO9ctKUxKlYJWD",
  "customerId":"1658052269",
  "applicationId":"1931979"
}
```

Response Example

```
{
  "status":"USED",
  "amount":15000.0
}
```



Error Codes

Code	HTTP Status	English Message	Arabic Message
3022	504	Timeout, please try to get the voucher details again (code: VCR-3022)	نفذت المهلة, الرجاء محاولة الاستعلام عن بيانات القسيمة مرة أخرى (code: VCR-3022)
4004	400	Application id cannot be empty (code: VCR-4004)	رقم العقد لا يمكن أن يكون فارغا (code: VCR-4004)
4006	400	National id should not be empty (code: VCR-4006)	رقم الهوية الوطنية لا يمكن أن يكون فارغاً(code: VCR-4006)
4007	400	National ID must start with 1 or 2 and must have 10 digits (code: VCR-4007)	رقم الهوية الوطنية يجب أن يبدأ ب 1 أو 2 وأن يحتوي على 10 خانات (code: VCR-4007)
4022	400	Voucher code format is not correct (VCR-4022)	صيغة الكود غير صحيحة (VCR-4022)
4023	400	Voucher code can`t be empty (code: VCR-4023)	كود القسيمة الشرائية لا يمكن أن يكون فارغا (code: VCR-4023)
4800	400	Sorry, invalid merchant channel, please make sure you are using a corret one and try again. (code: VCR-4800)	عفوا، هذه الخدمة غير متوفرة مع تعريف التاجر، برجاء التأكد من إدخال تعريف صحيح والمحاولة مرة أخرى (code: VCR-4800)
5016	400	Voucher store redemption is unavailable at the moment! (code: VCR-5016)	استخدام القسائم الشرائية عن طريق المتجر غير متاح الآن (code: VCR-5016)
5018	400	We could not verify the	لم نتمكن من التحقق عن

		voucher, please check the data entered (code: VCR-5018)	القسيمة، يرجى التحقق من البيانات المدخلة (code: VCR-5018)
100000	500	Sorry, something went wrong (code: VCR-100000)	عفواً، هناك خطأ تقني ما (code: VCR-100000)

Table 6 getVoucherDetails Emkan Voucher Error Error Codes

Pre-Redeem Emkan Voucher

The service is used to acquire an Emkan OTP, to be used through the redemption process afterwards, when a customer is either at the merchant premises or about to start redemption process online, the merchant will invoke this API to receive the otpID i.e. (f1834891-2926-4e57-9587-6b8a341f9238) and a SMS notification will be sent to the customer's mobile that includes a 4-digit otp i.e. (1234), both of them will be sent as part of the request body of the redeem API later on.

Service URI: /merchant/v1/vouchers/preRedeem

Protocol: REST

HTTP Headers

Header Name	Type	Length	Value	Required
LNG	String	2	"EN" or "AR"	YES
CHN	String	10	"MERCHANT" or "ECOMMERCE"	YES
MERCHANT_CODE	String	-	Pre-defined Merchant Code, i.e., ABC	YES

Table 7 preRedeem Emkan Voucher HTTP Headers

Notes:

1. If your merchant supports in-house (physical) voucher redemption and refunding, then, CHN header value here should be passed as **MERCHANT**, in case your merchant supports online redemption and refunding, then passed CHN header value here should be **ECOMMERCE**.
2. Make sure that you have used the correct **Basic Auth** (Username, Password) that were shared by Emkan designated for your merchant.

Request Body

Field Name	Description	Type	Length	Example Value	Nullable
customerId	National ID or Iqama	String	10	1234567891	NO

Table 8 preRedeem Emkan Voucher Request Body

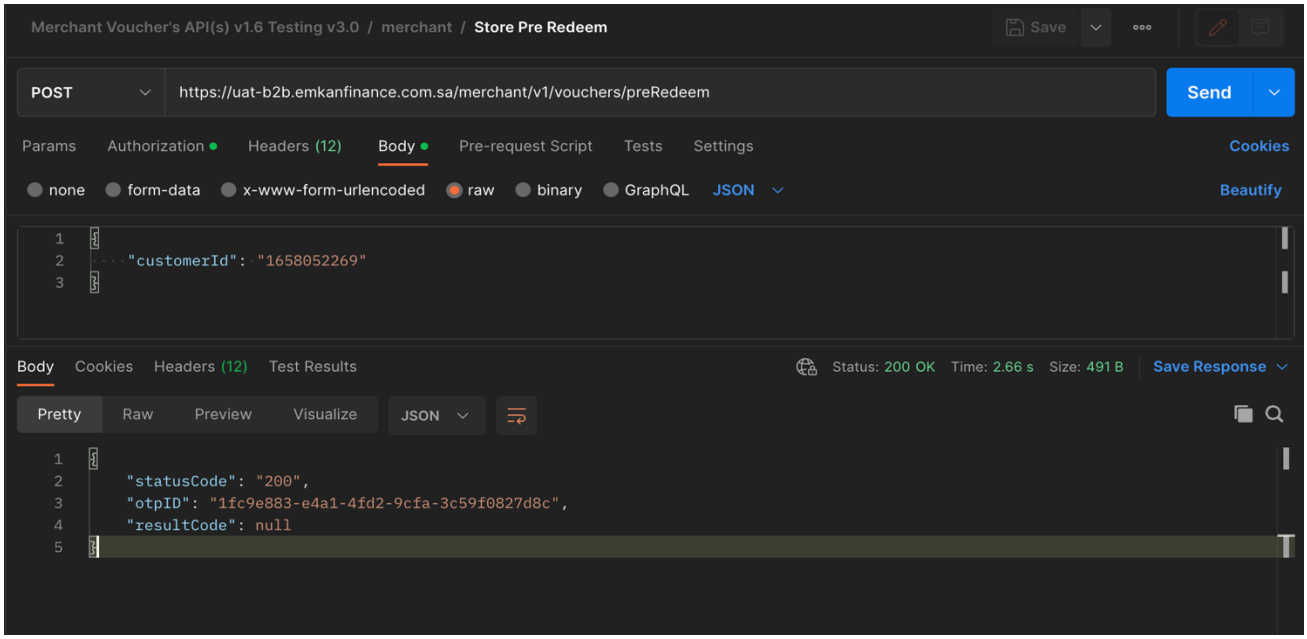
Request Example

```
{
    "customerId": "1658052269"
}
```

Response Example

```
{
    "statusCode": "200",
    "otpID": "1fc9e883-e4a1-4fd2-9cfa-3c59f0827d8c"
```

}



Error Codes

Code	HTTP Status	English Message	Arabic Message
3010	500	Sorry, Send OTP failed (code: OTP-3010)	عفواً، خطأ في إرسال رمز التحقق (code: OTP-3010)
3015	500	Sorry, OTP generation Locked (code: OTP-3015)	عفواً، لا يمكن ارسال رمز تحقق بسبب حظر مؤقت (code: OTP-3015)
4006	400	National id should not be empty (code: VCR-4006)	رقم الهوية الوطنية لا يمكن أن يكون فارغاً(code: VCR-4006)
4007	400	National ID must start with 1 or 2 and must have 10 digits (code: VCR-4007)	رقم الهوية الوطنية يجب أن يبدأ ب 1 أو 2 وأن يحتوي على 10 خانات (code: VCR-4007)
4021	500	Sorry, error in OTP generation (code: VCR-4021)	عفواً، خطأ في عملية التحقق (code: VCR-4021)
4800	400	Sorry, invalid merchant channel, please make sure you are using a corret one and try again. (code: VCR-4800)	عفوا، هذه الخدمة غير متوفرة مع تعريف التاجر، برجاء التأكد من إدخال تعريف صحيح والمحاولة مرة أخرى (code: VCR-4800)
5016	400	Voucher store redemption is unavailable at the moment! (code: VCR-	استخدام القسائم الشرائية عن طريق المتجر غير متاح الآن (code: VCR-5016)

		5016)	
9015	404	Sorry, could not find any record for the provided customer in DB (code: VCR-9015)	عفواً، سجل العميل غير متواجد (code: VCR-9015)
100000	500	Sorry, something went wrong (code: VCR-100000)	عفواً، هناك خطأ تقني ما (code: VCR-100000)

Table 9 preRedeem Emkan Voucher Error Codes

Redeem Emkan Voucher

The service is used to redeem vouchers when a customer is either at the merchant premises or about to start redemption process online, as long as the customer's voucher is valid for redemption, considering the fact that this API is dependent on preRedeem API invocation first.

Service URI: /merchant/v1/vouchers/redeem

Protocol: REST

HTTP Headers

Header Name	Type	Length	Value	Required
LNG	String	2	"EN" or "AR"	YES
CHN	String	10	"MERCHANT" or "ECOMMERCE"	YES
MERCHANT_CODE	String	-	Pre-defined Merchant Code, i.e., ABC	YES

Table 10 Redeem Emkan Voucher HTTP Headers

Notes:

1. If your merchant supports in-house (physical) voucher redemption and refunding, then, CHN header value here should be passed as **MERCHANT**, in case your merchant supports online redemption and refunding, then passed CHN header value here should be **ECOMMERCE**.
2. Make sure that you have used the correct **Basic Auth** (Username, Password) that were shared by Emkan designated for your merchant.

Request Body

Field Name	Description	Type	Length	Example Value	Nullable	Notes
customerId	National ID or Iqama	String	10	1234567891	NO	**Provided by the customer**
voucherCode	The voucher code	String	Up to 100	XxyxcHy13YwWlCHp	NO	**Provided by Emkan's mobile & web apps**
transactionId	Order or invoice or transaction id. Must be unique and matches this format MerchantName-UUID	String matches this format MerchantName-UUID	-	ABC-01eca917-f346-1cd8-b5c6-398908afa1fd (ABC refers here to the Merchant Name)	NO	**Provided by the merchant**
otp	The 4-digit otp that was sent as a SMS to the customer's mobile.	String	4	1234	NO	**Provided in preRedeem Response**

otpID	The requestId that was sent as part of the preRedeem API's response body to the merchant.	String	-	f1834891-2926-4e57-9587-6b8a341f9238	NO	**Provided in preRedeem Response**

Table 11 Redeem Emkan Voucher Request Body

Request Example

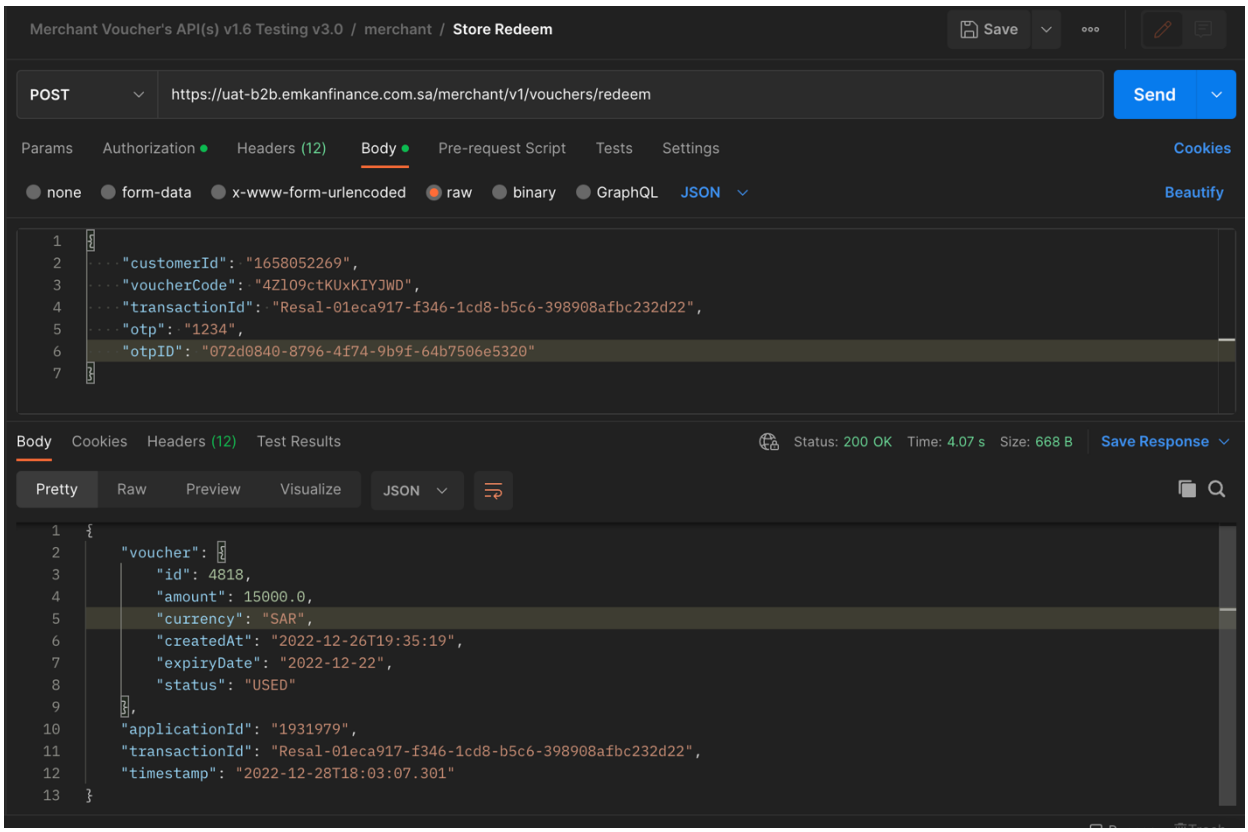

```
{
  "customerId": "1658052269",
  "voucherCode": "4ZlO9ctKUxKIYJWD",
  "transactionId": "ABC-01eca917-f346-1cd8-b5c6-398908afbc232d22",
  "otp": "1234",
  "otpID": "4cc76a3e-352b-40b5-bbac-6be59a3fe469"
}
```


Response Example


```
{
    "voucher": {
      "id": 4818,
      "amount": 15000.0,
      "currency": "SAR",
      "createdAt": "2022-12-26T19:35:19",
      "expiryDate": "2022-12-22",
      "status": "USED"
    },
    "applicationId": "1931979",
    "transactionId": "ABC-01eca917-f346-1cd8-b5c6-398908afbc232d22",
    "timestamp": "2022-12-28T18:03:07.301"
}
```


(Note: ABC refers here to the Merchant Name)

Classification:
Public



Error Codes

Code	HTTP Status	English Message	Arabic Message
3015	500	Sorry, OTP generation Locked (code: OTP-3015)	عفواً، لا يمكن ارسال رمز تحقق بسبب حظر مؤقت (code: OTP-3015)
3016	500	Sorry, You reached maximum number of attempts (code: OTP-3016)	عفواً، لقد وصلت للحد الاعلى للمحاولات (code: OTP-3016)
3017	500	Sorry, You already validate this OTP (code: OTP-3017)	عفواً، لقد قمت باستخدام الرمز (code: OTP-3017)
3020	504	Timeout, please try to redeem the voucher again (code: VCR-3020)	نفذت المهلة, الرجاء محاولة إستخدام القسيمة مره أخرى (code: VCR-3020)
4006	400	National id should not be empty (code: VCR-4006)	رقم الهوية الوطنية لا يمكن أن يكون فارغاً(code: VCR-4006)
4007	400	National ID must start with 1 or 2 and must have 10 digits (code: VCR-4007)	رقم الهوية الوطنية يجب أن يبدأ ب 1 أو 2 وأن يحتوي على 10 خانات (code: VCR-4007)
4008	400	OTP should not be null (code: VCR-4008)	رمز التحقق فارغاً (code: VCR-4008)
4009	400	OTP size is 4 characters (code: VCR-4009)	رزم التحقق يجب أن لا يزيد عن ٤ خانات (code: VCR-4009)
4012	500	Sorry, OTP expired (code:	عفواً, انتهت صلاحية رمز

		VCR-4012)	التحقق (code: VCR-4012)
4013	500	Sorry, Invalid OTP (code: VCR-4013)	عفواً، رمز التحقق غير صالح (code: VCR-4013)
4022	400	Voucher code format is not correct (VCR-4022)	صيغة الكود غير صحيحة (VCR-4022)
4023	400	Voucher code can`t be empty (code: VCR-4023)	كود القسيمة الشرائية لا يمكن أن يكون فارغا (code: VCR-4023)
4025	400	Transaction Id can`t be empty (code: VCR-4025)	عفواً، رقم المعاملة يجب أن لا يكون فارغاً (code: VCR-4025)
4032	400	OTP_ID should not be null (code: VCR-4032)	يجب ألا يكون رمز التحقق فارغًا (code: VCR-4032)
4040	400	OTP_ID size is 36 characters (code: VCR-4040)	عفواً، يجب ادخال 36 رمز (code: VCR-4040)
4793	400	Sorry, the voucher is in pending state at the moment (code: VCR-4793)	القسيمة الشرائية معلقة في الوقت الحالي (code: VCR-4793)
4794	400	Sorry, update voucher application failed (code: VCR-4794)	عفواً، تعذر تحديث عقد القسيمة الشرائية (code: VCR-4794)
4795	400	Sorry, the time allowed for redeeming the voucher has expired! (code: VCR-4795)	عفواً، (code: VCR-4795) انتهى الوقت المسموح به لاستخدام القسيمة الشرائية
4796	400	voucher code can't exceed 100 entries (code: VCR-4796)	رمز القسيمة لايمكن ان يتعدى 100 مدخل (code: VCR-4796)
4797	400	Sorry, online voucher redemption is only valid after 24 hours since the voucher creation date (code: VCR-4797)	عفواً، استخدام القسيمة الشرائية أونلاين متاح فقط بعد مرور ٢٤ ساعة من تاريخ إنشاء القسيمة الشرائية (code: VCR-4797)
4798	400	Dear customer, sorry the voucher cannot be redeemed online, you can only use it by visiting merchant store. (code: VCR-4798)¬	عزيزي . (code: VCR-4798) العميل، نأسف لا يمكنك استخدام القسيمة الشرائية من خلال المتجر الإلكتروني، يمكنك فقط زيارة فرع المتجر واستخدامها مباشرة
4799	400	Dear customer, sorry the voucher cannot be used in physical merchant store, you can only redeem it in online store (code: VCR-4799)	عزيزي . (code: VCR-4799) العميل، نأسف لا يمكنك استخدام القسيمة الشرائية من خلال زيارة فرع المتجر، يمكنك فقط زيارة المتجر الإلكتروني مباشرة
4800	400	Sorry, invalid merchant channel, please make sure you are using a corret one and try again. (code: VCR-4800)	عفوا، هذه الخدمة غير متوفرة مع تعريف التاجر، برجاء التأكد من إدخال تعريف صحيح والمحاولة مرة أخرى (code: VCR-4800)
5005	400	The voucher has already been used and the financing contract is in motion, due to SAMA regulations, it can’t be	تم إستخدام القسيمة، ليس بإمكانك إلغاء القسيمة أو عقد التمويل بعد الإستخدام تبعاً لقوانين البنك المركزي السعودي. (code: VCR-

		cancelled after utilization. (code: VCR-5005)	5005)
5006	400	The voucher was already cancelled.(code: VCR-5006)	تم إلغاء القسيمة مسبقاً. (code: VCR-5006)
5008	400	The voucher cannot be redeemed since it has already been expired. (code: VCR-5008)	انتهى تاريخ صلاحية القسيمة، ليس بالإمكان استخدامها (code: VCR-5008)
5009	400	The voucher values and digits are not correct. (code: VCR-5009)	القسيمة و معلوماتها غير صحيحة (code: VCR-5009)
5016	400	Voucher store redemption is unavailable at the moment! (code: VCR-5016)	استخدام القسائم الشرائية عن طريق المتجر غير متاح الآن (code: VCR-5016)
9015	404	Sorry, could not find any record for the provided customer in DB (code: VCR-9015)	عفواً، سجل العميل غير متواجد (code: VCR-9015)
100000	500	Sorry, something went wrong (code: VCR-100000)	عفواً، هناك خطأ تقني ما (code: VCR-100000)

Table 12 Redeem Emkan Voucher Error Codes

Pre-Refund Emkan Voucher

The service is used to acquire an Emkan OTP, to be used through the refunding process afterwards, when a customer is either at the merchant premises or about to start refunding process online, the merchant will invoke this API to receive the otpID i.e. (f1834891-2926-4e57-9587-6b8a341f9238) and a SMS notification will be sent to the customer's mobile that includes a 4-digit otp i.e. (1234), both of them will be sent as part of the request body of the refund API later on.

Service URI: /merchant/v1/vouchers/preRefund

Protocol: REST

HTTP Headers

Header Name	Type	Length	Value	Required
LNG	String	2	"EN" or "AR"	YES
CHN	String	10	"MERCHANT" or "ECOMMERCE"	YES
MERCHANT_CODE	String	-	Pre-defined Merchant Code, i.e., ABC	YES

Table 13 preRefund Emkan Voucher HTTP Headers

Notes:

1. If your merchant supports in-house (physical) voucher redemption and refunding, then, CHN header value here should be passed as **MERCHANT**, in case your merchant supports online redemption and refunding, then passed CHN header value here should be **ECOMMERCE**.
2. Make sure that you have used the correct **Basic Auth** (Username, Password) that were shared by Emkan designated for your merchant.

Request Body

Field Name	Description	Type	Length	Example Value	Nullable
customerId	National ID or Iqama	String	10	1234567891	NO

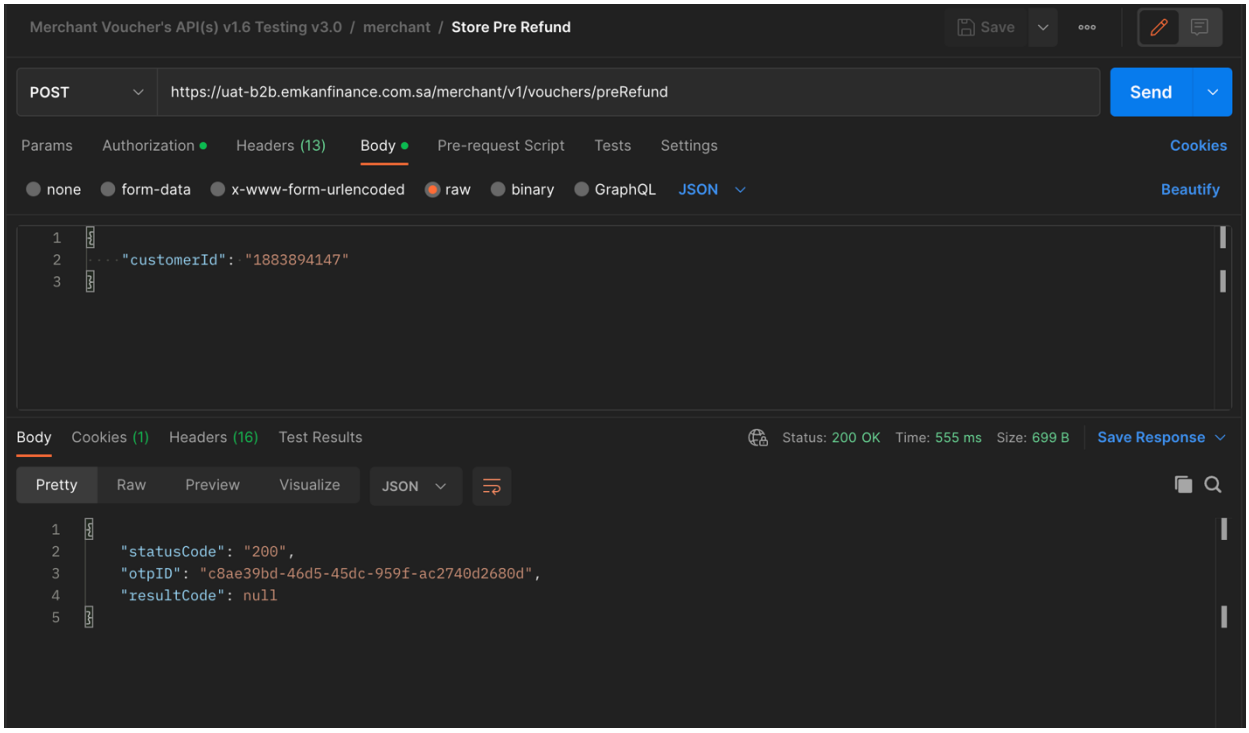
Table 14 preRefund Emkan Voucher Request Body

Request Example

```
{
    "customerId": "1883894147"
}
```

Response Example

```
{
    "statusCode": "200",
    "otpID": "c8ae39bd-46d5-45dc-959f-ac2740d2680d"
}
```



Error Codes

Code	HTTP Status	English Message	Arabic Message
4006	400	National id should not be empty (code: VCR-4006)	رقم الهوية الوطنية لا يمكن أن يكون فارغاً(code: VCR-4006)
4007	400	National ID must start with 1 or 2 and must have 10 digits (code: VCR-4007)	رقم الهوية الوطنية يجب أن يبدأ ب 1 أو 2 وأن يحتوي على 10 خانات (code: VCR-4007)
4021	500	Sorry, error in OTP generation (code: VCR-4021)	عفواً، خطأ في عملية التحقق (code: VCR-4021)
3010	500	Sorry, Send OTP failed (code: OTP-3010)	عفواً، خطأ في إرسال رمز التحقق (code: OTP-3010)
3015	500	Sorry, OTP generation Locked (code: OTP-3015)	عفواً، لا يمكن ارسال رمز تحقق بسبب حظر مؤقت (code: OTP-3015)
4800	400	Sorry, invalid merchant channel, please make sure you are using a corret one and try again. (code: VCR-4800)	عفوا، هذه الخدمة غير متوفرة مع تعريف التاجر، برجاء التأكد من إدخال تعريف صحيح والمحاولة مرة أخرى (code: VCR-4800)
5017	400	Voucher store refunding is unavailable at the moment! (code: VCR-5017)	استرجاع قيمة القسائم الشرائية عن طريق المتجر غير متاح الآن (code: VCR-5017)
9015	404	Sorry, could not find any record for the provided customer in DB (code: VCR-9015)	عفواً، سجل العميل غير متواجد (code: VCR-9015)

100000	500	Sorry, something went wrong (code: VCR-100000)	عفواً، هناك خطأ تقني ما (code: VCR-100000)

Table 15 preRefund Emkan Voucher Error Codes

Refund Emkan Voucher

The service is used to refund the customer's already redeemed voucher when the customer is either at the merchant premises or about to start refunding process online, as long as the voucher is valid for refunding, considering the fact that this API is dependent on preRefund API invocation first, and the refunding process is within the time that was already regulated by both Emkan and the merchant.

Service URI: /merchant/v1/vouchers/refund

Protocol: REST

HTTP Headers

Header Name	Type	Length	Value	Required
LNG	String	2	"EN" or "AR"	YES
CHN	String	10	"MERCHANT" or "ECOMMERCE"	YES
MERCHANT_CODE	String	-	Pre-defined Merchant Code, i.e., ABC	YES

Table 16 Refund Emkan Voucher HTTP Headers

Request Body

Field Name	Description	Type	Length	Example Value	Nullable	Notes
customerId	National ID or Iqama	String	10	1234567891	NO	**Provided by the customer**
voucherId	The voucher ID	String	Up to 100	3055	NO	**Provided in Redeem Response**
otp	The 4-digit otp that was sent as a SMS to the customer's mobile.	String	4	1234	NO	**Provided in preRefund Response**
otpID	The requestId that was sent as part of the preRedeem API's response body to the merchant.	String	-	f1834891-2926-4e57-9587-6b8a341f9238	NO	**Provided in preRefund Response**

Table 17 Refund Emkan Voucher Request Body

Notes:

1. If your merchant supports in-house (physical) voucher redemption and refunding, then, CHN header value here should be passed as **MERCHANT**, in case your merchant supports online redemption and refunding, then passed CHN header value here should be **ECOMMERCE**.
2. Make sure that you have used the correct **Basic Auth** (Username, Password) that were shared by Emkan designated for your merchant.
3. The voucher can be reused again after being refunded.

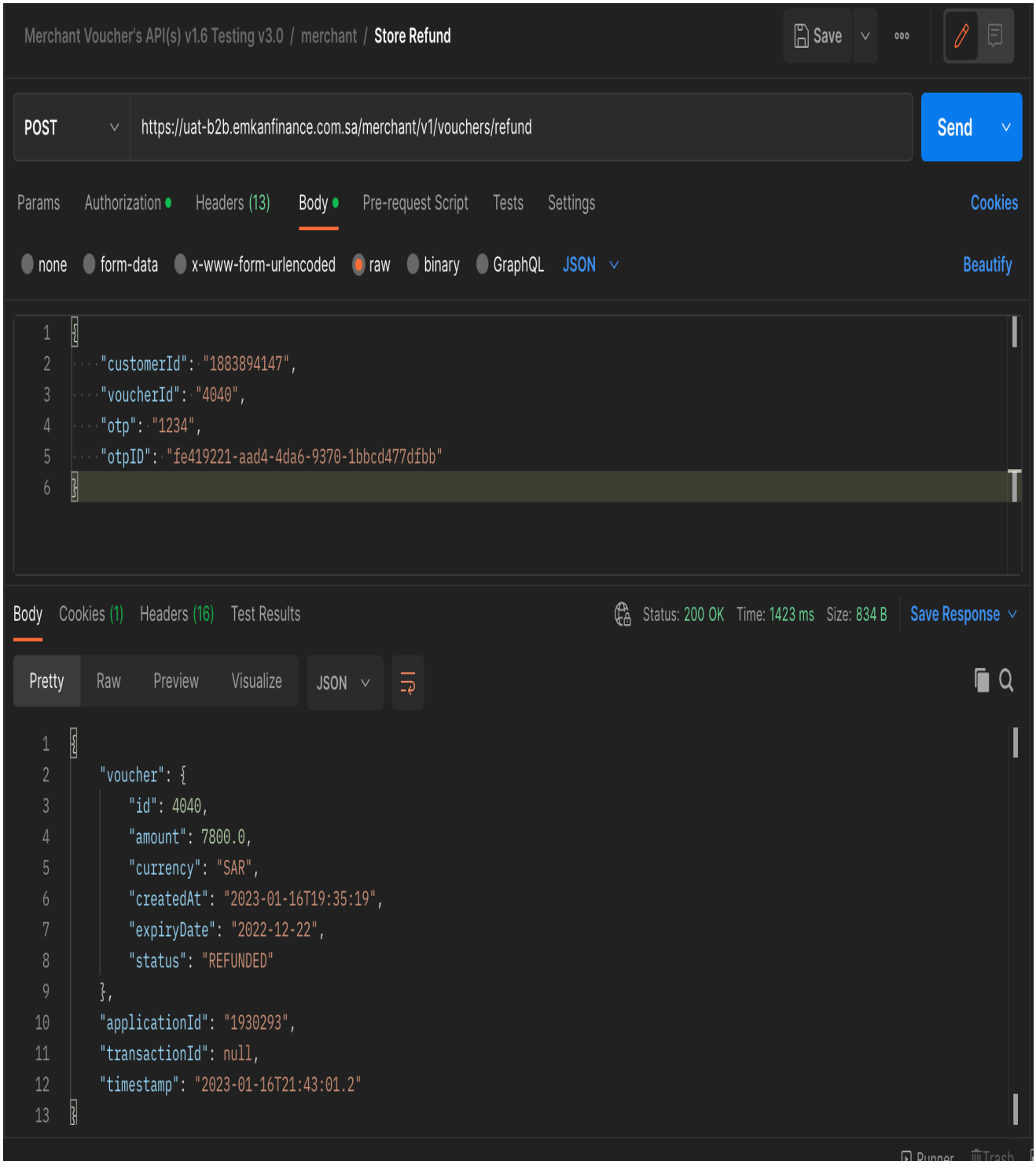
Request Example


```
{
  "customerId":"1883894147",
  "voucherId":"4040",
  "otp":"1234",
  "otpID":"fe419221-aad4-4da6-9370-1bbcd477dfbb"
}
```


Response Example


```
{
  "voucher":{
    "id":4040,
    "amount":7800.0,
    "currency":"SAR",
    "createdAt":"2023-01-16T19:35:19",
    "expiryDate":"2022-12-22",
    "status":"REFUNDED"
  },
  "applicationId":"1930293",
  "transactionId":null,
  "timestamp":"2023-01-16T21:43:01.2"
}
```


Public
Classification:



Public
Classification:

Error Codes

Code	HTTP Status	English Message	Arabic Message
3015	500	Sorry, OTP generation Locked (code: OTP-3015)	عفواً، لا يمكن ارسال رمز تحقق بسبب حظر مؤقت (code: OTP-3015)
3016	500	Sorry, You reached maximum number of attempts (code: OTP-3016)	عفواً، لقد وصلت للحد الاعلى للمحاولات (code: OTP-3016)
3017	500	Sorry, You already validate this OTP (code: OTP-3017)	عفواً، لقد قمت باستخدام الرمز (code: OTP-3017)
3021	504	Timeout, please try to refund the voucher again (code: VCR-3021)	نفذت المهلة, الرجاء محاولة إسترجاع القسيمة مره أخرى (code: VCR-3021)
4006	400	National id should not be empty (code: VCR-4006)	رقم الهوية الوطنية لا يمكن أن يكون فارغاً(code: VCR-4006)
4007	400	National ID must start with 1 or 2 and must have 10 digits (code: VCR-4007)	رقم الهوية الوطنية يجب أن يبدأ ب 1 أو 2 وأن يحتوي على 10 خانات (code: VCR-4007)
4008	400	OTP should not be null (code: VCR-4008)	رمز التحقق فارغاً (code: VCR-4008)
4009	400	OTP size is 4 characters (code: VCR-4009)	رزم التحقق يجب أن لا يزيد عن ٤ خانات (code: VCR-4009)
4012	500	Sorry, OTP expired (code: VCR-4012)	عفواً, انتهت صلاحية رمز التحقق (code: VCR-4012)
4013	500	Sorry, Invalid OTP (code: VCR-4013)	عفواً، رمز التحقق غير صالح (code: VCR-4013)
4024	400	Voucher Id can`t be empty (code: VCR-4024)	رقم القسيمة الشرائية لا يمكن أن يكون فارغا (code: VCR-4024)
4032	400	OTP_ID should not be null (code: VCR-4032)	يجب ألا يكون رمز التحقق فارغًا (code: VCR-4032)
4040	400	OTP_ID size is 36 characters (code: VCR-4040)	عفواً، يجب ادخال 36 رمز (code: VCR-4040)
4791	400	Sorry, you can`t refund a voucher that is in creation state, you have to redeem it first (code: VCR-4791)	عفواً، لا يمكن استرجاعها القسيمة الشرائية وهي ما زالت في حالة الإنشاء، يجب استخدامها أولاً وإذا أردت استرجاعها مستقبلاً يجب أن يكون ذلك في خلال المدة المحددة التي ينص عليها البائع (code: VCR-4791)
4793	400	Sorry, the voucher is in pending state at the moment (code: VCR-4793)	القسيمة الشرائية معلقة في الوقت الحالي (code: VCR-4793)
4798	400	Dear customer, sorry the voucher cannot be	(code: VCR-4798) . عزيزي العميل، نأسف لا يمكنك

		redeemed online, you can only use it by visiting merchant store. (code: VCR-4798)¬	استخدام القسيمة الشرائية من خلال المتجر الإلكتروني، يمكنك فقط زيارة فرع المتجر واستخدامها مباشرة
4799	400	Dear customer, sorry the voucher cannot be used in physical merchant store, you can only redeem it in online store (code: VCR-4799)	عزيزي . (code: VCR-4799) العميل، نأسف لا يمكنك استخدام القسيمة الشرائية من خلال زيارة فرع المتجر، يمكنك فقط زيارة المتجر الإلكتروني مباشرة
4800	400	Sorry, invalid merchant channel, please make sure you are using a corret one and try again. (code: VCR-4800)	عفوا، هذه الخدمة غير متوفرة مع تعريف التاجر، برجاء التأكد من إدخال تعريف صحيح والمحاولة مرة أخرى (code: VCR-4800)
5006	400	The voucher was already cancelled.(code: VCR-5006)	تم إلغاء القسيمة مسبقاً. (code: VCR-5006)
5008	400	The voucher cannot be redeemed since it has already been expired. (code: VCR-5008)	انتهى تاريخ صلاحية القسيمة، ليس بالإمكان استخدامها (code: VCR-5008)
5009	400	The voucher values and digits are not correct. (code: VCR-5009)	القسيمة و معلوماتها غير صحيحة (code: VCR-5009)
5011	400	Voucher refund duration has been expired (code: VCR-5011)	تم تجاوز الوقت المحدد لاسترجاع القسيمة (code: VCR-5011)
5017	400	Voucher store refunding is unavailable at the moment! (code: VCR-5017)	استرجاع قيمة القسائم الشرائية عن طريق المتجر غير متاح الآن (code: VCR-5017)
9015	404	Sorry, could not find any record for the provided customer in DB (code: VCR-9015)	عفواً، سجل العميل غير متواجد (code: VCR-9015)
100000	500	Sorry, something went wrong (code: VCR-100000)	عفواً، هناك خطأ تقني ما (code: VCR-100000)

Table 18 Refund Emkan Voucher Error Codes

Emkan's Generated OTP Facts

- OTP's value used for Emkan's test environments is mocked (fixed) as **1234.**
- Real time generated OTP(s) are sent to the customer's **saved mobile number** in Emkan's database.
- OTP's session is **5 minutes** (expiry time).
- Customers can have max number of **5 OTP(s)** generated for them within **30 minutes**, as long as it gets validate correctly by Emkan.
- When customer provides incorrect OTP value after the fifth time (after **5th time of wrong OTP** validation by Emkan), customer will get locked for **30 minutes**.

Glossary

Referenced Documents

Document Name	Document Link

Table 19 Referenced Documents

Acronym Definitions

Acronym	Description
ABC	Merchant Name
UUID	Universal Unique Identifier
LNG	Language localization
AR	Arabic language content
EN	English language content
CHN	Channel that exposes the API : 1. **MERCHANT**: for merchants that have **physical** voucher's redemption & refunding configuration by Emkan. 2. **ECOMMERCE**: for merchants that have **online** voucher's redemption & refunding configuration by Emkan.
MERCHANT_CODE	Merchant name as pre-defined by Emkan

Table 20 Acronyms