AGODA – XML PARTNERS API (CUSTOMER SERVICE)

Version 1.0.1

9/20/2016

This document is an inventory of all the XML Customer Service that Agoda makes available to its business partners for content exchange, availability of cancellation, and special request process.

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REVISION HISTORY

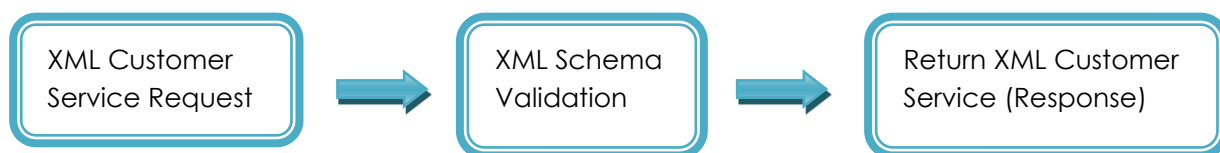| Date	Version	Revisions
2016/09/05	1.0.1	Initial version for affiliate api

PREFACE

The Agoda new generation XML data services are designed to provide you better, faster and more reliable XML services.

Based on several requests from XML partners and customizations on the current version of the XML services, we have engaged in the development of a new version that offers the XML partners the flexibility that they need.

CUSTOMER SERVICE

Note: For all Data Type = string as refer in this document, will be case-sensitive

XML Customer Service Work Flow

```
┌──────────────────┐      ┌──────────────────┐      ┌──────────────────┐
│ XML Customer     │  →   │ XML Schema       │  →   │ Return XML Customer │
│ Service Request  │      │ Validation       │      │ Service (Response)  │
└──────────────────┘      └──────────────────┘      └──────────────────┘
```

How to Connect to Us

Request header

We recommend all requests set HTTP request header for compression:

accept-encoding:gzip,deflate

All requests **must** include an `Authorization` header with `siteid` and `apikey` (with a colon in between) and it must match with the `siteid` and `apikey` in the request body.

`Authorization 123456:00000000-0000-0000-0000-000000000000`

URLs

To connect to the Customer Service APIs, please use HTTPS.

Cancellation:
https://sandbox-affiliateapisecure.agoda.com/xmlpartner/xmlbookservice/cancel_service

Confirm cancellation:
https://sandbox-affiliateapisecure.agoda.com/xmlpartner/xmlbookservice/confirmcancel_service

Special request:
https://sandbox-affiliateapisecure.agoda.com/xmlpartner/xmlbookservice/sendspecialsequest_service

Cancellation Part

There are 4 steps in cancellation booking process as follow:

1. The partner request to cancel the booking using XML Cancellation Request.

2. Agoda response with the cancellation policy and the cancellation fee through XML Cancellation Response.

3. The partner confirms the cancellation with the cancellation fee specified by sending the Confirm Cancellation Request.

4. Agoda response back with the Confirm Cancellation Response to confirm the whole cancellation process.

Cancellation Request

REQUEST SAMPLE

```xml
<?xml version="1.0" encoding="utf-8"?>
<CancellationRequestV2 siteid="123456" apikey="00000000-0000-0000-0000-000000000000"
xmlns="http://xml.agoda.com" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <BookingID>3107586</BookingID>
</CancellationRequestV2>
```

XML SCHEMA VALIDATION WORK FLOW FOR CANCELLATION REQUEST
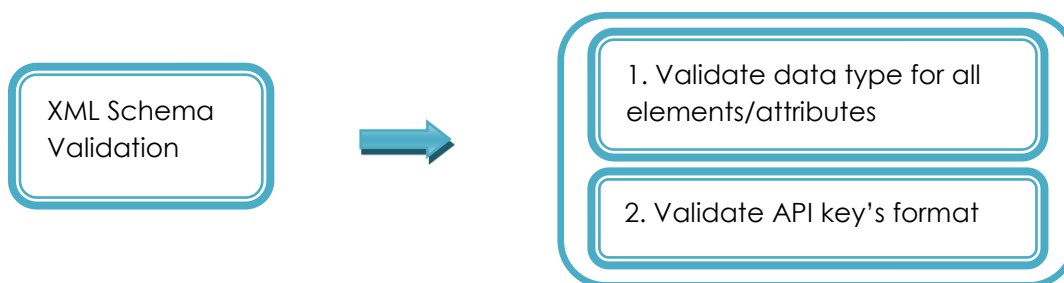
XML Schema Validation →
1. Validate data type for all elements/attributes

2. Validate API key's format

1. Validate data type for all elements/attributes
   Validate data type for all elements or attributes as per request parameter table below.

2. Validate API key's format
   Validate by accepting format 00000000-0000-0000-0000-000000000000
   The zero (0) as per the example has possible value is A-Z or a-z or 0-9.

REQUEST PARAMETER

Element	Parent Element	Attribute	Required	Data Type	Example	Description
CancellationRequestV2			Y			
		siteid	Y	integer	123456	
		apikey	Y	string	00000000-0000-0000-0000-000000000000	APIKey used for identification of your access and allowed Countries / Cities / Hotels. The zero (0) as per the example has possible value is A-Z or a-z or 0-9. **Note:** please contact Account Manager for APIKey
BookingID	CancellationRequestV2		Y	integer	3107586	Booking id

Cancellation Response

RESPONSE SAMPLE (CORRECT CASE)

```xml
<?xml version="1.0" encoding="utf-8"?>
<CancellationResponseV2 status="200" xmlns="http://xml.agoda.com"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <CancellationSummary>
        <BookingID>3107586</BookingID>
        <Reference>45886</Reference>
        <Cancellation>
            <PolicyText language="en-us">
    Any cancellation received within 2 day/s prior to arrival will incur
the first 1 night/s charge. Failure to arrive at your hotel will be treated as a No-Show and will
    incur a charge of 50% of the booking value (Hotel policy).
    </PolicyText>
            <PolicyText language="ko-kr">
    체크인2일이전에취소를하실경우1박에
    대한숙박비용이부과됩니다.체크인을
    하지않으실시늦은취소로간주되어 ,
    총금액의50 %해당하는금액이.
    </PolicyText>
        </Cancellation>
        <Payment>
            <PaymentRateInclusive currency="THB">1200.00</PaymentRateInclusive>
        </Payment>
        <Refund>
            <RefundRateInclusive currency="THB">1100.00</RefundRateInclusive>
        </Refund>
    </CancellationSummary>
</CancellationResponseV2>
```

XML SCHEMA VALIDATION WORK FLOW FOR CANCELLATION RESPONSE (CORRECT CASE)
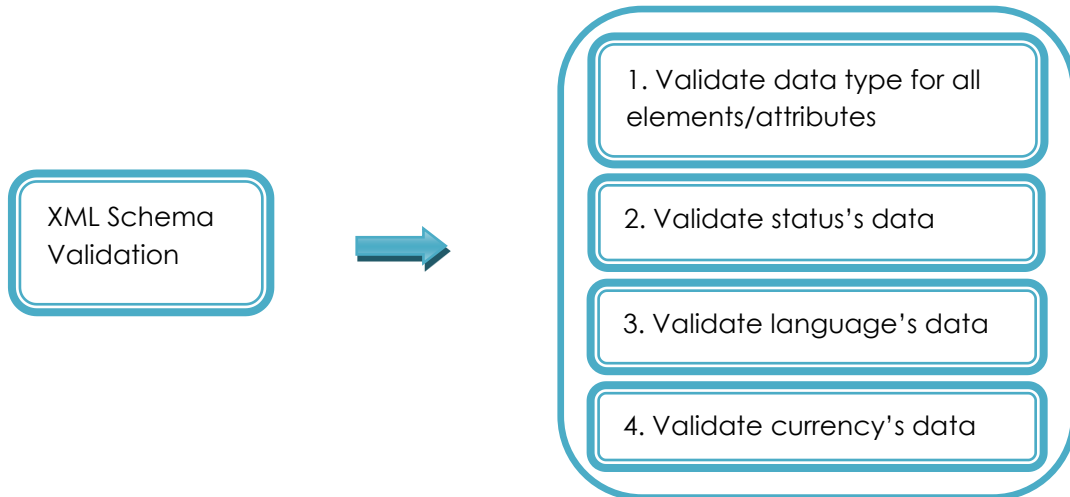
```
┌─────────────────┐      ┌────────────────────────────────┐
│                 │      │ 1. Validate data type for all  │
│ XML Schema      │  ──▶ │    elements/attributes         │
│ Validation      │      ├────────────────────────────────┤
│                 │      │ 2. Validate status's data      │
└─────────────────┘      ├────────────────────────────────┤
                         │ 3. Validate language's data    │
                         ├────────────────────────────────┤
                         │ 4. Validate currency's data    │
                         └────────────────────────────────┘
```

1. Validate data type for all elements/attributes
   Validate data type for all elements or attributes as per request parameter table below.

2. Validate status's data
   Validate by accepting 3 characters and each character contains 0-9 as per response parameter table below.

3. Validate language's data
   Validate by accepting language as per request parameter table below.

4. Validate currency's data
   Validate by accepting currency as per request parameter table below.

RESPONSE PARAMETER (CORRECT CASE)

Element	Parent Element	Attribute	Required	Data Type	Example	Description
CancellationResponseV2			Y			
		status	Y	string	200	Details are on Response Codes Part (Appendix)
CancellationSummary	CancellationResponseV2		N			
BookingID	CancellationSummary		Y	integer	3107586	
Reference	CancellationSummary		Y	integer	45886	Agoda's reference number
Cancellation	CancellationSummary		Y			
PolicyText	Cancellation		Y	string	Any cancellation received within 2 day/s prior to arrival will incur the first 1 night/s charge. Failure to arrive at your hotel will be treated as a No-Show and will incur a charge of 50% of the booking value (Hotel policy).	Cancellation policy that is shown in text format
		language	Y	string	en-us	Details are on Language Part (Appendix)

Payment	CancellationSummary		Y			**Note:** This will only return 1 PaymentRateInclusive element. <PaymentRateInclusive currency="THB">1200.00 </PaymentRateInclusive>
PaymentRateInclusive	Payment		Y	decimal	1200.00	Payment amount. It's possible to be paid in different currency
		currency	Y	string	THB	Details are on Currency Part (Appendix)
Refund	CancellationSummary		Y			Refunded amount **Note:** This will only return 1 RefundRateInclusive element. <RefundRateInclusive currency="THB">1100.00 </RefundRateInclusive>
RefundRateInclusive	Refund		N	decimal	1100.00	
		currency	Y	string	THB	Details are on Currency Part (Appendix) which can be returned in different currency

Response Sample (Error case)

```xml
<?xml version="1.0" encoding="utf-8"?>
<CancellationResponseV2 status="401" xmlns="http://xml.agoda.com"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <ErrorMessages>
        <ErrorMessage id="909" subid="110">Invalid User ID</ErrorMessage>
    </ErrorMessages>
</CancellationResponseV2>
```

XML Schema Validation Work Flow for Cancellation Response (Error Case)

Please refer to Response Flow (Error Case) Part (Appendix).

Response Parameter (Error Case)

Element	Parent Element	Attribute	Required	Data Type	Example	Description
CancellationResponseV2			Y			
		status	Y	string	401	Details are on Response Codes Part (Appendix)
ErrorMessages	CancellationResponseV2		N			
ErrorMessage	ErrorMessages		Y	string	Invalid User ID	Details are on Response Body Part (Appendix)
		id	Y	string	909	Details are on Response Body Part (Appendix)
		subid	N	string	110	Details are on Response Body Part (Appendix)

Confirm Cancellation Request

```xml
<?xml version="1.0" encoding="utf-8"?>
<ConfirmCancellationRequestV2 siteid="123456" apikey="00000000-0000-0000-0000-000000000000"
xmlns="http://xml.agoda.com" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <BookingID>3107586</BookingID>
    <Reference>45886</Reference>
    <CancelReason>1</CancelReason>
    <Refund>
        <RefundRateInclusive currency="THB">1100.00</RefundRateInclusive>
    </Refund>
</ConfirmCancellationRequestV2>
```

XML SCHEMA VALIDATION WORK FLOW FOR CONFIRM CANCELLATION REQUEST
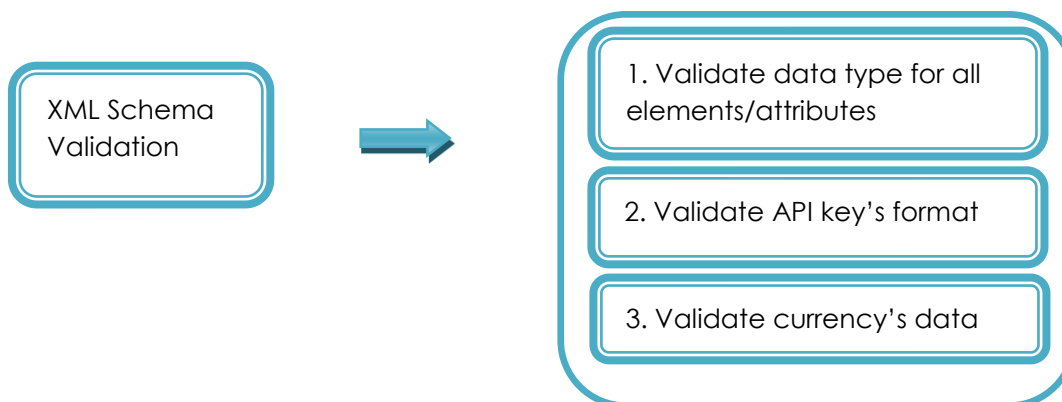
```
┌─────────────────┐         ┌──────────────────────────────────┐
│                 │         │  1. Validate data type for all   │
│  XML Schema     │   ──▶   │     elements/attributes          │
│  Validation     │         ├──────────────────────────────────┤
│                 │         │  2. Validate API key's format    │
└─────────────────┘         ├──────────────────────────────────┤
                            │  3. Validate currency's data     │
                            └──────────────────────────────────┘
```

1. Validate data type for all elements/attributes
   Validate data type for all elements or attributes as per request parameter table below.

2. Validate API key's format
   Validate by accepting format 00000000-0000-0000-0000-000000000000
   The zero (0) as per the example has possible value is A-Z or a-z or 0-9.

3. Validate currency's data
   Validate by accepting currency as per request parameter table below.

REQUEST PARAMETER

Element	Parent Element	Attribute	Required	Data Type	Example	Description
ConfirmCancellationRequestV2			Y			
		siteid	Y	integer	123456	
		apikey	Y	string	00000000-0000-0000-0000-000000000000	APIKey used for identification of your access and allowed Countries / Cities / Hotels. The zero (0) as per the example has possible value is A-Z or a-z or 0-9. **Note:** please contact Account Manager for APIKey
BookingID	ConfirmCancellationRequestV2		Y	integer	3107586	Booking id
Reference	ConfirmCancellationRequestV2		Y	integer	45886	Agoda's reference number
CancelReason	ConfirmCancellationRequestV2		Y	integer	1	Possible values for CancelReason field are **0** = None **13** = Will book with hotel directly **14** = Forced to cancel or postpone trip

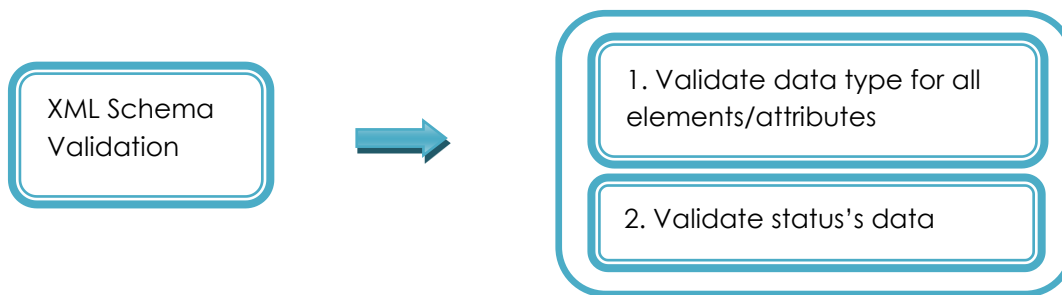|						
						15 = Decided on a different hotel not offered by Agoda
						16 = Will book a different hotel through Agoda
						17 = Found lower price on internet
						18 = Found lower price through a local agent
						19 = Did not like payment terms
						20 = Did not like cancellation terms
						22 = Concerns about reliability
						23 = Concerns about safety
						25 = Booking not confirmed quickly enough
						44 = Natural disaster
Refund	ConfirmCancellationRequestV2		Y			**Note:** Only 1 RefundRateInclusive element is required. <RefundRateInclusive currency="THB">1100.00 </RefundRateInclusive>

RefundRateInclusive	Refund		N	decimal	1100.00	
		currency	Y	string	THB	Details are on Currency Part (Appendix) which can be returned in different currency

technology

Confirm Cancellation Response

RESPONSE SAMPLE (CORRECT CASE)

```xml
<?xml version="1.0" encoding="utf-8"?>
<ConfirmCancellationResponseV2 status="200" xmlns="http://xml.agoda.com"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
</ConfirmCancellationResponseV2>
```

XML SCHEMA VALIDATION WORK FLOW FOR CANCELLATION RESPONSE (CORRECT CASE)

XML Schema Validation →
1. Validate data type for all elements/attributes

2. Validate status's data

1. Validate data type for all elements/attributes
   Validate data type for all elements or attributes as per request parameter table below.

2. Validate status's data
   Validate by accepting 3 characters and each character contains 0-9 as per response parameter table below.

RESPONSE PARAMETER (CORRECT CASE)

Element	Parent Element	Attribute	Required	Data Type	Example	Description
ConfirmCancellationResponseV2			Y			
		status	Y	string	200	Details are on Response Codes Part (Appendix)

RESPONSE SAMPLE (ERROR CASE)

```xml
<?xml version="1.0" encoding="utf-8"?>
<ConfirmCancellationResponseV2 status="401" xmlns="http://xml.agoda.com"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <ErrorMessages>
        <ErrorMessage id="909" subid="112">Cancellation ref ID invalid or not found</ErrorMessage>
    </ErrorMessages>
</ConfirmCancellationResponseV2>
```

XML SCHEMA VALIDATION WORK FLOW FOR CONFIRM CANCELLATION RESPONSE (ERROR CASE)

Please refer to Response Flow (Error Case) Part (Appendix).

RESPONSE PARAMETER (ERROR CASE)

Element	Parent Element	Attribute	Required	Data Type	Example	Description
ConfirmCancellationResponseV2			Y			
		status	Y	string	401	Details are on Response Codes Part (Appendix)
ErrorMessages	ConfirmCancellationResponseV2		N			
ErrorMessage	ErrorMessages		Y	string	Cancellation ref ID invalid or not found	Details are on Response Body Part (Appendix)
		id	Y	string	909	Details are on Response Body Part (Appendix)
		subid	N	string	112	Details are on Response Body Part (Appendix)

Send Special Request

```xml
<?xml version="1.0" encoding="utf-8"?>
<SendSpecialRequest siteid="123456" apikey="00000000-0000-0000-0000-000000000000"
xmlns="http://xml.agoda.com" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <BookingID>3107586</BookingID>
    <SpecialRequest>Special request text</SpecialRequest>
</SendSpecialRequest>
```

XML SCHEMA VALIDATION WORK FLOW FOR SEND SPECIAL REQUEST
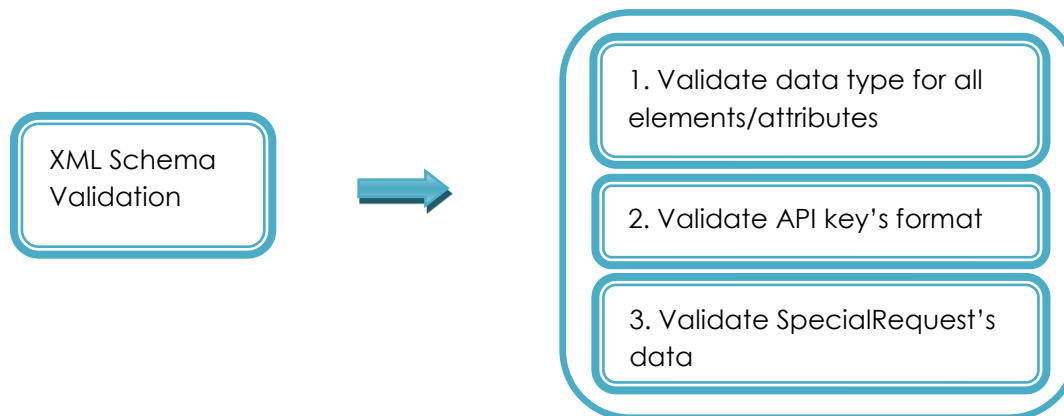
```
XML Schema         →    1. Validate data type for all
Validation              elements/attributes

                        2. Validate API key's format

                        3. Validate SpecialRequest's
                        data
```

1. Validate data type for all elements/attributes
   Validate data type for all elements or attributes as per request parameter table below.

2. Validate API key's format
   Validate by accepting format 00000000-0000-0000-0000-000000000000
   The zero (0) as per the example has possible value is A-Z or a-z or 0-9.

3. Validate SpecialRequest's data
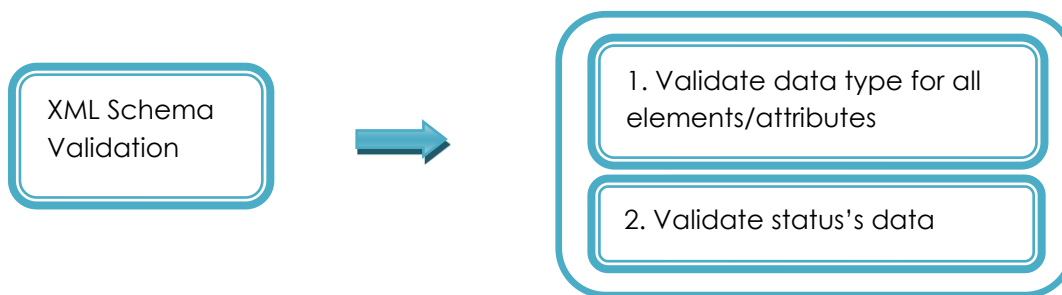   Validate data of SpecialRequest must be English only.

REQUEST PARAMETER

Element	Parent Element	Attribute	Required	Data Type	Example	Description
SendSpecialRequest			Y			
		siteid	Y	integer	123456	
		apikey	Y	string	00000000-0000-0000-0000-000000000000	APIKey used for identification of your access and allowed Countries / Cities / Hotels. The zero (0) as per the example has possible value is A-Z or a-z or 0-9. **Note:** please contact Account Manager for APIKey
BookingID	SendSpecialRequest		Y	integer	3107586	Booking ID
SpecialRequest	SendSpecialRequest		Y	string	Special request text	Must be supported in English language only

Send Special Response

RESPONSE SAMPLE (CORRECT CASE)

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<SendSpecialResponse status="200" xmlns="http://xml.agoda.com"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"/>
```

XML SCHEMA VALIDATION WORK FLOW FOR SEND SPECIAL RESPONSE (CORRECT CASE)

```
┌─────────────────┐        ┌──────────────────────────────────┐
│ XML Schema      │   ──▶  │ 1. Validate data type for all     │
│ Validation      │        │    elements/attributes            │
└─────────────────┘        ├──────────────────────────────────┤
                           │ 2. Validate status's data         │
                           └──────────────────────────────────┘
```

1. Validate data type for all elements/attributes
   Validate data type for all elements or attributes as per request parameter table below.

2. Validate status's data
   Validate by accepting 3 characters and each character contains 0-9 as per response parameter table below.

RESPONSE PARAMETER (CORRECT CASE)

Element	Parent Element	Attribute	Required	Data Type	Example	Description
SendSpecialRespon se			Y			
		status	Y	string	200	Details are on Response Codes Part (Appendix)

RESPONSE SAMPLE (ERROR CASE)

```xml
<?xml version="1.0" encoding="UTF-8"?>
<SendSpecialResponse status="401" xmlns="http://xml.agoda.com"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <ErrorMessages>
        <ErrorMessage id="909" subid="126">Booking ID mismatched with Site ID </ErrorMessage>
    </ErrorMessages>
</SendSpecialResponse>
```

XML SCHEMA VALIDATION WORK FLOW FOR SEND SPECIAL RESPONSE (ERROR CASE)

Please refer to Response Flow (Error Case) Part (Appendix).

Response Parameter (Error Case)

Element	Parent Element	Attribute	Required	Data Type	Example	Description
SendSpecialResponse			Y			
		status	Y	string	401	Details are on Response Codes Part (Appendix)
ErrorMessages	SendSpecialResponse		N			
ErrorMessage	ErrorMessages		Y	string	Booking ID mismatched with Site ID	Details are on Response Body Part (Appendix)
		id	Y	string	909	Details are on Response Body Part (Appendix)
		subid	N	string	126	Details are on Response Body Part (Appendix)