AGODA – AFFILIATE API (APPENDIX)

Version 1.1.1

9/20/2016

This document is an appendix for Availability, Booking and Customer Service.

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REVISION HISTORY

Date	Version	Revisions
2016/09/05	1.0	Initial version for affiliate API
2016/09/13	1.1.1	Update credit card ErrorMessage

APPENDIX

Affiliate Error Handling

We have improved our exception handling and communication about problems in the API validation or problems in our processing.

RESPONSE CODES

For response XML root element or response object that have a 'status' field as an attribute will be identified the general response type from Agoda's API servers.

Success Status:

Status Code	Status Meaning	Status Definition
200	Okay	Request has been accepted and processed
202	Accepted	Request is queued up for processing
204	No content	The request does not return any valid data
206	Partial content	The request has been successfully processed and there is content returned but this is not the complete set / Asynchronous search

Error Status:

Status Code	Status Meaning	Status Definition
400	Bad Request	The request could not be understood by the system, malformed syntax.
401	Unauthorized	If ApiKey not found or IP address restructions violated
403	Forbidden	You have violated our terms of use and exceed the quota of requests
404	FileNotFound	Service or file not found.
410	Gone	If the object of your request search id, book id, etc) is too old, no longer valid or times out
500	Internal Server Error	We have encountered and unrecoverable problem in the processing of the API call
503	Service Unavailable	Due to maintenance is that either planned or ad-hoc, service is temporary unavailable
506	PartialConfirm	Cannot process the entire request, need to contact customer service.

RESPONSE BODY

<u>Success responses:</u>
In case you received a success response status, the response body will, if applicable for the request, contain the response object as defined in the conversation specification.

<u>Error responses:</u>
In case you receive an error response, the response body will contain an <ErrorMessages> TAG with a collection of <ErrorMessage> elements that identify as best as we can identify the exact problems or validation problems that we have encountered while processing your request.

```
<ErrorMessages>
    <ErrorMessage id="102" subid="001" >api_key 12471C0D-B879-4F6E-BB08-CE15B6DF57EF is invalid
    </ErrorMessage>
</ErrorMessages>
```

ErrorMessage id	ErrorMessage subid	ErrorMessage	Category
101		SiteId {0} is invalid	All
102		api_key {0} is invalid	All
103		SiteId {0} and api_key {1} is invalid	All
104		SiteId {0} is inactive	All
105		SiteId {0} is not allowed on {1}	All
107		SiteID {0} API quota exceeded	All
108		Invalid Authorization Header	All
109		Authentication header mismatch with body	All
503		Affiliate search is temporary down for maintenance	All
901		Authentication fail	All
902		Bad url for request service	All
903		Site ID not found	All
904		IP not allowed	All

905		Root node in XML request was not recognized : {0}	All
906		Invalid format XML:{0}	All
907		Invalid data: {0}	All
908		Invalid URL parameters	All
909	1	Internal error	All
909	2	Sorry, there are no available rooms for your chosen dates.	Booking
909	100	Technical Error	Booking, Cancellation
909	101	Invalid User ID	Booking, Cancellation
909	103	Site ID mismatched with Ref ID	Booking, Cancellation
909	104	Booking has been cancelled	Cancellation
909	105	Invalid email format	Customer Voucher, Customer Receipt
909	107	Sending email error	Customer Voucher, Customer Receipt
909	108	English character only	Customer Voucher, Customer Receipt
909	109	Checkin date passed	Cancellation
909	110	Booking was cancelled	Cancellation
909	112	Cancellation ref ID invalid or not found	Cancellation
909	114	Cancellation request is pending	Cancellation
909	115	Booking is currently being processed by the system	Cancellation
909	116	Invalid cancellation reason ID	Cancellation
909	120	Mismatched refund amount	Cancellation
909	121	Not be able to process temporarily	Cancellation
909	122	Hotel name is empty	Special Request

909	123	Category is empty	Special Request
909	124	Invalid special request information	Special Request
909	125	Booking ID mismatched with Ref ID	Cancellation
909	126	Booking ID mismatched with Site ID	Cancellation
909	127	Not be able to process for this booking	Booking
909	128	Service is unavailable for cancelled/rejected booking	Cancellation
909	200	New period and current period is the same	Amendment
909	201	Amendment request is pending	Amendment
909	202	Requested period has been submitted previously	Amendment
909	203	Booking not allow to amend	Amendment
909	204	Amendment period passed	Amendment
909	205	Hotel not allow to amend	Amendment
909	206	Invalid request period	Amendment
909	207	Amendment ref ID invalid or not found	Amendment
909	209	Credit card information is empty	Credit Card
909	210	Additional payment information is empty	Amendment
909	211	Mismatched additional payment amount	Amendment
909	212	Pre authorization fail	Credit Card
909	213	Amendment request has been processed	Amendment
909	214	Allotment not available	Amendment
909	215	Confirm amendment can't be processed	Amendment
909	216	Confirm allotment error	Amendment
909	217	Unable to revert charges	Amendment
909	218	The original booking checkin/checkout is not valid	Amendment
909	219	Invalid credit card information	Credit Card

909	220	Rate not available	Amendment
909	221	Require remark	Amendment
909	222	Booking is non-refundable and non-amendable	Cancellation
909	301	Invalid booking request	Booking
909	302	Duplicated booking	Booking
909	305	Booking info is not complete	Booking
909	401	CreditCard Type is required	Credit Card
909	402	Invalid credit card number	Credit Card
909	403	Invalid credit card expire date	Credit Card (validated by Agoda)
909	404	Invalid credit card security code	Credit Card
909	405	Invalid credit card holder name	Credit Card
909	406	Invalid credit card country of issue	Credit Card
909	407	Invalid credit card of issue bank	Credit Card
909	409	Invalid Card Class	Credit Card
909	410	Credit card expire date mismatch	Credit Card
909	411	Credit card expire date wrong format	Credit Card
909	412	Credit card security code wrong format	Credit Card
909	413	Credit card number wrong digit	Credit Card
909	414	Credit card are not Amex	Credit Card
909	415	Credit card are not MasterCard	Credit Card
909	416	Credit card are not Visa	Credit Card
909	417	Credit card are not JCB	Credit Card
909	418	Credit card number wrong format	Credit Card (validated by Agoda)

909	419	Pre authorization fail	Credit Card
909	420	Invalid gateway id	Credit Card
909	421	Invalid card status	Credit Card
909	422	Payment Currency is empty	Credit Card
909	423	Payment Amount mismatch	Credit Card
909	424	Exchange rate or Uplift exchange rate or Site exchange rate is zero	Credit Card
909	425	Settlement Failed	Credit Card
909	426	Invalid card holder phone number	Credit Card
909	427	Invalid Transaction ID	Credit Card
909	428	Invalid Customer Identification Card	Credit Card
909	429	Invalid One Time Password	Credit Card
909	430	CC Id is less thant zero	Credit Card (CCID is a credit card id generated by Agoda)
909	431	Invalid customer information	Credit Card
909	432	Invalid customer firstname	Credit Card
909	433	Invalid customer lastname	Credit Card
909	434	Invalid customer email	Credit Card
909	435	Invalid customer country id	Credit Card
909	436	Invalid credit card type	Credit Card
909	441	Invalid guest information	Booking
909	442	Invalid guest primary	Booking
909	444	Invalid guest firstname	Booking
909	445	Invalid guest lastname	Booking
909	446	Guest are duplicated	Booking

909	447	Guest nationality restriction	Booking (blocked by Agoda)
909	448	Guest nationality restriction by hotel	Booking (blocked by hotel)
909	449	Invalid guest nationality id	Booking
909	451	Invalid hotel information	Booking
909	452	Invalid check in information	Booking
909	453	Invalid check out information	Booking
909	454	Invalid Hotel ID	Booking
909	455	Invalid DMC ID	Booking
909	456	Invalid Booking Period	Booking
909	457	No of adults or No of childrens mismatch	Booking
909	461	Invalid room information	Booking
909	462	Invalid room no in charge	Booking
909	463	Invalid room type name	Booking
909	464	Room no mismatch	Booking
909	471	Invalid charge information	Booking
909	473	Invalid booking amount	Booking
909	521	Invalid Expiry Year	Credit Card (erorr from gateway)
909	522	Invalid Expiry Month	Credit Card (erorr from gateway)
909	523	Required CCId or CardNumber	Credit Card (erorr from gateway)
909	524	Invalid Card Number Format	Credit Card (erorr from gateway)

909	525	Invalid Card Expiry	Credit Card (erorr from gateway)
909	601	Invalid cancellation policy code	Booking
909	602	Get fully charge date error	Booking
909	603	Credit card expire before fully charge date	Booking
909	604	Book now pay later not support BE3	Booking
909	605	Book now pay later not support agency booking	Booking
909	606	Book now pay later not support B2B	Booking
909	607	Book now pay later not support multiple bookings	Booking
909	608	Book now pay later not support redirect card	Booking
909	609	Book now pay later not support debit card	Booking
909	610	Book now pay later not support this payment method	Booking
909	611	Technical error while validate BNPL	Booking
909	612	Book now pay later not support Carte Bleue	Booking
909	613	Booking date or amendment date is invalid	Booking
909	614	Booking date or amendment date passed book now pay later period	Booking
909	615	Invalid fully charge date	Booking
909	616	This booking is not support pay later	Booking
909	617	Booking is non-refundable.	Booking
909	618	Invalid fully auth date	Booking
909	619	This function is not available.	Booking
909	703	Invalid guest first name format.	Booking
909	706	Customer firstname must be English only.	Booking
909	707	Customer lastname must be English only.	Booking

909	708	Require customer email.	Booking
909	709	Invalid customer email format.	Booking
909	710	Require customer phoneno.	Booking
909	711	Reward Saving Amount is not greater than payment amount.	Booking
909	712	Exchange rate must greater than 0.	Booking
909	713	The currency is not offered.	Booking
909	714	Incorrect Rounding	Booking
909	715	Invalid Phone No format.	Booking
909	720	The creditcard type is not enable for this language.	Credit Card
909	721	Country is restricted.	Booking
909	724	Hotel is in restricted country.	Booking
909	725	Nationality is restricted.	Booking
909	726	First name cannot be blank or white space	Booking
909	727	Invalid guest last name format.	Booking
909	728	Last name cannot be blank or white space	Booking
909	729	YCS Rate Plan is required.	Booking
910		Error on mapping data in process {0}	Search and Booking
911	1	No {0} result	Search
911	2	No {0} result	Search
911	3	No {0} result	Search
911	4	No {0} result	Search
912		Search ID {0} has expired	Search and Booking
913		Service Unavailable: API Key Suspended	Search and Booking
914		Rate search and book on lineitemid {0} mismatched	Booking, Cancellation

915		Room count search and book mismatched	Booking
917		Invalid Currency request	Search
918		Guest count in search and book mismatched	Booking
919		Wrong rate configuration	Search

Language

The list of valid languages Agoda supports which you use to communicate with us are:

Note: If available, otherwise defaulting to en -us

Language Code	Language Definition
en-us	English
fr-fr	French
de-de	German
it-it	Italian
es-es	Spanish
ja-jp	Japanese
zh-hk	T.Chinese / Hongkong
zh-cn	S.Chinese / Mainland
ko-kr	Korean
el-gr	Greek
ru-ru	Russian
pt-pt	Portugese
nl-nl	Dutch, Belgium
en-ca	English / Canada
en-in	English / India
en-gb	English / United Kingdom
en-za	English / South-Africa
en-au	English / Australia
en-sg	English / Singapore
zh-tw	T. Chinese / Taiwan
en-nz	English / New Zealand
th-th	Thai
ms-my	Malay
vi-vn	Vietnamese
sv-se	Swedish
id-id	Indonesian

pl-pl	Polish
nb-no	Norwegian
da-dk	Danish
fi-fi	Finnish
cs-cz	Czech
tr-tr	Turkish
ca-es	Catalan
hu-hu	Hungarian
hi-in	Hindi
bg-bg	Bulgarian
ro-ro	Romanian
sl-si	Slovenian
he-il	Hebrew
ar-ae	Arabic
nl-be	Dutch / Belgium
en-ie	English / Ireland
pt-br	Portuguese / Brazil
es-ar	Spanish / Argentina
es-mx	Spanish / Mexico
lt-lt	Lithuanian
lv-lv	Latvian
hr-hr	Croatian
et-ee	Estonian
uk-ua	Ukrainian

Currency

The list of valid currencies Agoda supports which you use to communicate with us are:

Currency Code	Currency Definition
EUR	Euro
GBP	British Pound
HKD	Hong Kong Dollar
MYR	Malaysian Ringgit
SGD	Singapore Dollar
THB	Thai Baht
USD	US Dollar
NZD	New Zealand Dollar
AUD	Australian Dollar
JPY	Japanese Yen
ZAR	South African Rand
CAD	Canadian Dollar
AED	Arab Emirates Dirham
CNY	Chinese Yuan
PHP	Philippine Peso
CHF	Swiss Franc
DKK	Danish Krone
SEK	Swedish Krona
CZK	Czech Koruna
PLN	Polish Zloty
IDR	Indonesian Rupiah
KRW	Korean Won
INR	Indian Rupee
TWD	Taiwan Dollar
NOK	Norwegian Krone
OMR	Omani Rial
FJD	Fiji Dollar

BHD	Bahrain Dinar
ARS	Argentine Peso
XPF	CFP Franc
VND	Vietnamese Dong
HUF	Hungarian Forint
UAH	Ukrainian Grivna
JOD	Jordanian Dinar
KWD	Kuwaiti Dinar
MXN	Mexican Peso
NGN	Nigerian Naira
ILS	New Israeli Sheqel
PKR	Pakistan Rupee
QAR	Qatari Rial
UB	Russian Ruble
SAR	Saudi Riyal
KZT	Kazakh Tenge
TRY	Turkish Lira
BGN	Bulgarian Lev
RON	Romanian Leu
KHR	Cambodian Riel
LAK	Laotian Kip
LKR	Sri Lankan Rupee
MVR	Maldivian Rufiyaa
EGP	Egyptian Pounds

Accepted currencies per payment card

Here is a list of valid currencies per payment card.

Card type	Accepted Currency
Visa	AED,ARS,AUD,BAM,BGN,BHD,BOB,BYR,CAD,CHF,CLP,CNY,COP,CYP,CZK,DKK,DZD,EEK,EGP,EUR,FJD,GBP,HKD,HUF,IDR,ILS,INR,IRR,ISK,JOD,JPY,KES,KRW,KWD,KZT,LAK,LBP,LKR,LTL,LVL,LYD,MAD,MNT,MOP,MRO,MTL,MXN,MYR,NAD,NGN,NOK,NPR,NZD,OMR,PEN,PGK,PHP,PKR,PLN,PYG,QAR,RON,RUB,SAR,SCR,SEK,SGD,THB,TND,TRY,TWD,TZS,UAH,USD,UYU,VND,VUV,XPF,ZAR
MasterCard	AED,ARS,AUD,BAM,BGN,BHD,BOB,BYR,CAD,CHF,CLP,CNY,COP,CYP,CZK,DKK,DZD,EEK,EGP,EUR,FJD,GBP,HKD,HUF,IDR,ILS,INR,IRR,ISK,JOD,JPY,KES,KRW,KWD,KZT,LAK,LBP,LKR,LTL,LVL,LYD,MAD,MNT,MOP,MRO,MTL,MXN,MYR,NAD,NGN,NOK,NPR,NZD,OMR,PEN,PGK,PHP,PKR,PLN,PYG,QAR,RON,RUB,SAR,SCR,SEK,SGD,THB,TND,TRY,TWD,TZS,UAH,USD,UYU,VND,VUV,XPF,ZAR
JCB	AUD,BHD,CNY,EUR,GBP,HKD,IDR,JPY,KRW,MYR,PHP,SGD,THB,TWD,USD
AmericanExpress	AED,AUD,BAM,BGN,BHD,CHF,CNY,CZK,DKK,EGP,EUR,GBP,HKD,HRK,HUF,ILS,ISK,JPY,JOD,KES,KRW,KWD,KZT,LBP,LVL,MAD,MUR,MYR,NOK,NZD,OMR,PKR,PLN,QAR,RON,RUB,SAR,SEK,SGD,THB,TND,TRY,TWD,UAH,USD

Country

The list of valid countries Agoda supports which you use to communicate with us are:

Country Code	Country Name
MC	Monaco
MA	Morocco
JP	Japan
GI	Gibraltar
AR	Argentina
BM	Bermuda
LU	Luxembourg
KN	Saint Kitts And Nevis
MU	Mauritius
CO	Colombia
CZ	Czech Republic
PF	French Polynesia
BO	Bolivia
EG	Egypt
SZ	Swaziland
PK	Pakistan
BY	Belarus
CY	Cyprus
NZ	New Zealand
GL	Greenland
SI	Slovenia
FI	Finland
LS	Lesotho
MP	Northern Mariana Islands
RU	Russia
MV	Maldives
IN	India

CM	Cameroon
HU	Hungary
VN	Vietnam
HN	Honduras
CR	Costa Rica
GT	Guatemala
JM	Jamaica
KW	Kuwait
NC	New Caledonia
TR	Turkey
HT	Haiti
TC	Turks & Caicos Islands
SE	Sweden
AG	Antigua & Barbuda
CH	Switzerland
EC	Ecuador
AL	Albania
IS	Iceland
TN	Tunisia
MT	Malta
BS	Bahamas
ZW	Zimbabwe
ZA	South Africa
BN	Brunei Darussalam
AE	United Arab Emirates
NG	Nigeria
AW	Aruba
LB	Lebanon
CL	Chile
PH	Philippines

GE	Georgia
SA	Saudi Arabia
RO	Romania
VG	Virgin Islands (British)
UA	Ukraine
SV	El Salvador
VI	Virgin Islands (U.S.)
LK	Sri Lanka
MQ	Martinique
MK	Macedonia
NA	Namibia
MX	Mexico
BZ	Belize
GP	Guadeloupe
PG	Papua New Guinea
NI	Nicaragua
BB	Barbados
TT	Trinidad & Tobago
YE	Yemen
EE	Estonia
CA	Canada
DE	Germany
BA	Bosnia Herzegovina
QA	Qatar
TH	Thailand
GB	United Kingdom
FJ	Fiji
UY	Uruguay
PY	Paraguay
GF	French Guiana

SG	Singapore
SC	Seychelles
BD	Bangladesh
BE	Belgium
NP	Nepal
SK	Slovakia
BG	Bulgaria
HR	Croatia
NO	Norway
AT	Austria
RW	Rwanda
HK	Hong Kong
PW	Palau
DO	Dominican Republic
AZ	Azerbaijan
VC	St. Vincent & Grenadines
AU	Australia
TW	Taiwan
MD	Moldova
KY	Cayman Islands
DZ	Algeria
IL	Israel
LV	Latvia
VE	Venezuela
NL	Netherlands
AI	Anguilla
GH	Ghana
JO	Jordan
FR	France
KZ	Kazakhstan

OM	Oman
LT	Lithuania
DK	Denmark
KH	Cambodia
CI	Cote D'ivoire
PR	Puerto Rico
ES	Spain
MO	Macau
ZM	Zambia
UZ	Uzbekistan
PA	Panama
KE	Kenya
US	United States
PL	Poland
GD	Grenada
PE	Peru
LI	Liechtenstein
IE	Ireland
AD	Andorra
LA	Laos
CN	China
ID	Indonesia
VU	Vanuatu
LC	Saint Lucia
GR	Greece
MY	Malaysia
TZ	Tanzania
FO	Faroe Islands
BH	Bahrain
MM	Myanmar

ML	Mali
IT	Italy
BW	Botswana
BR	Brazil
GU	Guam
MG	Madagascar
KR	South Korea
PT	Portugal
FM	Micronesia
CK	Cook Islands
BI	Burundi
NF	Norfolk Island
SN	Senegal
GA	Gabon
MZ	Mozambique
TD	Chad
RE	Reunion Island
ET	Ethiopia
SM	San Marino
GY	Guyana
DJ	Djibouti
UG	Uganda
AM	Armenia
WS	Samoa
AF	Afghanistan
AO	Angola
BT	Bhutan
CV	Cape Verde
KM	Comoros
IQ	Iraq

MN	Mongolia
NU	Niue
PM	Saint Pierre and Miquelon
ST	Sao Tome and Principe
SL	Sierra Leone
SR	Suriname
TO	Tonga
SB	Solomon Islands
RS	Serbia
ME	Montenegro
DM	Dominica
CW	Curacao
SX	Sint Maarten (Netherlands)
BQ	Bonaire Sint Eustatius and Saba
MF	Saint Martin (France)
BL	Saint Barthelemy
PS	Palestinian Territory
XK	Kosovo
AS	American Samoa
BF	Burkina Faso
BJ	Benin
BV	Bouvet Island
CC	Cocos (Keeling) Islands
CD	Congo, Democratic Republic of the
CF	Central African Republic
CG	Congo
CX	Christmas Island
EH	Western Sahara
ER	Eritrea
FK	Falkland Islands

GM	Gambia
GN	Guinea Republic
GQ	Equatorial Guinea
GS	South Georgia Islands
GW	Guinea-Bissau
IO	British Indian Ocean Territory
KG	Kyrgyzstan
KI	Kiribati
LR	Liberia
LY	Libya
MH	Marshall Islands
MR	Mauritania
MS	Montserrat
MW	Malawi
NE	Niger
NR	Nauru
PN	Pitcairn Islands
SH	Saint Helena
SO	Somalia
SS	South Sudan
TF	French Southern and Antarctic Lands
TG	Togo
TJ	Tajikistan
TK	Tokelau
TL	Timor-Leste
TM	Turkmenistan
TV	Tuvalu
VA	Vatican
WF	Wallis and Futuna
YT	Mayotte