

Travel Company Authorizations (eConfirmations) API Guide

June 2026



Travel Company Authorizations: Overview



Sertifi Travel Company Authorizations (formerly eConfirmations) provide seamless B2B payment delivery between travel companies, including travel management companies (TMCs), virtual card providers, and travel suppliers such as hotels.

In this guide, the business sending the payment information to the hotel via Sertifi are referred to as the Travel Company Authorizations Provider.

This guide provides example requests sent with the authentication token, sample expected responses, and information about error codes and field definitions.

The API rate limit is 10,000 calls per 10 minutes.

For full details on the Travel Company Authorization API endpoints, [refer to our online documentation](#).

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Example Request

POST /sertifists/connect/token

Content-Type: application/x-www-form-urlencoded

Production Host: sertifi.com/sertifists/connect/token

Sandbox Host: sandbox.sertifi.net/sertifists/connect/token

```
grant_type=client_credentials&client_id=clientname&scope=econfirmationsAPI&client_secret=secret
```

Example Response

HTTP/1.1

status: 200

Content-Type: application/json; charset=UTF-8

Date: Thu, 14 Mar 2026 14:58:15 GMT

Note that an authentication token is needed for all other subsequent API calls. Tokens expire 15 minutes (900 seconds) from the moment of creation.

```
Date: Thu, 14 Mar 2026 14:58:15 GMT
```

```
{  
  "access_token": "9a30910f1a3425c21e27fab5f5fb82cf5281caa9af88305043393f0601462c82t",  
  "expires_in": 900,  
  "token_type": "Bearer",  
  "scope": "econfirmationsAPI"  
}
```



Example Request

Once you have the returned access token, you can then call the API. For identifierType, use "internal" for Sertifi propertyId or "external" for GIATA property IDs. The GIATA property ID is provided via the /v2/econfirmations/portals response as the externalId.

Example POST /v2/econfirmations/internal/4c4e95a8-fa4b-4c3d-936c-20452fddce3c

Content-Type: application/json

Authorization: Bearer 9a30910f1a3425c21e27fabc5ffb82cf5281caa9af88305043393f0601462c82t

Production Host: https://econfirmations.sertifi.net

Sandbox Host: https://econfirmations-sb.sertifi.net

Endpoint: /v2/econfirmations/{identifierType}/{PropertyId}

```
{
  "card": {
    "cardHolderName": "Card Issuer",
    "cardNumber": "4111XXXXXXXX1234",
    "cardType": "Visa",
    "expirationDate": "2026-12-31",
    "token": "8ffcb6b1324f41958288f6f939d2c927"
  },
  "company": {
    "address": "333 W 35th St, Chicago, IL 60616",
    "name": "Southside Ball Club LLC"
  },
  "contact": {
    "phoneNumber": "0123 456 7890",
    "emailAddress": "jsmith@example.com",
    "invoiceEmailAddress": "hotel@example.com"
  },
  "paymentInstructions": "Authorized charges: Room, tax and parking. This is a virtual credit card. Incidental charges are not covered.",
  "traveler": {
    "firstName": "Jane",
    "lastName": "Smith"
  },
  "referenceNumber": "Smith345",
  "arrivalDate": "2026-10-12T00:00:00"
}
```

Example Response

HTTP/1.1 200 OK

Content-Type: application/json; charset=utf-8

Date: Fri, 15 Mar 2026 14:27:56 GMT

Content-Length: 63

```
{
  "transactionId": "aab19b16-368dc-348e-aac2-2b4c87a6d3c1"
}
```

Getting a list of in-network portals



If you're a virtual card provider or travel agency, you can request a list of in-network providers that can accept your travel company authorization. We recommend periodically reviewing the list of enabled hotels to find new hotels that have been added, and to save their Sertifi PropertyID or the external ID (Giata ID) to your database. The GIATA property ID is provided via the `/v2/econfirmations/portals` response as the `externalId`.

Example Request

Example GET `/v2/econfirmations/Portals?page=2&perPage=100`

Content-Type: `application/json`

Authorization: Bearer `9a30910f1a3425c21e27fab55fb82cf5281caa9af88305043393f0601462c82`

Production Host: `https://econfirmations.sertifi.net`

Sandbox Host: `https://econfirmations-sb.sertifi.net`

Endpoint: `/v2/econfirmations/portals`

Example Response

```
{
  "metadata": {
    "totalNumberOfPortals": 640,
    "pageSize": 100,
    "currentPage": 2,
    "hasPreviousPage": "Yes",
    "hasNextPage": "Yes"
  },
  "portals": [
    {
      "propertyIdentifiers": [
        {
          "identifierType": "sabre_csl",
          "value": "103126385"
        },
        {
          "identifierType": "sertifipropertycodes",
          "value": "b785fb69-f7b8-4362-a234-0d61b773f48e"
        },
        {
          "identifierType": "worldspan",
          "value": "FNJKTBF"
        },
        {
          "identifierType": "amadeus",
          "value": "XDJKT5WV"
        }
      ],
      "propertyStreetAddress": "Jalan Ahmad Yani Kav 1",
      "propertyCity": "Bekasi",
      "propertyPostalCode": "17530",
      "propertyCountry": "ID",
      "externalId": 1490663,
      "propertyAddress": "Jalan Ahmad Yani Kav 1, Bekasi 17530, Bekasi, 17530, ID",
      "portalName": "Fairfield by Marriott Bekasi",
      "portalURL": "www.sertifi.com/FairfieldBekasi_JKTBF",
      "propertyID": "b785fb69-f7b8-4362-a234-0d61b773f999",
      "strNumber": "893213"
    }
  ]
}
```

Getting a return receipt



You can request a travel company authorization record via the API. By passing the transaction ID for the record you'd like to check, the API provides a JSON object of the record that indicates if it has been unmasked by the hotel, processed, and so on. All times in the response are based on the local time in the property's time zone.

Example Request

Example: GET /v2/econfirmations/926cc354-0333-491d-823d-fa04f0b24461

Content-Type: application/json

Authorization: Bearer 9a30910f1a3425c21e27fabc5ffb82cf5281caa9af88305043393f0601462c82

Production Host: https://econfirmations.sertifi.net

Sandbox Host: https://econfirmations-sb.sertifi.net

Endpoint: /v2/econfirmations/{transactionId}

Example Response

```
{
  "card": {
    "cardHolderName": "Jane Smith",
    "cardType": "MasterCard",
    "expirationDate": "2026-08-25T00:00:00"
  },
  "paymentMethodAccessData": {
    "lastAccessDate": "2026-04-20T11:35:11.3600000"
  },
  "company": {
    "address": "1234 Somewhere St., Anytown, MO, 111111",
    "name": "Acme Co."
  },
  "contact": {
    "phoneNumber": "5555555555",
    "emailAddress": "travelpartner@example.com",
    "invoiceEmailAddress": "travelpartner@example.com",
    "supportEmailAddress": "support@travelpartner.com",
    "supportPhoneNumber": "123-456-7890"
  },
  "paymentInstructions": "Virtual Credit Card covers room, and tax (if included in rate).  
Incidentals and any charges made are not covered.",
  "traveler": {
    "firstName": "Jane",
    "lastName": "Smith"
  },
  "otherFields": {
    "testField1": "testValue1",
    "testField2": "testValue2"
  },
  "referenceNumber": "130040072",
  "arrivalDate": "2026-11-16T06:00:00",
  "createdDate": "2026-04-20T11:34:39-05:00",
  "processedDate": "2026-04-20T11:35:13-05:00",
  "transactionId": "926cc354-0333-491d-823d-fa04f0b24461",
  "propertyId": "06beac27-e2b3-4a87-9fec-48c3077f9999",
  "portalName": "Windy City Hotel"
}
```

Getting a list of in-network portals with specific criteria



You can use the API to request a list of in-network portals that meet certain criteria, such as every portal with "Windy City" in the portal name. Use the search parameters to search for a property.

Example Request

Example: GET /v2/econfirmations/Portals/search?propertyId=6db2b206-2c62-4400-a4b9-0a6cd2d7d999

Content-Type: application/json

Authorization: Bearer 9a30910f1a3425c21e27fabcf5ff82cf5281caa9af88305043393f0601462c82

Production Host: https://econfirmations.sertifi.net

Sandbox Host: https://econfirmations-sb.sertifi.net

Endpoint: /v2/econfirmations/portals/search

Example Response

```
{
  "metadata": {
    "totalNumberOfPortals": 1,
    "pageSize": 1000,
    "currentPage": 1,
    "hasPreviousPage": "No",
    "hasNextPage": "No"
  },
  "portals": [
    {
      "propertyIdentifiers": [
        {
          "identifierType": "sabre_csl",
          "value": "103057959"
        },
        {
          "identifierType": "sertifipropertycodes",
          "value": "6db2b206-2c62-4400-a4b9-0a6cd2d7d999"
        },
        {
          "identifierType": "amadeus",
          "value": "DKUST260"
        }
      ],
      "propertyStreetAddress": "90 Riberia Street",
      "propertyCity": "St. Augustine",
      "propertyState": "FL",
      "propertyPostalCode": "32084",
      "propertyCountry": "US",
      "externalId": 1500644,
      "propertyAddress": "90 Riberia Street, St. Augustine, FL, 32084, US",
      "portalName": "AC Hotel St. Augustine",
      "portalURL": "www.sertifi.com/",
      "propertyID": "6db2b206-2c62-4400-a4b9-0a6cd2d7d999",
      "strNumber": "778272",
      "propertySupportPhone": "+19042035038"
    }
  ]
}
```

Updating or cancelling an authorization



To update certain details in an authorization, pass through new information using the available parameters. For identifierType use "internal" with the Sertifi propertyId or "external" for GIATA property IDs. The GIATA property ID is provided via the /v2/econfirmations/portals response as the externalId.

Example Update Request

Example: PATCH /v2/econfirmations/6db2b206-2c62-4400-a4b9-0a6cd2d7d999/78f12500-f40b-4dec-af74-9c15b195a9cf
Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fab5ff82cf5281caa9af88305043393f0601462c82
Production Host: https://econfirmations.sertifi.net
Sandbox Host: https://econfirmations-sb.sertifi.net
Endpoint: /v2/econfirmations/{propertyId}/{econfirmationId}

```
{
  "Contact": {
    "PhoneNumber": "630-555-5555"
  },
  "Traveler": {
    "FirstName": "Carl",
    "LastName": "Sandberg"
  }
}
```

Example Update Response

```
{
  "TransactionId": "78f12500-f40b-4dec-af74-9c15b195a9cf",
  "Message": "Travel Company Authorizations were updated successfully"
}
```

By calling this endpoint with a particular transaction ID, you can easily cancel an authorization.

Example Cancel Request

PATCH /v2/econfirmations/Cancelled/78f12500-f40b-4dec-af74-9c15b195a9cf
Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fab5ff82cf5281caa9af88305043393f0601462c82
Production Host: https://econfirmations.sertifi.net
Sandbox Host: https://econfirmations-sb.sertifi.net
Endpoint: /v2/econfirmations/Cancelled/{transactionId}

Example Cancel Response

```
{
  "TransactionId": "78f12500-f40b-4dec-af74-9c15b195a9cf",
  "Message": "Cancelled successfully."
}
```

Error Codes



Errors from the Travel Company Authorization API are returned in the format of an HTTP Status Code, followed by an error message.

Below are common errors you might receive when using the API.

HTTP Status	Error Message	Explanation
400	The given virtual card provider doesn't have permission to send requests to the associated portal.	This error occurs if you try to send information to a portal for which you don't have access.
400	Traveler - Last Name must not be empty.	This error occurs if you do not provide a LastName parameter when using the Traveler object. Refer to the Traveler object definition (page 11) for more information.
404	There isn't an account associated with Property ID xxxx-xxx-xxxx-xxxx-xxx. Send a new request.	This error occurs if you try to send to an invalid property ID.
429	Too Many Requests	This error occurs when the account breaches the API rate limit of 10,000 calls per 10 minutes.
500	An unexpected error occurred.	The 500 response is a general purpose error code used for unexpected conditions that prevent the request from being fulfilled. A 500 Error might indicate that the propertyId is incorrect, or that the hotel portal is not enabled for the Travel Company Authorization provider.

Field Definitions



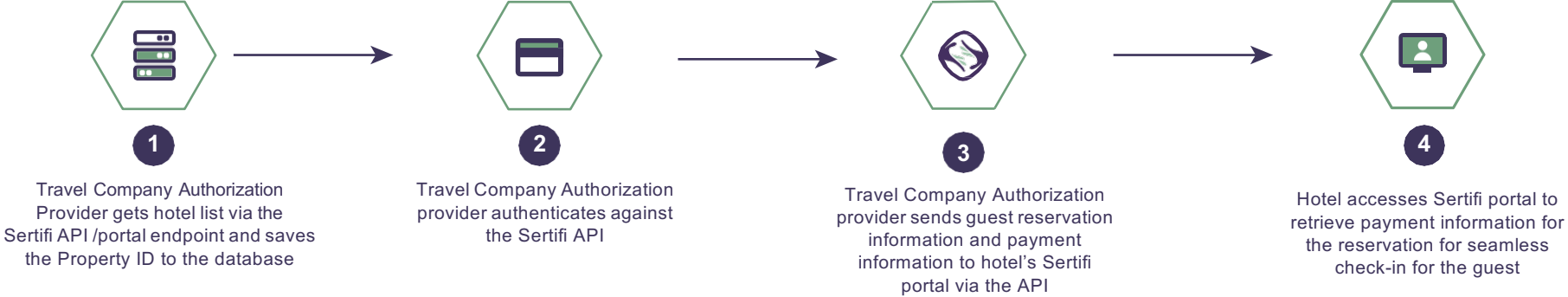
The following table provides field definitions for the Travel Company Authorizations API.

Object	Field Name	Required?	Field Value Type	Description
Card	CardHolderName	Required	String	The name that appears on the card used for the reservation
	CardNumber	Required	String	The card number
	CardType	Required	String	The brand or network of the card. Note that there are no spaces used in card types with multiple words. The accepted values are: AmericanExpress Argencard Cabal Cencosud ChinaUnionPay Dankort DinersClub Discover Elo Hipercard Intercard Jcb Maestro Mastercard Naranja RuPay TarjetaShopping Visa
	ExpirationDate	Required	String (date-time)	The card's expiration date
	Token	Optional	String	The tokenized credit card number. A tokenized number allows both parties to process a payment without revealing the actual credit card number.

Field Definitions (continued)

Object	Field Name	Required?	Field Value Type	Definition
Company	Address	Optional	String	The address of the company paying for the charges
	Name	Optional	String	The name of the company paying for the charges
Contact	PhoneNumber	Optional	String	The phone number of the company paying for the charges
	EmailAddress	Required	String	The email address of the company paying for the charges
	InvoiceEmailAddress	Optional	String	The email address used for sending the folio receipt that includes detailed charges, payments, and any remaining balances
	SupportEmailAddress	Optional	String	The support email address of the company paying for the charges
	SupportPhoneNumber	Optional	String	The support phone number of the company paying for the charges
PaymentInstructions		Required	String (up to 4,000 characters)	Notes about specific payment instructions for approved or restricted charges like taxes or parking
Traveler	FirstName	Optional	String	The first name of the traveler staying at the hotel
	LastName	Required	String	The last name of the traveler staying at the hotel
ReferenceNumber		Required	String	The reference number of the reservation. This should match the booking confirmation number in the hotel's PMS.
ArrivalDate		Required	String	The date that the traveler is scheduled to arrive at the hotel. The date returned reflects the date as it will be in the time zone where the property is located.

Workflow Overview



Portal View and Swagger Value Definitions



<p>Guest Information</p> <p>Confirmation # 85768952 1</p> <p>Arrival Date 07/10/2024 2</p> <p>Guest First Name Jane 3</p> <p>Guest Last Name Doe 4</p>	<p>Payment Information</p> <p>Company Name Acme Company 5</p> <p>Company Address Acme Co Address, City State Zip 6</p> <p>Payment Instructions This is a test transaction. (Payment information here: Room, Tax and Parking. This is a virtual credit card.) 7</p>	<p>Participant Information</p> <p>Record Source Sertifi Test 8</p> <p>Folio Email folioreceiptemail@example.com 9</p> <p>Participant's Email jdoe@example.com 10</p> <p>Participant's Phone # 5555555555 11</p> <p>Credit Card on File</p> <div style="border: 1px solid black; width: 100px; height: 100px; margin: 10px auto; display: flex; align-items: center; justify-content: center;"> view cc </div>
---	---	---

#	Portal View	Swagger Value	Definition
1	Confirmation #	ReferenceNumber	The reference number of the reservation. This should match the booking confirmation number in the hotel's PMS.
2	Arrival Date	ArrivalDate	The date that the traveler is scheduled to arrive at the hotel
3	Guest's First Name	FirstName	The first name of the traveler staying at the hotel
4	Guest's Last Name	LastName	The last name of the traveler staying at the hotel
5	Company Name	Name	The name of the company that will be paying for the charges
6	Company Address	Address	The address of the company that will be paying for the charges
7	Payment Instructions	PaymentInstructions	Notes about specific payment instructions for approved or restricted charges like taxes or parking
8	Record Source	N/A - Provider Name is auto-populated in portal by Sertifi.	N/A - Provider Name is auto-populated in portal by Sertifi.
9	Folio Email	InvoiceEmailAddress	The email address used for sending the folio receipt that includes detailed charges, payments and any remaining balances.
10	Participant Email	SupportEmailAddress	The email address of the company that will be paying for the charges
11	Participant Phone	SupportPhoneNumber	The support phone number of the company paying for the charges



Q: What is changing with the Travel Company Authorizations API?

A: We introduced a significant update to version 2 (v2.0) of the `/econfirmations/portals` endpoint. To improve property matching accuracy, the API response now includes property identifiers and addresses sourced directly from GIATA.

Q: Can I still use version 1.0 (v1) of the API?

A: Yes, there isn't a scheduled deprecation date at this time.

Q: How do I use the v2.0 data?

A: The GDS codes, the Giata external ID and the STR number are returned at the `/v2.0/eConfirmations/portals` endpoint to help with property matching. The new identifiers make matching properties more efficient and accurate than matching only on the property's physical address.

Q: What are the main benefits of this update?

A: This update eliminates the guesswork from property matching by providing industry-standard global identifiers (like GDS codes and STR numbers) and cleaner, structured address data. This means fewer booking discrepancies and smoother automation for your workflows.

Q: How is address data handled in this new version?

A: We've made addresses much easier to parse. While v1.0 only provided a single-line string, the new GIATA-sourced data in v2.0 breaks the address down into specific fields (such as `propertyStreetAddress` and `propertyCity`.) Also, to prevent breaking changes, the original one-line `propertyAddress` format from v1 is still included in the v2 response.

Q: Can I use the GIATA ID to create a Travel Company Authorization?

A: Yes! You can now use the GIATA ID as an external identifier when calling the creation endpoint. Also, like with v1.0, you can still use the Sertifi Property ID as the internal identifier.

The creation endpoint format is: `POST /v2.0/econfirmations/{identifierType}/{propertyId}`

Q: If I want to access Giata data do I have to update my whole integration to v2.0?

A: You can access the Giata data at `/v2.0/econfirmations/portals` and still create Travel Company Authorizations using the v1.0 endpoint. It isn't necessary to update the entire integration at once; however, using the most current available API version is a best practice.

Q: Is this update live?

A: Yes. The production environment has been successfully updated and is actively delivering live data.

Q: Can I test this feature before updating my production integration?

A: Yes. We highly encourage testing these new capabilities in your sandbox environment first to ensure a seamless transition.

Q: Where can I find the updated API documentation?

A: Complete details, field definitions, and schemas are available on our Swagger page here. You can also refer to the PDF API Guide available at the Developer Center here.