Travel Company Authorizations (eConfirmations) API

February 2024

Sertifi

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. Throughout 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, a sample expected response, and information about error codes and field definitions.

For full details on the Travel Company Authorization API endpoints, refer to our online documentation.

Contents

Example Request

POST /sertifists/connect/token
Content-Type: application/x-www-form-urlencoded
Host: sertifi.com/sertifists/connect/token (for production) or
sandbox.sertifi.net/sertifists/connect/token (for sandbox)

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

Example Response

HTTP/1.1 200
status: 200
Content-Type: application/json; charset=UTF-8
Date: Thu, 14 Mar 2019 14:58:15 GMT

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

```
Date: Thu, 14 Mar 2019 14:58:15 GMT
{"access_token":"9a30910f1a3425c21e27fabc5ffb82cf5281caa9af88305043393
f0601462c82t","expires_in":900,"token_type":"Bearer"}
```

Construct a request using the returned access token:

POST v1/econfirmations/4c4e95a8-fa4b-4c3d-936c-20452fddce3c HTTP/1.1
Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fabc5ffb82cf5281caa9af88305043393f0601462c82
Host: https://econfirmations.sertifi.net (for production) or https://econfirmations-sb.sertifi.net (for sandbox)

```
{
     "card": {
               "cardHolderName": "Card Issuer",
               "cardNumber": "4111XXXXXXXX1234",
               "cardType": "VA",
               "expirationDate": "2024-12-31",
               "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": "Room, tax, parking",
     "traveler": {
               "FirstName": "Jane",
               "LastName": "Smith"
          },
     "referenceNumber": "Smith345",
     "arrivalDate": "2022-10-12T00:00:00"
}
```

Example Response

HTTP/1.1 200 OK
Content-Type: application/json; charset=utf-8
Date: Fri, 15 Mar 2019 14:27:56 GMT
Content-Length: 63

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

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.

Note: The **propertyAddress** parameter from the **/portal** endpoint is the primary field for matching with hotels that have Travel Company Authorizations enabled. Sertifi uses the Bing API address format.

We recommend periodically reviewing the list of enabled hotels to find new hotels that have been added, and to save their Sertifi PropertyIDs to your database.

Example Request

GET /v1/econfirmations/Portals ?page=1&perPage=100
Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fabc5ffb82cf5281caa9af88305043393f0601462c82
Host: https://econfirmations.sertifi.net (for production) or https://econfirmations-sb.sertifi.net (for sandbox)

```
{
      "metadata": {
            "totalNumberOfPortals": 1,
            "pageSize": 1000,
            "currentPage": 1,
            "hasPreviousPage": "No",
            "hasNextPage": "No"

      },

      "portals": [
            {
                  "portalName": "Sandbox Test Site",
                  "portalURL": "sandbox.sertifi.net/testsite",
                  "propertyAddress": "233 S Wacker, Chicago, IL 60606",
                  "propertyID": "86df4960-6ed7-4d4d-ad87-1490408897a1",
                  "propertySupportPhone": "630-555-5555",
                  "propertySupportEmail": "example@sertifi.com",
                  "portalGDS": [
                              {"gdsName": "Sabre",
                              "code": "24601"
                              },
                              {
                              "gdsName": "Amadeus",
                              "code": "YCYTNI"
                              }
                        ]
                  }
            ]
}
```

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 includes if it has been unmasked by the hotel, processed, and so on. Note that **all times in the reponse will be based in Central Standard Time (CST)**.

Example Request

GET v1/econfirmations/<transaction_id>
Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fabc5ffb82cf5281caa9af88305043393f0601462c82
Host: https://econfirmations.sertifi.net (for production) or https://econfirmations-sb.sertifi.net (for sandbox)

```
{
    "card": {
        "cardHolderName": "John Smith",
        "cardType": "MasterCard",
        "expirationDate": "2020-08-25T00:00:00"
    },
    "paymentMethodAccessData": {
        "lastAccessDate": "2023-03-09T12:17:31.7400000"
    },
    "company": {
        "address": "1060 West Addison, Chicago, IL 60613",
        "name": "Northside Baseball Inc"
    },
    "contact": {
        "phoneNumber": "5555555555",
        "emailAddress": jsmith@example.com,
        "invoiceEmailAddress": travelpartner@example.com,
        "supportEmailAddress": support@travelpartner.com,
        "supportPhoneNumber": "123-456-7890"
    },
    "paymentInstructions": "Room, tax and parking",
    "traveler": {
        "firstName": "John",
        "lastName": "Smith"
    },
    "otherFields": {},
    "referenceNumber": "12345678",
    "arrivalDate": "2041-07-26T00:00:00",
    "createdDate": "2023-03-09T12:16:52-06:00",
    "processedDate": "2023-03-09T12:18:12-06:00",
    "transactionId": "31c0719a-594a-4f7c-86bb-4802df6bca3a"
}
```

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.

Example Request

GET /v1/econfirmations/Portals/search?PortalName=Windy&page=1&perPage=1
Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fabc5ffb82cf5281caa9af88305043393f0601462c82
Host: https://econfirmations.sertifi.net (for production) or https://econfirmations-sb.sertifi.net (for sandbox)

```
{
    "metadata": {
        "totalNumberOfPortals": 109,
        "pageSize": 1,
        "currentPage": 1,
        "hasPreviousPage": "No",
        "hasNextPage": "Yes"
    },
    "portals": [
        {
            "portalName": "Windy City Hotel",
            "portalURL": "sandbox.sertifi.net/windycityhotel",
            "propertyAddress": "233 S Wacker, Chicago, IL 60606",
            "propertyID": "86df4960-6ed7-4d4d-ad87-1490408897a1",
            "propertySupportPhone": "630-555-5555",
            "propertySupportEmail": "example@windycityhotel.com",
            "portalGDS":[
                        {
                        "gdsName": "Sabre",
                        "code": "24601"
                        },
                        {
                        "gdsName": "Amadeus",
                        "code": "YCYTNI"
                        },
                ]
        }
    ]
}
```

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

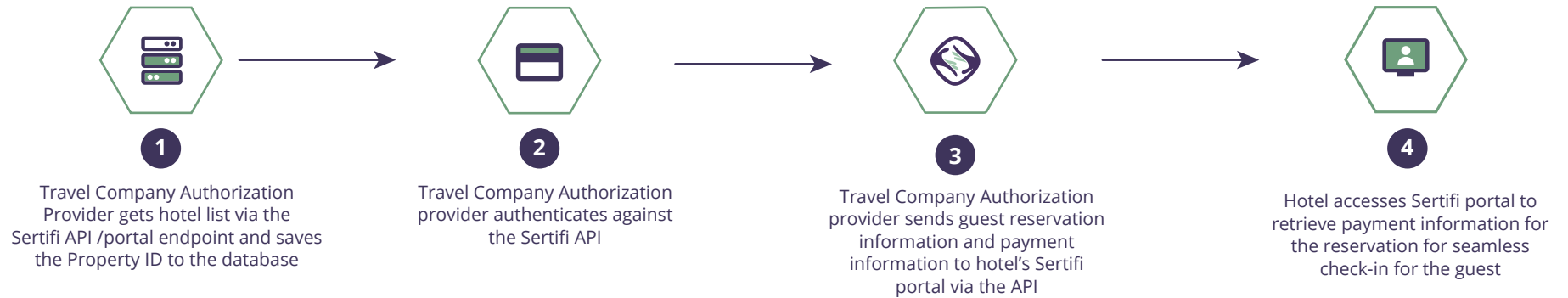The most common errors you might receive when using the API include:

HTTP Status	Error Message	Explanation
400	The given virtual card provider doesn't have permission to send requests to the associated portal.	This occurs if you try to send information to a portal for which you don't have access.
404	There isn't an account associated with Property ID xxxx-xxx-xxxx-xxxx-xxx. Send a new request.	This occurs if you try to send to an invalid property ID.
500	An unexpected error occurred.	The 500 response is a general-purpose error code due to an unexpected condition that prevents the request from being fulfilled. A 500 Error could potentially mean 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 the field definitions for the travel company authorizations API.

Object	Field	Required?	Field Type	Definition
Card	CardHolderName	Yes	String	The name that appears on the card used for the reservation
	CardNumber	Yes	String	The card number
	CardType	Yes	String	The brand or network of the card, like Visa or American Express
	ExpirationDate	Yes	String (date-time)	The card's expiration date
	Token		String	The tokenized credit card number. A tokenized number allows both parties to process a payment without revealing the actual credit card number
Company	Address		String	The address of the company that will be paying for the charges
	Name		String	The name of the company that will be paying for the charges
Contact	PhoneNumber		String	The phone number of the company that will be paying for the charges
	EmailAddress	Yes	String	The email address of the company that will be paying for the charges
	InvoiceEmailAddress		String	The email address used for sending the folio receipt that includes detailed charges, payments, and any remaining balances
	SupportEmailAddress		String	The support email address of the company paying for the charges
	SupportPhoneNumber		String	The support phone number of the company paying for the charges

Object	Field	Required?	Field Type	Definition
PaymentInstructions		Yes	String (up to 4,000 characters)	Notes about specific payment instructions for approved or restricted charges like taxes or parking.
Traveler	FirstName		String	The first name of the traveler staying at the hotel.
	LastName		String	The last name of the traveler staying at the hotel.
ReferenceNumber		Yes	String	The reference number of the reservation. This should match the booking confirmation number in the hotel's PMS.
ArrivalDate		Yes	String	The date that the traveler is scheduled to arrive at the hotel.

Workflow Overview

1

Travel Company Authorization Provider gets hotel list via the Sertifi API /portal endpoint and saves the Property ID to the database

2

Travel Company Authorization provider authenticates against the Sertifi API

3

Travel Company Authorization provider sends guest reservation information and payment information to hotel's Sertifi portal via the API

4

Hotel accesses Sertifi portal to retrieve payment information for the reservation for seamless check-in for the guest

Reservation for John Doe Test

Guest Information

Confirmation # [1]
12345678

Arrival Date [2]
07-26-2041

Guest's Last Name [5]
Doe Test

Guest's First Name [6]
John

Signer Information

Signer's Email [3]
jsmith@example.com

Signer's Phone # [4]
5555555555

Payment Information

Company Name [7]
Acme Company

Company Address [8]
Acme Co Address, City State Zip

Folio Email [9]
folioreceiptemail@exampl...

Record Source [10]
Sertifi Test

Notes [11]
This is a test transaction: Room, taxes and parking. (Virtual Credit Card (Marriott G3))

Process   CLOSE

#	Portal View	Swagger Value	Explanation
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	Signer's Email	EmailAddress	The email address of the company that will be paying for the charges
4	Signer's Phone #	SupportPhoneNumber	The support phone number of the company paying for the charges
5	Guest's Last Name	LastName	The last name of the traveler staying at the hotel
6	Guest's First Name	FirstName	The first name of the traveler staying at the hotel
7	Company Name	Name	The name of the company that will be paying for the charges
8	Company Address	Address	The address of the company that will be paying for the charges
9	Folio Email	InvoiceEmailAddress	The email address used for sending the folio receipt that includes detailed charges, payments and any remaining balances.
10	Record Source	N/A - Provider Name Auto-populated in portal by Sertifi.	N/A - Provider Name Auto-populated in portal by Sertifi
11	Notes	PaymentInstructions	Notes about specific payment instructions for approved or restricted charges like taxes or parking