eConfirmations API
Sertifi eConfirmations powers 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 is referenced as the e-Confirmations 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 eConfirmations API endpoints, refer to our online documentation.

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Getting a token

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":"9a30910f1a3425c21e27fabc5ffb82cf5281caa9af88305043393f0601462c82t","expires_in":900,"token_type":"Bearer"}
Calling the API

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 9a30910f1a3425c21e27fabc5ffb82cf5281ca9af88305043393f0601462c82**
**Host: https://econfirmations.sertifi.net (for production) or https://econfirmations-sb.sertifi.net (for sandbox)**

```json
{
    "card": {
        "cardHolderName": "Card Issuer",
        "cardNumber": "4111123456789012",
        "cardType": "VA",
        "expirationDate": "2024-12-31",
        "token": "8ffcb6b1324f41958288f6f939d2c927"
    },
    "company": {
        "address": "123 Fake Street",
        "name": "Company Name"
    },
    "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**

```json
{
    "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 eConfirmations.

**Example Request**

```
GET /v1/econfirmations/Portals ?page=1&perPage=100
Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fab5f82c5281ca9af88305043393f0601462c82
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, United States",
            "propertyID": "86df4960-6ed7-4d4d-ad87-1490408897a1",
            "propertySupportPhone": "630-555-5555",
            "propertySupportEmail": "example@sertifi.com",
            "portalGDS": [
                {
                    "gdsName": "Sabre",
                    "code": "24601"
                },
                {
                    "gdsName": "Amadeus",
                    "code": "YCYTNI"
                }
            ]
        }
    ]
}
```
Getting a return receipt

You can request an eConfirmation detail record via the API. By passing the transaction ID for the record you'd like to check, the eConfirmations 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 response will be based in Central Standard Time (CST).

**Example Request**

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```
GET v1/econfirmations/<transaction_id>
Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fabc5ff82cf5281ca9af8830543393f0601462c82
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"
  },
  "lastAccessDate": "2023-03-09T12:17:31.7400000"
},
  "company": {  
    "address": "1234 Somewhere St., Anytown, MO, 111111",
    "name": "ABC Corp"
  },
  "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"
}---

---
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.

Example Request

GET /v1/econfirmations/Portals/search?PortalName=Windy&page=1&perPage=1

Content-Type: application/json
Authorization: Bearer 9a30910f1a3425c21e27fabc5ff82c5f281ca9af88305043393f0601462c82
Host: https://econfirmations.sertifi.net (for production) or https://econfirmations-sb.sertifi.net (for sandbox)

```json
{
  "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"
        }
      ]
    }
  ]
}
```
Receiving errors

Errors from the eConfirmations 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 eConfirmations API include:

<table>
<thead>
<tr>
<th>HTTP Status</th>
<th>Error Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>400</td>
<td>The given virtual card provider doesn't have permission to send requests to the associated portal.</td>
<td>This occurs if you try to send information to a portal for which you don't have access.</td>
</tr>
<tr>
<td>404</td>
<td>There isn't an account associated with Property ID xxxx-xxx-xxxx-xxxx-xxx. Send a new request.</td>
<td>This occurs if you try to send to an invalid property ID.</td>
</tr>
<tr>
<td>500</td>
<td>An unexpected error occurred.</td>
<td>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 eConfirmations provider.</td>
</tr>
</tbody>
</table>
# Field Definitions

The following table provides the field definitions for the eConfirmations API.

<table>
<thead>
<tr>
<th>Object</th>
<th>Field</th>
<th>Required?</th>
<th>Field Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card</td>
<td>CardHolderName</td>
<td>Yes</td>
<td>String</td>
<td>The name that appears on the card used for the reservation</td>
</tr>
<tr>
<td>Card</td>
<td>CardNumber</td>
<td>Yes</td>
<td>String</td>
<td>The card number</td>
</tr>
<tr>
<td>Card</td>
<td>CardType</td>
<td>Yes</td>
<td>String</td>
<td>The brand or network of the card, like Visa or American Express</td>
</tr>
<tr>
<td>Card</td>
<td>ExpirationDate</td>
<td>Yes</td>
<td>String (date-time)</td>
<td>The card's expiration date</td>
</tr>
<tr>
<td>Token</td>
<td></td>
<td></td>
<td>String</td>
<td>The tokenized credit card number. A tokenized number allows both parties to process a payment without revealing the actual credit card number.</td>
</tr>
<tr>
<td>Company</td>
<td>Address</td>
<td></td>
<td>String</td>
<td>The address of the company that will be paying for the charges.</td>
</tr>
<tr>
<td>Company</td>
<td>Name</td>
<td></td>
<td>String</td>
<td>The name of the company that will be paying for the charges.</td>
</tr>
<tr>
<td>Contact</td>
<td>Phone Number</td>
<td></td>
<td>String</td>
<td>The phone number of the company that will be paying for the charges.</td>
</tr>
<tr>
<td>Contact</td>
<td>Email Address</td>
<td>Yes</td>
<td>String</td>
<td>The email address of the company that will be paying for the charges.</td>
</tr>
<tr>
<td>Contact</td>
<td>Invoice Address</td>
<td></td>
<td>String</td>
<td>The email address used for invoicing by the company that will be paying for the charges.</td>
</tr>
<tr>
<td>Contact</td>
<td>SupportEmailAddress</td>
<td></td>
<td>String</td>
<td>The support email address of the company paying for the charges.</td>
</tr>
<tr>
<td>Contact</td>
<td>SupportPhoneNumber</td>
<td></td>
<td>String</td>
<td>The support phone number of the company paying for the charges.</td>
</tr>
<tr>
<td>Object</td>
<td>Field</td>
<td>Required?</td>
<td>Field Type</td>
<td>Definition</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------</td>
<td>-----------</td>
<td>---------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PaymentInstructions</td>
<td></td>
<td>Yes</td>
<td>String (up to 150 characters)</td>
<td>Notes about specific payment instructions for approved or restricted charges like taxes or parking.</td>
</tr>
<tr>
<td>Traveler</td>
<td>FirstName</td>
<td></td>
<td>String</td>
<td>The first name of the traveler staying at the hotel.</td>
</tr>
<tr>
<td></td>
<td>LastName</td>
<td></td>
<td>String</td>
<td>The last name of the traveler staying at the hotel.</td>
</tr>
<tr>
<td>ReferenceNumber</td>
<td></td>
<td>Yes</td>
<td>String</td>
<td>The reference number of the reservation. This should match the booking confirmation number in the hotel's PMS.</td>
</tr>
<tr>
<td>ArrivalDate</td>
<td></td>
<td>Yes</td>
<td>String</td>
<td>The date that the traveler is scheduled to arrive at the hotel.</td>
</tr>
</tbody>
</table>
Workflow Overview

1. eConfirmations Provider gets hotel list via the Sertifi eConfirmations API/portal endpoint and saves the Property ID to the database.

2. eConfirmations provider authenticates against the Sertifi eConfirmations API.

3. eConfirmations provider sends guest reservation information and payment information to hotel's Sertifi portal via eConfirmations API.

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