

## AGODA - CONNECTION ERRORS

Errors are property specific, which means that every error is associated to a property on Rentals United and its counterpart in the channel.

Find out which property has errors:

1) RU -> My Channels -> Agoda -> Property Settings -> Filter by “Error”

### AGODA CONNECT PROPERTIES

Connect the rates you have created in Agoda with rates in Rentals United.

▼ Add new properties

Add a group of properties that have the same rate in Agoda. You will be able to scale individual rates once created.

cancel x

External ID

CurrencyEUR

Scale Prices-0%+

IMPORT PROPERTIES

activate all deactivated rates

APPLY

View all

View all

Active

Inactive

error

<input type="checkbox"/>	Channel property ID	Property name	Rates (Markup %)	Status	<input type="checkbox"/> Show archived
<input type="checkbox"/>	<b>Denmark Cottage (17102305)</b> Denmark Cottage	Katoomba Room Only	(0%) <a href="#">quick edit</a>	<a href="#">deactivate</a>   <a href="#">Manual options</a>   <a href="#">delete</a>	

2) Click on “Check errors” - look for errors by group name

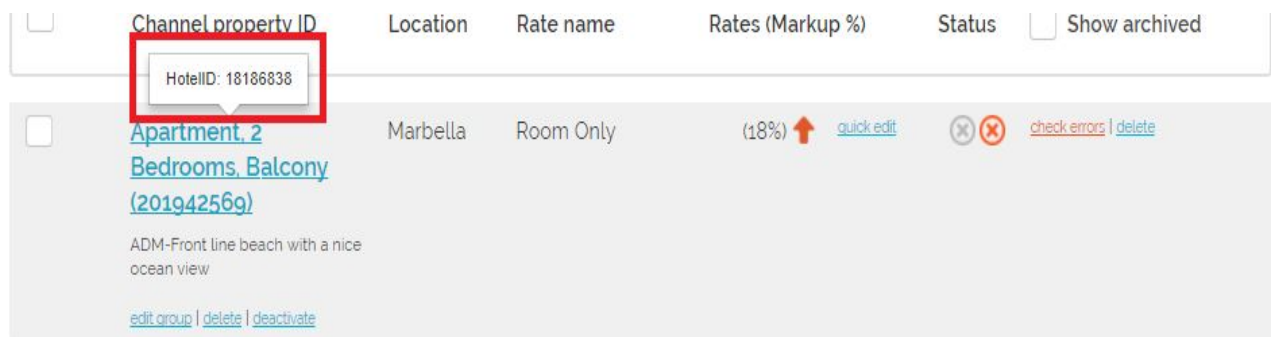
<input type="checkbox"/>	<b>Apartment, 2 Bedrooms, Balcony (201942569)</b> ADM-Front line beach with a nice ocean view <a href="#">edit group</a>   <a href="#">delete</a>   <a href="#">deactivate</a>	Marbella Room Only	(18%) <a href="#">quick edit</a>	<a href="#">check errors</a>   <a href="#">delete</a>
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When contacting Agoda to solve an error, please always provide the following:

- 1) Hotel ID of the property with error/s
- 2) Error message (check errors)

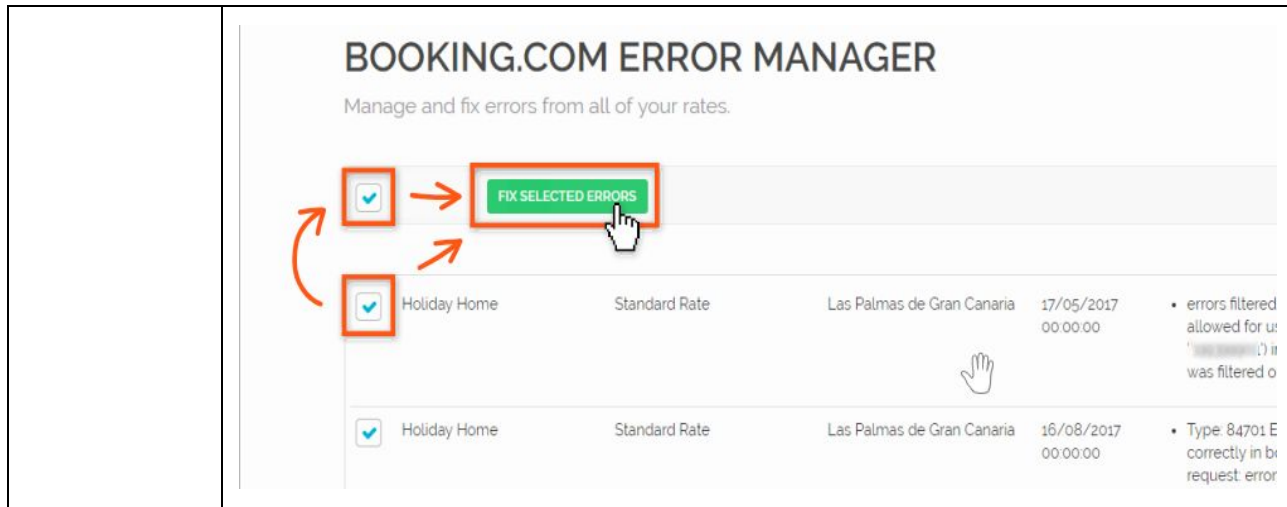
Find out the Hotel ID of the group:

My Channels -> Agoda -> Property Settings. Move your mouse on the group name to show its Hotel ID:



### Most common errors

<b>Error</b>	Single rate: 131 Double rate: 131 Full rate: 131 should be between 139 and 99999  <i>Values in error message may vary</i>
<b>Description</b>	RU/PMS rates are not within the values mentioned in the error.  <i>Please, bear in mind that the rates we are sending to Agoda are in the local currency setup in Agoda.</i>
<b>Solution</b>	<ol style="list-style-type: none"><li>1) Check rates on RU/PMS</li><li>2) If rates are correct, contact <a href="mailto:homessupport@agoda.com">homessupport@agoda.com</a> and ask them to solve the error</li><li>3) If rates are incorrect, edit them and save!</li><li>4) Click on <a href="#">Check errors</a> -&gt; Select group with error -&gt; <a href="#">Fix selected errors</a></li></ol>



Error	Line: 1, Column: 524. cvc-complex-type.2.4.b: The content of element 'Services' is not complete. One of '{\"http://www.opentravel.org/OTA/2003/05\":Service}' is expected.																		
Description	Not enough amenities on RU/PMS																		
Solution	<div>1) RU -&gt; My Properties -&gt; Edit property -&gt; Step 2: Amenities</div> <div>2) Add at least 10 amenities and save!</div> <div>Room-Specific Amenities</div> <div><div><div>+ Add Room</div></div><div><table><tr><th>Room</th><th>Amenities</th><th></th></tr><tr><td>General</td><td>4 x double bed, Cable TV, Hair Dryer, TV, Washing Machine</td><td></td></tr><tr><td>Bathroom</td><td></td><td> </td></tr><tr><td>Bedroom 1</td><td></td><td> </td></tr><tr><td>Bedroom 2</td><td></td><td> </td></tr><tr><td>Kitchen</td><td>Cookware &amp; Kitchen Utensils</td><td> </td></tr></table></div></div> <div>3) Click on <a href="#">Check errors</a> -&gt; Select group with error -&gt; <a href="#">Fix selected errors</a></div>	Room	Amenities		General	4 x double bed, Cable TV, Hair Dryer, TV, Washing Machine		Bathroom			Bedroom 1			Bedroom 2			Kitchen	Cookware & Kitchen Utensils	
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## BOOKING.COM ERROR MANAGER

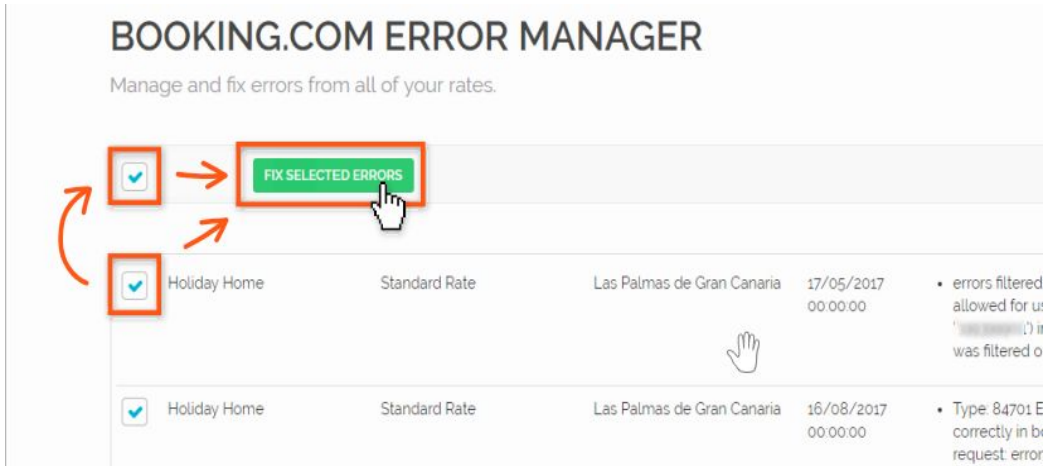
Manage and fix errors from all of your rates.

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FIX SELECTED ERRORS

<input checked="" type="checkbox"/>	Holiday Home	Standard Rate	Las Palmas de Gran Canaria	17/05/2017 00:00:00	<ul style="list-style-type: none"><li>errors filtered allowed for u: ' ' was filtered o</li></ul>
<input checked="" type="checkbox"/>	Holiday Home	Standard Rate	Las Palmas de Gran Canaria	16/08/2017 00:00:00	<ul style="list-style-type: none"><li>Type: 84701 E correctly in b request error</li></ul>

<b>Error</b>	Line: 1, Column: 932. cvc-datatype-valid.1.2.3: 'not provided' is not a valid value of union type 'TimeOrDateTimeOrTimeRangeType'.
<b>Description</b>	<p>Check-in/out ranges are setup incorrectly on RU/PMS</p> <p>-Check out time must be minimum 30 min after last check in time</p> <p>-The check in time cannot be later than 23.30</p>
<b>Solution</b>	<p>1) RU -&gt; My Properties -&gt; Edit property -&gt; Step 6: check-in/out</p> <p>2) Edit check-in/out ranges and save!</p> <p>3) Click on <a href="#">Check errors</a> -&gt; Select group with error -&gt; <a href="#">Fix selected errors</a></p> <div> <h2>BOOKING.COM ERROR MANAGER</h2> <p>Manage and fix errors from all of your rates.</p>  </div>

<b>Error</b>	Room: 1070419 does not exist for Property id: 209242
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<b>Description</b>	Room does not exist or is not created properly on Agoda
<b>Solution</b>	Contact <a href="mailto:homessupport@agoda.com">homessupport@agoda.com</a> and ask them to assist you with the room creation

If you have an error that is not mentioned in this article, please fill in our [Fast Support Form](#) as follows:

- You need help with an issue or you have a question --> I need help with an issue
- Is your question regarding... --> Channel connect/disconnect
- Your question is about: --> Why do I have errors?
- Select channel with errors
- Copy and paste the error message
- Provide the RU property name/s and Hotel ID with error