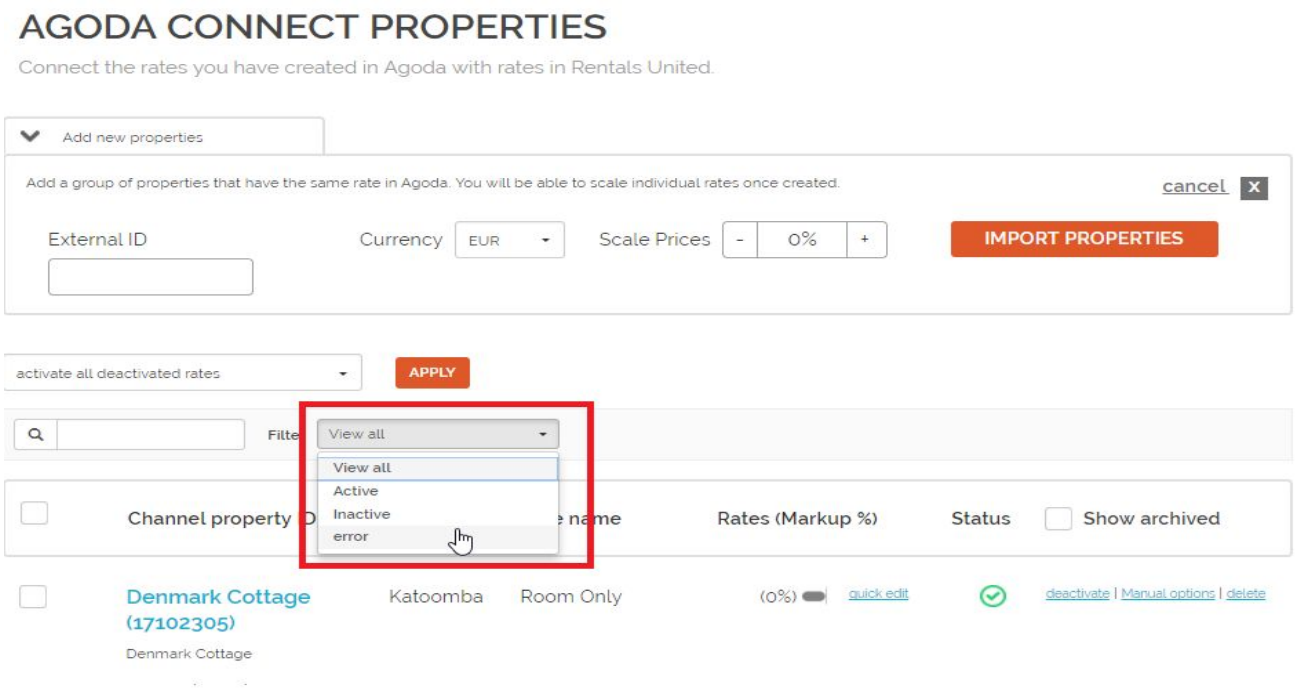
AGODA - CONNECTION ERRORS

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

<u>Find out which property has errors:</u>

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



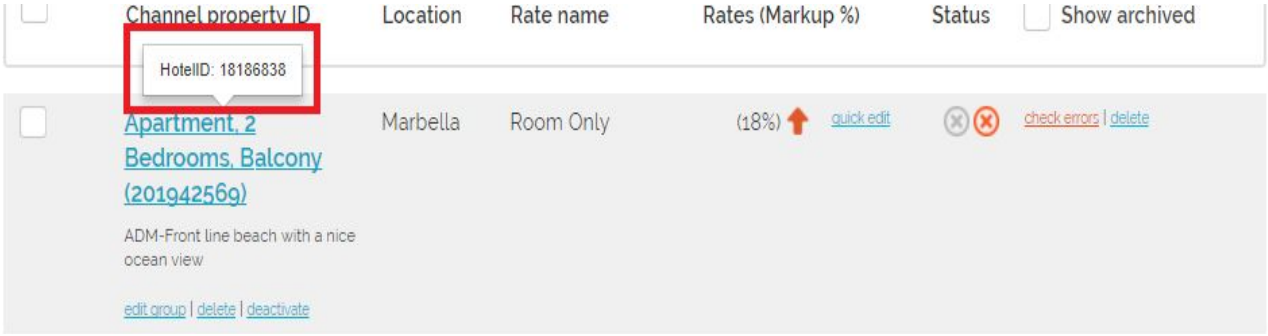
2) Click on “Check errors” - look for errors by group name

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)**

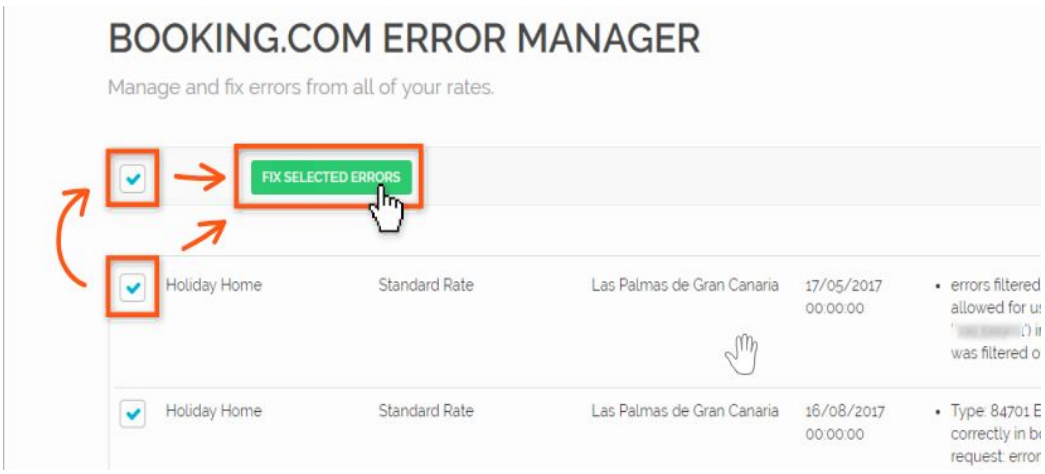
Find out the Hotel ID of the group:

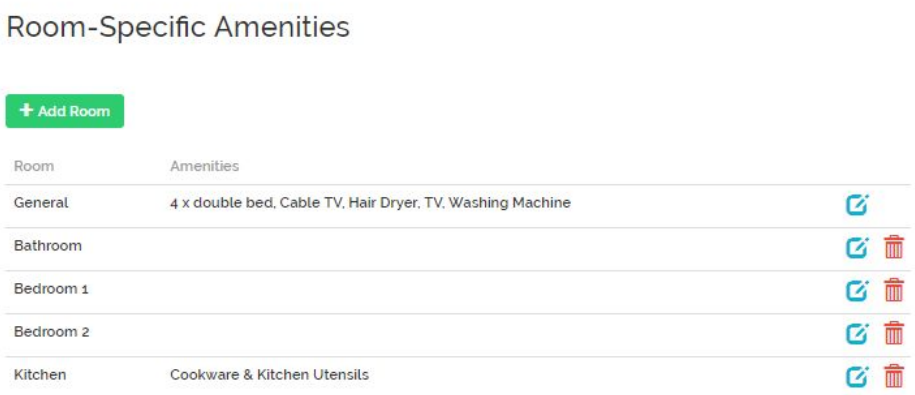
My Channels -> Agoda -> Property Settings. Move your mouse on the group name to show its Hotel ID:

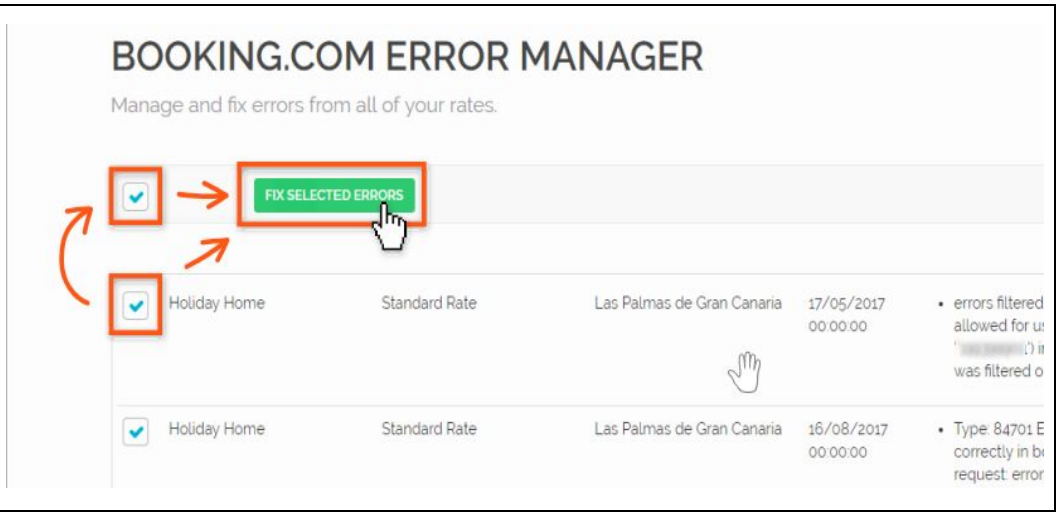


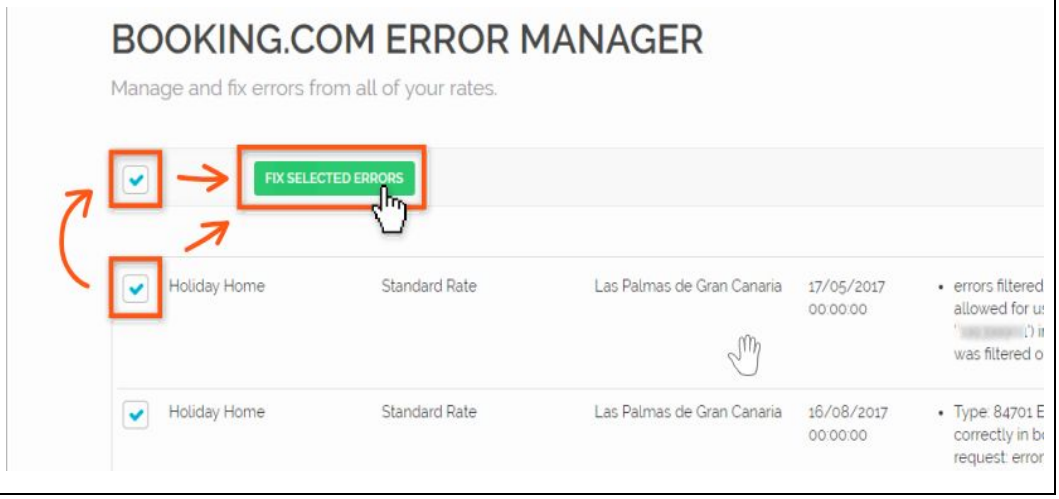
Most common errors

Error	Single rate: 131 Double rate: 131 Full rate: 131 should be between 139 and 99999 *Values in error message may vary*
Description	RU/PMS rates are not within the values mentioned in the error. *Please, bear in mind that the rates we are sending to Agoda are in the local currency setup in Agoda.*
Solution	1) Check rates on RU/PMS 2) If rates are correct, contact homessupport@agoda.com and ask them to solve the error 3) If rates are incorrect, edit them and save! 4) Click on Check errors -> Select group with error -> Fix selected errors

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	1) RU -> My Properties -> Edit property -> Step 2: Amenities 2) Add at least 10 amenities and save!  3) Click on Check errors -> Select group with error -> Fix selected errors

Error	Line: 1, Column: 932. cvc-datatype-valid.1.2.3: 'not provided' is not a valid value of union type 'TimeOrDateTimeOrTimeRangeType'.
Description	Check-in/out ranges are setup incorrectly on RU/PMS -Check out time must be minimum 30 min after last check in time -The check in time cannot be later than 23.30
Solution	1) RU -> My Properties -> Edit property -> Step 6: check-in/out 2) Edit check-in/out ranges and save! 3) Click on Check errors -> Select group with error -> Fix selected errors 

Error	Room: 1070419 does not exist for Property id: 209242

Description	Room does not exist or is not created properly on Agoda
Solution	Contact homessupport@agoda.com 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