

EXPEDIA - 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 -> Expedia -> Property Settings -> Filter by “Error”

EXPEDIA CONNECT PROPERTIES

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

▼ Add new properties

Add a group of properties that have the same rate in Expedia. 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

Channel property D

Marbella

Room Only

(18%) ↑ quick edit

⊗ ⊗ check errors | delete

Apartment, 2 Bedrooms, Balcony (201942569)

ADM-Front line beach with a nice ocean view

edit group | delete | deactivate

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

Apartment, 2 Bedrooms, Balcony (201942569)

ADM-Front line beach with a nice ocean view

edit group | delete | deactivate

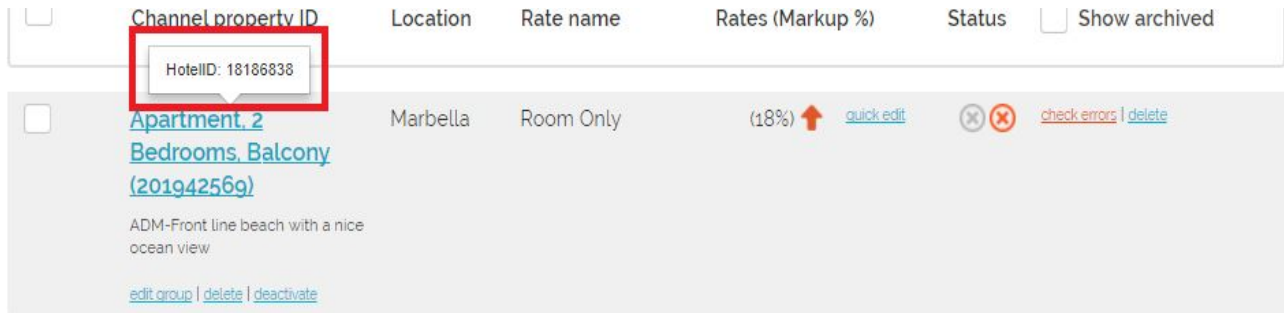
MarbellaRoom Only(18%) ↑ quick edit⊗ ⊗ check errors | delete

When contacting Expedia 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 -> Expedia -> Property Settings. Move your mouse the group name to show its Hotel ID:



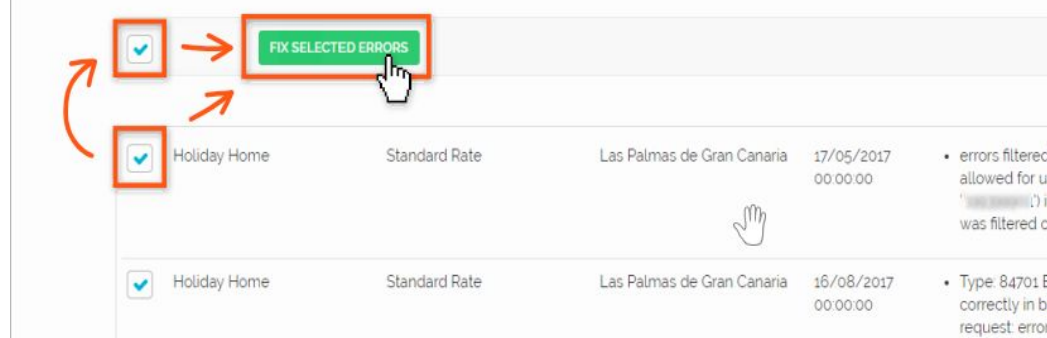
Most common errors

Error	Error (code 3103): Currency code is invalid
Description	RU group currency does not match currency on Expedia
Solution	<div><div>1) Check currency of group on Expedia</div><div>2) RU -> My Channels -> Expedia -> Property Settings</div><div>3) Edit group with error</div><div><div><div>Apartment. 2 Bedrooms, Balcony (201942569)</div><div>ADM-Front line beach with a nice ocean view</div><div>edit group delete deactivate</div></div><div>4) Set correct currency and save group</div><div><div><div>Apartment. 2 Bedrooms, Balcony (201942569)</div><div>ADM-Front line beach with a nice ocean view</div><div>edit group delete deactivate</div></div><div><div>Edit Group</div><div><div>Group name</div><div>Apartment. 2 Bedrooms, Bal</div></div><div><div>External ID</div><div>201942569</div></div><div><div>Marbella</div><div>EUR</div><div>USD</div><div>GBP</div><div>AED</div><div>AFN</div></div><div><div>» ADM-Front line beach with a nice ocean view</div><div><div>cancel</div><div>SAVE GROUP</div></div></div></div><div>5) Click on Check errors -> Select group with error -> Fix selected</div></div></div></div>

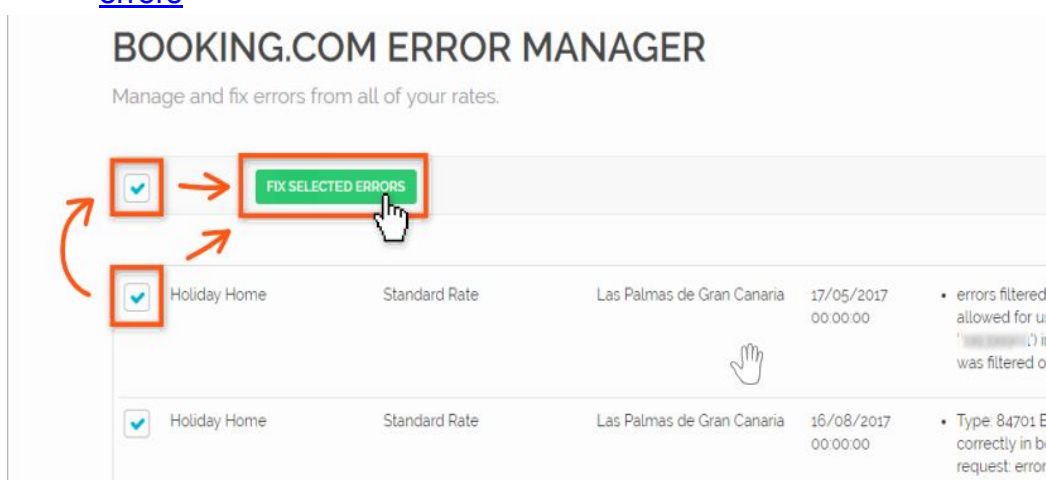
errors

BOOKING.COM ERROR MANAGER

Manage and fix errors from all of your rates.



<input checked="" type="checkbox"/>							
<input checked="" type="checkbox"/>	Holiday Home	Standard Rate	Las Palmas de Gran Canaria	17/05/2017	00:00:00	• errors filtered allowed for u: ' ' was filtered o	
<input checked="" type="checkbox"/>	Holiday Home	Standard Rate	Las Palmas de Gran Canaria	16/08/2017	00:00:00	• Type: 84701 E correctly in br request error	

Error	Error (code 3135): Data error in the XML message - MinLOS value (5) exceeds Extranet auto-approval threshold (4) for length of stay.
Description	RU/PMS min. stay is greater than Expedia min. stay restrictions
Solution	<p>Contact hothelp@expedia.com with the Hotel ID affected and ask them to increase min. stay restriction.</p> <p>or</p> <ol style="list-style-type: none"> 1) Decrease your min. stay for the property on RU/PMS and save! 2) Click on Check errors -> Select group with error -> Fix selected errors 

Error	Error (code 3142): Rate plan does not match the property acquisition type - Rate plan 210677210 does not match acquisition type. Ref=[715d736c-a9d4-11e7-ba83-dca48a3b7a12]
Description	Hotel has been updated on Expedia

Solution	<ol style="list-style-type: none"> 1) Delete and re-map the property on RU (refer to the other PDF attached "How to connect to Expedia") 2) Click on Check errors -> Select group with error -> Fix selected errors <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <h3 style="text-align: center;">BOOKING.COM ERROR MANAGER</h3> <p style="text-align: center; font-size: 0.9em;">Manage and fix errors from all of your rates.</p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="text-align: center; margin-right: 10px;"> <input checked="" type="checkbox"/> </div> <div style="text-align: center; margin-right: 10px;"> <input checked="" type="checkbox"/> </div> <div style="border: 2px solid orange; padding: 5px; background-color: #f0f0f0;"> FIX SELECTED ERRORS </div> </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <tr> <td style="width: 15%; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 25%;">Holiday Home</td> <td style="width: 20%;">Standard Rate</td> <td style="width: 20%;">Las Palmas de Gran Canaria</td> <td style="width: 15%;">17/05/2017 00:00:00</td> <td style="width: 15%;"> <ul style="list-style-type: none"> errors filtered allowed for u: ' ' was filtered o </td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Holiday Home</td> <td>Standard Rate</td> <td>Las Palmas de Gran Canaria</td> <td>16/08/2017 00:00:00</td> <td> <ul style="list-style-type: none"> Type: 84701 E correctly in br request error </td> </tr> </table> </div>	<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"> errors filtered allowed for u: ' ' was filtered o 	<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"> Type: 84701 E correctly in br request error
<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"> errors filtered allowed for u: ' ' was filtered o 								
<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"> Type: 84701 E correctly in br request error 								

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