Guideline | Book Now Pay Later (BNPL)
2020
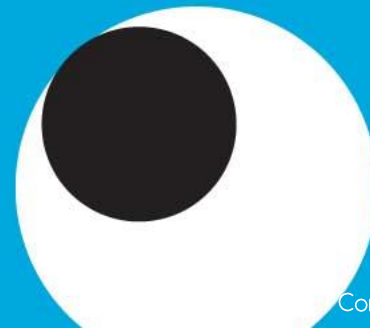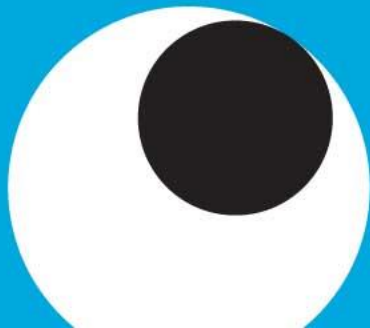
agoda

Book Now Pay Later Booking Workflow

Booking Creation Date — Booking Charge Date — Booking Check-in Date — Booking Check-out Date

Booking Creation Date
- Booking Confirmation Email

Booking Charge Date
- Payment Successful?
  - Yes → Case Closed
  - No → Secure Link Email valid for 3 attempts
    - Payment Successful?
      - Yes → Case Closed
      - No → Booking Cancellation Email → Case Closed

Booking will be cancelled after 44 hours the secure link has been sent.

Book Now Pay Later (BNPL)

is a type of payment method offered by Agoda to customers with:

- ✓ Flexible payment: booking will not be charged until the stated charge date

- ✓ Improve cash flow by extending booking charge date

agoda

Specification

Search API, SearchResponse:

❑ If this attribute 'booknowpaylaterdate' is presented, pay later is possible. This attribute contains the future date when credit card will be charged.

❑ If attribute not present, room is pay now only

Book API, BookRequest:

❑ If this attribute is supplied, the room is set to 'book now pay later'. This value should be directly taken from the long format response and represents the future date partner's credit card will be authorized.

❑ If attribute not present, room is pay now only

```
<Room id="3085783" name="Mount Fuji and Lake View Japanese Style Room - Non-Smoking"
lineitemid="1" rateplan="B2B" ratetype="B2B" currency="MYR" model="Merchant" ratecategoryid=
"437657" blockid="2d9dc193-d4f2-fbd3-6355-b9a0854e35c4" booknowpaylaterdate="2020-12-15">
```

Post-Book API, Booking status is available via BookingListResponse & BookingDetailResponse

	BookingConfirmed	BookingCharged
Pay Now		☑
Book Now Pay Later (before charge)	☑	
Book Now Pay Later (after successfully charge)		☑

Click on the link to access our Online Specification:
https://partners.agoda.com/DeveloperPortal/APIDoc/GettingStarted#partnerFulfillmentModel

Change Summary in APIs

Search API		
Request	• No change	
Response	• New 'booknowpaylaterdate'	
Booking API		
Request	• New 'booknowpaylaterdate'	
Response	• No change	
BookingList API		
Request	• No change	
Response	• No change	
BookingDetail API		
Request	• No change	
Response	• Status = 'BookingConfirmed' • New 'booknowpaylaterdate'	
SpecialRequest API		
Request	• No change	
Response	• No change	
Cancellation API		
Request	• No change	
Response	• PaymentRateInclusive=0 • RefundRateInclusive=0	
ConfirmCancellation API		
Request	• No change	
Response	• No change	

Did you know?

✓ **Virtual Credit Card is supported**

Partners will have to manipulate activation date and expiry date to ensure the card is valid on the charge date

✓ **Price Guaranteed**

There is no price change between booking creation date and charge date. We will collect payment same amount you get on booking creation date

Notification | Confirmation Email

Notification | Secure Link

Best Practice!

In case of failure to charge original credit card, on the charge date, Secure Link email will be sent out to ask for submit new credit card details.

Note Ensure agent handling corporate credit card can access Primary registered email account.

Secure Link Email

Email Address :
Email Subject :   Payment Status For Agoda Booking ID 477510897
Email Sent When :   11-Jun-2020 9:54:25
Email Content :

Dear

We have received your credit card information for your reservation at Brezza Hotel Lumut from June 21, 2020 to June 23, 2020.

Unfortunately, we were unable to obtain an authorization from our bank for this charge. Could you please contact your credit card company to check on the status of your card, and/or to notify them that you approve this transaction from Agoda.

You may send this information in one of two ways:

1. Use our SECURE on-line payment form found at:
https://my.agoda.com/en-us/Paymentfailure.html?ehhfbaijh9fiigcbjki0facjijhb0a0b

2. Directly with our Customer Service Agents by phone at:
http://www.agoda.com/info/contact_agoda.html

Thitiporn
Agoda Customer Support
****
Go Smarter, Go Agoda
Agoda Company Pte Ltd
Tel: +44 (0)20 3027 7900
****
E-mail : cs@agoda.com
Internet : http://www.agoda.com
Agoda Customer Support 24/7: http://www.agoda.com/info/contact_agoda.html
****
Agoda handles bookings for thousands of travel brands
and websites through our global partners network

6

Notification

Notification | Payment

Scenario 1

New credit card details go through successfully:

> **Your payment was successful.**
>
> - Thank you for your help, enjoy your stay.
> - Click here to manage your booking.
> - To make another booking, please visit our website.

Scenario 2

After 3 failed attempts, the link is no longer valid. Please contact our Customer Services within 44 hours after the secure link is sent to keep booking active.

> **Sorry...**
>
> - This link has expired and can no longer be used to pay for this booking.
> - To make another booking, please visit our website.

agoda

Notification | Cancellation

Failed Charge after clicking Secure Link

Dear

As a follow up to our earlier mail, we were unable to charge your card. We had asked you to provide a new credit card so we could proceed in finalizing your reservation.

Because we have not heard from you, we are cancelling this booking because we are unable to charge a valid credit card.

Original Booking Details

Booking ID : 327243270
Cancelled on :
Customer First Name:
Customer Last Name :
Hotel : The Carisbrooke Inn
Arrival : July 29, 2020
Departure : August 1, 2020
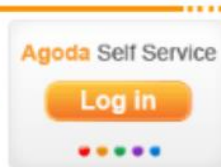Room Type : Queen Room with Private External Bathroom
Number of Adults : 2

Original Booking Charges

Booking Value : USD 814.06

Thank you for choosing Agoda.

Agoda Customer Support

• Change my dates
• Send special request
• Resend my hotel voucher
• Get my receipt
• Cancel my booking

Agoda Self Service
Log in

From: **Agoda Customer Service** <no-reply@agoda.com>
Date: Fri, Jul 11, 2020 at 9:27 AM
Subject: Cancelled Agoda Booking ID 508934700 Check-in August 2, 2020

agoda

HI HO YING IU,

We have confirmed the cancellation of your booking at **Galaxy Macau**.

You will pay nothing for this cancellation. Your credit card will not be charged.

Thanks for booking with Agoda!

Make another booking

Did you get the help you needed with your cancellation?

We'd love to hear from you to help improve our service

Yes   **No**

Make your next booking management or cancellation even easier

Use Agoda Self-Service: Log in to our app or website and you can alter or cancel your booking online
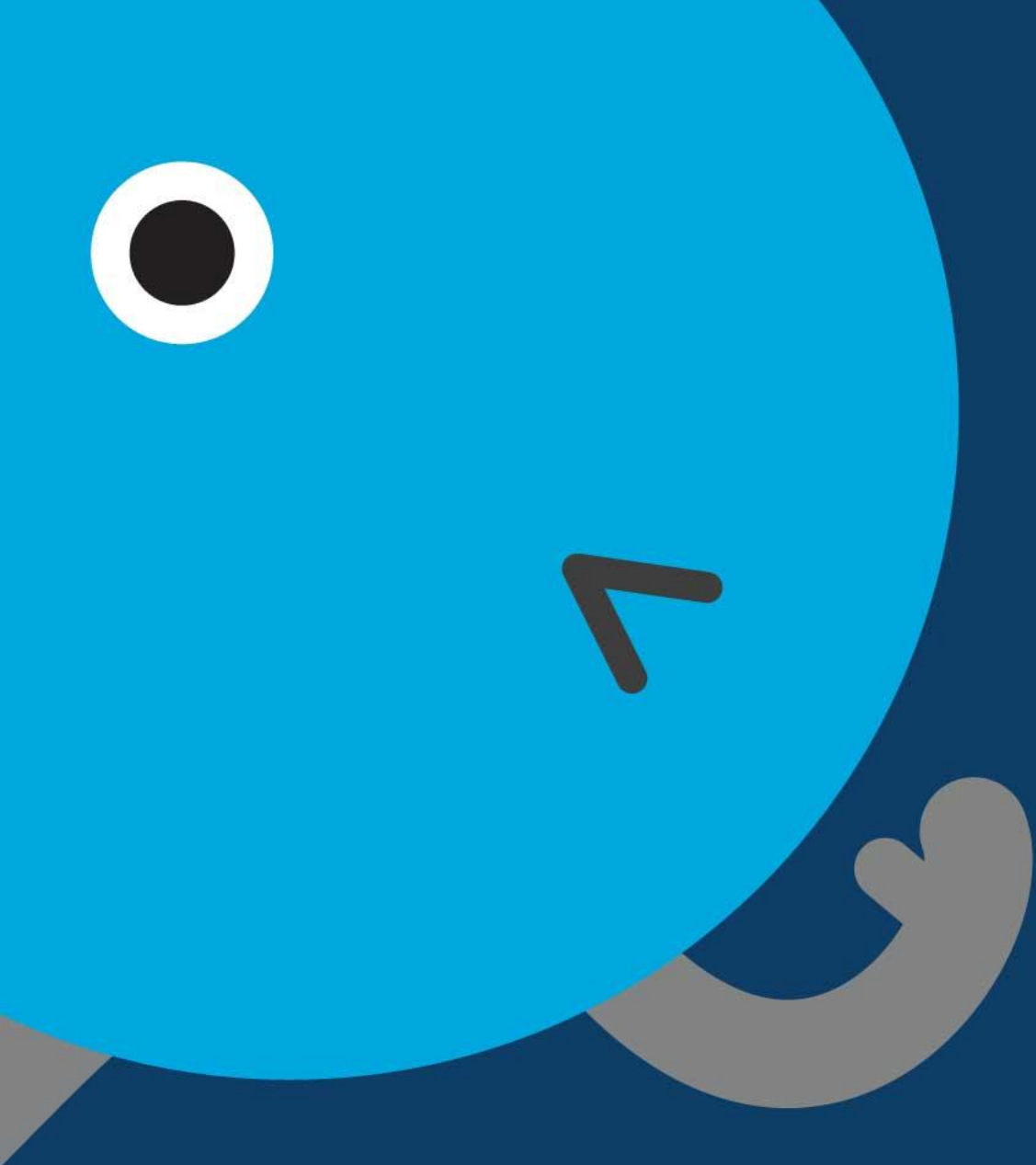
Go to Self Service

Your cancelled booking

CHECK IN	CHECK OUT
Aug, 2020	Aug, 2020
02	**03**
Sunday	Monday

Booking ID: 508934700
Property name: Galaxy Macau
Address: Galaxy Macau, Cotai, Macau, Macau 999078

agoda

Thank you

agoda