

Guideline | Book Now Pay Later (BNPL)

2020

BNPL BOOKING WORKFLOW

BOOK NOW PAY LATER (BNPL)

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

Booking Creation Date

Booking Charge Date

Booking Check-in Date

Booking Check-out Date

Case Closed

YES

Booking Confirmation Email

Payment Successful?

NO

Secure Link Email valid for 3 attempts

Case Closed

YES

Payment Successful?

NO

Booking Cancellation Email

Case Closed

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

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		<input checked="" type="checkbox"/>
Book Now Pay Later (before charge)	<input checked="" type="checkbox"/>	
Book Now Pay Later (after successfully charge)		<input checked="" type="checkbox"/>

Click on the link to access our Online Specification:

<https://partners.agoda.com/DeveloperPortal/APIDoc/GettingStarted#partnerFulfillmentModel>

CHANGE SUMMARY IN APIs

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



Internal

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



CONFIRMATION EMAIL


All email(s) will be sending to
partner's primary registered email



Internal

From: Agoda Customer Service <no-reply@agoda.com>
Date: Fri, Jul 17, 2020 at 2:39 PM
Subject: Confirmation for Booking ID # 519558076 Check-in September 1, 2020

Your booking at Chatsuree Boutique Resort is confirmed and complete with Agoda price guarantee.



Ms. TestFirstName TestLastName


Your booking is confirmed and complete!

Your booking ID: 519558076

You can easily manage your booking with our self service.

[Manage My Booking](#)


Chatsuree Boutique Resort
๑๐๗/๒๒๔ ถนน

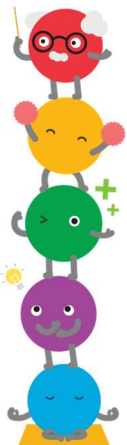
 **★★★★★**
Tanon Khlang Awut, Kham Yai, Ubon Ratchathani, Thailand 34000
๑๐๗/๒๒๔ ถนน, ๑๐๗/๒๒๔ ถนน, ๑๐๗/๒๒๔ ถนน 34000

Reservations:	1 Room, 1 Night
Check in:	Tuesday, 01 September 2020 (after 7:00 AM)
Check out:	Wednesday, 02 September 2020 (before 12:00 PM)
Booking ID:	519558076
Lead Guest:	Ms. TestFirstName TestLastName

Book Now, Pay Later

Standard	USD 11.88
Included: Taxes and fees USD 1.78	
Total price:	USD 11.88
<small>(to be charged on August 28, 2020)</small>	
Amount you paid today:	USD 0.00





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?ehhfbaijh9fiigcbjki0facijihb0a0b>
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





Hi

Thanks for making your booking with Agoda at **The Cliff Hostel** for Friday, 24 July 2020.

We were unable to confirm your payment. However, we will hold your reservation to ensure that you get your room and rate. Just make sure that you make your payment in the next **44 hours** or your booking will be cancelled.

Click below to try completing your payment again. You can try the same card, or select an alternative payment method. Thanks again for booking with Agoda!

[PAY NOW](#)



The Cliff Hostel

★★★★★

1 NIGHT, Friday, 24 July 2020

USD **23.24**

[PAY NOW](#)

♥ Your friends at Agoda

24/7 Help

About Agoda

Agoda Policy

Save even more when you use our app



This email was sent by Agoda Company Pte. Ltd., 30 Cecil Street, Prudential Tower #19-06, Singapore 049712, Singapore



[Customer Support 24/7](#)

⚠ There was a problem completing payment for this booking. We were unable to charge your Visa card ending in 1347 for this booking. Please retry making your payment, or select a different payment method or card, otherwise the booking will be canceled.

The Cliff Hostel

14 Pay Bay, Koh Rong Sanloem Koh Rong Sanloem Cambodia • 855



Booking ID	479766581
Check-in	Friday, July 24, 2020
Check-out	Saturday, July 25, 2020
Stay	2 Rooms, 1 Night
For	4 Adults
2 Rooms, 1 Night	Double

Total Price

USD **23.24**

Booking conditions

Any cancellation received within 1 day prior to arrival date will incur the full period charge. Failure to arrive at your hotel or property will be treated as a No Show and no refund will be given (Property policy).

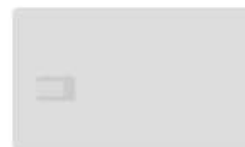
Card No:

Card holder name

Exp:

CVC/CVV

Issuing bank



Available payment methods:



🔒 All credit card information is fully encrypted, secured and protected.

[Make this payment](#)

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](#).

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](#)



Cancellation Email

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



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

Aug. 2020
02
Sunday

CHECK OUT

Aug. 2020
03
Monday

Booking ID:

508934700

Property name:

[Galaxy Macau](#)

Address:

[Galaxy Macau, Cotai, Macau, Macau 999078](#)

Thank you



Internal

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