HA-XML Integration
Online Quote and Booking Issues

Troubleshooting Guide
"How to read your audit reports"

CONTENTS:

Version 1.1

What is this about?

HomeAway sends a nightly audit report detailing the quote and booking transactions that occurred on the HomeAway sites for your properties. If any of those transactions resulted in errors, please refer to the detailed documentation here to understand the exact error that occurred.

HA-XML is the standard format created by HomeAway for allowing property managers (PMs) and property management software companies (PMSCs) to provide listing, rate, and unit availability information as well as the format used for real time integration during the online booking process.

Online Booking transactions consist of a QuoteRequest and QuoteResponse, followed by a BookingRequest and a BookingResponse. When an error occurs during these transactions it will be reported back in the audit log you will receive daily from HomeAway.

The guide to common OLB errors will serve as a general troubleshooting guide when analyzing the audit reports HomeAway sends to you. Your audit report contains all transactions, not just errors. **However, we are focusing on explaining errors in this document.**

If any error cannot be resolved, please contact IPM support.
PM-support@homeaway.com | 1-877-239-2592 (9 a.m.-5 p.m. Central)

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for Property Managers

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COMMON ACRONYMS
WHAT DO THESE ABBREVIATIONS MEAN?

HA	HOMEAWAY
HA-XML	HOMEAWAY-XML (EXTENSIBLE MARKUP LANGUAGE) THE COMPUTER LANGUAGE USED BY HOMEAWAY
IPM	INTEGRATED PROPERTY MANAGER
OLB	ONLINE BOOKING
PM	PROPERTY MANAGER
UI	USER INTERFACE (THE SCREENS WITH WHICH THE TRAVELER INTERACTS WHEN ACCESSING ONE OF THE HOMEAWAY FAMILY OF WEBSITES)

AUDIT REPORT FIELDS: ONLINE BOOKING

To help you better differentiate the errors that could be encountered, they have been grouped into two categories: **External traveler (business logic) errors and Technical (system) errors.**

But first, let's look at the report and define the fields:

	A	B	C	D	E	F	G	H	I
1	system_id	advertiser_id	listing_external_id	unit_external_id	transaction_date	homeaway_site	homeaway_listing_id	type	traveler_
9	ISILINK_TALEND	101	OCEAN SIDE	OCEAN SIDE	Sat Aug 01 23:19:12 CDT 2015	HOMEAWAY_US	3333336	Quote	
10	ISILINK_TALEND	101	OCEAN SIDE	OCEAN SIDE	Sat Aug 01 23:19:13 CDT 2015	HOMEAWAY_US	3333336	Quote	
11	ISILINK_TALEND	101	VILLA	VILLA	Sat Aug 01 23:23:41 CDT 2015	VRBO	3333337	Quote	
12	ISILINK_TALEND	101	YOUR HOME	YOUR HOME	Sat Aug 01 23:25:35 CDT 2015	VRBO	3333338	Quote	
13	ISILINK_TALEND	101	BEACH SIDE	BEACH SIDE	Sun Aug 02 00:15:20 CDT 2015	VRBO	3333339	Quote	
14	ISILINK_TALEND	101	SEA SIDE	SEA SIDE	Sun Aug 02 00:33:02 CDT 2015	HOMEAWAY_US	3333340	Quote	

system_id: indicates the software type being use; it will be the ID provided by HomeAway for the property management software as a unique identifier to distinguish and correctly map feeds

advertiser_id: unique identifying ID usually assigned by the property manager's software to distinguish between advertisers; it is assigned by HomeAway for property managers with proprietary software

listing_external_id: the property manager's identification name/number for a property

unit_id: if applicable, unit identifier

transaction_date: date of transaction with this particular action

homeaway_site: the brand where the traveler made the inquiry like VRBO, HomeAway US, etc.

homeaway_listing_id: the listing ID number assigned by HomeAway and where the property manager's corresponding listing_exernal_id is mapped to

type: will show if the transaction was a quote or booking --here it's QUOTE

	I	J	K	L	M	N	O	P	Q	
	traveler_	requested_start	requested_end	reservation_status	currency	amount	reservation_external_id	tracking_uuid	status	status_message
		2016-06-25	2016-07-02		USD	24202.26		41dea137-52b5-47	Success	
		2016-06-25	2016-07-02		USD	24202.26		b360dea3-f546-429	Success	
		2015-11-22	2015-11-28			0		d4d1302e-eeb7-48	Error	1037|EXTERNAL|PROPER
		2015-11-22	2015-11-28			0		79c73e68-5c60-4a6	Error	1037|EXTERNAL|PROPER
		2016-06-06	2016-06-10			0		77b61a54-90a2-41	Error	1081|EXTERNAL|START_
		2015-09-21	2015-09-25		USD	1028.59		426a7c31-8251-4b	Success	
		2015-10-16	2015-10-19		USD	2798		4045ab97-f071-497	Success	

traveler_email: email submitted by traveler on bookings as it has not yet been captured at the time of the quote

requested_start_date: date that the traveler requested for their reservation to begin

requested_end: date requested by the traveler for the reservation to end;options here are Confirmed or Unconfirmed

reservation_status: status of the reservation at the time of the booking; options are confirmed, unconfirmed

currency: currency in which the transaction occurs

amount: amount of quote

reservation_external_id: assigned by the property manager's software to uniquely identify a reservation in their system upon a successful booking completion

tracking_UUID: unique user ID to track this action assigned by HomeAway

status: current status of quote or booking as either success or error

status_message: if an error occurred during the transaction, the error information will be provided in this field

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⊟ EXTERNAL ERRORS: **TRAVELER ERRORS**
(ALSO KNOWN AS BUSINESS LOGIC ERRORS)

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These are business logic errors sent from your system to HomeAway during the quote and booking process.

Used to provide detailed error messages back to the travelers during the quote and booking process. If any of these errors appear in the audit log, corrective actions are provided to help you determine if there are any underlying issues that could resolve the error. In addition, check with your software if a high amount of quote errors occur.

For each of the error code types that can be returned to support your business policies, the table below provides the actual error code that you will see in the audit report, a description of the error, the message the traveler will see in the UI if you send this error code type in the quote or booking response. Below you'll see any corrective action that should be taken by either the traveler or property manager to resolve it.

Verify the correct values are set up in your software. It is likely that the **traveler** must enter the correct values depending on the error type.

The errors will appear in the audit log in the following format:
|EXTERNAL | [ERROR_TYPE] | [Specific PM error message]
Example: EXTERNAL | PROPERTY_NOT_AVAILABLE | Not available for specified dates

AGE_RESTRICTION	
Description	The property does not allow children or only allows a certain number of children and the traveler request has exceed the allowed number of children.
UI Message to Traveler	Too many children selected.
Corrective Action	• Verify the number of allowed children is configured properly in your software. • Traveler must reduce the number of guests that are children.

CHANGE_OVER_DAY_MISMATCH (Option to add parameters to indicate which day; see OLB integration guide)	
Description	The property requires traveler's stay to begin and end on a specific day of the week.
UI Message to Traveler	This property requires you to begin and end your stay on the same day of the week.
Corrective Action	• Verify the change over values are correctly configured in your software and the correct change over values are being provided to HomeAway in the unit availability feed. • Traveler must change the start and/or end day of their requested dates.

END_DAY_MISMATCH	
Description	The property requires a specific end day (of the week) different than the one selected by the traveler.
UI Message to Traveler	This property requires your stay to end on a different day.
Corrective Action	• Verify the change over values are correctly configured in your software and the correct change over values are being provided to HomeAway in the unit availability feed. • Traveler must change the end day of their requested dates.

EXCEEDS_MAX_OCCUPANCY	
Description	The property cannot accommodate the number of travelers selected or exceeds the maximum number of guests allowed in the unit (max sleeps)
UI Message to Traveler	Guest limit exceeded.
Corrective Action	• Verify the maximum number of travelers is being sent correctly in your listing feed. • Traveler must reduce the number of guests.

If you are seeing a high amount of these errors, **contact IPM support:** **4**
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EXTERNAL ERRORS continued

EXCEEDS_MAX_STAY	
Description	The traveler selected too many nights, exceeding the maximum allowed number of nights for the property.
UI Message to Traveler	Quote cannot be created at this time (generic error).
Corrective Action	• Verify the change over values are correctly configured in your software and the correct change over values are being provided to HomeAway in the unit availability feed. • Traveler must shorten their desired stay length.

MIN_ADVANCED_NOTICE_MISMATCH	
Description	The property requires a minimum number of days advance notice to book, different that the one selected by the traveler.
UI Message to Traveler	This property requires more advanced notice to book.
Corrective Action	• Verify the change over values are correctly configured in your software and the correct change over values are being provided to HomeAway in the unit availability feed. • Traveler must request a check in date that is farther in the future.

MIN_STAY_NOT_MET	
Description	The property requires a longer stay than the one selected by the traveler.
UI Message to Traveler	Minimum stay requirement not met.
Corrective Action	• Verify the correct minimum stay values are configured and included in the Unit Availability feed. • Traveler must increase their length of stay.

PETS_NOT_ALLOWED	
Description	The traveler included a pet in the guest selection and the property does not allow pets.
UI Message to Traveler	Pets not allowed.
Corrective Action	• Verify you are explicitly providing the pet suitability for the listing and the correct value set in the listing feed. • Traveler must remove the pet from the guest selection.

PROPERTY_NOT_AVAILABLE	
Description	Listing is not available for requested dates.
UI Message to Traveler	Property not available for dates specified.
Corrective Action	• Verify the property has up-to-date calendar information and that it is updated correctly in the unit availability feed. • If properties are quickly booked, request that HomeAway support increase frequency of the unit availability integration to keep calendars more current. • If the availability on HomeAway appears to not have been updated recently, please consult your listing integration audit email to determine if there were problems updating this listing.

EXTERNAL ERRORS continued

QUOTE_PRICE_MISMATCH	
Description	This error can be returned if the PM chooses to track the original quote total and the bookingRequest contains a different amount than the original quote.
UI Message to Traveler	A quote cannot be created at this time (generic error).
Corrective Action	• Verify your software is correctly calculating and comparing the quote and booking totals. There was perhaps too much time between the quote request and the booking request. The traveler will have to resubmit the quote request.

START_DAY_MISMATCH (Option to add parameters to indicate which day; see OLB integration guide)	
Description	The property requires a specific start day (of the week) different than the one selected by the traveler.
UI Message to Traveler	This property requires your stay to begin on a different day.
Corrective Action	• Verify the change over values are correctly configured in your software and the correct schange over values being provided to HomeAway in the unit availability feed. • Traveler must change the start day of their requested dates.

STAY_NIGHT_INCREMENT_MISMATCH (Option to add parameters; see OLB integration guide)	
Description	The property requires a stays to be booked in different increments than the one selected by the traveler.
UI Message to Traveler	This property requires stays to be booked in specific increments.
Corrective Action	• Verify the change over values are correctly configured in your software and the correct schange over values being provided to HomeAway in the unit availability feed. • Traveler must change requested dates to match the required increment of days.

UNKNOWN_PROPERTY	
Description	Traveler requested a unit that does not exist in the PM database.
UI Message to Traveler	Quote cannot be created at this time (generic error).
Corrective Action	• Verify the external ID (your software's unique identifier for the unit) is set properly on HomeAway and the property is live in your software. • Verify the property was processed correctly through the listing integration.

OTHER	
Description	This error can be used for any unknown error or error type not covered by the existing list of enumerated values. This error should be used on a limited basis if there is another error type that would be more descriptive.
UI Message to Traveler	A quote cannot be created at this time (generic error).
Corrective Action	• Ensure your software adds a debugging message in the message field to help troubleshoot the reason for the OTHER error type. Implement logging in your system to track errors to help troubleshoot ones of this type.

EXTERNAL ERRORS: BOOKING PAYMENT ERRORS

Quote errors occur when the traveler inputs (dates, # of guests, etc.) cannot be fulfulled for a stay.
Booking errors occur after a traveler receives a successful quote and there is a failure between HomeAway and the property manager's software.

The following list of errors occur when the booking feature is triggered, meaning the payment information and traveler contact information is captured and sent to the PM along with the reservation details (dates, guests) for approval and confirmation.

If a delayed confirmation of the booking is used by the property manager, these errors would not be applicable as the credit card will not be charged during the booking process. In other words, when a property manager charges a credit card they may do it prior to sending HomeAway a booking response or after the online booking transaction is completed (delayed confirmation).

NOTE: Booking errors may be triggered when the booking request is sent to the PM and they are unable to confirm the booking for various reasons or there is a system communication failure between HomeAway and the software after the traveler hits the button to book the property.

If any error cannot be resolved, **please contact IPM support.**
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BILLING_ERROR	
Description	This error can be returned for any credit card related issue associated with payment.
UI Message to Traveler	The booking cannot be created at this time (generic error).
Corrective Action	Check the mapping of responses from your payment processor against your software to determine what issues trigger this response to determine solution. When returning this error, we suggest the software company use the <message> element to provide a detailed error condition to allow for easier troubleshooting.

INVALID_PAYMENT_METHOD	
Description	This error can be returned if the credit card number, expiration date, and CVV combination are not valid.
UI Message to Traveler	The booking cannot be created at this time (generic error).
Corrective Action	Check the mapping of responses from your payment processor against your software to determine what issues trigger this response to determine solution.

MERCHANT_ACCOUNT_ERROR	
Description	This error can be returned if there is something wrong with the PM's merchant account that is preventing the card from being processed.
UI Message to Traveler	The booking cannot be created at this time (generic error).
Corrective Action	Check the mapping of responses from your payment processor against your software to determine what issues trigger this response to determine solution.When returning this error, we suggest the Software company use the <message> element to provide a detailed error condition to allow for easier troubleshooting.

If you are seeing a high amount of these errors, **contact IPM support:** **7**
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MERCHANT_ACCOUNT_ERROR	
Description	This error can be returned if there is something wrong with the PM's merchant account that is preventing the card from being processed.
UI Message to Traveler	The booking cannot be created at this time (generic error).
Corrective Action	Check the mapping of responses from your payment processor against your software to determine what issues trigger this response to determine solution. When returning this error, we suggest the Software company use the <message> element to provide a detailed error condition to allow for easier troubleshooting.

ADDITIONAL BILLING ERRORS:	
Travelers may encounter the following additional billing errors. However, all corrective actions will be done by the travelers.	
Error	**Description**
BILLING_ERROR_BILLING_ADDRESS_MISMATCH	The billing address provided does not match the billing address associated with the credit card
BILLING_ERROR_CC_DECLINED	The credit card was declined. Please provide a different credit card.
ILLING_ERROR_DEBIT_CARD_NOT_SUPPORTED	We're sorry, debit cards are not supported. Please enter a valid payment method.
BILLING_ERROR_INSUFFICIENT_FUNDS	The credit card provided does not have sufficient funds to complete the transaction. Please provide a different credit card.
BILLING_ERROR_INVALID_BILLING_ADDRESS	The billing address is invalid.
BILLING_ERROR_INVALID_CC_NUMBER	The credit card number is invalid. Please provide a different credit card number.
BILLING_ERROR_INVALID_CVV_CODE	The CVV code is invalid. Please provide the correct CVV code for this credit card.
BILLING_ERROR_INVALID_EXPIRATION_DATE	The expiration date provided for this credit card is invalid. Please provide the correct expiration date for this credit card.
BILLING_ERROR_NO_CREDIT_CARD_CONFIGURED	A configuration error occurred for this property. Please select another property or contact the owner of this property.

📊 CONNECTIVITY ERRORS

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These errors are reported when communication disruption occurs between HA and your software during a quote or booking transaction.

If any error cannot be resolved, **please contact IPM support.**
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The errors are in the following format:
 |PMX|[ERROR_TYPE]|[Specific PM error message]
Example:
|PMX|SCHEMA_VALIDATION_EXCEPTION|Haxml Response Failed Schema Validation

HTTP_OPERATION_FAILED	
Description	This usually indicates a server connection error. And it could be followed by a variety of additional messages that could help in troubleshooting.
UI Message to Traveler	• Quote cannot be created at this time. • Booking cannot be completed at this time.
Corrective Action	• Determine if this impacts all quotes/bookings or only a portion. • Verify the online booking services are up and available in your software. If it is only sporadic, it can probably be ignored as a transient network communication error.

SCHEMA_VALIDATION_EXCEPTION	
Description	There is a problem with the content of the messages returned by the software provider and HomeAway is unable to process the response.
UI Message to Traveler	• Quote cannot be created at this time. • Booking cannot be completed at this time.
Corrective Action	• Contact your software provider so they can correct or provide you with guidance on how to correct the data issue.

SERVICE_UNAVAILABLE	
Description	HomeAway cannot reach your software.
UI Message to Traveler	• Quote cannot be created at this time. • Booking cannot be completed at this time.
Corrective Action	• Verify your online booking services are up and available in your software. • If it is only sporadic, it can probably ignored as a transient network communication error. • If it is for all properties and the services are determined to be available, then contact IPM support for help.

SOCKET_TIMEOUT_EXCEPTION	
Description	Your software is taking longer than 40 seconds to respond or some other network communication problem has occurred.
UI Message to Traveler	• Quote cannot be created at this time. • Booking cannot be completed at this time.
Corrective Action	• Verify your online booking services are up and available in your software. • If it is only sporadic, it can probably ignored as a transient network communication error. • If it is for all properties and the services are determined to be available, then contact IPM support for help.