

MyGuest Public Api

Introduction

Welcome to the BookingCenter MyGuest API Partner Documentation! The APIs documented here allow you to programmatically:

- Create a Request
- Manage a Request
- Receive Request Information
- Receive Staff Information
- Receive Form Information
- Receive Category Information

Terminology

The following terms are used throughout API documentation:

- **BookingCenter Partner Manager** — Your Partner Manager helps get you set up to use the API.
- **Property** — The property the **Partner** will be accessing or managing information for. The **property** grants MyGuest API access to the **Partner** and their **Partner Application**.
- **Partner Application** — The software developed by **Partner** that consumes the MyGuest APIs to manage listings on a host's behalf.
- **Partner** — Develops and manages the Partner application. Partners are the target audience for this documentation.

Basic API Usage Steps

- Your BookingCenter Partner Manager approves your application for use and will provide you with your Api Credentials.
- The Property grants the Partner Application permission to manage their property account via the API.
- Your application should now be set up and, depending on authorization and permissions, be able to:
 - Create and update requests (requests)
 - Retrieve a list of available properties (properties) that have authorized partner application access.
 - Access available request forms (forms) for the specified property.
 - Access available staff (staff) for the specified property.
 - Access available categories (categories) for the specified property.

API Development Cycle

- Acceptance into the Api Partner Program
- Partner Manager provides credentials to development environment.
- Partner completes development and testing against development environment.
- Partner Manager provides credentials for production environment.
- Property grants the Partner Application permission to access their property account via the API.

Authentication:

All endpoints require authentication in the form of a login and key pair that were provided upon Partner registration. The `api_login` can be defined as either a string, or an integer, however the `api_key` must always be in UUID format.

it must be included in the request headers

```
x-api-login: 1123457
x-api-key: f4f7ca6c-72b7-4b1c-921e-f31243c2b5ce
```

Failure to include valid credentials as described will return a http status code 401 with a response *Unauthorized*.

Rate Limiting

To ensure API stability and prevent abuse, BookingCenter enforces rate limits at the partner level. Your application is responsible for operating within these rate limits. Once a rate limit has been exceeded, no more requests are handled until the limit expires. Attempting to issue requests repeatedly beyond the limit could result in your application being blocked for a longer period, other legitimate requests being rejected, and/or the IP address being blacklisted.

If you encounter issues with rate limits for your application, please ensure you have taken the following or similar actions:

- Build a queuing system to ensure that you don't exceed the limits.

- Ensure that you do exponential backoff if you do exceed a rate limit.
- Ensure that the you have the `x-api-login` and `x-api-key` headers on your requests.

In the event the application exceeds the API Rate limiting an 429 error will be returned with a ``retry-after`` element notifying the application after the UTC time in which the API will accept new requests from it. A sample 429 rate limit message is provided below.

```
{
  "api_version": 3,
  "status": "failed",
  "errors": {
    "code": 429,
    "message": "Too many requests",
    "retry-after": "2020-02-11T02:44:47+00:00"
  },
  "request_uuid": "b84ecfde-19de-4ede-a96a-91f86c623841"
}
```

Validation:

Technical Support

To assist partner integration to our API platform, please use our support system at our [Online Support Portal](#). Every API call response contains meta information including the status of the response, `api_version` and the `request_uuid`. When requesting technical support please provide the endpoint you are making the call, your formatted request and the full response from the api including the `request_uuid`.

Sample Success meta information:

```
"api_version": 3,
"status": "success",
"request_uuid": "35f52462-a3e6-4a37-aaed-c7326932fb3a"
```

Sample Error meta information:

```
{
  "api_version": 3,
  "status": "failed",
  "errors": {
    "status": 404,
    "title": "record not found",
    "details": "no record 345 found"
  },
  "request_uuid": "b0370ef0-3c83-40af-a993-0201f37c33dc"
}
```

Endpoints

Properties

Retrieve All Properties

This call returns all of a properties that have authorized the provider access via the API.

Fetch all Properties as Properties Object array.

```
GET v3/property
```

Request URL Parameters

Parameter	Description
hotel_id integer required	Property Numerical identifier Cannot be null

Example Response

```
{
  "properties": [
    {
      "id": 2,
      "name": "A MyPMS Demo Hotel",
      "site_url": "http://Hotel.bookingcenter.com",
      "timezone": "America/Dawson",
      "contact_email": "mypms@demohotel.com"
    },
    {
      "id": 3,
      "name": "Steves Test Property",
      "site_url": "http://Hotel.bookingcenter.com",
      "timezone": "Africa/Abidjan",
      "contact_email": null
    },
    {
      "id": 10,
      "name": "Lava Ridges Test Property",
      "site_url": "www.lavaridge.org",
      "timezone": "America/Dawson",
      "contact_email": "lavaridges@email.com"
    }
  ],
  "api_version": 3,
  "status": "success",
  "request_uuid": "74ec482c-5a37-416b-820e-0c0e52f0a6e7"
}
```

Retrieve Single Property

This call returns all of a properties that have authorized the provider access via the API. Properties are returned in a paginated collection which provides a Meta Array with pagination information.

Fetch all Properties as Properties Object array.

```
GET v3/property/:id
```

Request URL Parameters

Parameter	Description
id integer required	The id of the property being retrieved

Forms

Retrieve All Forms

This call returns all of a properties forms and the fields associated with each form. Forms are returned in a paginated collection which provides a Meta Array with pagination information.

Fetch a Properties forms as Form Object array.

```
GET v3/forms
```

Request URL Parameters

Parameter	Description
hotel_id integer required	Property Numerical identifier Cannot be null
limit integer optional, default is 25	The maximum number of forms to return, up to 50.

Retrieve Single Form

This call returns a specific form and the form fields associated for the requested.

Fetch a specific form as Form Object array.

```
GET v3/forms/:form_id
```

Request URL Parameters

Parameter	Description
id integer required	The id of the form
hotel_id integer required	Property Numerical identifier Cannot be null

Staff

Retrieve All Staff

This call returns all available staff by property and their roles. Forms are returned in a paginated collection which provides a Meta Array with pagination information.

Fetch a Properties staff as Staff Object array.

```
GET v3/staff
```

Request URL Parameters

Parameter	Description
hotel_id integer required	Property Numerical identifier Cannot be null

Retrieve Specific Staff

This call returns all available staff by property and their roles.

Fetch a Properties staff as Staff Object array.

```
GET v3/staff/:username
```

Request URL Parameters

Parameter	Description
username string required	Specific staff username obtained from the retrieve all staff call
hotel_id integer required	Property Numerical identifier Cannot be null

Categories

Retrieve All Categories

This call returns all available form categories including their respective department. Categories are returned in a paginated collection which provides a Meta Array with pagination information.

Fetch a Properties categories as categories Object array.

```
GET v3/categories
```

Request URL Parameters

Parameter	Description
hotel_id integer required	Property Numerical identifier Cannot be null
limit integer optional, default is 25	The maximum number of categories to return, up to 50.

Retrieve Specific Categories

This call returns all available form categories including their respective department.

Fetch a Properties categories as categories Object array.

```
GET v3/categories/:category_id
```

Request URL Parameters

Parameter	Description
id integer required	The category id
hotel_id integer required	Property Numerical identifier Cannot be null

Requests

Retrieve All Requests

This call returns all requests for property and their roles. Requests are returned in a paginated collection which provides a Meta Array with pagination information.

Fetch a Properties requests as request Object array.

```
GET v3/requests
```

Request URL Parameters

Parameter	Description
hotel_id integer required	Property Numerical identifier Cannot be null
limit integer optional, default is 25	The maximum number of requests to return, up to 50.
offset integer optional, default is 0	The number of requests to skip over, where the ordering is consistent but unspecified.
status string optional, default is 0	Filter Requests that match a specific status. supported strings "new, assigned, processing, completed, cancelled, unresolved" Use Unresolved to retrieve all requests that have any status other than completed or cancelled.
priority string optional, default is "new"	Filter Requests that match a specific priority. supported strings "Normal, Urgent"
room string optional	Filter Requests that are assigned to a single specific room.
rooms array optional	Filter Requests that belong to an array of rooms. i.e. <code>&rooms[]=32&rooms[]=37&rooms[]=49</code> would return requests that have rooms 32, 37 & 49
category string optional	Category name from the categories endpoint

Retrieve Single Request

This call returns a specific request for property.

Fetch a Properties request as request Object array.

```
GET v3/requests/:request_id
```

Request URL Parameters

Parameter	Description
id integer required	The request id
hotel_id integer required	Property Numerical identifier Cannot be null

Create a Request

This call creates a new request and returns a request object.

```
POST v3/requests
```

Request URL Parameters

Parameter	Description
hotel_id integer required	Property Numerical identifier Cannot be null
Guest array of strings required	see list of supported strings
Category string required	form category name from the categories endpoint
room string optional	Guest room for their booking
booking_id string optional	The reservation identifier for the guests stay with the property, if applicable.
guest_notify boolean required	Should an email be sent to the guest notifying them of this requests creation? Recommended false
staff_username string optional	Staff Username from the staff endpoint if provided the newly created request will be assigned to this staffer.
status string optional default "New"	Request status may managed by the api supported strings "new, assigned, processing, completed, cancelled"
priority string optional default "Normal"	Request priority may managed by the api supported strings "Normal, Urgent"
form_name string required	Name of the form we are creating this request for from the forms endpoint
form_fields array required	details of the form request. Needs to match any required form_fields for the specified form_name from the forms forms endpoint

Example Request

```
{
  "hotel_id": 2,
  "room": "32",
  "booking_id": "1332025-4X",
  "guest": {
    "email": "joe@banks.com",
    "name": "Joe Banks",
    "phone": "7075551414"
  },
  "guest_notify": false,
  "form_category": "Treatment",
  "form_name": "Spa Menu",
  "form_fields": {
    "Notes": "We'd like hot towels and a room to meditate in",
    "swedish1": 2,
    "pregnancy2": 1
  }
}
```

Example Response


```

{
  "requests": {
    "id": 878,
    "booking_id": "1332025-4X",
    "room": "32",
    "guest": {
      "name": "Joe Banks",
      "email": "joeb@banks.com",
      "phone_number": "7075551414"
    },
    "created_at": "2020-02-12 15:43:15",
    "updated_at": "2020-02-12 15:43:15",
    "length_open": "1 second",
    "status": "New",
    "priority": "Normal",
    "assigned": null,
    "category": {
      "id": 8,
      "name": "Treatment"
    },
    "request_details": [
      {
        "name": "Notes",
        "value": "We'd like hot towels and a room to meditate in",
        "amount": null,
        "type": "text"
      },
      {
        "name": "Swedish1",
        "value": "2",
        "amount": "80",
        "type": "amount"
      },
      {
        "name": "Pregnancy2",
        "value": "1",
        "amount": "140",
        "type": "amount"
      }
    ],
    "comments": {
      "guest_comments": [],
      "staff_notes": []
    }
  },
  "api_version": 3,
  "status": "success",
  "request_uuid": "a25a7d79-ba8a-40a3-92a6-02862f7a16c2"
}

```

Update a Request

This call creates a new request and returns a request object.

```
PUT/PATCH v3/requests/:request_id
```

Request URL Parameters

Parameter	Description
-----------	-------------

id integer required	The ID of the request resource being managed
hotel_id integer required	Property Numerical identifier Cannot be null
Guest array of strings optional	see list of supported strings
Category string required	form category name from the categories endpoint
room string optional	Guest room for their booking
booking_id string optional	The reservation identifier for the guests stay with the property, if applicable.
guest_notify boolean required	Should an email be sent to the guest notifying them of this requests update? Recommended false
staff_username string optional	Staff Username from the staff endpoint if provided the newly created request will be assigned to this staffer.
status string optional	Request status may managed by the api supported strings "New, Assigned, Processing, Completed, Cancelled"
priority string optional	Request priority may managed by the api supported strings "Normal, Urgent"
form_name string required	Name of the form we are creating this request for from the forms endpoint
form_fields array required	details of the form request. Needs to match any required form_fields for the specified form_name from the forms forms endpoint

Requests Guest Array

Parameter	Description
name string required	Guest fullname i.e. "John Doe"
email string required	guest email
phone string optional	guests preferred phone number

Webhooks

Properties can enable a webhook notification url at the property level. If enabled we will send a json request object to the notification url every time a request is created or updated. The property has control over if they wish to use a notification url or not, and may turn it on or off by editing their property details as shown below.

Name

A MyPMS Demo Hotel

Organization

BookingCenter

Site URL

http://Hotel.bookingcenter.com

Property Contact Email

info@bookingcenter.com

Timezone

(UTC-04:00) America/New_York - 3:47 PM

Authorized Api Vendors

Wend Your Way

BookingCenter

External notification webhook

If enabled, a json request object will be sent to this url on all request creation and status changes.

Disable

Webhook Uri

https://yourdomain.com/webhook/index.html

Basic Auth Username

foo

Basic Auth Password

bar

Requirements

- The webhook url must support HTTPS. We will automatically convert any http or non defined url to https upon saving the webhook url.
- The webhook url must support POST method.
- The webhook url must support BASIC Authentication and the username and password.
- If enabled MyGuests will send a json request object to the webhook url for every request that is created or updated. The partner should use filtering logic as appropriate to capture/discard messages based upon their desired needs.

Sample Webhook Json Request Object

```
{
  "id": 881,
  "booking_id": "1796110W",
  "room": "32",
  "guest": {
    "name": "Joe Banks",
    "email": "joeb@banks.com",
    "phone_number": null
  },
  "created_at": "2020-02-26 14:48:08",
  "updated_at": "2020-03-10 15:28:34",
  "length_open": "1 week",
  "status": "Completed",
  "assigned": "John Doe - BookingCenter",
  "category": {
    "id": 24,
    "name": "Housekeeping"
  },
  "request_details": [
    {
      "name": "Details",
      "value": "Room Cleaning Required",
      "amount": null,
      "type": "text"
    }
  ],
  "comments": {
    "guest_comments": [
      {
        "details": "Room is being cleaned",
        "created_at": "2020-03-02 12:01:24",
        "staff": "mary"
      },
      {
        "details": "Hi",
        "created_at": "2020-03-02 13:24:54",
        "staff": "tom"
      },
      {
        "details": "Lets Test This out",
        "created_at": "2020-03-02 14:26:02",
        "staff": "ellen"
      }
    ],
    "staff_notes": [
      {
        "details": "Hi",
        "created_at": "2020-03-02 12:01:13",
        "staff": "ellen"
      }
    ]
  }
}
```