

User guide to API



G2A API

We're excited to see you join G2A! Before you start your selling journey you will have to prepare a couple of things that need to be set up. First up – your G2A account.

Table of Contents

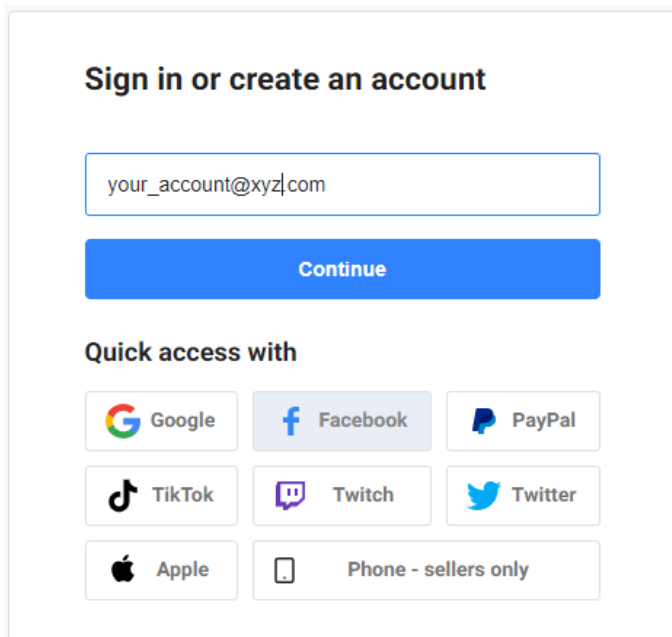
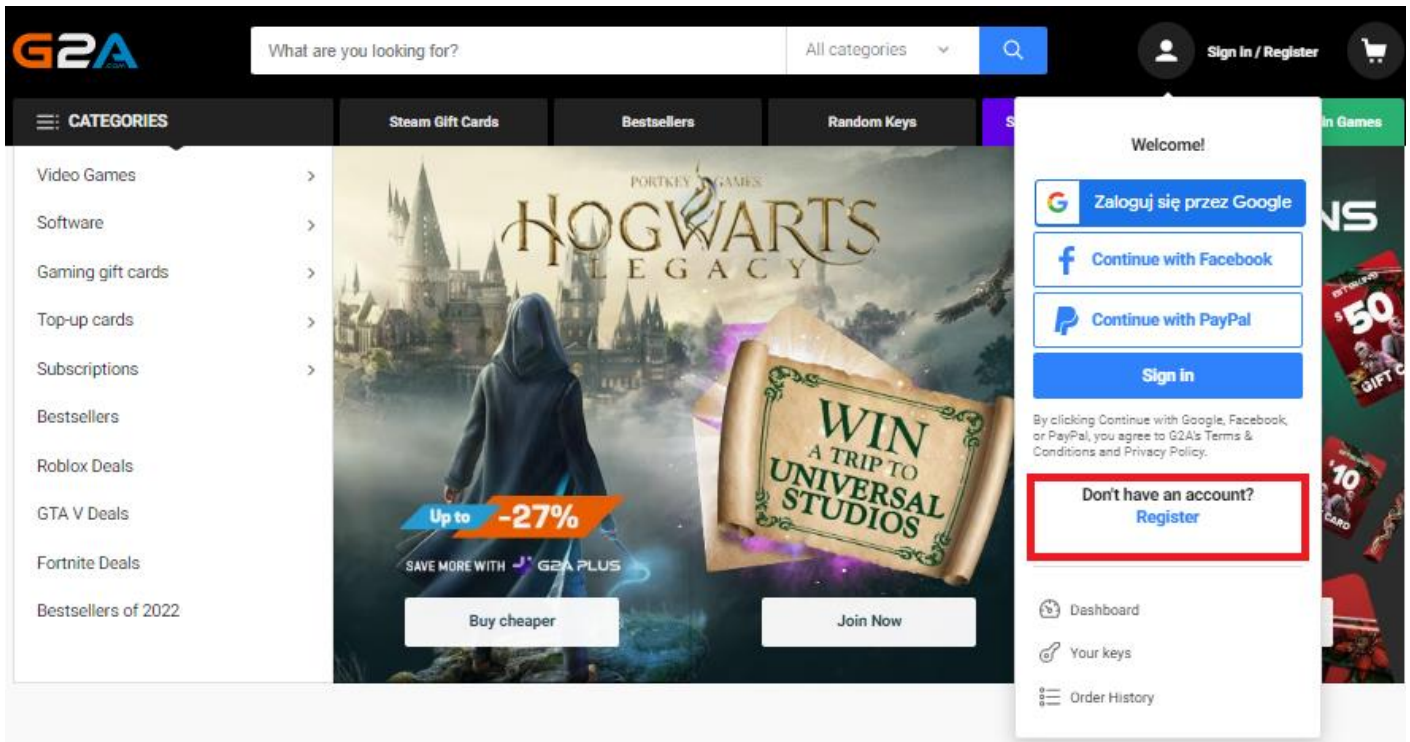
| | |
|--|----|
| Table of Contents | 2 |
| User account..... | 4 |
| Registration | 4 |
| Account region..... | 5 |
| Mobile number | 5 |
| 2FA..... | 6 |
| Nickname | 6 |
| Verification | 7 |
| Integrating with API..... | 8 |
| Sandbox | 10 |
| Sandbox – test credentials..... | 11 |
| IMPORT API..... | 12 |
| API basic functionalities..... | 12 |
| Authorization | 12 |
| Price simulations | 12 |
| GET products | 13 |
| Creating offer | 14 |
| GET offer | 14 |
| GET offers list..... | 14 |
| Editing offers by offerType..... | 15 |
| dropshipping | 15 |
| game..... | 15 |
| promo..... | 16 |
| Preorders via API | 17 |
| Jobs..... | 18 |
| Bestsellers..... | 18 |
| Dropshipping..... | 19 |
| Dropshipping flow | 19 |
| Creating order process for dropshipping..... | 20 |
| EXPORT API..... | 21 |
| What is Export API? | 21 |

| | |
|--|----|
| Products..... | 22 |
| GET products | 22 |
| Orders..... | 22 |
| Add an order | 22 |
| GET order details | 22 |
| GET order key..... | 22 |
| Pay for an order | 23 |
| FAQ..... | 24 |
| How to help us with troubleshooting? | 29 |
| How to take a screenshot? | 29 |
| How to record your screen? | 30 |
| Errors in console..... | 30 |
| HTML errors | 31 |
| API errors..... | 31 |

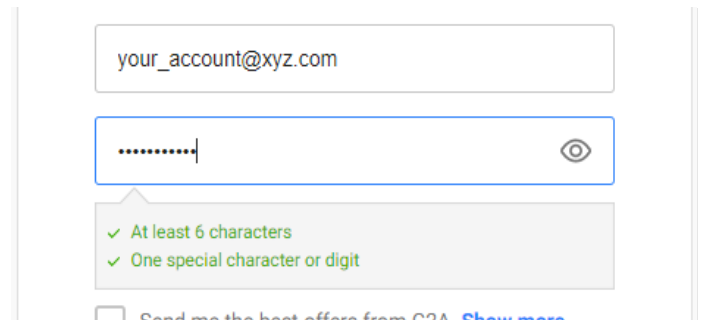
User account

Registration

If you haven't created a user account, you will need one to start selling at our Marketplace. You simply should choose [Register](#) option and use your email address to proceed.



In case the address was already used for an account you should be redirected to **Sign in** section that you can log in with to access your profile. In case you're setting up a new account you should create a password that consists of 6 characters (preferably mix of lower + upper case to increase password strength) and 1 special glyph or digit.



Account region

Please make sure that your account country is set in proper way. Without that you may be facing some obstacles with adding a number to your account. Due to lack of region indicator, you can experience no prefix in the section mentioned in paragraph above.

To set country visit [Personal details](#) section of G2A ID. Chose the matching region from the dropdown list visible on the screenshot.

Personal details

Complete your profile and make it your own

Username
Your unique name that is visible to others. Minimum 6 characters, maximum 26 characters

Full name
Your name won't be visible to other users

Country ▼

Birthday
Your birthday won't be visible to other users

Mobile number

Phone number
Enter your phone number to enable login via G2A mobile.

1 Enter your phone number

2 Confirm your phone number
Verify your account via SMS and e-mail token.

After the number is typed in, please proceed to receive confirmation token with SMS and via email. Once you type those in the form visible in the screenshot and get the confirmation, the number will be assigned successfully.

Please note that a number can be connected with one account only. In case you're trying to add mobile number already assigned to different profile.

After the account is created it's recommended to add your phone number at [Phone number \(G2A ID\)](#). Phone number verification is a selling requirement and will be also needed while integrating with our API.

Phone number

Enter your phone number to enable login via G2A mobile.

Enter your phone number to enable login via G2A mobile.

✓ Please check your mobile for verification text message

1 Enter your phone number

2 Confirm your phone number
We sent you two tokens: one via SMS and one to your ((email)) e-mail address. Please type them below:

1 Enter your phone number

The phone number has already been taken.

Continue

Cancel

In such a scenario you will receive an error code informing about the fact that it's currently taken. Please remove the used number from the alternative account and connect it with the one you'd like to use. Type of number is also important – we accept only mobile numbers. You won't be able to connect with a landline or a virtual device (VOIP).

2FA

To keep your account secure we suggest setting up log-in authentication. With a business verified account you can choose between Google Authenticator or SMS token verification. You can turn it on after logging into www.id.g2a.com and going to the [2-step Authentication section](#). Here's how it looks like on the screenshot below:

The screenshot displays the '2-Step Authentication' settings page on the G2A ID website. On the left, a navigation menu includes 'Account details', 'Settings', 'Privacy', and 'Support'. The main content area is titled '2-Step Authentication' and explains that it provides more security. It offers two choices: 'Google Authenticator' (which is currently turned OFF) and 'Text token authentication' (which is currently turned ON). The text token option shows a phone number '+32 748 697 838' and a 'Change number' button. The Google Authenticator option includes a description, an 'OFF' toggle, and links to download the app from Google Play and the App Store.

Nickname

To distinguish your account from the other sellers we strongly recommend adding Nickname – which is the name of your store displayed to customers - to your G2A profile. You can set it up in [Store Settings](#) section of your account. In this tab you can adjust your seller page to your liking. You can change your Nickname and add an avatar that is displayed next to your name. After naming your account you will also see the overview of how your name will be displayed to buyers and your direct G2A store URL.

Once you decide on the Nickname, please confirm your choice with **Save** button at the bottom of the Store customization page.

Please remember that the username should consist of **6 – 26 characters long** (letters + digits). We recommend creating Nickname that doesn't have “.” sign in it. This glyph interrupts the way store URL is created and it can make it inaccessible.

Store customization

YOUR STORE'S NAME

Create a unique name that will also be used in the link to your store. It should be between 6-26 characters long.



Great! Now you know that this name is yours for the taking!

This is what buyers will see:



samplestorename
No feedback | 0

Your current store URL:

<https://www.g2a.com/user/samplestorename>

Verification

After the account is set up and the phone number is added in proper G2A ID section to start selling you will need to go through the business verification process. Required form can be accessed with the use of the [following link](#).

Seller verification

Reach millions of customers of the world's biggest marketplace for gamers and geeks. Verify your account and become a seller now!



Business seller

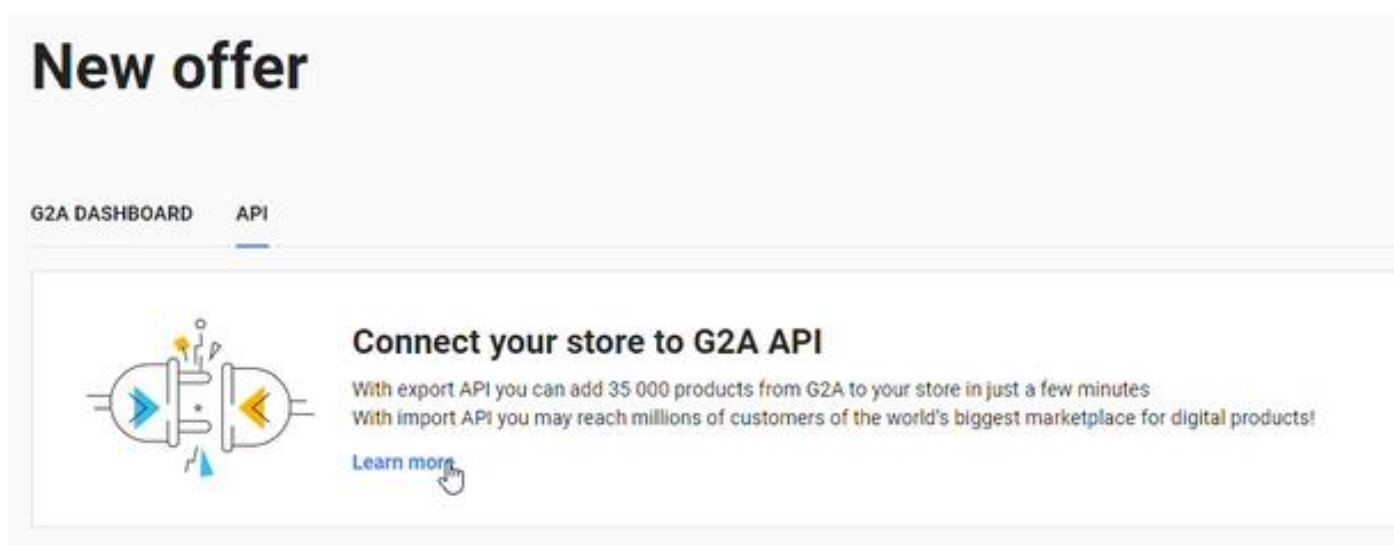
Choose if you own a company/you're registered as a sole trader

- ✓ Sell digital items (games, gift cards, etc.) without limits
- ✓ Access B2B offers
- ✓ Access the Integration API
- ✓ Access the Seller Supreme program

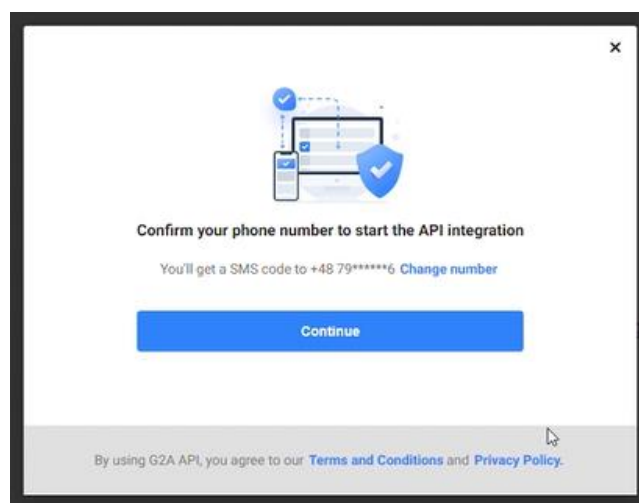
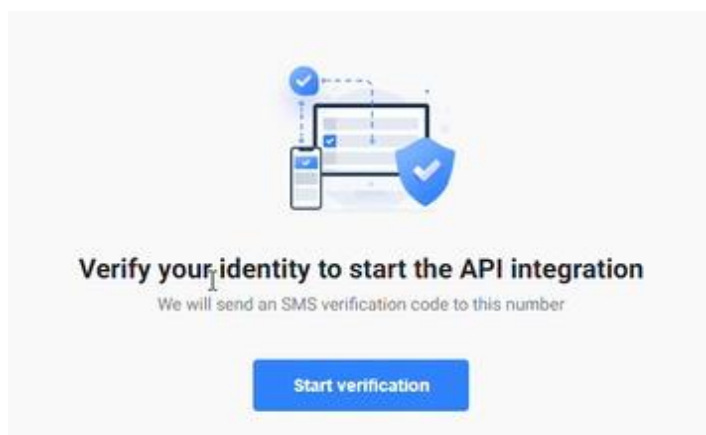
Once you click on **Start verification** button you will be redirected to the proper form. Requested data concerns for example: type of your business, addresses (business + registered), means of contact, etc. After the form is filled and sent out it needs approval. In case it lacks any crucial information you will be asked to make proper adjustments in it. For more detailed list of the required data, please check our [SupportHub](#).

Integrating with API

In this step you will be integrating your contract with our API. You can access it at [New offer](#) tab in API section. Proceed by clicking on **Learn more** button.



You will be redirected to proper [Store Settings – API integration](#) section. Where you'll be asked about phone confirmation once you start verification.



You will be asked for confirmation with SMS and email token to proceed. Afterwards you will need to check, if the spaces in the form are filled correctly:

- Client ID,
- Client secret.
- API URL,
- Token URL.

Client ID and client secret and G2A API URL are generated automatically only for the **G2A API credentials** part. Data for **Your Import API credentials** are provided by you once you have your client set up on your end. Be aware that those information are confidential and you shouldn't share those (especially client ID and client secret). Also – to keep your data secure – please make those credentials are different than your log-in details of your G2A profile.

NOTE: in case your client secret are compromised – please use **Reset secret** option.

Form with all the details is presented as on the example screenshot:

The screenshot displays the 'API Integration' interface. It features a navigation bar with three tabs: 'IMPORT API CREDENTIALS' (selected), 'EXPORT API CREDENTIALS', and 'SANDBOX'. Below the navigation bar, there are two main panels. The left panel, titled 'Your import API credentials', includes an 'Edit' link and a form with the following fields: 'Client ID' (value: firstIntegration1API), 'Client secret' (value: firstIntegrationAPISecret), 'API URL' (value: http://api.g2a.com), and 'Token URL' (value: http://api.sellersystem.com/auth/token) with a 'How to generate a token' link. The right panel, titled 'G2A API credentials', includes a 'G2A client ID' (value: HwtppPMmcnwUVTcO) with a 'Copy to clipboard' button, a 'G2A client secret' (value: zWJXzthVAmowljOmE LsyBTXMQAfSll) with a 'Copy to clipboard' button, a 'Reset secret' link, and a 'G2A API URL' (value: http://api.g2a.com).

To configure your API, you can use the **Edit** option to adjust the parameters visible in the screenshot. Remember that you will need to configure your client before you start selling. To learn what are the

requirements, please follow the documentation at <https://www.g2a.com/integration-api/documentation/import/contract/>.

While saving your Import API credentials there is additional verification to check if external API was implemented properly. If not, you'll get a relevant message. All endpoints must be implemented based on API contract <https://www.g2a.com/integration-api/documentation/import/contract/>

Please mind that all the responses over 200 (ex. 204) won't activate the API. A higher number will indicate that the changes were saved, but the API is still inactive. Once you save the form successfully your API is considered active.

In case there are any issues with integrating your store with ours, please get in touch with the our [Support team via ticket](#) or contact your Account Manager (if such person is already assigned to you). While informing us about the issue, please remember to provide our team with details on your case and attaching [screenshot](#) of the troublesome area.

Sandbox

Sample offers cannot be created on your actual API. To check the possibilities of API we suggest using the sandbox environment available at [Store settings Sandbox](#) section (after the account is verified and API credentials are imported).

Remember that the sandbox environment is not the same as production – it's just a simulation. In case you find bugs that affect the way sandbox operates, please report it via our Support or to your Account Manager (if you already have one assigned to you).

Since the API sanbox has some restrictions here is the explanation on most basic operations that can be performed within it.

Please mind that not all the functionalities that are available for the actual API can be tested via sandbox. Now you can check:

- Export API,
- adding offers,
- Bestsellers.

Sandbox can't be used for:

- Dropshipping.

Sandbox – test credentials

You can obtain test credentials in two ways:

1. Test credential for sandbox are shown in the [API informational page](#).

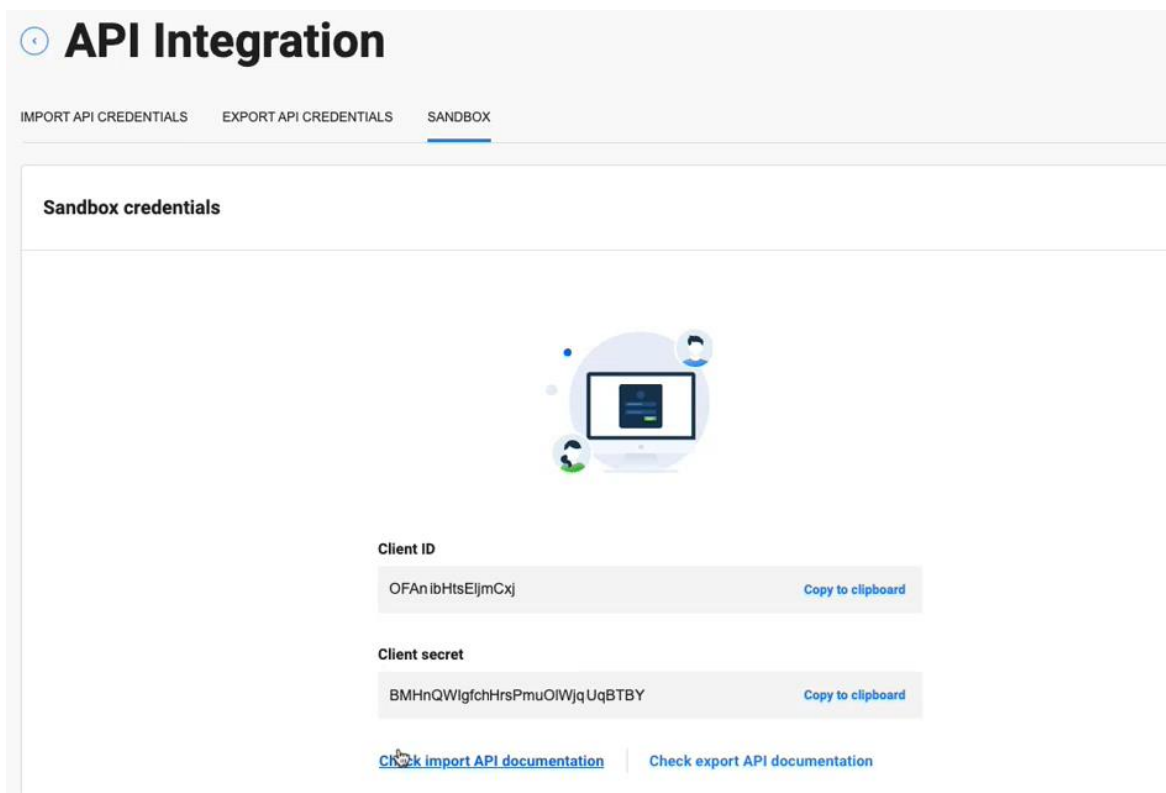
Test Client Id

qdaiciDiyMaTjxMt

Test Api Key

74026b3dc2c6db6a30a73e71cdb138b1e1b5eb7a97ced46689e2d28db1050875

2. You can generate individual credentials in the Sandbox tab of API section of [Dashboard](#). This one is the recommended method.



You can use those credentials to try out the available operations.

REMEMBER! Please don't use the live version of your API to set up test offers. Only sandbox is suitable for such test purposes.

IMPORT API

API basic functionalities

Authorization

Before performing any actions in API you will need to go through authentication. To do so, please follow the scheme included in the [Import API documentation](#). To make requests beforehand use [GET token](#). You will be given an **access_token** that will be valid for 3600 sec. (1 hour). In case you encounter any errors, please refer to the [list containing their descriptions](#).

Price simulations

With [GET prices simulations](#) you can see what the income will be, finalePrice, businessFinalPrice and businessIncome. Those parameters can be used to adjust price on your end. In case the price simulation is the same for all the countries you will get values like e.x. "ALL" and "OTHER". In that scenario, you will receive response similar to the one below:

```
({
  "income": {
    "OTHER": "93.60"
  },
  "finalePrice": {
    "OTHER": "103.84"
  },
  "businessFinalPrice": {
    "ALL": "100.00"
  },
  "businessIncome": {
    "ALL": "93.60"
  }
})
```

If those numbers vary between countries you will get that information in response. For example:

```
"income": {
  "PL": "12.44",
  "GB": "5.55"
},
"finalePrice": {
  "PL": "9.44",
```

```

    "GB": "30.62"
  },
  "businessFinalPrice": {
    "ALL": "42.00"
  },
  "businessIncome": {
    "ALL": "3.00"
  }
}

```

GET products

This endpoint is suitable for fetching ID which are associated with the available products that are currently being sold at G2A.com. To create offer you will need to refer to the mentioned parameter, as we don't have search by name option included in API. Endpoint, if you use parameter **includeOutOfStock=true** you will get list of the products. You can purchase those with field **availableToBuy=true**.

Please remember that this endpoint is available in the Export API <https://www.g2a.com/integration-api/documentation/export/#api-Products-GetProducts>.

You can also obtain the product ID directly at G2A website. To do that you will need to type in the product name in the searchbar. The link to the product page will contain **ProductId** as a suffix. You can copy the ending of the link and that is the parameter you're looking for.

Just like in the screenshot below:

Creating offer

Offer creation is available with Add offer request section by choosing offerType “dropshipping” with the following link: <https://www.g2a.com/integration-api/documentation/import/v3/#operation/addOffer>

While creating the offer, at first you will be given jobId. ResourceId is the ID of the created offer after job is finished (more about jobs in [this section](#)). Please remember that you don't add the keys to the offer. We need a declared size of the stock. This way we prevent reservations above that number to avoid an increase in fail rate for reservations.

Mind that you can add keys in form of scan (.jpeg, .png, .pdf files what weight 200kb are accepted. Dimensions are not taken into consideration) or as plain text. To read more about the image URL validation please [check the documentation](#)

GET offer

With use of this endpoint ([g2a.com/integration-api/documentation/import/v3/-operation/getOffer](https://www.g2a.com/integration-api/documentation/import/v3/-operation/getOffer)) you will be able to get the details of a particular offer. It requires providing the offerId to fetch listed information:

- Data (creation date and update time, price details, visibility, status and type),
- Product details (name, id),
- Inventory details: inventory size, number of sold keys and type,
- Pricing information.

GET offers list

With this endpoint you can obtain information about the list of all the offers that are assigned to a particular product (with proper request you can filter out just active listings). Endpoint that returns an offer list can be found here: <https://www.g2a.com/integration-api/documentation/import/v3/-operation/getOffers>.

By default, you will be given 20 results per page, but you can adjust that number (10, 20, 50, 100). Response contains following information:

- Data: this consists of id, type, ceatedAt, visibility, status and price information,
- Product information: id and name,
- Promo status,
- Meta data about number of pages and total results.

Editing offers by offerType

API is suitable for changes made only for the listed types:

- dropshipping,
- promo,
- steamgift.

Offers that have different type than “dropshipping” can be edited manually via Dashboard. Any other type should be adjusted via [Your offers](#) tab.

dropshipping

Please remember that the offers that were added as “dropshipping” cannot be edited via G2A account Dashboard. You can display those API listings there but won’t be able to perform any actions on them. All the buttons will be grayed out for them.

You can edit your offer in following ways:

1. Create offer.
2. Change offer visibility.
3. Activate/deactivate offer.
4. Set the price for retails/business buyer (that depends on the offer visibility for the customers),
5. Managing inventory.size.

game

“game” type of offers can be updated only partially with API via following endpoint <https://www.g2a.com/integration-api/documentation/import/v3/#operation/updateOfferPartial>

With its use you can:

1. Change offer visibility.
2. Activate/deactivate offer.
3. Set the price for retails/business buyer (that depends on the offer visibility for the customers).

promo

Promo offers can be requested via API, but they need confirmation on our end. After the number of declared promo keys and product are accepted you can manage this listing via API with no need to go through G2A Dashboard.

- Adding promo offer request can be done with this link right here. To make offer with this offerType in particular you will need to choose “promo”: <https://www.g2a.com/integration-api/documentation/import/v3/#operation/addOffer> by choosing promo type.

offerType
required

string

promo

- To see the status of particular offer you should use this GET <https://www.g2a.com/integration-api/documentation/import/v3/#operation/getOffer>
- Managing promo offers inventory is possible with the following endpoint: <https://www.g2a.com/integration-api/documentation/import/v3/#operation/postOffersInventory>
This one is dedicated to this type of offers and can be used to update the campaign and add inventory keys collection of keys to it.

After the request for promo offer is marked as Accepted you will be able to adjust it and add inventory keys collection to it. Here are some additional explanations on how to create a temporary collection with keys.

1. We create a temporary keys collection with use of this endpoint: <https://www.g2a.com/integration-api/documentation/import/v3/#operation/postOffersInventory>
2. As a result you should receive response that looks like the one below:

```
{
  "data": {
    "collectionUuid": "ee15bc9c-2c24-11ec-8d3d-0242ac130003"
  }
}
```

3. With endpoint <https://www.g2a.com/integration-api/documentation/import/v3/#operation/updateOfferPartial> and field `variant.tmpInventoryId`` you can add collection to your offer. Please fill in the `variant.tmpInventoryId`` with `"collectionUuid"` received in the previous step.

Codes can be supplied when the promo offer meets the proper criteria. It means that it is active and not banned. Additionally, the offer that you want to add as promo must be made for product that already exists in our Marketplace. Also – the offer must have proper type which is “promo”.

When you make a promo request the offer is assigned to proper statuses:

- New – the promo offer is waiting for being accepted/rejected,
- Accepted - offer is accepted and keys can be added to it,
- Active – the offer is visible in our Marketplace from the beginning date until it expires,

- Rejected – the request for promo offer has been declined,
- Cancelled – the request has been cancelled by user,
- Finished – the promo offer has reached its expiration date.

Preorders via API

API also allows you to manage preorder offers. You can add the “preorder” offerType via [Add offer request endpoint](#).

Add offer request

Creates new offer and returns jobId

AUTHORIZATIONS:

oAuth2

REQUEST BODY SCHEMA: application/json

```

{
  offerType: string (required)
  variants: array (required)
}

```

string

- preorder
- dropshipping
- promo
- preorder

Keys can be added to such an offer either while creating it or while editing it. To do so you will need to create a key collection through the endpoint <https://www.g2a.com/integration-api/documentation/import/#operation/postOffersInventory>.

After you generate **collectionUuid** you should add this value during editing/adding your offer in the **variant.tmpInventoryId** field.

You can create a preorder offer with text or image stock. To learn more about file keys, please check the **Creating offer** section of this document.

[Editing](#) and [removing](#) is possible with endpoints suitable for managing any other dropshipping offer.

Jobs

Job is a unit of work or unit of execution (work performance) you can compare it to a request. Each job has Id assigned to it. You can [GET detailed information about their statuses and additional parameters](#) that determine type of job. Here's the list of what you're getting:

- ResourceId – our internal id associated with the job,
- ResourceType – type of resource that the job concerns (ex. “offer”),
- Status – state of the operation,
- Code – if there is an error the code expresses that with internal code,
- Message – error code explained in more descriptive form.

As a result of creating offer you will get at first jobId which status you can check with the following endpoint: <https://www.g2a.com/integration-api/documentation/import/v3/#operation/getJob>. After the process is completed you will be given the **ResourceId**.

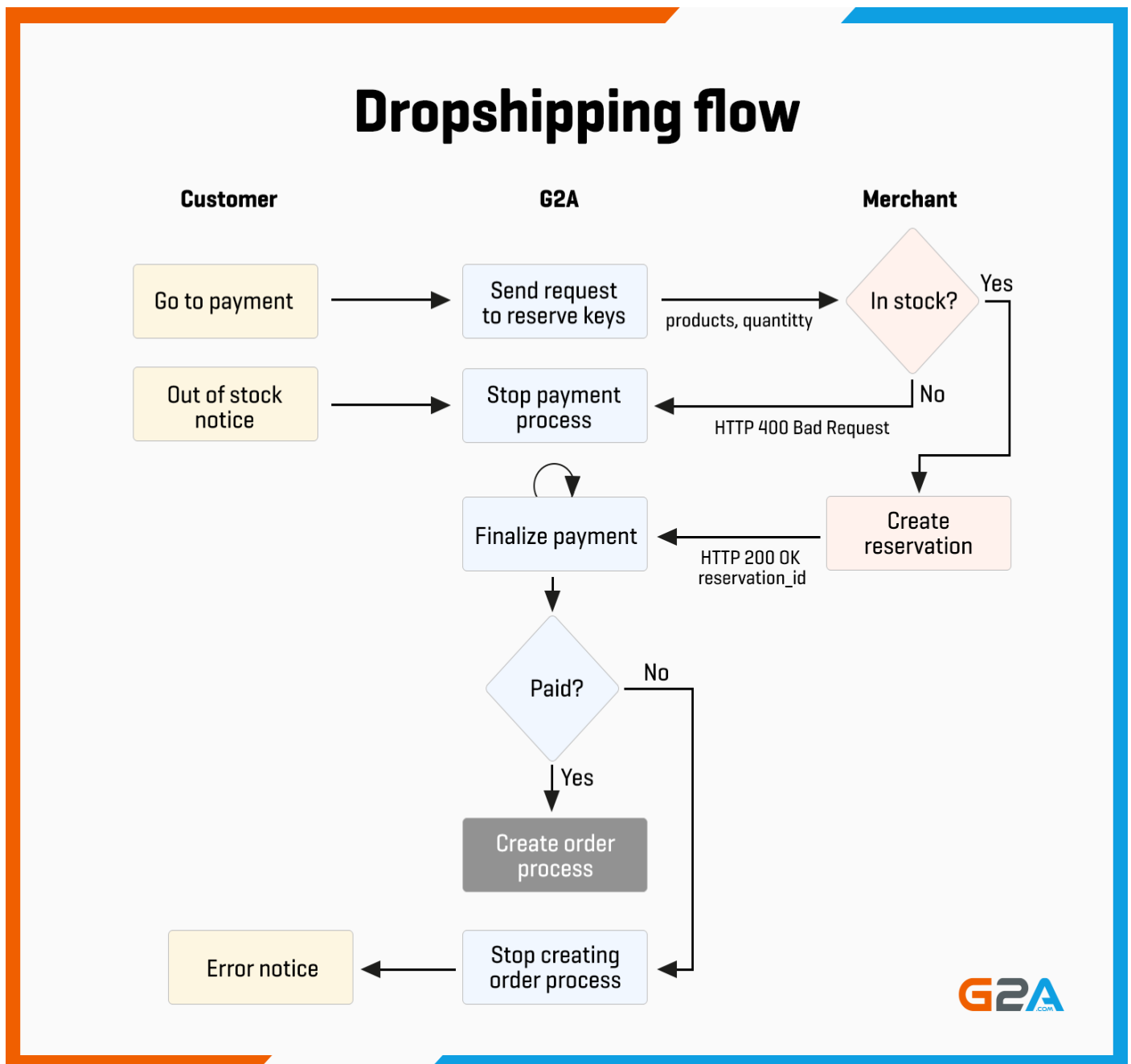
Bestsellers

You can check what are the best selling products to expand your selling portfolio and be up to date with the latest purchasing trends. To look such information up use this endpoint to GET such data: <https://www.g2a.com/integration-api/documentation/import/v3/#tag/Bestsellers>

Dropshipping

Dropshipping flow

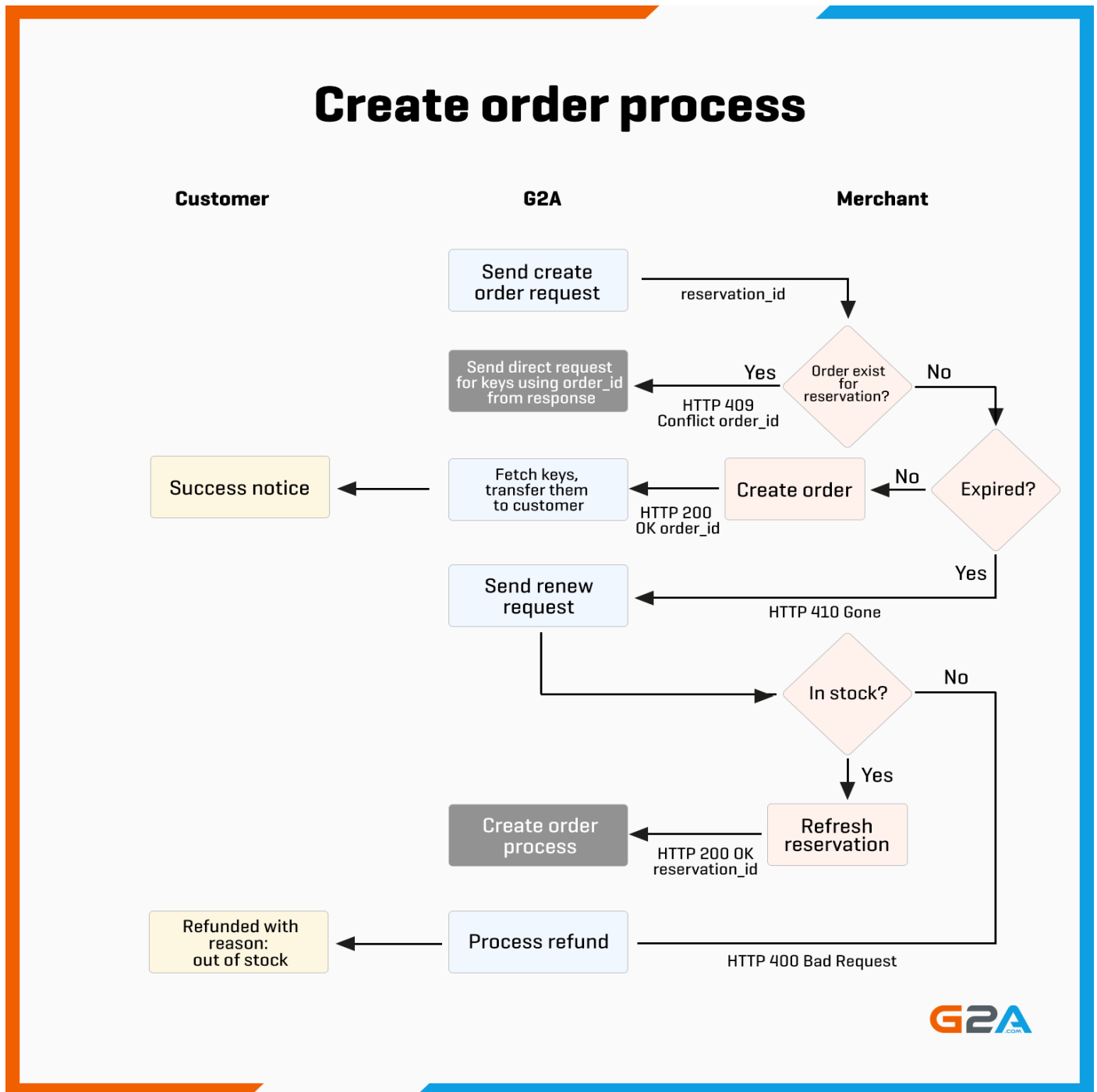
If you're interested in dropshipping you may find the scheme below useful. It represents how the dropshipping flow looks like:



Creating order process for dropshipping

After your offers are created and visible on product pages buyer can place orders for them. To make your API able to interact with G2A you will need to implement the integration in accordance with our [contract](#).

Additional information and FAQ can be found under [following link](#).



Before setting up your API please familiarize yourself with the scheme of order creating process. It should make it easier to go through the integration process.

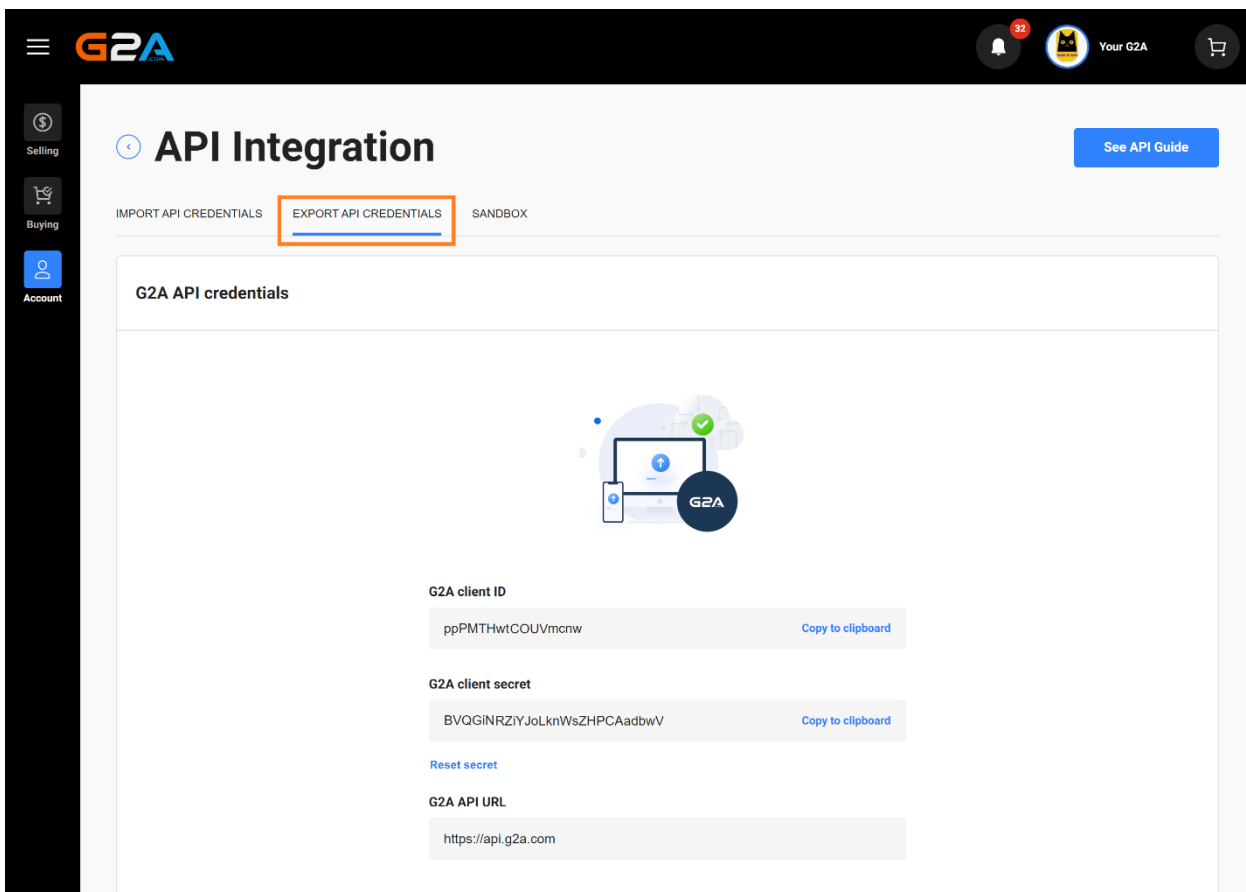
EXPORT API

What is Export API?

With Export API you can easily expand your selling portfolio. You can make a purchase at G2A for the cheapest available offer in an auction and pay with G2A Balance, PayPal or a card. The order you've placed is available when the transaction is -completed, and the key can be displayed once. This way you can obtain one key per interaction. To get more keys, you need to place more orders.

How to integrate with Export API?

You can use the [Import API integration](#) link and then select the **Export API Credentials** tab. There you will find a set of data to integrate with our system.



The screenshot displays the G2A API Integration interface. The top navigation bar includes the G2A logo, a notification bell with a '32' badge, a profile icon labeled 'Your G2A', and a shopping cart icon. The main content area is titled 'API Integration' and features three tabs: 'IMPORT API CREDENTIALS', 'EXPORT API CREDENTIALS' (which is highlighted with an orange border), and 'SANDBOX'. A 'See API Guide' button is located in the top right corner. The 'EXPORT API CREDENTIALS' tab shows the 'G2A API credentials' section, which includes a G2A logo icon and the following information:

- G2A client ID**: ppPMTHwtCOUVmcnw (with a 'Copy to clipboard' link)
- G2A client secret**: BVQGiNRZiYJoLknWsZHPCAadbwV (with a 'Copy to clipboard' link)
- Reset secret**: A link to reset the secret.
- G2A API URL**: https://api.g2a.com

Please note that to integrate —both— with Export and Import API, you need to have a business verified account. For more information refer to the **User account** section of this document.

Products

GET products

This endpoint is used to obtain products that are available for purchase in Export API. To get more specific results, please use the filters (ex. includeOutOfStock to either include or exclude offers that are currently out of stock).

The success response shows the total number of records matching given criteria and delivers details such as the product name, type, platform, etc. All the types of data are listed in our [documentation](#).

Note: Please remember that we do not provide product descriptions through the API. In case anything goes wrong with the request you will be given a proper error code and message stating what should be checked. For the full list of response codes, [refer to the documentation](#).

You can test this endpoint in the sandbox: <https://sandboxapi.g2a.com/v1/products>

Orders

Add an order

To place an order please provide the product_id of the product that you're interested in purchasing and send out the request based on the [documentation](#). You can try this POST in the sandbox environment at POST <https://sandboxapi.g2a.com/v1/order>

Note that by default, it's not possible to buy offers from yourself. If you wish to remove this constraint – we can remove it manually – please get in touch with our Support Team.

GET order details

With this endpoint you obtain information on the order you have placed. The [correct \(200\) response](#) provides details on the order status, price, and the currency used.

You can test this endpoint in the sandbox: <https://sandboxapi.g2a.com/v1/order/details/:id>

GET order key

With the use of Export API you can obtain one key at a time. The success response will return the key and information about the file format. **Please remember** that the file keys shouldn't be available for purchase.

Also – a purchased key can be displayed once. Another attempt to download it will result in an error code (“ORD004”, “order key has been downloaded already”). Such a constraint is imposed due to security purposes.

If you need to show a purchased key once more, please contact our Support Team.
You can test this endpoint in the sandbox: <https://sandboxapi.g2a.com/v1/order/key/:id>

Pay for an order

Using order id of your purchase you can settle your payment. The success response returns the **status** of the transaction along with the **transaction_id** from our system.

As mentioned – payments can be made with G2A Balance, credit card or PayPal.

You can check this operation in the sandbox: <https://sandboxapi.g2a.com/v1/order/pay/:id>

FAQ

Q: After integrating I can see my offers, even though I haven't created any by Import API.

A: This means that you've added some offers manually via user's [Dashboard](#). You will be able to see those in [Your offers](#) section, where you can adjust them. API can be used just to modify just some types of offers ("dropshipping", "steamgift", "game" and "promo"). Ones created by Dashboard tools are marked as "regular".

```

1  {
2  "total" 300,
3  "page": 1,
4  "items_per_page": 20,
5  "items": [
6      {
7          "auction id": 123456789,
8          "product_id": 1000000001,
9          "product name" "DOOM Steam Key GLOBAL",
10         "type": "regular",
11         "price": 5,
12         "selected offer": 0,
13         "developer_fee_included": false,
14         "status": "active",
15         "inventory_sold": 16,
16         "inventory_size": 32,
17         "created_at": "2019-04-10T09:03:20+00:00",
18         "updated_at": "2019-04-10T09:03:20+00:00",
19         "expire_at": "2019-04-10T09:03:20+00:00"
20     },
21     {
22         "auction id": 987654321,
23         "product_id": 1000000101,
24         "product name" "Quake 4 Steam Key GLOBAL",
25         "type": "dropshipping",
26         "price": 2,
27     }
28 ]
29 }







```

Q: We are sending a lot of requests with price change etc. and they seem to be blocked. What can be the reason behind it?

A: Quantity of the requests you're sending may be too high in given period of time. To adjust it you will need to get in touch with your Account Manager, if there is one assigned for you.

Q: My auction has been banned what does that mean? Is it permanent?

A: We're checking success rate of the connected APIs. When there is a high fail rate for a specific offer it may be temporarily banned until the issue is fixed. You can notice that the offer status was changed to "Banned" with a 5xx error. With Dashboard it will be displayed like on the screenshot:

| | | |
|---|----------------------|---------------------------------|
|  Status of "TEKKEN 7 Steam Key GLOBAL" has been changed to: Banned 5xx error Expires at: 2021-07-23 23:41:47 | Jul 24/21 - 12:41 AM | Create a ticket |
|  Status of "Saints Row IV: Game of the Century Edition Steam Key GLOBAL" has been changed to: Checked | Jul 23/21 - 7:31 AM | |
|  Status of "Grand Theft Auto V: Premium Online Edition (PC) - Rockstar Key - GLOBAL" has been changed to: Unbanned | Jul 22/21 - 10:10 PM | |
|  Status of "Grand Theft Auto V: Premium Online Edition (PC) - Rockstar Key - GLOBAL" has been changed to: Banned 5xx error Expires at: 2021-07-22 20:06:04 | Jul 22/21 - 9:06 PM | Create a ticket |
|  Status of "Steam Gift Card 50 USD - Steam Key - For USD Currency Only" has been changed to: Unbanned | Jul 22/21 - 4:20 PM | |
|  Status of "Steam Gift Card 50 USD - Steam Key - For USD Currency Only" has been changed to: Banned 5xx error Expires at: 2021-07-22 14:15:21 | Jul 22/21 - 3:15 PM | Create a ticket |

Q: Why are my offers being banned? We're getting "Reason(ban_external_merchant_response): 5xx error". Is there any issues with reservation?

A: Please remember that there is a specified timeframe to complete the reservation. Waiting time for your API to respond is 9 seconds. If that limit is exceeded, you will get 500 or 504 (timeout) error and the offer will be banned.

Q: My company's address and data are visible in the Seller store section. Shouldn't it be hidden?

A: There's nothing to worry about. Seller's data visibility is imposed by law. G2A is compliant with the European law regulations and such information is mandatory. Since G2A is an online marketplace such data should be included and visible for the buyer. You can read more about it with the following [link](#).

Q: Seems like there is a limit for some of the requests that are being sent from us. What can we do to extend them?

A: As you might notice to provide proper flow of service we recommend to stay within the limit of requests that are being sent out per minute. Please remember that for GET requests the maximum is 600 hits per minute.

Q: We have a Woocommerce store and we would like to integrate with G2A. Do you have plug-in that allows it?

A: Sadly, we currently don't offer plug-ins for integrating either Woocommerce and Shopify platforms. It is still possible to integrate those, if you have a dedicated IT team that can create proper contract. In general we don't provide so called "out of the box" solutions for integrating your store.

Q: I have a sales account at G2A, but it seems that I can't access it due to ban. Would I be able to integrate with API anyway?

A: Please remember that for integration you will need not only an account that has business verification, but also it must be fully operational. In case there are any bans imposed on the account, please resolve that issue with help of our Support before you can proceed with this process.

Q: I'm in the middle of verification process and I don't have the API secret and API client. Where do I get them from?

A: Those credentials are generated automatically in the [integration section of user's Dashboard](#). You can see those information after going through business verification successfully. In case those data were compromise you can edit those and change it. Please remember too keep those information secure to avoid security breach.

Q: Do you use webhooks for notification?

A: We do use webhooks, but currently they allow you to get information on auction being deactivated.

Q: I offer wide range of electronics. Can I integrate those with Import API?

A: G2A is all digital marketplace, so integration API allows to sell only virtual type of products.

Q: I don't know anything about API and integrating. We don't have the IT team. Do you offer support in this process?

A: We don't offer that sort of service directly, but we're able to provide you with the external contractor to set it all up for you. Price ranges are calculated individually and normally such commission is delivered in 3-4 weeks. For more details, please contact our API representatives.

Q: When I make a request for the GET products I get all the products -no matter, if they have stock or not. Can I filter that out and show only titles that have available keys?

A: That is correct. You will need to include filter in your query. Depending on what are you interested in you should use includeOutOfStock=true or includeOutOfStock=false. Additionally, to expand your selling portfolio you can use such features as Bestsellers which allows you to filter out the most selling products at G2A.

Q: Where I can get invoices for API sales? Can I get it there directly?

A: At the moment our API is not integrated with the billing services. To receive bill or invoice please get in touch with our Seller Support team. For getting monthly and quarterly sales reports please visit <https://www.g2a.com/marketplace/customer/selling>.

Q: Will the buyer see that this is an API related sale?

A: The Customer doesn't see indication that this is such type of distribution. Buyer is not aware whether the store is adding products manually or via API integration.

Q: Can I use your Export API for making purchases at G2A, for example to restock? Is it possible to make multiple purchases at once?

A: Export API allows you to purchase the lowest price offer for a particular product (if it's available for purchase), but you can place an order for one key only. To obtain more keys, you will need to make more purchases. Also – please bear in mind that when making many purchases the price of the product may vary.

Q: I want to make Export API purchases, what are the payment methods I can use?

A: Three payment methods can be used for payments in Export API:

- Credit card;
- PayPal account;
- *Your funds* on G2A

In *Your funds* the money from sales is aggregated, so this channel doesn't need any additional implementation. If you wish to use a card or PayPal account, you can add those by logging into [G2A PAY panel in the Payment method section](#) and attach preferred payment channel.

Q: What's the most efficient method for API to identify the current best price? Sometimes they change fast and I want to be up to date with mine.

A: At the moment, we recommend using GET Products endpoint for obtaining the most current prices. Please remember that there is a limitation of the requests per minute which is 600 requests.

Q: Reservation for the order inventory has expired, why is that?

A: Please remember that while using endpoint suitable for reservation (<https://www.g2a.com/integration-api/documentation/import/contract/#operation/createReservation>) each reservation has an expiration time. In case the reservation isn't confirmed within the specified time – it expires. Remember that the time for the API response for this endpoint is 9 seconds.

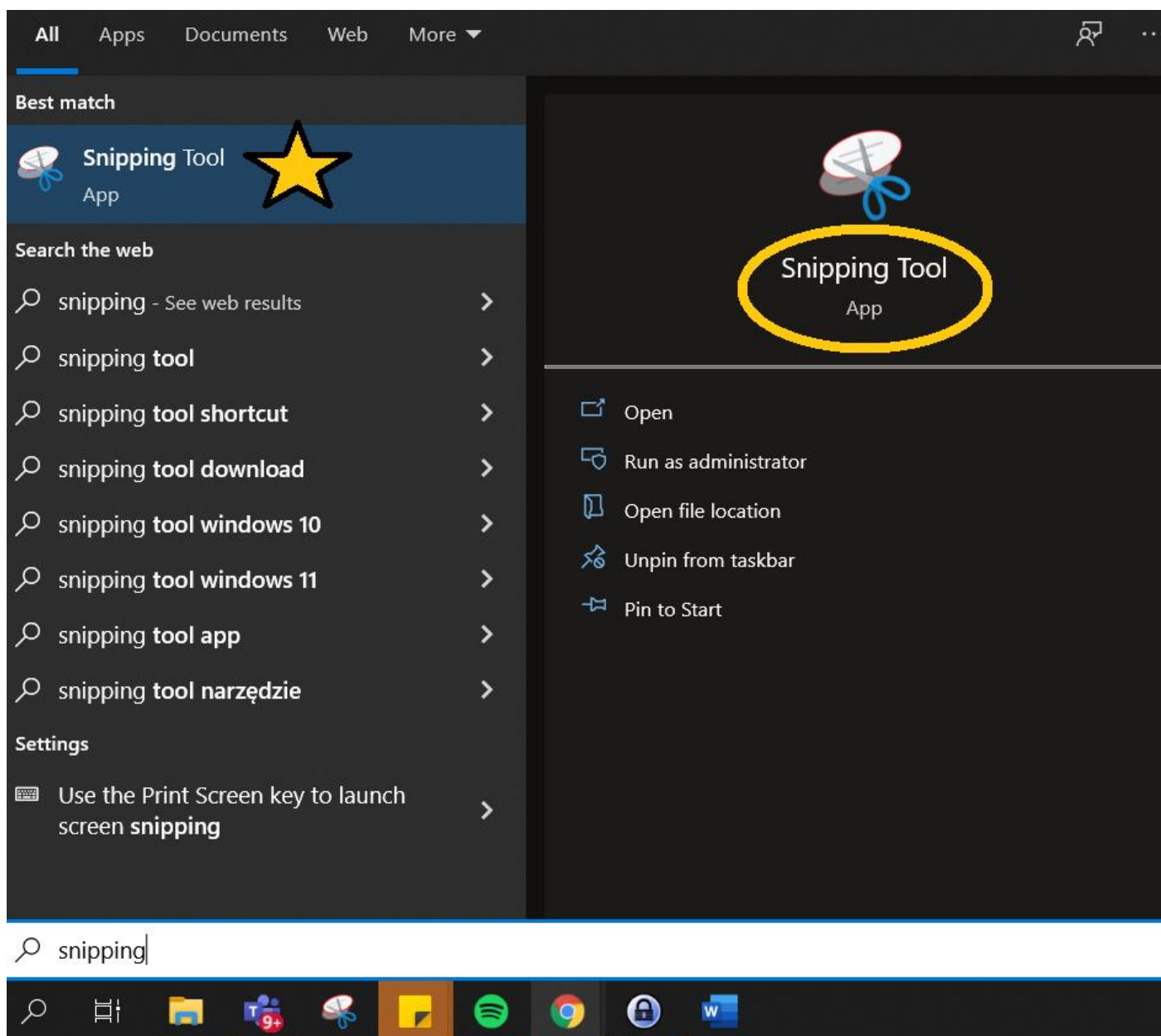
Q: I am not registered seller on G2A yet. Can I try API sandbox even, if I don't have a business account?

A: Yes, you can try out sandbox, since the credentials for the test account are provided.

How to help us with troubleshooting?

How to take a screenshot?

You can do it in couple of ways depending on the OS (Operational System) that you're using. If you're a **Windows** user you can simply go to the taskbar and type in *snipping tool*.



After choosing this option you just need to go to the browser tab (or wherever the issue occurs) and select the area you want to screenshot, by dragging the cursor over it. When you're done simply save the file on your device.

You can also use the *PrtSc* button on your keyboard. That will capture the whole screen, not just a part of it. After the button is pressed you can open up *Paint* and **paste** the printscreen there and save the file.

For alternatives you can visit <https://www.take-a-screenshot.org/> This website contains variety of choices for different devices.

IMPORTANT NOTE Please make sure that the provided screenshot contains the most **crucial** information for the case, so:

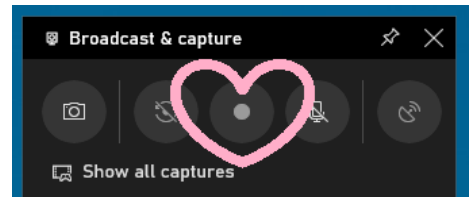
- if there is an error message – screenshot should display it;
- screenshot should show the URL (www address of the website you're at), so that it's easier to tell in which section the situation takes place;
- screenshot may contain the date and the hour when the issue took place. That helps our team to find out the proper information about the request you were trying to make and locate the remedy more efficiently.

How to record your screen?



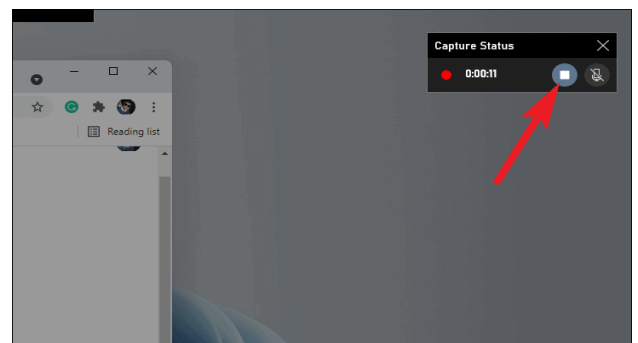
Some issues may not be a matter of error, but wrong redirection that makes you go into loops, etc. In such cases screenshot may not capture the nature of the issue. You may find useful the option to record your screen. If you're a **Windows** user, you should press Windows button + G

A console would appear on your screen. To start recording you will need to press button with a dot, that's in the upper left corner of your screen. After you start recording, please perform the action that doesn't work properly and after it's captured – press **stop** button. It's located in the upper right corner.



When you're done the file is saved and ready to be send.

For additional information and guidelines for different OS please visit <https://www.pcmag.com/how-to/how-to-record-the-screen-on-your-windows-pc-or-mac>.



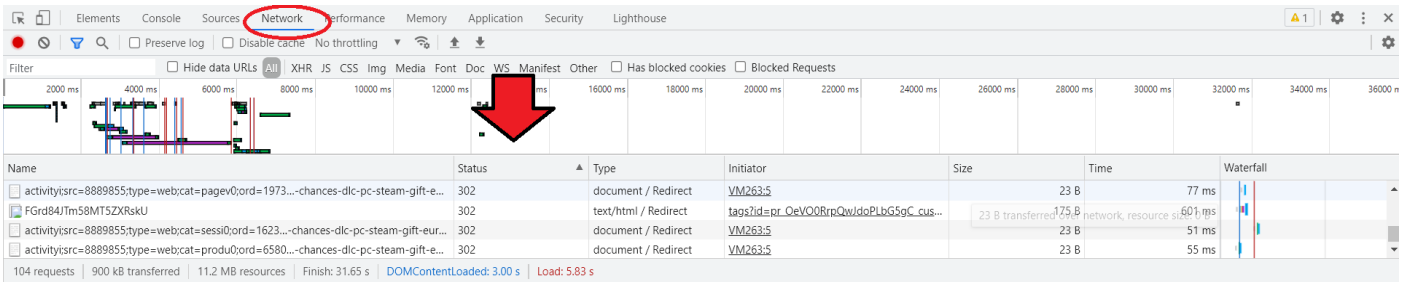
Errors in console

In case the screenshots and recordings aren't giving our IT team enough information, you can try to get more details from the **developers tools** (AKA *console*). With its use you're able to tell, if there are any errors

that are “underneath” what you can see on your side and give our specialists better understanding of nature of this issue.

It's easy to open it up. In **Chrome** browser you can open it up with **F12**. If you want to see, if there are any errors caused by the action you performed you need to:

1. Go into **Network** tab of the *console*.
2. Filter results by the **Status** element.
3. See, if there are responses that are different than **200**.
4. Take a screenshot (you already know how to do it in multiple ways).



IMPORTANT NOTE - response status = 200 means that all is good. Statuses over that, like 400, 500, etc. means that there is something wrong and such responses are the most important in bug fixing process. If you're able to get those on the screenshots, please do provide them in addition to the other information.

HTML errors

To know, if your request is correct you'd need to check the html response. Those are described with a code stating, if it was successful or not. You can be given responses like:

- **>=200 & <300** – responses in this range are considered as success,
- **>=400 & <500** – incorrect request. Some error must be present like sending wrong price,
- **>=500** – there has been an error on API's side. We may be experiencing downtime.

Based on this scheme – all the responses that are in the 2xx range are successful, while the ones like 4xx or 5xx confirm that there is something wrong with the request or there is an internal issue we have to deal with (for instance 504 = timeout).

API errors

Common errors

| Error code | HTTP code | Description |
|------------|-----------|-------------|
|------------|-----------|-------------|

| | | |
|----------|-----|--|
| AUTH01 | 400 | No Authorization header |
| AUTH02 | 401 | Merchant with this authorization not found |
| AUTH03 | 401 | Unallowed IP address |
| AUTH04 | 401 | No privileges to this method |
| CTYPE | 400 | Bad Content-Type header in request |
| BR01 | 400 | JSON is not valid |
| BR02 | 400 | JSON data is not valid |
| BR08 | 400 | GET params are not valid |
| BR03 | 429 | Too many requests to the API |
| WRONGURL | 404 | Call to wrong url |
| API00 | 500 | Something really went wrong |
| ERR99 | 500 | Internal server error |

Products errors

| Error code | HTTP code | Description |
|------------|-----------|---------------------------------|
| PR01 | 400 | Invalid product id |
| PR02 | 400 | Invalid page param |
| PR03 | 400 | Invalid min quantity params |
| PR04 | 400 | Invalid "min price from" params |
| PR05 | 400 | Invalid "min price to" params |
| PR06 | 500 | Internal error |
| PR07 | 500 | Internal error |
| PR08 | 500 | Internal error |
| PR09 | 500 | Internal error |

Orders errors

| Error code | HTTP code | Description |
|------------|-----------|--|
| MPAU03 | 404 | Unable to place an order - no auctions for product |
| MPAU04 | 404 | Unable to place an order - no available auctions matching criteria |
| MPDE01 | 404 | Unable to get order details - no cart |
| MPDE02 | 500 | Unable to load an order. Internal connection error |

| | | |
|--------|-----|--|
| MPDE03 | 500 | Unable to get order details |
| MPDE04 | 500 | Unable to get order details. Wrong internal response |
| MPKE01 | 500 | Unable to get order's key |
| MPKE02 | 500 | Unable to load key. Internal connection error |
| MPKE03 | 500 | Unable to get order's key from marketplace |
| MPKE04 | 500 | Unable to get order's key. Wrong internal response |
| MPCA01 | 500 | Unable to create cart. Internal error |
| MPCA05 | 500 | Unable to create cart. Wrong internal response |
| MPCA02 | 500 | Unable to create cart |
| MPCA03 | 500 | Unable parse cart response |
| MPCA06 | 400 | Unable to create cart. Missing country code |
| MPCA07 | 400 | Unable to create cart. Invalid body |
| MPOR01 | 500 | Unable to create an order. Internal connection error |
| MPOR02 | 500 | Unable to checkout cart |
| MPOR03 | 500 | Unable parse checkout response |
| ORD100 | 500 | Internal connection error |
| ORD111 | 404 | Unable to process payment. Unable to find user's last transaction details |
| ORD112 | 403 | Sorry, you don't have enough funds to pay for this order |
| ORD113 | 404 | User doesn't exist in G2A Ecosystem |
| ORD114 | 403 | Payment is too late. Try with another order |
| ORD110 | 500 | Unable to process payment |
| ORD120 | 500 | Unable to process payment. Wrong payment provider's response |
| ORD121 | 403 | Unable to process payment. You reached G2A PAY limit. Please, contact with our support |
| BR04 | 400 | Product ID is not valid |
| BR05 | 400 | Invalid currency code |
| BR06 | 400 | Invalid rating value |

| | | |
|-------|-----|--|
| BR07 | 400 | Invalid max_price value |
| ORD01 | 400 | Invalid order id |
| ORD03 | 403 | Unable to process payment - it is not ready yet. Try again later |
| ORD02 | 404 | Order not found |
| ORD04 | 400 | Order key has been downloaded already |
| ORD05 | 402 | Payment required or it is not processed yet |
| ORD06 | 202 | Order is not processed yet |