

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.

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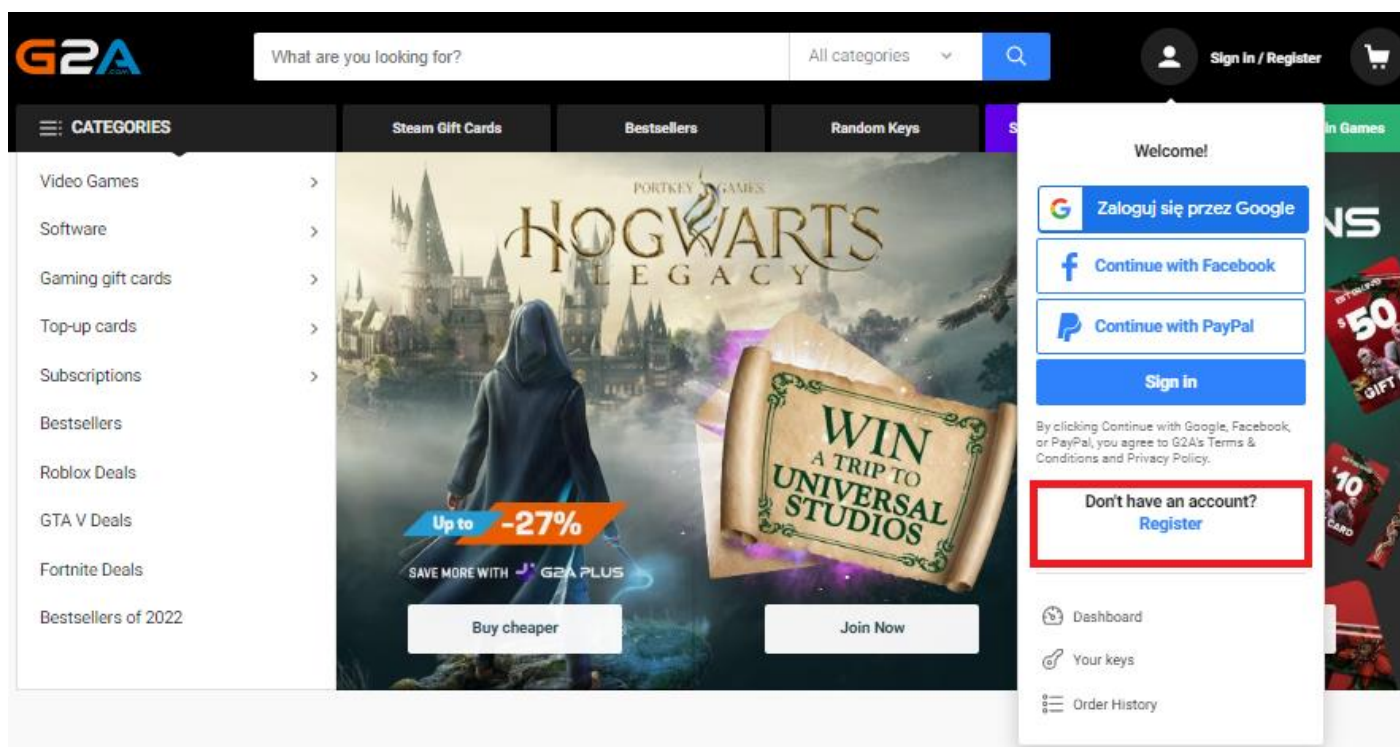
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User account

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.



Sign in or create an account

Continue

Quick access with

Google

Facebook

PayPal

TikTok

Twitch

Twitter

Apple

Phone - sellers only

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.

At least 6 characters

One special character or digit

☐ Send me the best offers from G2A [Show more](#)

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: Sellingaccount
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: Poland (dropdown menu)

Birthday: DD MM YYYY
Your birthday won't be visible to other users

Save

Mobile number

- Account details
 - Personal details
 - Phone number
 - Invoice details
 - Password
 - Login history
 - 2-Step Authentication
- Settings
- Privacy
- Support

Phone number

Enter your phone number to enable login via G2A mobile.

1 Enter your phone number



48

Continue

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.

✓ Please check your mobile for verification text message

✓ 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:

Enter e-mail token

Enter SMS token

Continue

Cancel

1 Enter your phone number

 48	327838697
--	-----------

The phone number has already been taken.

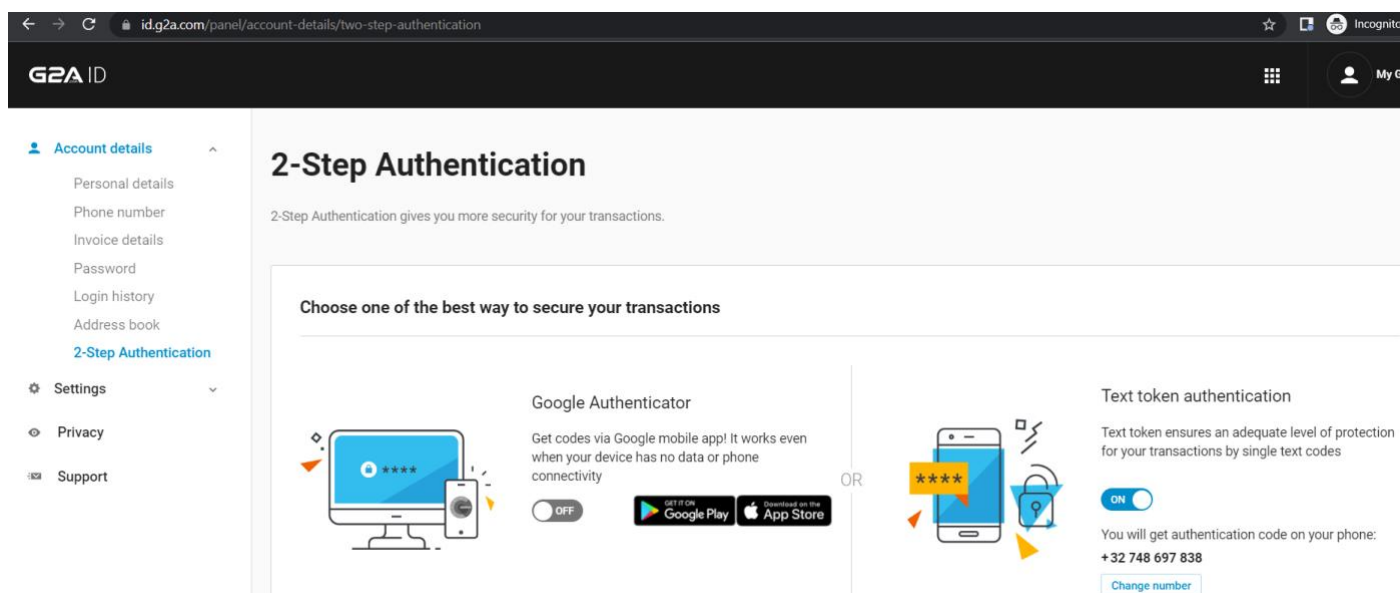
Continue

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:



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:

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

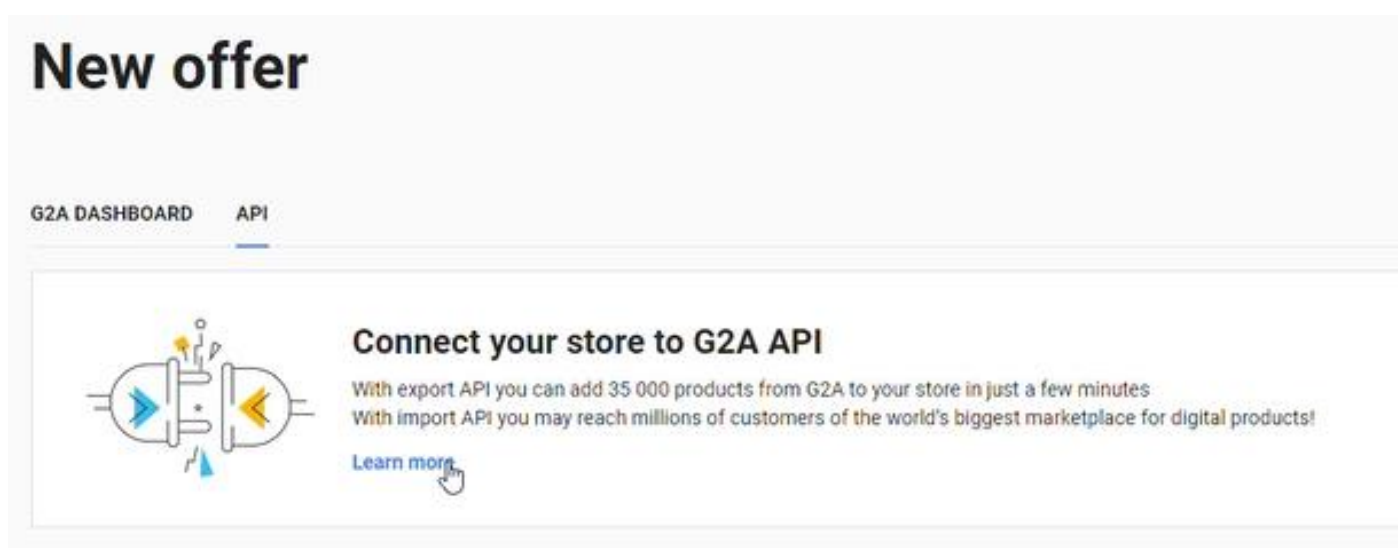
Choose if you own a company/you're registered as a sole trader

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

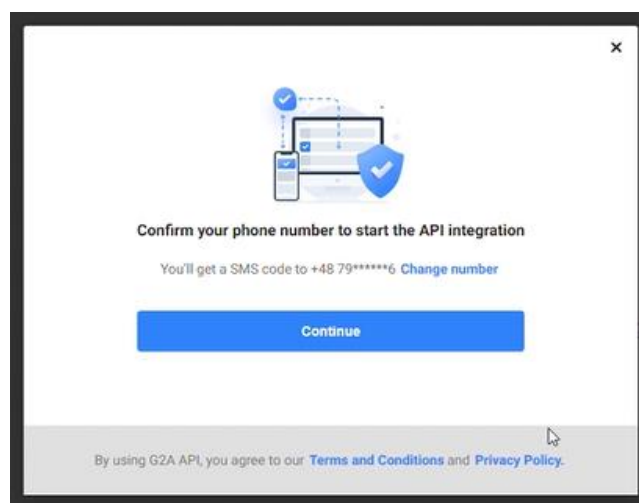
Once you click on **Start verification** button you will be redirected to the proper form. Requested data concerns for example: type of your business, addresses (business + registered), means of contact, etc. After the form is filled and sent out it needs approval. In case it lacks any crucial information 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' page with two main sections: 'Your import API credentials' and 'G2A API credentials'.

Your import API credentials (with an 'Edit' link):

- Client ID**: firstIntegration1API
- Client secret**: firstIntegrationAPISecret
- API URL**: http://api.g2a.com
- Token URL**: http://api.sellersystem.com/auth/token (with a link 'How to generate a token')

G2A API credentials:

- G2A client ID**: HwtppPMcnwUVTcO (with a 'Copy to clipboard' link)
- G2A client secret**: zWJXzthVAmowljOmELsyBfXMQAfSIl (with a 'Copy to clipboard' link)
- Reset secret**: (a link to reset the secret)
- G2A API URL**: 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 sandbox 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](#).

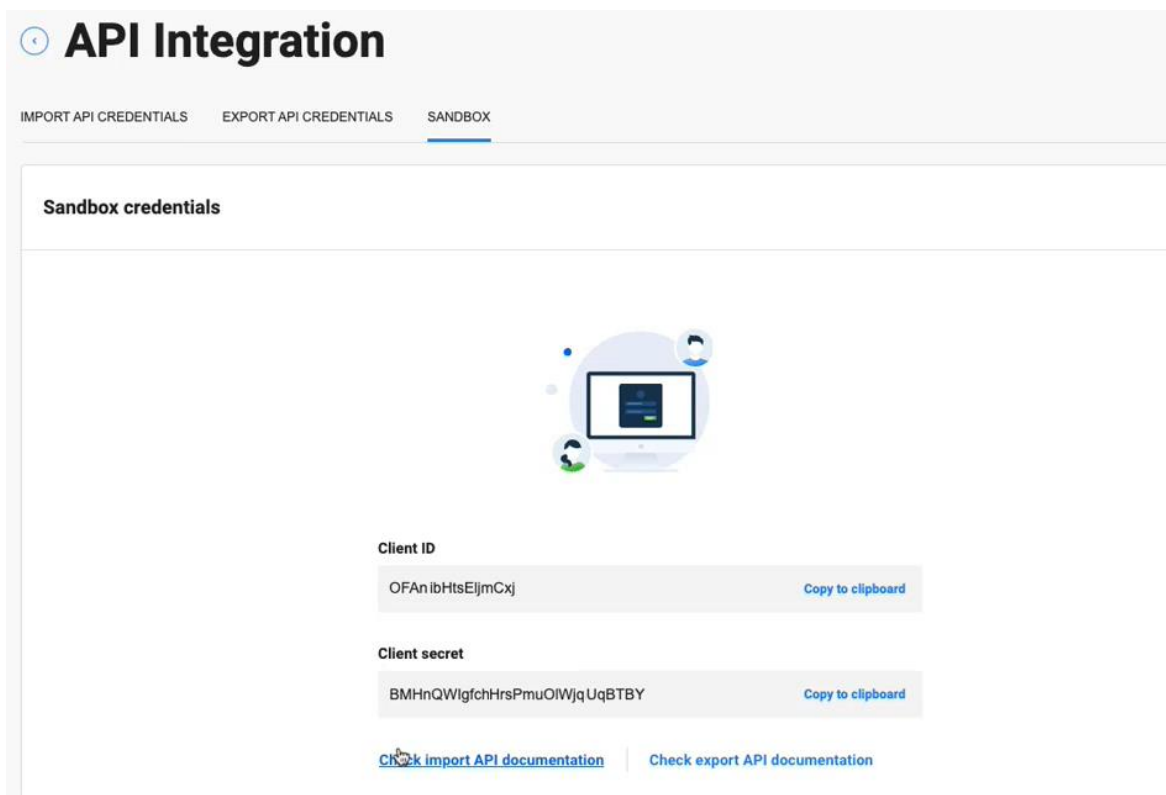
Test Client Id

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.

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"
  }
}

```

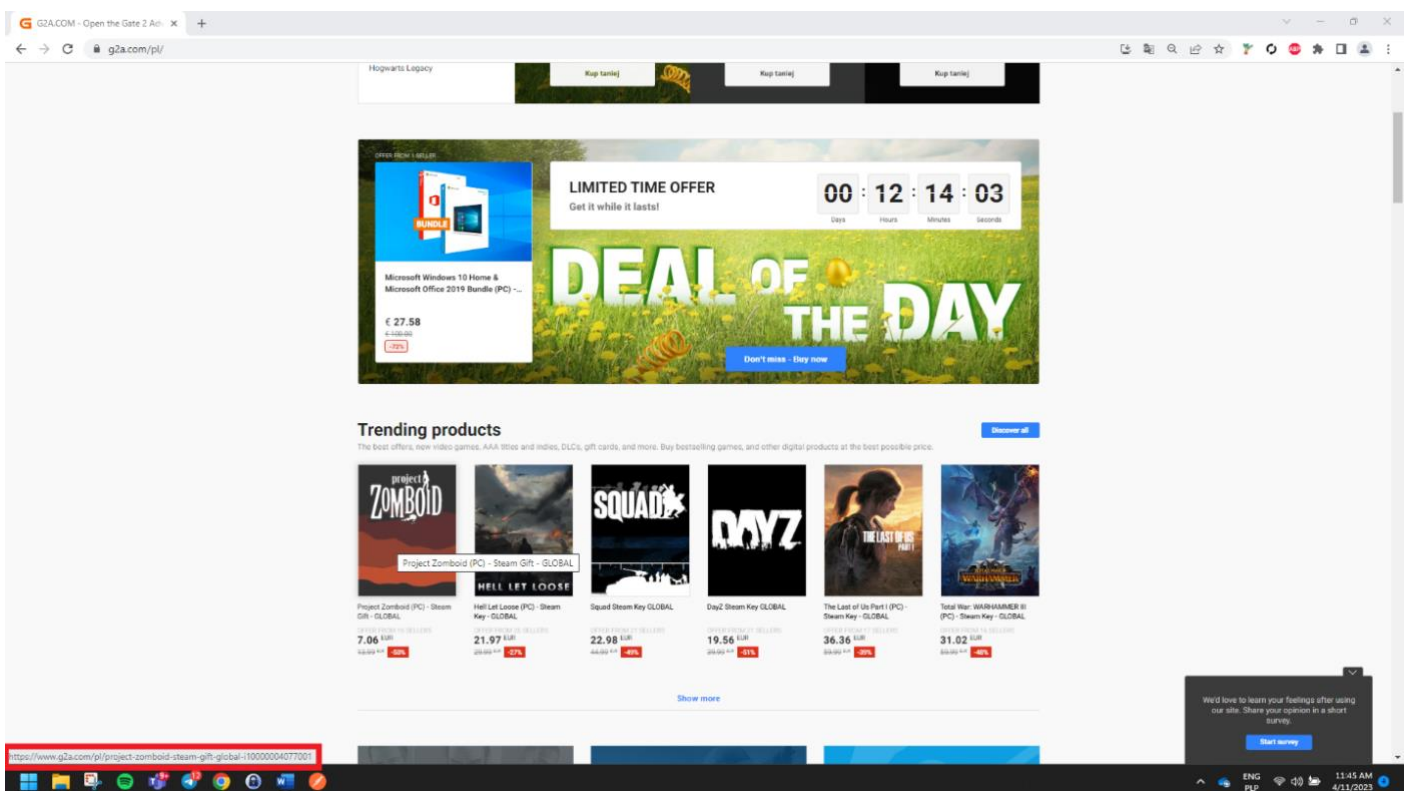
GET products

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.



The image shows a form snippet. On the left, the text 'offerType' is followed by 'required' in red. To the right, there is a label 'string' above a dropdown menu. The dropdown menu currently displays the value '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.

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>

EXPORT API

What is Export API?

With Export API you can easily restock the missing products for your auctions. You can make a purchase at G2A for the cheapest available offer in auction with the use of G2A Wallet, PayPal or card payment. Placed order is displayed when the transaction is complete, and the key can be displayed one time. This way you can obtain one key per interaction. To get more keys, you will need to place more 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 [documentation](#). You can try this POST in the sandbox environment at POST <https://sandboxapi.g2a.com/v1/order>

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     }
  ]
}
```

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 products)? Is it possible to make multiple purchases at once?

A: Export API allows you to purchase the lowest price offer from particular product (if available for purchase), but it makes it possible to place 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 can vary, as it may change.

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

A: Payments in Export API are possible with 3 payment methods. You will be able to use:

- G2A Wallet,
- Credit card,
- PayPal account.

G2A Wallet aggregates the funds from sales and doesn't need 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 Methods](#) 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, the recommend using GET Prodducts 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.

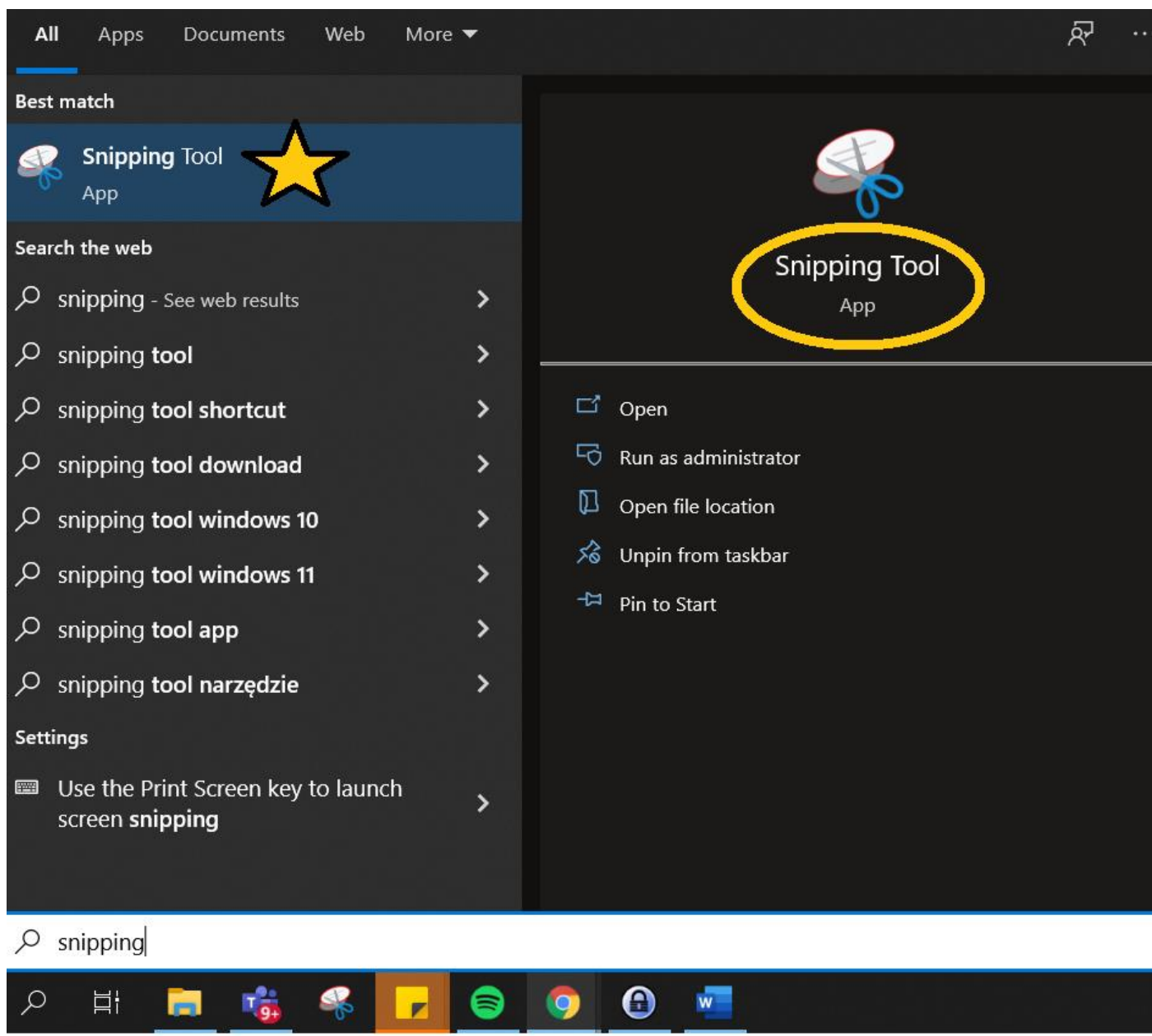
Q: I am not registered seller on G2A yet. Can I try API sandbox even, if I don't have a business account?

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:

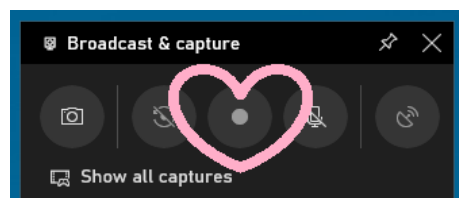
- if there is an error message – screenshot should display it;
- screenshot should show the URL (www address of the website you're at), so that it's easier to tell in which section the situation takes place;
- screenshot may contain the date and the hour when the issue took place. That helps our team 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?



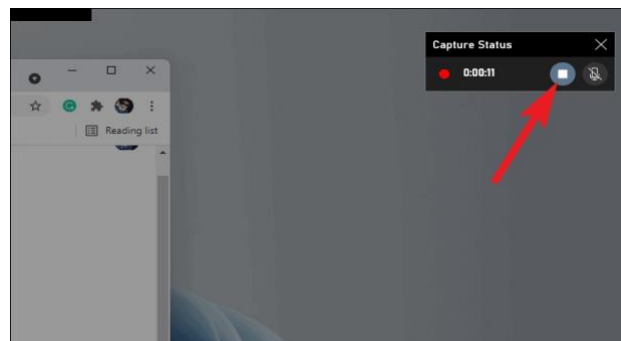
Some issues may not be a matter of error, but wrong redirection that makes you go into loops, etc. In such cases screenshot may not capture the nature of the issue. You may find useful the option to record your screen. If you're a **Windows** user, you should press Windows button + G

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>.

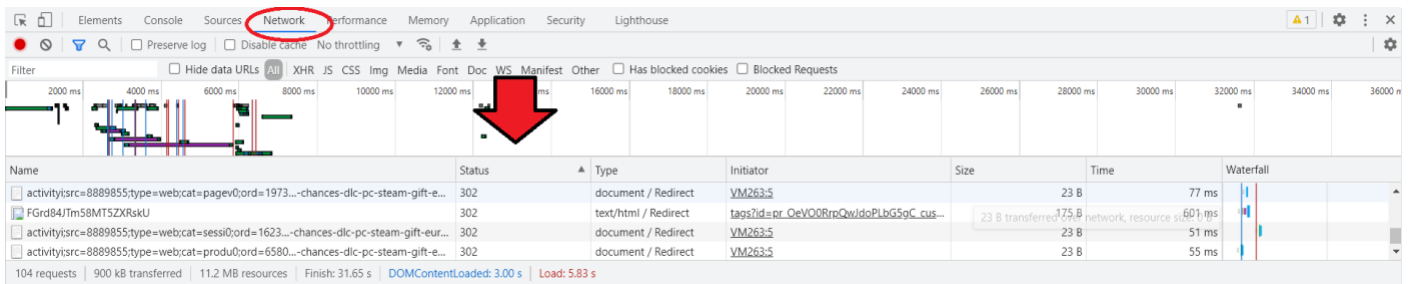


Errors in console

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
CTTYPE	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
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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 exists 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