STAR Repair Order Interface Specification

Version 5.0.1

This specification will be in effect on . STAR reserves the right to modify this specification at any time without prior consent.

Revision History Summary

Revision Date	Effective Date	Version	Revision Description
12/13/1996	4/1/1997	1.0	Initial Version
6/13/1997	7/1/1997	1.1	Add information to header record per NADA request. Indicates who the file is from and if transactions is New, Update, or Replacement.
6/1/1998	7/1/1998	1.2	Add already-defined field to RO.SUBLET record for entering of Sublet Invoice Number.
9/1/1998	11/1/1998	2.0	Re-ordering/grouping of record sequence. Also added fields to RO.VEHICLE, RO.JOB, RO.LABORLINE and RO.CLAIM records per Volvo's request.
7/2/1999	9/1/1999	3.0	Architecture modifications to try and resolve data mapping issues. Added data elements to several records, changed some data element names, changed some data element attributes and clarified definitions per AMDSG/DSP Data Element subcommittee.
3/8/2000	8/1/2000	3.1	Defined required data elements on IDENT record, updated sample data. Added data elements to JOB, JOBCMMTand RENTLOANER. Changed Rental Loaner Flag to Code on Rental record. Reactivated Accessory record and reactivated two data elements on CLAIM
6/4/2002	6/4/2002	3.2	09/20/2000 Added Data elements to the Header, Sublet,Claim, Miscellaneous, Laborline, Freight and Partline records per Ford request. 07/27/01 Add Dealer Country to IDENT record, per GM's request. Added optional generic trailer record per GM's request. 06/04/02 Added OriginCode and TowedInIndicator per BMW's request.
1/17/2003	7/4/2003	3.3	Draft 3.2.1 01/17/03 Added Battery Warranty Code per Mitsubishi's request. Added TreadActInd to RO.CLAIM, RO.HEADER, & RO.JOB per HONDA's DTS Request. Draft 3.2.2 03/03/03 Added Data Element "Location ID" to RO.HEADER v3.2.2 per BMW request. Draft 3.3.1 05/05/03 expanded attribute field for Customer Complaint Code (DE#104440) from x(3) to x(40) per HONDA's request.
5/5/2003	7/4/2004	3.4	Draft 3.31 05/05/03 expanded attribute length for Customer Complaint Code (DE#104440) from x(3) to x(40) per HONDA's request. Draft 3.32 09/08/03 added 'DMS Customer Id' (DE# 112150) to RO.CUSTOMER per GM Canada's request. Draft 3.33 12/23/03 added 'Defect Code' (DE# 105040) to RO.JOB per BMW's request. Draft 3.34 03/29/04 Added Reference ID (DE# 112260) to all the DTS IDENT Records per GM's (MSumner) request (UniqueRequestID 003).
5/26/2004	7/4/2005	3.5	Draft 3.41 05/26/04 - Made RO.JOB.DefectCode Inactive per BMW's request MOD ID 111. Draft 3.42 10/22/04 - Added Sender/Destination Party Id, Location Id, and Service Id fields to IDENT per GM Canada's request MOD ID 027. Draft 3.43 01/17/05 - GM CA MOD ID 047: Added Privacy component under Customer.
6/13/2005	7/4/2006	4.0	Draft 3.51 06/13/05 -Modified the description of Interface Version (DE #100220) MODID 059. Expanded DMS Operation Code (DE#104230) MODID 069.
8/21/2006	7/4/2007	4.0.1	4.0.1 08/21/06 CR131 Ford AU - Added DE 112390 to IDENT
11/29/2006	7/4/2007	5.0	4.0.2 11/29/06 CR280 Ford AU - Added DE 112600 and 112610 to CLAIM. Clarified description of DE 10500 on CLAIM

Revision History Summary

Revision Date	Effective Date	Version	Revision Description
5/2/2007	7/4/2008	5.0.1	Draft 5.0.1 05/02/07 CR379 GM CA - Added DE 112620 to VEHICLE

File Format and Location

* **Within the context of this specification, the file format must conform to the "STAR General File Format Requirements".**
* **The File name and its location must conform to the standards indicated in the "STAR" General File Format Requirements".**

Record Format

* **Within the context of this specification, the various record formats must conform to the "STAR General File Format" Requirements".**

Record Identifiers

The data relationships are indicated in the symbolic indentations below. In summary, the RO.HEADER "owns" all work on the RO. The RO.CUSTOMER record "owns" all work following it until either an RO.CLAIM or RO.INTERNAL record is encountered. Similarly, once either an RO.CLAIM or RO.INTERNAL record is encountered, it "owns" all work following until another one of these records is encountered. Each of these 4 record types now has a "Data Collection Status" flag, indicating the status of that collection of work. This will lead to a single customer status, a status for each claim, a status for each internal group, and an overall status for the RO. Although claim (Warranty) work was originally identified as a full set of work that is either complete or not, having each separate claim status' allows further status detail. Also, this structure provides that there may be (although maybe not at present) multiple sets of internal-pay work. The RO.JOBREFERBACK record is used when (as requested) a job needs to be referred to on more than one claim. The RO.JOB collection referred to by an RO.JOBREFERBACK record must already exist within the context of the logic presented. In other words, if an RO.CLAIM contains a RO.JOBREFERBACK, the referenced RO.JOB record must already (sequentially) exist under some other claim.

Record name	Record Identifier	Comments	Add/Change/ Inactivate
Identification	RO.IDENT	Must be first record of the file. Occurs once for the entire file.	Change 4.0.1
Repair Order Information	RO.HEADER	One per Repair Order - Multiple RO's per file allowed - See Note 1 in Record Identifier Note section of RO Word document.	Change 3.3
Vehicle Information	RO.VEHICLE	One per Repair Order	Change 5.0.1
Customer Information	RO.CUSTOMER	One per Repair Order - See Note 2 in Record Identifier Note section of RO Word document	Change 3.4
Privacy Information	RO.PRIVACY	None to multiple entries allowed per Customer Record. Must be grouped together.	Added 3.43
Rental/Loaner Information	RO.RENTLOANER	None to many per Repair Order - May optionally appear under Claim or Job	Change 3.1
Accessory Information	RO.ACCESSORY	None to multiple allowed - May also appear under Claim or Internal	Reactivate 3.1
Sublet Information	RO.SUBLET	None to multiple allowed - May also appear under Job, Claim or Internal	Change 3.2
Miscellaneous Information	RO.MISC	None to multiple allowed - May also appear under Job, Claim or Internal	Change 3.2
Gas, Oil, Grease Information	RO.GOG	None to multiple allowed - May also appear under Job, Claim or Internal	Change 3.0

Record name	Record Identifier	Comments	Add/Change/ Inactivate
Paint and Materials Information	RO.PAINT	None to multiple allowed - May also appear under Job, Claim or Internal	Change 3.0
Shop Supplies Information	RO.SHOP	None to multiple allowed - May also appear under Job, Claim or Internal	Change 3.0
Freight Information	RO.FREIGHT	None to multiple allowed - May also appear under Job, Claim or Internal	Change 3.2
Job Information	RO.JOB	None to multiple - May also appear under Claim or Internal - See Note 3 in Record Identifier Note section of RO Word document	Change 3.5
Job Comment Information	RO.JOBCMMT	None to multiple entries per Job allowed	Changed 3.4
Parts Information	RO.PARTLINE	None to multiple entries per Job allowed	Change 3.2
Recall Information	RO.RECALL	None to multiple entries per Job allowed	Change 3.0
Labor Information	RO.LABORLINE	None to multiple entries per Job allowed	Change 3.2
Coupon Information	RO.COUPON	None to multiple entries per Job allowed	
Technician Information	RO.TECH	None to multiple entries per Job allowed	Change 3.0
Claim Information	RO.CLAIM	None to multiple Claims per Repair Order allowed - See Note 4 in Record Identifier Note section of RO Word document	Change 5.0
Job Referback	RO.JOBREFERBACK	None to multiple Job Referback records allowed - See Note 5 in Record Identifier Note section of RO Word document	Add 3.0
Internal Pay Information	RO.INTERNAL	None to multiple Internal records per Repair Order allowed - See Note 6 in Record Identifier Note section of RO Word document	Add 3.0
Trailer Information	RO.TRAILER	Optional record that must be the last record in a file. Occurs once for the entire file. Counts the number of records in the file between the IDENT record and the TRAILER record - does not count the IDENT and TRAILER.	Add 3.2

Identification Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.IDENT	n/a		RO.IDENT:	Literal as given - Must be the first record of the file. Occurs once for the entire file.	
1	DCS software creator code	Creator Name Code	100242	Yes	AD		
2	DCS software code name	Creator Software Code	100244	Yes	"ELITE 2.0"		
3	This is the version of the STAR data transfer specification (DTS) used to build the transaction prefaced with the CreatorNameCode.	Interface Version	100220	Yes	RR1.1		Changed 4.0
4	Date the transaction was created	Transaction Create Date	100430	Yes	19990602		
5	Time the transaction was created	Transaction Create Time	100440	Yes	131523		
6	Dealer code number	Dealer Number	100210	Yes	206501		
7	Dealer code store number (DMS assigned)	Store Number	100240		124		
8	Dealer code area number (DMS vendor assigned)	Area Number	100200		014		
9	Code for destination of file - Short Manufacturer or Short DSP code	Destination Name Code	106190	Yes	HO		
10	For which software destination file is intended (May not be known)	Destination Software	106200		DCS		
11	Transaction type code indicates action to be taken for all records in this transaction set	Transaction Type Code	106210		N		
12	Dealer country location	Dealer Country	108430		USA		Add 3.2

Identification Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
13	Enables the sending application to indicate the instance identifier of the event or task that caused the transaction to be created. This is used to correlate a response transaction to an originating transaction.	Reference ID	112260		12A435B	Users are not required to transmit the field unless their business partner requires it.That is, if it is on the inbound transaction, it must be put on responses to that transaction.	Add 3.4
14	The Sender Party Id field uniquely identifies the Sender of the message. This element can be used for parties within the Automotive Community as well as external parties. Party Id is not intended as a replacement for the Dealer Number. Suggested formats for OEMs or other large institutions include: DUNs Number, ShortMfgCode + DUNs, or ShortMfgCode. The suggested format for Dealers is: ShortMfgCode+Dealer Number.	Sender Party Id	112261		VW006942475	Literal as given	Added 3.5
15	The Sender Location Id field uniquely identifies the location of the Sender of a message. This Id may be aligned with a physical address or data centers. This field provides an additional level of granularity beyond the usage of the Party Id for additional routing and deliver of data.	Sender Location Id	112262		022360	Literal as given	Added 3.5
16	The Sender Service Id field identifies the particular service from which a message is being sent, e.g., an inventory service.	Sender Service Id	112263		Wholesale Inventory	Literal as given	Added 3.5

Identification Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
17	The Destination Party Id field uniquely identifies the Receiver of the message. This element can be used for parties within the Automotive Community as well as external parties. Party Id is not intended as a replacement for the Dealer Number. Suggested formats for OEMs or other large institutions include: DUNs Number, ShortMfgCode + DUNs, or ShortMfgCode. The suggested format for Dealers is: ShortMfgCode+Dealer Number.	Destination Party Id	112264		VW401110	Literal as given	Added 3.5
18	The Destination Location Id field uniquely identifies the location of the Receiver of a message. This Id may be aligned with a physical address or data centers. This field provides an additional level of granularity beyond the usage of the Party Id for additional routing and deliver of data.	Destination Location Id	112265		002520	Literal as given	Added 3.5
19	The Destination Service Id field identifies the particular service to which a message is being sent to, e.g., an inventory service.	Destination Service Id	112266		Wholesale Inventory	Literal as given	Added 3.5
20	Identifies the version of the user's implementation of the STAR standard. For example, the user may be on their second version of a STAR Parts Order DTS 1.0. In each version of a user implementation, the user may indicate additional STAR fields that they require to receive or STAR fields that they no longer require. NOTE: This version is not that same as the Interface Version which is the STAR DTS version number used for implementation prefaced by the CreatorNameCode.	Implementation Version Number	112390		1.1		Added 4.0.1

Repair Order Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.HEADER	n/a		RO.HEADER:	Literal as given - Must be the first record of the transaction. Occurs once for each transaction.	
1	Identification number of repair order assigned by dealer or DMS	Repair Order Number	105150		R02442		
2	System date when Repair Order was opened	Repair Order Date	105130		19961203		
3	The date the last line was closed on the repair order	Repair Order Completed Date	105120		19961204		
4	The date the repair order transaction moves to accounting	Repair Order Invoice Date	105140		19961204		
5	Free form text for general repair order comment, which will be printed on the invoice - This comment could be used for any general comments that the dealer would like to have recorded for the overall repair order	Repair Order Comment	105110		"COMMENT….."		
6	Total Price of all Customer Pay parts, labor and sublet charged to this Repair Order	Repair Order Customer Pay Total Price	105160		242.28		
7	Employee Identification number of service advisor assigned to Repair Order	Service Advisor Emp ID Code	105180		1414		
8	Name of service advisor assigned to Repair Order	Service Advisor Name	105170		""STEVE THOMAS"		
9	Social security number of service advisor assigned to Repair Order	Service Advisor SSN	105190		226987145		
10	Dealer Posted Hourly Retail Labor Rate	Labor Rate	105090		55.00		
11	Identifies the internal department	Department Type	105050		PT		

Repair Order Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
12	INACTIVE - DO NOT USE - Identifies the type of warranty (ex - warranty claim, recall, etc.)	Warranty Type	105200				Inactive 3.0
13	Free form text for internal repair order remarks that will NOT be printed on the invoice - These remarks could be used for any general comments that the dealer would like to have recorded for the overall repair order, but not viewed by customer	Repair Order Internal Remarks	106860		"MUST FIX THIS TIME"		Add 3.0
14	Total Price of all Warranty parts, labor and sublet charged to this Repair Order	Repair Order Warranty Total Price	106870		105.89		Add 3.0
15	Total Price of all Internal Pay parts, labor and sublet charged to this Repair Order	Repair Order Internal Total Price	106880		25.12		Add 3.0
16	Indicates status of data for the record it appears on	Data Collection Status	107210		C		Add 3.0
17	Extended Service Competitive (ESC) flag indicates if dealer has franchise for Extended Service Program (ESP) repair for competitive make	ESC Franchise Flag	110130		Y		Add 3.2
18	Currency used for transaction	Currency Code	107940		USD		Add 3.2
19	Indicates if there has been fire damage.	Tread Act Ind	110900		N		Add 3.3
20	Code identifying the physical location of a dealer.	Location ID	110910		01		Add 3.3

Vehicle Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.VEHICLE	n/a		RO.VEHICLE:	Literal as given - Occurs once for each transaction.	
1	Manufacturer Vehicle identification number associated with repair order	Repair Order VIN	105525		1HGCD5639TA0 48838		
2	DMS make code is usually available in the VIN number (use NCIC code) or already on manufacturer host. If available in DMS or entered by dealer, it may be sent.	DMS Make Code	105450		H		
3	Vehicle designated model year is usually available in the VIN number (use NCIC code) or already on manufacturer host - If available in DMS or entered by dealer, it may be sent	Model Year	105520		1996		
4	Manufacturer-assigned model code of vehicle - Usually available in the VIN number (use NCIC code) or already on manufacturer host. If available in DMS or entered by dealer, it may be sent	Vehicle Model	105540		"ACCORD 4DR LX"		
5	Start date of vehicle warranty - Usually available on the manufacturer host or from prior DMS service history	Warranty Start Date	105570		19960405		
6	Mileage at start date of vehicle warranty - Usually available on the manufacturer host or from prior DMS service history	Warranty Start Mileage	105580		212		
7	Last date of vehicle warranty coverage for warranty currently in force at time of repair -Date is usually available on the manufacturer host or from prior DMS service history	Warranty Expiration Date	105550		20010405		

Vehicle Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
8	Mileage limit for vehicle warranty coverage for warranty currently in force at time of repair - Usually available on the manufacturer host or from prior DMS service history	Warranty Expiration Mileage	105560		50212		
9	State license plate number of vehicle	License Number	105490		4DRH007		
10	The date of original retail vehicle sale. May be after warranty start date if demo.	Delivery Date	105430		19960405		
11	Odometer reading of vehicle when repair order was opened	Mileage In	105500		24000		
12	Odometer reading of vehicle when repair order was closed	Mileage Out	105510		15007		
13	Indicates whether vehicle was ever a demo	Vehicle Demo Flag	105440		Y		
14	A flag that indicates whether the vehicle was produced for the United States or not	Non US Vehicle Flag	105530		N		
15	Serial number of the engine if vehicle not made for US sale	Engine Number	105480		179446		
16	Check engine light indicator	Engine Light Flag	105470		N		
17	Powertrain Control Model failure code	PCM Failure Code	105460		AB074		
18	Type of sale code - EX: Retail, Fleet, Lease, Demo, Transfer, Certified used, Used, Select, Export, etc.	Sale Type	103140		Retail		Inactive 3.0
19	Memo field for Carrier covering extended service contract, not necessarily for this Repair Order	Insurance Company Name	106450		"HILTON INSURANCE"		Add 2.0
20	Mileage measurement type	Mileage Type	103560		M		Add 3.0
21	Indicates if a VIN has been decoded to provide make and model data.	Vehicle ID Decoded Indicator	112620		Y		Added 5.0.1

Customer Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.CUSTOMER	n/a		RO.CUSTOMER:	Literal as given - Occurs once for each transaction.	
1	Customer title greeting of vehicle owner (if vehicle owned by an individual) - Not used for Company owned. Ex - Mr., Ms., etc.	Service Customer Salutation	103870		MR		
2	Intended to be the driver/person who brought vehicle in for service, if other than the owner - This data may appear in RO comments instead	Service Customer Name	103840		"HARRY GENTRY"		
3	Company name, if owner of the vehicle. If an individual owns vehicle, this data element would not be used for repair order or delivery reporting.	Company Name	103720		"ABC BLINDS"		
4	Index name used as a sort for report purposes	Service Customer Sort Name	103880		GENTRY		
5	Last name of vehicle owner, if vehicle owned by an individual - Not used for Company owned	Service Customer Last Name	103820		GENTRY		
6	First name of vehicle owner, if vehicle owned by an individual - Not used for Company owned	Service Customer First Name	103790		HARRY		
7	Middle Initial or Name of vehicle owner, if vehicle owned by an individual - Not used for Company owned	Service Customer Middle Initial or Name	103830		Q		
8	Customer name suffix designation (if vehicle owned by an individual) - Not used for Company owned. Ex. Sr, Jr, III, etc.	Service Customer Name Suffix	103850		SR		
9	Social security number of vehicle owner, if owned by an individual	Service Customer SSN	103890		125687256		

Customer Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
10	Vehicle owner address information	Service Customer Address1	103730		"1299 MACKERAL POND DRIVE"		
11	Vehicle owner supplemental address information	Service Customer Address2	103740		"APT # 55"		
12	Vehicle Owner's city of residence	Service Customer City	103750		MALIBU		
13	Vehicle Owner's state or province of residence	Service Customer State Code	103900		CA		
14	Vehicle Owner's zip or postal code	Service Customer Zip Code	103920		90028		
15	Vehicle Owner's country of residence	Service Customer Country	103760		USA		
16	Vehicle Owner's native language	Service Customer Language	103810		FRENCH		
17	Vehicle Owner's evening phone number	Service Customer Evening Phone	103800		3105558736		
18	Company Telephone number or Vehicle Owner's day phone number	Service Customer Day Phone	103910		3105559888		
19	Company telephone number extension or Individual's day telephone number extension	Day Phone Extension	107480		264		Add 3.0
20	Vehicle Owner's email address	Service Customer Email	103770		HARRY@MSN.COM		Add 3.0
21	Customer cell phone number	Customer Cell Phone	107490		3104558971		Add 3.0
22	Flag to note customers whom have requested no marketing mail	Customer Mail Flag	107500		Y		Add 3.0
23	Identifies customer as primary driver	Primary Driver Flag	102150		Y		Add 3.0
24	Indicates whether customer information has changed	Customer Change Flag	106940		Y		Add 3.0
25	Vehicle Owner's contact pager number	Customer Pager Number	106950		3104567891		Add 3.0

Customer Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
26	Vehicle Owner's contact fax number	Service Customer Fax Number	103780		3102387894		Add 3.0
27	Customer's preferred method of contact	Customer Preferred Contact Method	106970		H		Add 3.0
28	Indicates status of data for the record it appears on	Data Collection Status	107210		C		Add 3.0
29	Manufacturer specific customer identifier - Assigned by the manufacturer for each customer	Customer ID	106930		12345678		Add 3.0
30	Gender of customer	Customer Gender	107520		M		Add 3.0
31	Birthdate of customer	Customer Birthdate	107530		19500922		Add 3.0
32	The system assigned number associated with a customer entity.	DMS Customer ID	112150		AD0235		Add 3.4

Privacy Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.PRIVACY	n/a		RO.PRIVACY:	None to multiple entries allowed per Customer. Must be grouped together.	
1	Indicator to note that Business Party has requested to share or to not share information with third parties	Privacy Indicator	110970		Y		Added 3.5
2	Code identifying a Party's authorized privacy rights. (I.e., Financial, Demographics, etc.)	Privacy Type	110980		Financial		Added 3.5

Rental/Loaner Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.RENTLOANER	n/a		RO.RENTLOANER:	Literal as given - Occurs once for each trans either before the first CLAIM record or under one of the CLAIM records	
1	Identifies rental/loaner vehicle	Rental Loaner Code	104930		R		Change 3.1
2	Date rental/loaner vehicle provided to customer	Rental Loaner Out	104970		19961212		
3	Date rental/loaner vehicle turned in by customer	Rental Loaner In	104940		19961213		
4	Number of days rental/loaner was out - Can be calculated from in and out date	Rental Loaner Number Of Days	104960		1		
5	Model description of rental/loaner vehicle	Rental Loaner Vehicle Model	104980		ACCORD		
6	Rental/loaner accounting identifier - the Rental Loaner Invoice # from either the DMS or rental company	Rental Loaner Invoice Number	104950		R196098		
7	Price paid for rental/loaner	Rental Loaner Price	104920		48.22		
8	Rent Loaner Comments	Rent Loaner Comments	106720		"REPAIR TOOK SEVERAL DAYS"		Add 3.0
9	Number of hours the rental loaner was used by the customer.	Rental Loaner Hours	109300		12.5		Add 3.1
10	Rental Loaner Vehicle Identification Number	Rental Loaner VIN	109310		1HGCD5640TA0 48839		Add 3.1

Accessory Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.ACCESSORY	n/a		RO.ACCESSORY:	Literal as given - Multiple Entries allowed. Part of most recently-indicated pay type (Cust, Internal, Claim)	
1	The serial number of an accessory that is being replaced under a warranty claim	Original Serial Number	103690		SN5-17		Reactivate 3.1
2	The serial number of the accessory that is used to replace an accessory under a warranty claim	Replacement Serial Number	103710		SN5-843		Reactivate 3.1
3	The Part Number or Manufacturer Code of the part used to replace an accessory under warranty	Replacement Part	103700		146-J28-2		Reactivate 3.1
4	Specifies whether the parts are indicated by manufacturer part code or Part Number	Part Type	105100		P		Reactivate 3.1

Sublet Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.SUBLET	n/a		RO.SUBLET:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Freeform text description of sublet tax amount	Sublet Parts Labor Tax Desc	105360		"CITY .2, STATE 4.4"		
2	Sublet tax price on associated parts and labor	Sublet Parts Labor Tax Price	105350		1.15		
3	Sublet handling charges	Sublet Handling	105330		10.15		
4	Sublet invoice price	Sublet Invoice Price	105325		25.00		
5	Third party purchase order number for work	Sublet Authorization Number	105310		8713		
6	Type of sublet work	Sublet Code	105320		C42		
7	Free form text comments relating to sublet	Sublet Work Description	105370		"SEALED WINDSHIELD"		
8	Third party invoice number for work	Sublet Invoice Number	105340		SI10283		Add 2.0
9	Sublet price charged to job after split (Null if no split)	Sublet Price After Split	107070		6.25		Add 3.0
10	Sublet split percentage	Sublet Split Percentage	107080		25.0		Add 3.0
11	Defines action to be taken on appeal	Appeal Action Code	110180		R		Add 3.2

Miscellaneous Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.MISC	n/a		RO.MISC:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Miscellaneous code defined by manufacturer	Miscellaneous Code	104610		HWF		
2	Free form text description of miscellaneous Price	Miscellaneous Description	104620		"HOLIDAY WINDOW FLOCKING"		
3	Miscellaneous charged to job	Miscellaneous Price	104600		52.50		
4	Miscellaneous charged to job after split (Null if no split)	Miscellaneous Price After Split	107090		26.25		Add 3.0
5	Miscellaneous split Percentage	Miscellaneous Split Percentage	107100		50.00		Add 3.0
6	Time allotted for administrative work	Miscellaneous Expense Hours	110140		1.5		Add 3.2
7	Defines action to be taken on appeal	Appeal Action Code	110180		R		Add 3.2

Gas, Oil, Grease Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.GOG	n/a		RO.GOG:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Manufacturer assigned code for gas, oil and grease associated with job	GOG Code	104030		R		
2	Free form text description of gas, oil and grease associated with job	GOG Description	104040		GREASE		
3	Gas, oil and grease extended cost amount + markup	GOG Total Price	104070		6.46		
4	Total Gas, oil and grease at unit cost times quantity (Before any split)	GOG Total Cost	104050		3.50		
5	Gas, oil and grease quantity used	GOG Quantity	104090		1		
6	Gas, oil and grease unit cost at inventory value (Before any split)	GOG Unit Cost	104110		3.50		
7	Gas, oil and grease cost at inventory value after split (Null if no split)	GOG Unit Cost After Split	104120		3.50		
8	Gas, oil and grease value at unit cost times quantity (Null if no split)	GOG Total Cost After Split	104060		3.50		
9	Gas, oil and grease total price (cost + markup) after split. (Null if no split)	GOG Total Price After Split	104080		6.46		
10	Cost split percentage	GOG Split Percentage	104100		0		
11	GOG unit price (Cost + Markup) Will be null if split	GOG Unit Price	107110		5.25		Add 3.0
12	GOG unit price (Cost + Markup) after split Will be null if no split	GOG Unit Price After Split	107120		5.25		Add 3.0
13	Unit of measure for GOG used	GOG Unit of Measure	107220		GAL		Add 3.0

Paint and Materials Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.PAINT	n/a		RO.PAINT:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Manufacturer assigned code for paint and materials	PM Code	104630		TP		
2	Free form text description of paint and materials associated with job	PM Description	104640		"TOUCH-UP PAINT"		
3	Paint and materials total price (cost + markup) Will be null if split	PM Total Price	104670		60.00		
4	Paint and materials value at unit cost times quantity (Before any split)	PM Total Cost	104650		36.25		
5	Paint and materials quantity	PM Quantity	104690		3		
6	Paint and materials unit cost at inventory value (Before any split)	PM Unit Cost	104710		12.25		
7	Paint and materials unit cost at inventory value after split (Null if no split)	PM Unit Cost After Split	104720		12.25		
8	Paint and materials value at unit cost times quantity after split (Null if no split)	PM Total Cost After Split	104660		36.25		
9	Paint and materials total price (cost + markup) after split (Null if no split)	PM Total Price After Split	104680		60.00		
10	Paint and Material Cost split percentage	PM Split Percentage	104700		0		
11	Paint and Material unit price (Cost + Markup) Will be null if split	PM Unit Price	107130		0		Add 3.0
12	Paint and Material unit price (Cost + Markup) after split Will be null if no split	PM Unit Price After Split	107140		0		Add 3.0
13	Unit of measure for Paint and Material used	PM Unit of Measure	107230		PT		Add 3.0

Shop Supplies Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.SHOP	n/a		RO.SHOP:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Manufacturer assigned code for shop supplies	SS Code	105210		SF1		
2	Free form text description of shop supplies associated with job	SS Description	105220		"SMOOTH AND FILL KIT"		
3	Shop supplies total price (cost + markup) Will be null if split	SS Total Price	105250		47.46		
4	Total shop supplies value at unit cost times quantity (Before any split)	SS Total Cost	105230		28.02		
5	Shop supplies quantity used	SS Quantity	105270		1		
6	Shop supplies unit cost at inventory value (Before any split)	SS Unit Cost	105290		28.02		
7	Shop supplies cost at inventory value after split (Null if no split)	SS Unit Cost After Split	105300		28.02		
8	Shop supplies value at unit cost times quantity after split (Null if no split)	SS Total Cost After Split	105240		28.02		
9	Shop supplies total price (cost + markup) after split (Null if no split)	SS Total Price After Split	105260		47.46		
10	Shop Supplies Cost split percentage	SS Split Percentage	105280		50.00		
11	Shop Supplies unit price (Cost + Markup) Will be null if split	SS Unit Price	107150		14.10		Add 3.0
12	Shop Supplies unit price (Cost + Markup) after split Will be null if no split	SS Unit Price After Split	107160		7.25		Add 3.0
13	Unit of measure for Shop Supplies used	SS Unit of Measure	107240		EA		Add 3.0

Freight Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.FREIGHT	n/a		RO.FREIGHT:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Manufacturer assigned code for Freight	Freight Code	103930		B17		
2	Free form text description of Freight associated with claim	Freight Description	103940		"ENGINE BLOCK SL"		
3	Freight total price (cost + markup) Null if split	Freight Total Price	103970		88.75		
4	Total freight cost at unit cost times quantity (Before any split)	Freight Total Cost	103950		80.35		
5	Freight quantity	Freight Quantity	103990		1		
6	Freight unit cost at inventory value (Before any split)	Freight Unit Cost	104010		80.35		
7	Freight cost at inventory value after split (Null if no split)	Freight Unit Cost After Split	104020		80.35		
8	Freight value at unit cost times quantity after split (Null if no split)	Freight Total Cost After Split	103960		80.35		
9	Freight total price (cost + markup) after split (Null if no split)	Freight Total Price After Split	103980		88.75		
10	Freight split percentage	Freight Split Percentage	104000		0		
11	Freight unit price (Cost + Markup) Will be null if split	Freight Unit Price	107170		0		Add 3.0
12	Freight unit price (Cost + Markup) after split Will be null if no split	Freight Unit Price After Split	107180		0		Add 3.0
13	Free form entry for document associated with Freight (i.e., Shipper, BOL, Invoice, etc.)	Freight Document Number	107300		"BOL 123"		Add 3.0

Freight Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
14	Carrier code related to transportation of vehicle	Carrier Code	110150		PDQ		Add 3.2

Job Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.JOB	n/a		RO.JOB:	Literal as given - Multiple Entries of This Record Allowed. One or many may occur before the first CLAIM record, and or	
1	DMS assigned job or line identification number	DMS Job Number	104220		W534	under (included in) any/all of the CLAIM records as applicable. Subsequent records within "job-group" records	
2	Dealer or DMS assigned operation code identifier	DMS Operation Code	104230		DO133-02	considered part of this job	
3	Dealer or DMS assigned operation description	DMS Operation Description	104250		"REPL FP ELEC WINDOW"		
4	Added to repair order after customer came in for appointment	Add On Repair Flag	104135		N		
5	INACTIVE - DO NOT USE - Warranty sales tax per job	Job Sales Tax	104340				Inactive 3.0
6	Portion of sales tax per job for sale type being reported	Job Total Tax	104300		12.24		
7	The actual labor rate for this job only, typically the posted rate	Job Labor Rate	104290		60.15		
8	Line total for sale type portion of job	Job Total Price	104400		242.28		
9	INACTIVE - DO NOT USE - Line total of customer pay portion of job	Customer Job Total Price	104170				Inactive 3.0
10	INACTIVE - DO NOT USE - Line total of internal pay portion of job	Internal Job Total Price	104270				Inactive 3.0
11	Manufacturer approved billable flat rate hours	Labor Flat Hours	104310		1.25		
12	Actual hours required to complete job	Actual Hours	104130		1.5		

Job Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
13	Labor total for sale type portion of job	Job Labor Price	104150		125.75		
14	Parts total for sale type portion of job	Job Parts Price	104160		310.78		
15	Sublet total for sale type portion of job	Job Sublet Price	104190		0		
16	INACTIVE - DO NOT USE - Total customer pay portion	Total Customer Amount	104370				Inactive 3.0
17	Identification number assigned to court case	Legal Case Number	104320		LG001546		
18	Identification number assigned to technical analysis case	Technical Analysis Case Number	104360		TA25145		
19	Identification number assigned to customer relations case	Customer Relations Case Number	104180		CR122-1412		
20	Identification number assigned to Better Business Bureau case	Better Business Bureau Case Number	104140		BBC4512		
21	Indicates if Dealer Goodwill has been applied to this job (complete or partial)	Job Goodwill Flag	104260		Y		
22	INACTIVE - DO NOT USE - Warranty flag	Warranty Flag	104390				Inactive 3.0
23	INACTIVE - DO NOT USE - The percentage of a warranty claim that the dealer is requesting that the manufacturer reimburse	Submitted percentage	104350				Inactive 3.0
24	INACTIVE - DO NOT USE - Amount paid for towing expenses	Towing Amount	104380				Inactive 3.0
25	Identifies repair as having been performed previously on the vehicle	Repeat Repair Flag	104385		Y		
26	One or more Manufacturer Diagnostics Codes taken during the Repair Process for this job - Multiple codes should be separated by a space	Diagnostic Codes	106460		XA14C		Add 2.0

Job Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
27	Indicator that Hazmat Was Used and Disposed Of as Part of the Repair	Hazmat Indicator Flag	106470		N		Add 2.0
28	Reading from a battery check service. If not tracked in DMS, dealer may enter the information in Job comments	Battery Voltage	106690		12.52		Add 3.0
29	Total miscellaneous for sale type portion of job	Job Miscellaneous Price	106990		12.50		Add 3.0
30	Total GOG for sale type portion of job	Job GOG Price	107000		10.25		Add 3.0
31	Total Paint for sale type portion of job	Job Paint Price	107010		452.89		Add 3.0
32	Total Shop for sale type portion of job	Job Shop Price	107020		689.41		Add 3.0
33	Total Freight for sale type portion of job	Job Freight Price	107030		25.75		Add 3.0
34	Dealer / Manufacturer defined code identifying the reason the customer denied service on a repair order line	Job Denial Code	109280		A01		Add 3.1
35	Indicates source of repair order. Eg: D-Dealer Entered; T-Teleservice; K-Key Reader	Origin Code	110700		D		Add 3.2
36	Indicates that this job led to the need to have this vehicle towed.	Towed-In Indicator	110710		N		Add 3.2
37	Any warranty covered battery replacement or recharging (if covered).	Battery Warranty Code	110890		2A34E-J32XR		Add 3.3
38	Indicates if there has been fire damage.	Tread Act Ind	110900		N		Add 3.3
39	Manufacturer assigned code that defines failed component that caused the claim	Defect Code	105040		S01	*** INACTIVE AS OF VERSION 3.5 ***	Changed 3.5

Job Comment Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.JOBCMMT	n/a		RO.JOBCMMT:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Customer complaint category either entered or selected by dealer and passed through to manufacturer	Customer Complaint Code	104440		A23		Changed 3.3.1
2	Dealer explanation of vehicle malfunction cause	Cause Description	104410		"COMPLAINT. . . . . ."		
3	Customer explanation of vehicle malfunction	Complaint Description	104420		"RATTLE IN TRUNK"		
4	Dealer explanation of vehicle repair	Correction Description	104430		REPAIR		
5	Free form technician comments	Technician Notes	104460		"TECH NOTES.."		
6	Free form miscellaneous comments	Miscellaneous Notes	104450		"MISC NOTES….."		
7	Text description of the reason a customer denied service on a repair order line	Job Denial Description	109290		"IT IS NOT YET REQUIRED"		Add 3.1

Parts Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.PARTLINE	n/a		RO.PARTLINE:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Part number identifier - Part number, unless part type designates a manufacturer code	Part Number	104780		60400-SF9-A0022		
2	Part number detail description	Part Description	104770		"BULKHEAD COMP., FR."		
3	Part group number	Group Number	104740		ACC02		
4	Quantity of Part number used on repair	Count	104730		2		
5	INACTIVE - DO NOT USE - Part value at warranty cost price	Warranty Unit Cost	104890				Inactive 3.0
6	INACTIVE - DO NOT USE - Part value at warranty cost price times count	Warranty Total Cost	104880				Inactive 3.0
7	Part cost at inventory value.	Part Unit Cost	104840		47.50	This is before any split	
8	Total part cost at inventory value (Before any split)	Part Total Cost	104800		94.24		
9	Part unit price (Cost + Markup) Will be null if split	Part Unit Price	104850		88.93		
10	Part total price (Cost + Markup) Will be null if split	Part Total Price	104810		177.86		
11	Unit Price dealer paid for return core	Part Unit Return Core Price	107750		88.93		
12	Total price dealer paid for return cores	Part Total Return Core Price	104830		177.86		
13	Part cost at inventory value after split (Null if no split)	Manufacturer Unit Cost After Split	104760		10.25		

Parts Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
14	Part unit cost times count after split (Null if no split)	Manufacturer Total Cost After Split	104750		10.25		
15	Part unit price (Cost + Markup) after split Will be null if no split	Part Unit Price After Split	104860		47.12		
16	Part total price (Cost + Markup) after split Will be null if no split	Part Total Price After Split	104820		94.24		
17	Cost split percentage	Part Split Percentage	104790		FIX		
18	Specifies whether the parts are indicated by manufacturer part code or Part Number	Part Type	105100		P		Add 3.0
19	Part Unit sales tax	Part Unit Sales Tax	107050		1.25		Add 3.0
20	Part Total sales tax	Part Total Sales Tax	107060		3.75		Add 3.0
21	Defines action to be taken on appeal	Appeal Action Code	110180		R		Add 3.2

Recall Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.RECALL	n/a		RO.RECALL:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Manufacturer assigned recall/campaign number	Recall Campaign Number	104900		1997-4		
2	Manufacturer assigned recall/campaign option code	Recall Campaign Option Code	104910		F3		
3	Denotes whether claim is actual campaign service or additional service, but still related to the campaign	Supplemental Campaign Flag	106700		N		Add 3.0
4	A campaign related field specifying the disposition of a campaign Ex: completed, open, etc.	Campaign Disposition Code	106705		OP		Add 3.0
5	A campaign related field specifying the reimbursement code for a campaign service. Reimbursement codes denote the mix of part and labor operations the dealer used to perform the service. Ex: Numeric value between 1 and 9	Campaign Reimbursement Code	106710		5		Add 3.0

Labor Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.LABORLINE	n/a		RO.LABORLINE:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Currently assigned code for this operation (preferably manufacturer code)	Labor Operation Code	104490		M00097		
2	Labor operation category code	Labor Operation Code Type	104500		I2		
3	Description of a particular operation code	Labor Operation Description	104510		"REPLACE RIGHT REAR WHEEL ASSEMBLY"		
4	Flat rate labor hour allowance for this operation	Labor Hours	104480		2.75		
5	Additional labor hours above flat rate allowance	Additional Labor Hours	104470		1.25		
6	Number of times this operation was performed for this labor line	Labor Quantity Of Operation	104540		2		
7	Labor cost split percentage	Labor Split Percentage	104550		FIX		
8	Part identifier which is comprised of a system and component code that caused the failure	Labor Part Name Code(PNC)	104520		RR07		
9	Manufacturer-assigned code to describe how customer experiences problem	Labor Symptom Code	104560		182		
10	Manufacturer-assigned code to describe the reason that a fault or symptom occurred (i.e., Reason Code)	Labor Trouble Failure Code	104590		272		
11	Description of Part identifier (PNC) that caused the failure	Labor Part Name Code Desc	104530		"RIGHT REAR WHEEL"		
12	Description of labor symptom code	Labor Symptom Code Desc	104570		SQUEAK		

Labor Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
13	Description of labor trouble code	Labor Trouble Code Desc	104580		"NO GREASE"		
14	Code Indicating Position/Location on Vehicle where labor was performed	Labor Op Position Code	106480		RR		Add 2.0
15	Labor Rate for this operation code	Labor Rate of Operation	105095		62.50		Add 3.0
16	Labor Price for labor operation code	Labor Price	106760		125.32		Add 3.0
17	Manufacturer-assigned code to describe type of labor performed (i.e., Repair, Replace, Adjust)	Labor Action Code	106920		RP		Add 3.0
18	Explanation for the need for the additional labor hours	Additional Hours Labor Comment	106725		"UNEXPECTED PROBLEM"		Add 3.0
19	Defines action to be taken on appeal	Appeal Action Code	110180		R		Add 3.2

Coupon Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.COUPON	n/a		RO.COUPON:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Text identification of Coupon	Coupon Description	104597		"30K SPECIAL"		
2	Credit Price for coupons	Coupon Discount Price	104595		25.00		

Technician Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.TECH	n/a		RO.TECH:	Literal as given - Multiple Entries of This Record Allowed. Assumed to be part of the most recently-indicated Job.	
1	Employee Identification code of technician assigned to RO	Technician Emp ID Code	105400		TN01		
2	Name of technician assigned to RO	Technician Name	105390		"TONY NEWELL"		
3	Team assigned to Repair Order	Team Name	105380		GREEN		
4	Social security number of technician assigned to Repair Order	Technician SSN	105410		123456789		

Claim Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.CLAIM	n/a		RO.CLAIM:	Literal as given. Multiple Entries Allowed. Subsequent records within "Claim-group" records considered part of Claim.	
1	Identifier of claim	Claim Number	105020		960003		
2	Identifier of the type of claim - Claim type is usually 1 - 4 characters	Claim Type	105030		R		
3	Manufacturer identifier of the type of accessory claim	Accessory Claim Type	104990		" "		Reactivate 3.1
4	Assigned authorization number for claim	Authorization Number	105010		A125		
5	Assigned authorization code for claim.	Authorization Code	105000		1442		
6	Specifies whether the parts are indicated by manufacturer part code or Part Number	Part Type	105100		P		
7	Manufacturer assigned code that defines failed component that caused the claim	Defect Code	105040		S01		
8	Primary part responsible for vehicle failure	Failed Part	105060		08206-999		
9	The claim number of the freight claim associated with the current warranty claim	Freight Claim Number	105080		23456		Reactivate 3.1
10	Total Freight Price for claim number	Total Freight Price	105070		20.40		
11	Maximum Price covered by Authorization	Authorization Pay Maximum	106490		999.99		Add 2.0
12	Payment Percentage covered by Authorization	Authorization Pay Percentage	106500		30.00		Add 2.0
13	Payment Type covered by Authorization	Authorization Pay Type	106510		P		Add 2.0
14	Manufacturer assigned reason the part failed	Cause Code	106520		C3		Add 2.0

Claim Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
15	INACTIVE - DO NOT USE - Name or Badge of Agent Who Towed Vehicle	Towing Agent	106530				Inactive 3.0
16	The date the part was purchased - If the retailer installed the part, the date would be the same as the RO date	Spare Part Date	106540		19980302		Add 2.0
17	The invoice number on which the part was sold over the counter - If installed, the number would be the same as the RO #	Spare Part Invoice No	106550		1030552		Add 2.0
18	Mileage at which the failed part was originally installed	Spare Part Mileage	106715		52689		Add 3.0
19	Total Price of all parts, labor and sublet for claim number	Claim Total Price	106765		125.25		Add 3.0
20	Total taxable labor Price for claim number	Claim Taxable Labor Price	106770		50.15		Add 3.0
21	Total non-taxable labor Price for claim number	Claim Non-taxable Labor Price	106775		0		Add 3.0
22	Total taxable part Price for claim number	Claim Taxable Part Price	106780		25.10		Add 3.0
23	Total non-taxable part Price for claim number	Claim Non-taxable Part Price	106785		0		Add 3.0
24	Total return core Price for claim number	Claim Return Core Price	106790		15.25		Add 3.0
25	Total sublet labor Price for claim number	Claim Sublet Labor Price	106795		251.78		Add 3.0
26	Total sublet part Price for claim number	Claim Sublet Part Price	106800		25.76		Add 3.0
27	Total Gas, Oil, Grease Price for claim number	Claim Gas, Oil, Grease Price	106805		35.15		Add 3.0
28	Total Paint and Materials Price for claim number	Claim Paint and Materials Price	106810		0		Add 3.0
29	Total Shop Supplies Price for claim number	Claim Shop Supplies Price	106815		52.96		Add 3.0

Claim Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
30	Total Miscellaneous Price for claim number	Claim Miscellaneous Price	106820		5.75		Add 3.0
31	Total tax price for claim number	Claim Tax Price	106825		125.25		Add 3.0
32	Warranty Appeal Flag	Warranty Appeal Flag	106910		Y		Add 3.0
33	Indicates status of data for the record it appears on	Data Collection Status	107210		C		Add 3.0
34	Tracks number of times claim has been submitted to manufacturer (i.e., Value will be 0 or null if claim is not ready to be sent to manufacturer. Goes from 0 to 1 when it is ready to be submitted. Count incremented by 1 each time claim is retransmitted	Claim Submission Count	107040		1		Add 3.0
35	Fleet Purchase Order Number vehicle was purchased under	Fleet Purchase Order Number	109470		FLT00154		Add 3.2
36	Code to signal requirement for manual review by claim analyst	Manual Review Code	110110		M		Add 3.11
37	Code for manufacturer Warranty special programs	Warranty Program Code	110120		WP01		Add 3.2
38	References Original Repair Order number	Original Repair Order Number	110160		ABC456		Add 3.2
39	Code defining reason for appeal	Appeal Reason Code	110170		RJT		Add 3.2
40	Indicates if there has been fire damage.	Tread Act Ind	110900		N		Add 3.3
41	Additional assigned authorization number for claim.	Additional Authorization Number	112600		A125		Added 5.0
42	Additional assigned authorization code for claim.	Additional Authorization Code	112610				Added 5.0

Job Referback Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.JOBREFERBACK	n/a		RO.JOBREFERBACK:	Literal as given - Each Claim and/or Internal-Pay may contain one to multiple RO.JOBREFERBACK records.	
1	Refer-back to a job that has already appeared within the same "pay-group" presently being processed (Customer, Claims or Internal)	Job Referback Number	107190		12278	This record is used to refer-back to a job that has already appeared within the RO presently being processed.	

Internal Pay Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.INTERNAL	n/a		RO.INTERNAL:	Literal as given - See Note 1 in Iternal Pay Note section of RO Word document	
1	Identifies the internal department who is paying for work - Commas may separate multiple departments as long as data element is enclosed in double quotes. EX: "BS,NC"	Internal Department	107200		NC	See Note 2 in Iternal Pay Note section of RO Word document	
2	Description of the internal department paying for work - Commas may separate multiple department descriptions as long as data element is enclosed in double quotes. EX: "Body Shop, New Car"	Internal Department Description	107290		"NEW CARS, SALES"	See Note 3 in Iternal Pay Note section of RO Word document	
3	Indicates status of data for the record it appears on	Data Collection Status	107210		C		

Trailer Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	RO.TRAILER	n/a		RO.TRAILER:	Literal as given - Optional record that must be the last record in a file. Occurs once for the entire file. Counts the number of records in the file between the IDENT record and the TRAILER record - does not count the IDENT and TRAILER.	Add 3.2
1	Number of detail records contained in this file	Number of Records	110500		45		Add 3.2