

STAR Data Transfer Specification
Service Appointment - Version 1.2.2

STAR Service Appointment Interface Specification
Version 1.2.2

This specification will be in effect on 7/4/2007. STAR reserves the right to modify this specification at any time without prior consent.

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Revision History Summary

Revision Date	Effective Date	Version	Revision Description
8/25/2003	7/4/2004	1.0	Initial Version.
10/22/2004	7/4/2005	1.1	Draft 1.01 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 1.02 01/17/05 - GM CA MOD ID 047: Added Privacy record under Appointment Contact, Individual Owner, Individual Co Owner, Primary Driver and Secondary Driver
6/13/2005	7/4/2006	1.2	Draft 1.11 06/13/05 -Modified the description of Interface Version (DE #100220) MODID 059.
8/21/2006	7/4/2007	1.2.1	Draft 1.2.1 08/21/06 CR131 Ford AU - Added DE 112390 to IDENT
11/29/2006	7/4/2007	1.2.2	Draft 1.2.2 11/29/06 CR282 BUG FIX - Added TRAILER record

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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

Record name	Record Identifier	Comments	Add/Change/ Inactivate
Identification	SA.IDENT	Must be the first record of the file. Occurs once for the entire file.	Change 1.2.1
Header	SA.HEADER	One Header per transaction. Multiple transactions per file allowed.	
Dealer	SA.DEALER	None to one entry per transaction allowed.	
Dealer Sales Person Contact	SA.SALESCONTACT	None to one entry per Dealer allowed.	
Provider Information	SA.PROVIDER	None to one entry per transaction allowed.	
Provider Contact Information	SA.PROVIDERCONTACT	None to multiple entries per Provider allowed. Must be grouped together.	
Service Appointment Contact Information	SA.APPOINTMENTCONTACT	None to one entry per transaction allowed.	
Contact Alternate Party Id Information	SA.INDALTERNATEPARTYIDS	None to multiple entries per Appointment Contact allowed. Must be grouped together. May also appear under Individual Owner, Individual Co Owner, Primary Driver, and Secondary Driver Records.	
Contact Address Information	SA.INDIVIDUALADDRESS	None to multiple entries per Appointment Contact allowed. Must be grouped together. May also appear under Individual Owner, Individual Co Owner, Primary Driver, and Secondary Driver Records.	
Contact's Contact Information	SA.INDIVIDUALCONTACT	None to one entry per Appointment Contact allowed. May also appear under Individual Co Owner, Primary Driver, and Secondary Driver records.	
Privacy Information	SA.PRIVACY	None to multiple entries allowed per Appointment Contact record. Must be grouped together. May also appear under Individual Owner, Individual Co Owner, Primary Driver, and Secondary Driver records.	Added 1.1
Individual Vehicle Owner Information	SA.INDIVIDUALOWNER	None to one entry per transaction allowed.	

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Record name	Record Identifier	Comments	Add/Change/ Inactivate
Organizational Vehicle Owner Information	SA.ORGANIZATIONALOWNER	None to one entry per transaction allowed.	
Organizational Party Alternate Party Id	SA.ORGALTERNATEPARTYIDS	None to multiple entries per Organizational Owner allowed. Must be grouped together. May also appear under Org Co Owner, Technician, and Service Advisor Record.	
Organizational Owner Contact Information	SA.ORGANIZATIONCONTACT	None to one entry per Organizational Owner allowed. May also appear under Organizational Co Owner record.	
Individual Vehicle Co-owner Information	SA.INDIVIDUALCOOWNER	None to one entry per transaction allowed.	
Organizational Vehicle Co-owner	SA.ORGCOOWNER	None to one entry per transaction allowed.	
Primary Driver Information	SA.PRIMARYDRIVER	None to one entry per transaction allowed.	
Secondary Driver Information	SA.SECONDARYDRIVER	None to multiple entries per transaction allowed. Must be grouped together.	
Service Vehicle Information	SA.VEHICLE	None to one entry per transaction allowed.	
Service Vehicle's Option Information	SA.OPTION	None to multiple entries per Vehicle allowed. Must be grouped together.	
Warranty Information	SA.WARRANTY	None to multiple entries per transaction allowed. Must be grouped together.	
Service Contract Information	SA.SERVICECONTRACT	None to multiple entries per transaction allowed. Must be grouped together.	
Contract Plan State	SA.CONTRACTPLANSTATES	None to multiple entries per Service Contract allowed. Must be grouped together.	
Requested Service Information	SA.REQUESTEDSERVICE	None to multiple entries per transaction allowed. Must be grouped together.	
Codes and Comments Information	SA.CODESANDCOMMENTS	None to one entry per Requested Service allowed.	
Vehicle Concern Question and Answer	SA.VEHICLECONCERNQA	None to multiple entries per Codes And Comments allowed. Must be grouped together.	
Coupon Information	SA.COUPON	None to multiple entries per Requested Service allowed. Must be grouped together.	

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Record name	Record Identifier	Comments	Add/Change/ Inactivate
Service Technician Information	SA.TECHNICIAN	None to multiple entries per Requested Service allowed. Must be grouped together. May also appear under ApptRequestedService.	
Service Labor Sheduling Information	SA.SERVICELABORSCHEDULE	None to multiple entries per Requested Service allowed. Must be grouped together. May also appear under ApptRequestedService.	
Labor Narrative Information	SA.LABORNARRATIVE	None to multiple entries per ServiceLaborSchedule allowed.	
Service Appointment	SA.APPOINTMENT	None to one entry per transaction allowed.	
Open Appointment Date Time Information	SA.OPENAPPOINTMENT	None to multiple entires per Appointment allowed. Must be grouped together.	
Appointment Request Service	SA.APPTREQUESTEDSERVICE	None to multiple entries per Appointment allowed. Must be grouped together. (Requested Service information associated with appointment)	
Service Advisor Information	SA.SERVICEADVISOR	None to one entry per Appointment allowed.	
Customer Payment Method	SA.CUSTPAYMENTMETHOD	None to one entry per transaction allowed.	
Trailer Information	SA.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.	Added 1.2.2

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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	SA.IDENT	n/a		SA.IDENT:	Literal as given - Must be 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 1.2
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		

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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.	
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 1.1
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 1.1
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 1.1

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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 1.1
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 1.1
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 1.1
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 1.2.1

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Header Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
0	Record Identifier	SA.HEADER			SA.HEADER:	Literal as given - One Header per transaction. Multiple transactions per file allowed.	
1	Secondary password used to validate access to the dealer information.	Secondary Password	110990		password1		
2	Identifies secondary dealer number if different than primary "Dealer Number"	Dealer Number, Secondary	110200		305879		
3	Unique identifier of appointment request	Appointment Request Id	111000	Yes	1234567		
4	Allow two or more account numbers to be associated for subsequent reporting purposes e.g. Factory Receivables	Account Group Code	100470				
5	Indicates that the customer approved the sharing of any known previous service for this VIN to the Service Dealership where the appointment is being requested.	Service History Permission Approval Ind	111010		Y		
6	Odometer reading of vehicle when repair order was opened	Mileage In	105500		24000		
7	Mileage measurement type	Mileage Type	103560		M		

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Dealer Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
0	Record Identifier	SA.DEALER			SA.DEALER:	Literal as given - None to one entry per transaction allowed.	
1	Dealer code number	Dealer Number	100210	Yes	206501		
2	Dealer Name	Dealer Name	108310		"GLACIER MOTORS"		
3	Manufacturer assigned District code	Dealer District Code	109480		D		
4	Dealer URL	Dealer URL	108320		GLACIERMOTORS.COM		
5	Manufacturer assigned Zone code	Dealer Zone	104210		2		
6	Address information	Address1	111020		"1280 Crevasse Road"		
7	Supplemental address information	Address2	111030		"Door A2"		
8	Business party city location	City	111040		Iceberg		
9	Business Party county location	County	111050		Alexandria		
10	Business party state or province	State	111060		WA		
11	Business party country location	Country	111070		USA		
12	Business party zip or postal code	Zip Code	111080		98087		
13	Salesperson's name	Salesperson Name	109400		"MAXWELL SMART"		
14	Identifies the internal department	Department Type	105050		PT		
15	Member Identification number of affiliate organization	Dealer Organization ID	108380		GLA000034		
16	Organization Name	Dealer Organization Name	108390		NADA		

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Dealer Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
17	Method Used to Select Dealer Example: PF for Preferred, PM for PMA, DI for Distance, etc.	Dealer Selection Method	109490		DI		

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Dealer Sales Person Contact Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
0	Record Identifier	SA.SALESCONTACT			SA.SALESCONTACT:	Literal as given - None to one entry per Dealer allowed.	
1	First name of Business Party	Given Name	111090		John		
2	Last name of Business Party	Family Name	111100		Doe		
3	Full name of Business Party	Formatted Name	111110		John Doe		
4	Business Party day phone number	Day Phone	111120		7035552355		
5	Company telephone number extension or Individual's day telephone number extension	Day Phone Extension	107480		264		
6	Business Party cell phone number	Cell Phone	111130		3105555625		
7	Business Party pager number	Pager	111140		2135553434		
8	Business Party Email address	Work Email	111150		me@star.org		
9	Business Party Work fax phone number	Work Fax	111160		2135553434		
10	Customer's preferred method of contact	Preferred Contact Method	111170		U.S. Mail		
11	Customer preferred contact time (i.e., Best day/time to reach customer at this point of contact)	Contact Time	111180		"8 TO 5, Monday through Friday"		

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Provider 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	SA.PROVIDER			SA.PROVIDER:	Literal as given - None to one entry per transaction allowed.	
1	Manufacturer assigned provider code.	Provider Id	111200	Yes	LRU		
2	Provider Name	Provider Name	111210		"Leads 'R' Us"		
3	Uniform Resource Identifier, the generic term for all types of names and addresses that refer to objects on the World Wide Web. A URL is one kind of URI.	URI	111220		Glaciersmotors.co m		

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Provider Contact 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	SA.PROVIDERCONTACT			SA.PROVIDERC ONTACT:	Literal as given - None to multiple entries per Provider allowed. Must be grouped together.	
1	First name of Business Party	Given Name	111090		John		
2	Last name of Business Party	Family Name	111100		Doe		
3	Full name of Business Party	Formatted Name	111110		John Doe		
4	Business Party day phone number	Day Phone	111120		7035552355		
5	Company telephone number extension or Individual's day telephone number extension	Day Phone Extension	107480		264		
6	Business Party cell phone number	Cell Phone	111130		3105555625		
7	Business Party pager number	Pager	111140		2135553434		
8	Business Party Email address	Work Email	111150		me@star.org		
9	Business Party Work fax phone number	Work Fax	111160		2135553434		
10	Customer's preferred method of contact	Preferred Contact Method	111170		U.S. Mail		
11	Customer preferred contact time (i.e., Best day/time to reach customer at this point of contact)	Contact Time	111180		"8 TO 5, Monday through Friday"		
12	Address information	Address1	111020		"1280 Crevasse Road"		
13	Supplemental address information	Address2	111030		"Door A2"		
14	Business party city location	City	111040		Iceberg		
15	Business Party county location	County	111050		Alexandria		
16	Business party state or province	State	111060		WA		

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Provider Contact Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
17	Business party country location	Country	111070		USA		
18	Business party zip or postal code	Zip Code	111080		98087		
19	Indicates if person is Primary Contact	Primary Contact Indicator	111190		N		

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Service Appointment Contact 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	SA.APPOINTMENTCONTACT			SA.APPOINTMENTCONTACT:	Literal as given - None to one entry per transaction allowed.	
1	Manufacturer specific customer identifier - Assigned by the manufacturer for each customer	Customer ID	106930	Yes	12345678		
2	Title or greeting of Business Party	Salutation	111230		Mr.		
3	First name of Business Party	Given Name	111090		John		
4	Middle initial of Business Party	Middle Name	111240		N		
5	Last name of Business Party	Family Name	111100		Doe		
6	Business Party name suffix designation if individual Ex: Sr., Jr., III, etc.	Suffix	111250		Jr.		
7	Full name of Business Party	Formatted Name	111110		John Doe		
8	Index name used as a sort for report purposes	Sort Name	111260		Doe		
9	Indicates the Business Party's relationship to the primary Party (i.e., mother, father, husband, etc.)	Relationship Code	111270		Spouse		
10	The system assigned number associated with a customer entity.	DMS Customer ID	112150		AD0235		

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Contact Alternate Party Id 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	SA.INDALTERNATEPARTYIDS			SA.INDALTERNATEPARTYIDS:	Literal as given - None to multiple entries per Appointment Contact allowed. Must be grouped together. May also appear under Individual Owner, Individual Co-Owner, Primary Driver, and Secondary Driver Records.	
1	Alternate party identification number	Alternate Party ID	111280	Yes	B90-50-1234		
2	Agency or entity that validates the Party Id.	Individual Assigning Party Id	111290		Drivers License		
3	Indicates the State where the license was issued	Issuing State	111300		VA		
4	Expiration date of the alternate party Id (i.e., Drivers License expiration date)	Alternate Party Id Expiration Date	111310		2002		

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Contact Address 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	SA.INDIVIDUALADDRESS			SA.INDIVIDUALADDRESS:	None to multiple entries per Appointment Contact allowed. Must be grouped together. May also appear under Individual Owner, Individual Co-Owner, Primary Driver, and Secondary Driver Records.	
1	Type that qualifies that type of address	Address Qualifier	111320		Work Address		
2	Address information	Address1	111020		"1280 Crevasse Road"		
3	Supplemental address information	Address2	111030		"Door A2"		
4	Business party city location	City	111040		Iceberg		
5	Business Party county location	County	111050		Alexandria		
6	Business party state or province	State	111060		WA		
7	Business party country location	Country	111070		USA		
8	Business party zip or postal code	Zip Code	111080		98087		
9	Geographic definition of a metropolitan or suburban area	Urbanization Code	111330		North East		

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Contact's Contact 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	SA.INDIVIDUALCONTACT			SA.INDIVIDUAL CONTACT:	Literal as given - None to one entry per Appointment Contact allowed. May also appear under Individual Co-Owner, Primary Driver, and Secondary Driver Records.	
1	Business Party evening phone number	Evening Phone	111340		2135553434		
2	Telephone number extension of evening telephone number	Evening Phone Extension	111350		1234		
3	Business Party day phone number	Day Phone	111120		7035552355		
4	Company telephone number extension or Individual's day telephone number extension	Day Phone Extension	107480		264		
5	Business Party cell phone number	Cell Phone	111130		3105555625		
6	Business Party pager number	Pager	111140		2135553434		
7	Business Party home email address	Home Email	111360		me@star.org		
8	Business Party Email address	Work Email	111150		me@star.org		
9	Business Party home fax phone number	Home Fax	111370		2135553434		
10	Business Party Work fax phone number	Work Fax	111160		2135553434		
11	Customer's preferred method of contact	Preferred Contact Method	111170		U.S. Mail		
12	Customer preferred contact time (i.e., Best day/time to reach customer at this point of contact)	Contact Time	111180		"8 TO 5, Monday through Friday"		
13	Indicates if person is Primary Contact	Primary Contact Indicator	111190		N		
14	Title or greeting of Business Party	Salutation	111230		Mr.		
15	First name of Business Party	Given Name	111090		John		

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Contact's Contact Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
16	Middle initial of Business Party	Middle Name	111240		N		
17	Last name of Business Party	Family Name	111100		Doe		
18	Business Party name suffix designation if individual Ex: Sr., Jr., III, etc.	Suffix	111250		Jr.		
19	Full name of Business Party	Formatted Name	111110		John Doe		
20	Index name used as a sort for report purposes	Sort Name	111260		Doe		

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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	SA.PRIVACY	n/a		SA.PRIVACY:	None to multiples allowed per Appointment Contact record. Must be grouped together. May also appear after Individual Owner, Individual Co Owner, Primary Driver and Secondary Driver Records.	Added 1.1
1	Indicator to note that Business Party has requested to share or to not share information with third parties	Privacy Indicator	110970		Y		Added 1.02
2	Code identifying a Party's authorized privacy rights. (I.e., Financial, Demographics, etc.)	Privacy Type	110980		Financial		Added 1.1

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Individual Vehicle Owner 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	SA.INDIVIDUALOWNER			SA.INDIVIDUAL OWNER:	Literal as given - None to one entry per transaction allowed.	
1	Manufacturer specific customer identifier - Assigned by the manufacturer for each customer	Customer ID	106930	Yes	12345678		
2	Title or greeting of Business Party	Salutation	111230		Mr.		
3	First name of Business Party	Given Name	111090		John		
4	Middle initial of Business Party	Middle Name	111240		N		
5	Last name of Business Party	Family Name	111100		Doe		
6	Business Party name suffix designation if individual Ex: Sr., Jr., III, etc.	Suffix	111250		Jr.		
7	Full name of Business Party	Formatted Name	111110		John Doe		
8	Index name used as a sort for report purposes	Sort Name	111260		Doe		
9	Indicates the Business Party's relationship to the primary Party (i.e., mother, father, husband, etc.)	Relationship Code	111270		Spouse		
10	Gender of customer	Customer Gender	107520		M		
11	Customer's native language	Customer Language	107970		ENGLISH		
12	Birthdate of customer	Customer Birthdate	107530		19500922		
13	Flag to note customers whom have requested no marketing mail	Customer Mail Flag	107500		Y		
14	Identifies customer as primary driver	Primary Driver Flag	102150		Y		
15	Driver action (Ex: Drop-Off, Pick-Up, etc)	Driver Action	111380		DROP-OFF		
16	The system assigned number associated with a customer entity.	DMS Customer ID	112150		AD0235		

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Organizational Vehicle Owner 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	SA.ORGANIZATIONALOWNER			SA.ORGANIZATIONALOWNER:	Literal as given - None to one entry per transaction allowed.	
1	Manufacturer specific customer identifier - Assigned by the manufacturer for each customer	Customer ID	106930	Yes	12345678		
2	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"		
3	Address information	Address1	111020		"1280 Crevasse Road"		
4	Supplemental address information	Address2	111030		"Door A2"		
5	Business party city location	City	111040		Iceberg		
6	Business Party county location	County	111050		Alexandria		
7	Business party state or province	State	111060		WA		
8	Business party country location	Country	111070		USA		
9	Business party zip or postal code	Zip Code	111080		98087		
10	DBA name at time of write-up	DBA Name	111390				
11	Indicates the Business Party's relationship to the primary Party (i.e., mother, father, husband, etc.)	Relationship Code	111270		Spouse		
12	Flag to note customers whom have requested no marketing mail	Customer Mail Flag	107500		Y		
13	Identifies customer as primary driver	Primary Driver Flag	102150		Y		
14	Driver action (Ex: Drop-Off, Pick-Up, etc)	Driver Action	111380		DROP-OFF		
15	The system assigned number associated with a customer entity.	DMS Customer ID	112150		AD0235		

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Organizational Party Alternate Party Id Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
0	Record Identifier	SA.ORGALTERNATEPARTYIDS			SA.ORGALTERNATEPARTYIDS:	Literal as given - None to multiple entries per Organizational Owner allowed. Must be grouped together. May also appear under Organization Co-Owner, Technician, and Service Advisor Records.	
1	Alternate party identification number	Alternate Party ID	111280	Yes	B90-50-1234		
2	Agency or entity that validates the Party Id.	Organization Assigning Party Id	111400				
3	Indicates the State where the license was issued	Issuing State	111300		VA		
4	Expiration date of the alternate party Id (i.e., Drivers License expiration date)	Alternate Party Id Expiration Date	111310		2002		

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Organizational Owner Contact 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	SA.ORGANIZATIONCONTACT			SA.ORGANIZATIONCONTACT:	Literal as given - None to one entry per Organizational Owner allowed. May also appear under Organizational Co-Owner Records.	
1	First name of Business Party	Given Name	111090		John		
2	Last name of Business Party	Family Name	111100		Doe		
3	Full name of Business Party	Formatted Name	111110		John Doe		
4	Business Party day phone number	Day Phone	111120		7035552355		
5	Company telephone number extension or Individual's day telephone number extension	Day Phone Extension	107480		264		
6	Business Party cell phone number	Cell Phone	111130		3105555625		
7	Business Party pager number	Pager	111140		2135553434		
8	Business Party Email address	Work Email	111150		me@star.org		
9	Business Party Work fax phone number	Work Fax	111160		2135553434		
10	Customer's preferred method of contact	Preferred Contact Method	111170		U.S. Mail		
11	Customer preferred contact time (i.e., Best day/time to reach customer at this point of contact)	Contact Time	111180		"8 TO 5, Monday through Friday"		
12	Customer's preferred language.	Preferred Language	110720				

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Individual Vehicle Co-owner 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	SA.INDIVIDUALCOOWNER			SA.INDIVIDUAL COOWNER:	Literal as given - None to one entry per transaction allowed.	
1	Manufacturer specific customer identifier - Assigned by the manufacturer for each customer	Customer ID	106930	Yes	12345678		
2	Title or greeting of Business Party	Salutation	111230		Mr.		
3	First name of Business Party	Given Name	111090		John		
4	Middle initial of Business Party	Middle Name	111240		N		
5	Last name of Business Party	Family Name	111100		Doe		
6	Business Party name suffix designation if individual Ex: Sr., Jr., III, etc.	Suffix	111250		Jr.		
7	Full name of Business Party	Formatted Name	111110		John Doe		
8	Index name used as a sort for report purposes	Sort Name	111260		Doe		
9	Indicates the Business Party's relationship to the primary Party (i.e., mother, father, husband, etc.)	Relationship Code	111270		Spouse		
10	Gender of customer	Customer Gender	107520		M		
11	Customer's native language	Customer Language	107970		ENGLISH		
12	Birthdate of customer	Customer Birthdate	107530		19500922		
13	Flag to note customers whom have requested no marketing mail	Customer Mail Flag	107500		Y		
14	Identifies customer as primary driver	Primary Driver Flag	102150		Y		
15	Driver action (Ex: Drop-Off, Pick-Up, etc)	Driver Action	111380		DROP-OFF		
16	The system assigned number associated with a customer entity.	DMS Customer ID	112150		AD0235		

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Organizational Vehicle Co-owner Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
0	Record Identifier	SA.ORGCOOWNER			SA.ORGCOOWNER:	Literal as given - None to one entry per transaction allowed.	
1	Manufacturer specific customer identifier - Assigned by the manufacturer for each customer	Customer ID	106930	Yes	12345678		
2	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"		
3	Address information	Address1	111020		"1280 Crevasse Road"		
4	Supplemental address information	Address2	111030		"Door A2"		
5	Business party city location	City	111040		Iceberg		
6	Business Party county location	County	111050		Alexandria		
7	Business party state or province	State	111060		WA		
8	Business party country location	Country	111070		USA		
9	Business party zip or postal code	Zip Code	111080		98087		
10	DBA name at time of write-up	DBA Name	111390				
11	Indicates the Business Party's relationship to the primary Party (i.e., mother, father, husband, etc.)	Relationship Code	111270		Spouse		
12	Flag to note customers whom have requested no marketing mail	Customer Mail Flag	107500		Y		
13	Identifies customer as primary driver	Primary Driver Flag	102150		Y		
14	Driver action (Ex: Drop-Off, Pick-Up, etc)	Driver Action	111380		DROP-OFF		
15	The system assigned number associated with a customer entity.	DMS Customer ID	112150		AD0235		

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Primary Driver 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	SA.PRIMARYDRIVER			SA.PRIMARYDRIVER:	Literal as given - None to one entry per transaction allowed.	
1	Manufacturer specific customer identifier - Assigned by the manufacturer for each customer	Customer ID	106930	Yes	12345678		
2	Title or greeting of Business Party	Salutation	111230		Mr.		
3	First name of Business Party	Given Name	111090		John		
4	Middle initial of Business Party	Middle Name	111240		N		
5	Last name of Business Party	Family Name	111100		Doe		
6	Business Party name suffix designation if individual Ex: Sr., Jr., III, etc.	Suffix	111250		Jr.		
7	Full name of Business Party	Formatted Name	111110		John Doe		
8	Index name used as a sort for report purposes	Sort Name	111260		Doe		
9	Indicates the Business Party's relationship to the primary Party (i.e., mother, father, husband, etc.)	Relationship Code	111270		Spouse		
10	Gender of customer	Customer Gender	107520		M		
11	Customer's native language	Customer Language	107970		ENGLISH		
12	Birthdate of customer	Customer Birthdate	107530		19500922		
13	Flag to note customers whom have requested no marketing mail	Customer Mail Flag	107500		Y		
14	Identifies customer as primary driver	Primary Driver Flag	102150		Y		
15	Driver action (Ex: Drop-Off, Pick-Up, etc)	Driver Action	111380		DROP-OFF		
16	The system assigned number associated with a customer entity.	DMS Customer ID	112150		AD0235		

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Secondary Driver 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	SA.SECONDARYDRIVER			SA.SECONDARYDRIVER:	Literal as given - None to multiple entries per transaction allowed. Must be grouped together.	
1	Manufacturer specific customer identifier - Assigned by the manufacturer for each customer	Customer ID	106930	Yes	12345678		
2	Title or greeting of Business Party	Salutation	111230		Mr.		
3	First name of Business Party	Given Name	111090		John		
4	Middle initial of Business Party	Middle Name	111240		N		
5	Last name of Business Party	Family Name	111100		Doe		
6	Business Party name suffix designation if individual Ex: Sr., Jr., III, etc.	Suffix	111250		Jr.		
7	Full name of Business Party	Formatted Name	111110		John Doe		
8	Index name used as a sort for report purposes	Sort Name	111260		Doe		
9	Indicates the Business Party's relationship to the primary Party (i.e., mother, father, husband, etc.)	Relationship Code	111270		Spouse		
10	Gender of customer	Customer Gender	107520		M		
11	Customer's native language	Customer Language	107970		ENGLISH		
12	Birthdate of customer	Customer Birthdate	107530		19500922		
13	Flag to note customers whom have requested no marketing mail	Customer Mail Flag	107500		Y		
14	Identifies customer as primary driver	Primary Driver Flag	102150		Y		
15	Driver action (Ex: Drop-Off, Pick-Up, etc)	Driver Action	111380		DROP-OFF		

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Secondary Driver Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
16	The system assigned number associated with a customer entity.	DMS Customer ID	112150		AD0235		

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Service 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	SA.VEHICLE			SA.VEHICLE:	Literal as given - None to one entry per transaction allowed.	
1	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"		
2	Vehicle designated model year	Vehicle Model Year	108170		2000		
3	Descriptive vehicle model name	Vehicle Model Description	109450		ACCORD		
4	Vehicle make code - Usually available in the VIN number (use NCIC code)	Vehicle Make	108180		HONDA		
5	Class of Sale	Sale Class	103130		N		
6	Condition of Vehicle - Ex: Excellent, Good, Fair, Poor, Unknown	Condition	111410		GOOD		
7	Identifies as a certified pre-owned vehicle	Certified Preowned Flag	102156		N		
8	Any vehicle related notes	Vehicle Notes	108240		"ONLY WANTS VEHICLE WITH FACTORY-INSTALLED REAR SPOILER"		
9	Federally defined 17 position vehicle identification number	Vehicle Identification Number	103680		XQRR1553B123396S1		
10	Odometer reading of vehicle at time of delivery.	Delivery Mileage	111420		200		
11	Delivery mileage measurement type	Delivery Mileage Type	111430		M		
12	Dealer assigned vehicle stock number of the sale	Sales Stock Number	103620		1745224		
13	Manufacturer assigned trim code	Vehicle Trim Code	108210		WOOD		

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Service Vehicle Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
14	Number of doors on vehicle	Vehicle Doors	108220		4		
15	Manufacturer-assigned vehicle body style.	Vehicle Body Style	108230		SUV		
16	Vehicle Interior Color(s), separated by slash(es)	Vehicle Interior Color	108250		RED		
17	Vehicle Exterior Color(s), separated by slash(es)	Vehicle Exterior Color	108270		WHITE/RED		
18	Vehicle transmission type	VI Transmission Type	107340		A		
19	Status of odometer at trade-in. Example: Replaced, Tampered, Miles>90,000, etc.	Odometer Status	111440		REPLACED		
20	A flag that indicates whether the vehicle was produced for the United States or not	Non US Vehicle Flag	105530		N		
21	Indicates whether vehicle was ever a demo	Vehicle Demo Flag	105440		Y		
22	State license plate number of vehicle	License Number	105490		4DRH007		
23	This tag indicates if a vehicle's title has been branded. (i.e., vehicle totaled and state registration title branded as such)	Branded Title Indicator	111450		Y		
24	Branding Date	Branded Title Date	111460		20020202		
25	Branding State Code	Branding State Code	111470		VA		
26	Branding State Reference Number	Branding State Reference	111480				
27	Branding source (i.e., source who says that the vehicle is branded)	Branding Source	111490				
28	Indication that vehicle has restrictions on its use	Restriction Indicator	111500		Y		
29	Description of vehicle use restrictions	Restriction Description	111510		OFF ROAD		

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Service Vehicle Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
30	Indication whether Telematics Service Subscription is turned on	Telematics Service Indicator	111520		Y		
31	Transmission Serial Number	Transmission Code	111530				
32	The date of original retail vehicle sale. May be after warranty start date if demo.	Delivery Date	105430		19960405		
33	Serial number of the engine if vehicle not made for US sale	Engine Number	105480		179446		
34	Ignition key number	Vehicle Ignition Key Number	106030		546789		
35	The code on the axle of the vehicle.	Axle Code	111540				

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Service Vehicle's Option 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	SA.OPTION			SA.OPTION:	Literal as given - None to multiple entries per Vehicle allowed. Must be grouped together.	
1	Name of vehicle option	Vehicle Option Name	108280		"FOG LIGHT KIT"		
2	Stock Number of vehicle option	Vehicle Option Stock Number	108300		HGFK10335		
3	Manufacturer of vehicle option	Vehicle Option Manufacturer	108290		HARGROVE		
4	Security code to unlock option (i.e., radio code)	Option Security Code	111550		123456		

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Warranty 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	SA.WARRANTY			SA.WARRANTY:	Literal as given - None to multiple entries per transaction allowed. Must be grouped together.	
1	Mileage at start date of vehicle warranty - Usually available on the manufacturer host or from prior DMS service history	Warranty Start Mileage	105580		212		
2	Warranty Start Mileage measurement type	Warranty Start Mileage Type	111560		200		
3	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		
4	Warranty Expiration Mileage measurement type	Warranty Expiration Mileage Type	112140		24000		
5	Start date of vehicle warranty - Usually available on the manufacturer host or from prior DMS service history	Warranty Start Date	105570		19960405		
6	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		
7	Indicates whether coverage includes roadside assistance	Roadside Assistance Indicator	111570		Y		
8	Indicates if vehicle is covered by the Master Shield Extended warranty	Master Shield Indicator	111580		Y		
9	Flag indicating if warranty is transferable	Warranty Transfer Indicator	111590		Y		
10	Description of type of warranty Example: Basic/Powertrain, etc.	Warranty Type Description	111600		BASIC		

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Warranty Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
11	Whether warranty is still applicable	Warranty Status	111610				
12	Defines how much warranty is left, either in time or miles	Warranty Remaining	111620				
13	Free form miscellaneous comments	Miscellaneous Notes	104450		"MISC NOTES....."		

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Service Contract 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	SA.SERVICECONTRACT			SA.SERVICECONTRACT:	Literal as given - None to multiple entries allowed per transaction. Must be grouped together.	
1	Service contract company name	Service Contract Company Name	103390		"SANDSTONE SERVICES"		
2	Identification of Service Contract	Contract Id	111630		M2777		
3	Service contract plan code	Plan Code	103380		C14		
4	Service contract type and/or area of coverage	Service Contract Type	103430		L		
5	Description of service plan. Example: "36 MONTH/36000 MILE"	Contract Plan Description	111640		36 MONTH/36000 MILE		
6	Service contract terms number of months	Service Contract Term	103422		36		
7	Service Contract sale Date	Contract Start Date	111650		20030604		
8	Amount customer pays on service visit.	Deductible Amount	110810		250.00		
9	Date the Service contract expires	Contract Expiration Date	111660		20050604		
10	Odometer reading at the time of the sale of the plan.	Plan Mileage	110830		170,000		
11	Plan Mileage Type measurement	Plan Mileage Type	111670		M		
12	Mileage allowed under terms of service contract	Service Contract Term Mileage	103420		12000		
13	Service Contract Term Mileage measurement	Service Contract Term Mileage Type	111680		M		
14	Name on service Contract (i.e., full name - First,Last)	Contract Owner name	111690		JOE DOE		

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Service Contract Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
15	Memo field for Carrier covering extended service contract, not necessarily for this Repair Order	Insurance Company Name	106450		"HILTON INSURANCE"		
16	Total amount of the service contract	Total Contract Amount	111700		250		
17	Free form miscellaneous comments	Miscellaneous Notes	104450		"MISC NOTES....."		
18	Start Date of Service Contract	Contract Effective Date	111710		20020605		
19	Indicates if the contract is transferable	Contract Transfer Indicator	111720		Y		
20	Indicates if the contract has been transferred	Contract Transferred Indicator	111730		Y		
21	Indicates if the contract allows for trip interruption	Contract Trip Interrupt Indicator	111740		Y		
22	Service contract loaner vehicle flag	Service Contract Loaner Vehicle Flag	103400		Y		
23	Indicates whether coverage includes roadside assistance	Roadside Assistance Indicator	111570		Y		
24	Indicates whether Roadside hazard is covered in the contract	Road Hazard Indicator	111750		Y		
25	If first day rental for service is covered in contract	First Day Rental Indicator	111760		Y		
26	Limit for Rental Allowance per day	Rental Allowance	111770		30		
27	Max Rental Allowance per occurrence	Maximum Rental Amount	111780		250		
28	Amount allowed per towing of RENTAL car	Towing Allowance	111790		100		

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Contract Plan State Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	SA.CONTRACTPLANSTAT ES			SA.CONTRACTP LANSTATES:	Literal as given - None to multiple entries per Service Contract allowed. Must be grouped together.	
1	State where the plan is valid	Contract Plan State	111800		CA		

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Requested Service 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	SA.REQUESTEDSERVICE			SA.REQUESTED SERVICE:	Literal as given - None to multiple entries allowed per transaction. Must be grouped together.	
1	DMS assigned job or line identification number	DMS Job Number	104220		W534		
2	Identifies repair as having been performed previously on the vehicle	Repeat Repair Flag	104385		Y		
3	Type of service performed (special policy, warranty pay, etc.)	Job Type	111810		WARRANTY PAY		
4	Indicates multiple labor operations within a package (e.g. 30k mileage drive train or emissions package).	Package Code	111820				
5	Manufacturer assigned recall/campaign number	Recall Campaign Number	104900		1997-4		
6	Manufacturer assigned recall/campaign option code	Recall Campaign Option Code	104910		F3		
7	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		
8	Service Campaign Description	Campaign Description	111830				
9	A campaign related field specifying the disposition of a campaign Ex: completed, open, etc.	Campaign Disposition Code	106705		OP		
10	Denotes whether claim is actual campaign service or additional service, but still related to the campaign	Supplemental Campaign Flag	106700		N		

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Requested Service Information Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
11	Free form miscellaneous comments	Miscellaneous Notes	104450		"MISC NOTES....."		

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Codes and Comments 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	SA.CODESANDCOMMENT S			SA.CODESAND COMMENTS:	Literal as given - None to one entry per Requested Service allowed.	
1	Manufacturer assigned reason the part failed	Cause Code	106520		C3		
2	Dealer explanation of vehicle malfunction cause	Cause Description	104410		"COMPLAINT."		
3	Customer complaint category either entered or selected by dealer and passed through to manufacturer	Customer Complaint Code	104440		A23		
4	Customer explanation of vehicle malfunction	Complaint Description	104420		"RATTLE IN TRUNK"		
5	Dealer explanation of vehicle repair	Correction Description	104430		REPAIR		
6	Free form technician comments	Technician Notes	104460		"TECH NOTES.."		
7	Free form miscellaneous comments	Miscellaneous Notes	104450		"MISC NOTES....."		
8	Dealer / Manufacturer defined code identifying the reason the customer denied service on a repair order line	Job Denial Code	109280		A01		
9	Text description of the reason a customer denied service on a repair order line	Job Denial Description	109290		"IT IS NOT YET REQUIRED"		
10	Priority from customer's view for specific complaint.	Complaint Priority	111840		HIGH		
11	Type of problem related to customer complaint code.	Complaint Code Type	111850		BREAKS		

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Vehicle Concern Question and Answer Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	SA.VEHICLECONCERNQA			SA.VEHICLECONCERNQA:	Literal as given - None to multiple entries per Codes and Comments allowed. Must be grouped together.	
1	Service concern question	Concern Question	111860		"MY BREAKS SQUEEK"		
2	Service concern answer	Concern Answer	111870		"BRAKE PADS ARE WORN"		

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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	SA.COUPON			SA.COUPON:	Literal as given - None to multiple entries per Requested Service allowed. Must be grouped together.	
1	Incentive coupon identification number	Incentive Coupon ID	102830		XZ21		
2	Text identification of Coupon	Coupon Description	104597		"30K SPECIAL"		
3	Credit Price for coupons	Coupon Discount Price	104595		25.00		
4	Free form miscellaneous comments	Miscellaneous Notes	104450		"MISC NOTES....."		

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Service 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	SA.TECHNICIAN			SA.TECHNICIAN :	Literal as given - None to multiple per Requested Service allowed. Must be grouped together. May also appear under Appt Requested Service Record.	
1	Employee Identification code of technician assigned to RO	Technician Emp ID Code	105400	Yes	TN01		
2	Name of technician assigned to RO	Technician Name	105390		"TONY NEWELL"		
3	Team assigned to Repair Order	Team Name	105380		GREEN		
4	Type of training required to perform the labor operation	Technician Skill Area	110340		E		
5	Level of training required to perform the labor operation	Technician Skill Level	110350		T		

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Service Labor Sheduling 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	SA.SERVICELABORSCHEDULE			SA.SERVICELABORSCHEDULE:	Literal as given - None to multiples per Requested Service allowed. Must be grouped together. May also appear under Appt Requested Service Record.	
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	Manufacturer-assigned code to describe type of labor performed (i.e., Repair, Replace, Adjust)	Labor Action Code	106920		RP		
5	Flat rate labor hour allowance for this operation	Labor Hours	104480		2.75		
6	Manufacturer-assigned code to describe the reason that a fault or symptom occurred (i.e., Reason Code)	Labor Trouble Failure Code	104590		272		
7	Description of labor trouble code	Labor Trouble Code Desc	104580		"NO GREASE"		
8	URL address for graphical image of failure code	Labor Trouble Code URL	110460		ABCMotors.com/peelingpaint.img		

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Labor Narrative 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	SA.LABORNARRATIVE			SA.LABORNARR ATIVE:	Literal as given - None to multiple entries per Service Labor Schedule allowed.	
1	Defines the Type of Labor Narrative/Comment like 'RL' - Recall comment, 'ML' etc.	Narrative Type	111880		RECALL		
2	Labor Comment/Narrative can occur multiple times for each Labor depending on Labor Narrative type	Narrative	111890		TIRE RECALL		

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Service Appointment Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
0	Record Identifier	SA.APPOINTMENT			SA.APPOINTMENT:	Literal as given - None to one entry per transaction allowed.	
1	Date of appointment	Appointment Date	111900		20030605		
2	Time of appointment	Appointment Time	111910		131523		
3	Location of the appointment Example: Dealer, home, office, etc.	Appointment Location	111920		DEALER		
4	Free form miscellaneous comments	Miscellaneous Notes	104450		"MISC NOTES....."		
5	Source that brought lead to dealership	Lead Source	111930		NEWSPAPER		
6	Indicates that the customer has requested to be notified that the appointment date and time was confirmed	Appointment Confirmation Request Ind	111940		Y		
7	Code confirming appointment	Appointment Confirmation Code	111950		0651A1		
8	Indicates the status of the appointment (e.g. in progress)	Appointment Status	111960		IN PROGRESS		
9	Free form text indicating customer's requirement or transportation while vehicle is in Service (e.g. Concierge Services, shuttle, rental car, waiting room)	Alternate Transportation	111970		RENTAL CAR		
10	Free form text indicating the method used to make appointment (e.g. Web, Walk-in, etc)	Appointment Method	111980		WEB		
11	Earliest possible pick up date.	End Appointment Date	111990		20020606		
12	Earliest possible pick up time.	End Appointment Time	112000		131523		
13	Indicates alternate appointment date	Alternate Appointment Date	112010		20020605		
14	Indicates alternate appointment time	Alternate Appointment Time	112020		131523		

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Service Appointment Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
15	Indicates the customer's desired pickup date	Desired Pickup Date	112030		20020605		
16	Indicates the customer's desired pickup time	Desired Pickup Time	112040		131523		
17	Indicates the date vehicle will be dropped off	Drop Off Date	112050		20020605		
18	Indicates the time vehicle will be dropped off	Drop Off Time	112060		131523		
19	Maximum number of days to check for appointments	Number Of Days	112070		1		
20	Indicates estimated amount of repair	Estimated Repair Amount	112080		250		
21	Indicates the estimated labor hours required to complete repair	Estimated Labor Hours	112090		2		
22	Indicates the estimated amount of parts required to complete repair	Estimated Parts Amount	112100				

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Open Appointment Date Time 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	SA.OPENAPPOINTMENT			SA.OPENAPPOI NTMENT:	Literal as given - None to multiple entries per Appointment allowed. Must be grouped together.	
1	Indicates available date	Open Appointment Date	112110		20020605		
2	Indicates available time	Open Appointment Time	112120		131523		

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Appointment Request Service Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/Change/Inactivate
0	Record Identifier	SA.APPTREQUESTEDSERVICE			SA.APPTREQUESTEDSERVICE:	Literal as given - None to multiple entries per Appointment allowed. Must be grouped together.	
1	DMS assigned job or line identification number	DMS Job Number	104220		W534		
2	Identifies repair as having been performed previously on the vehicle	Repeat Repair Flag	104385		Y		
3	Type of service performed (special policy, warranty pay, etc.)	Job Type	111810		WARRANTY PAY		
4	Indicates multiple labor operations within a package (e.g. 30k mileage drive train or emissions package).	Package Code	111820				

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Service Advisor 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	SA.SERVICEADVISOR			SA.SERVICEADVISOR:	Literal as given - None to one entry per Appointment allowed.	
1	Employee Identification number of service advisor assigned to Repair Order	Service Advisor Emp ID Code	105180	Yes	1414		
2	Name of service advisor assigned to Repair Order	Service Advisor Name	105170		""STEVE THOMAS"		

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Customer Payment Method Record Layout

Position in Record	Data Element Definition	Data Element Name	Data Element Number	Required	Sample Data	Comments	Add/ Change/ Inactivate
0	Record Identifier	SA.CUSTPAYMENTMETHO D			SA.CUSTPAYME NTMETHOD:	Literal as given - None to one entry per transaction allowed.	
1	Indicates the method of payment (e.g. cash, credit cards, etc.)	Payment Method	112130		CREDIT CARD		
2	Maximum Price covered by Authorization	Authorization Pay Maximum	106490		999.99		

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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	SA.TRAILING	n/a		SA.TRAILING:	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.	
1	Number of detail records contained in this file	Number of Records	110500		45		