Implementation Guidelines
Confirm Service Appointment Acknowledgment
Repository Version Rev4.5.4

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Confirm Service Appointment Acknowledgment

Confirm Service Appointment Acknowledgment Guidelines

Overview

This document is a guideline on how to use the Confirm Service Appointment Acknowledgment Business Object Document (BOD). Confirm Service Appointment Acknowledgment has been defined in the context of STAR for the Automotive Retail Industry. The scope of this BOD is to define the Confirm Service Appointment Acknowledgment process for individual consumers who service their automobiles through their OEM's authorized Dealers. The focus is on Dealer and OEM interactions, not third party organizations. NOTE: Although this is the traditional use of the Confirm Service Appointment Acknowledgment, this BOD could be used to send Confirm Service Appointment Acknowledgment information between any two business parties.

Implementation Guidelines provide detailed information regarding the structure and meaning of the Confirm Service Appointment Acknowledgment BOD and corresponds directly to the Confirm Service Appointment Acknowledgment schema. In addition to structure and meaning, the Implementation Guidelines identify various business rules for specific fields/components that due to their nature, i.e. field interdependence, are not possible to express using schema. Please note that although these business rules are not included in the schema, they **MUST** be followed to be STAR Compliant. Therefore, the Confirm Service Appointment Acknowledgment Implementation Guidelines must be used in concert with the Confirm Service Appointment Acknowledgment schema during development and should **NOT** be considered a supplement or substitution to the schema. For more information regarding STAR XML Data Compliance, please review the STAR Data Compliance Guidelines document located on the STAR Web site.

For a copy of the corresponding Confirm Service Appointment Acknowledgment schema, please download the appropriate STAR schema repository from the XML portion of the STAR website (www.starstandard.org). Prior to downloading the schema, users are encouraged to download the STAR XML Reference/Implementation document also located on the XML portion of the STAR website. This document provides an overview of the STAR BOD development methodology, how to download and read STAR schema, and various frequently asked questions related to the implementation of STAR BODs.

STAR has followed the Open Application Group's Business Object Document methodology to develop the Confirm Service Appointment Acknowledgment BOD. Where possible, STAR has mapped to existing OAGI fields and components. Note however that the STAR Confirm Service Appointment Acknowledgment BOD is unique to the Retail Automotive industry and is not an extension of any existing OAGIS BODs.

For more information on the Open Applications Group's BODs and related documentation please refer to the Open Applications Group's Web site at (www.openapplications.org).

Schema Field Usage

STAR uses the same Noun in the schema for all the Noun/Verb combinations of the Confirm Service Appointment Acknowledgment except the Get verb. Please refer to each Noun/Verb combination within this document to understand the requirements for each specific BOD. Although the Noun will always have every field defined for the Noun in the schema, each Noun/Verb combination may not use all of the fields. If a field is not used by a BOD, it will be

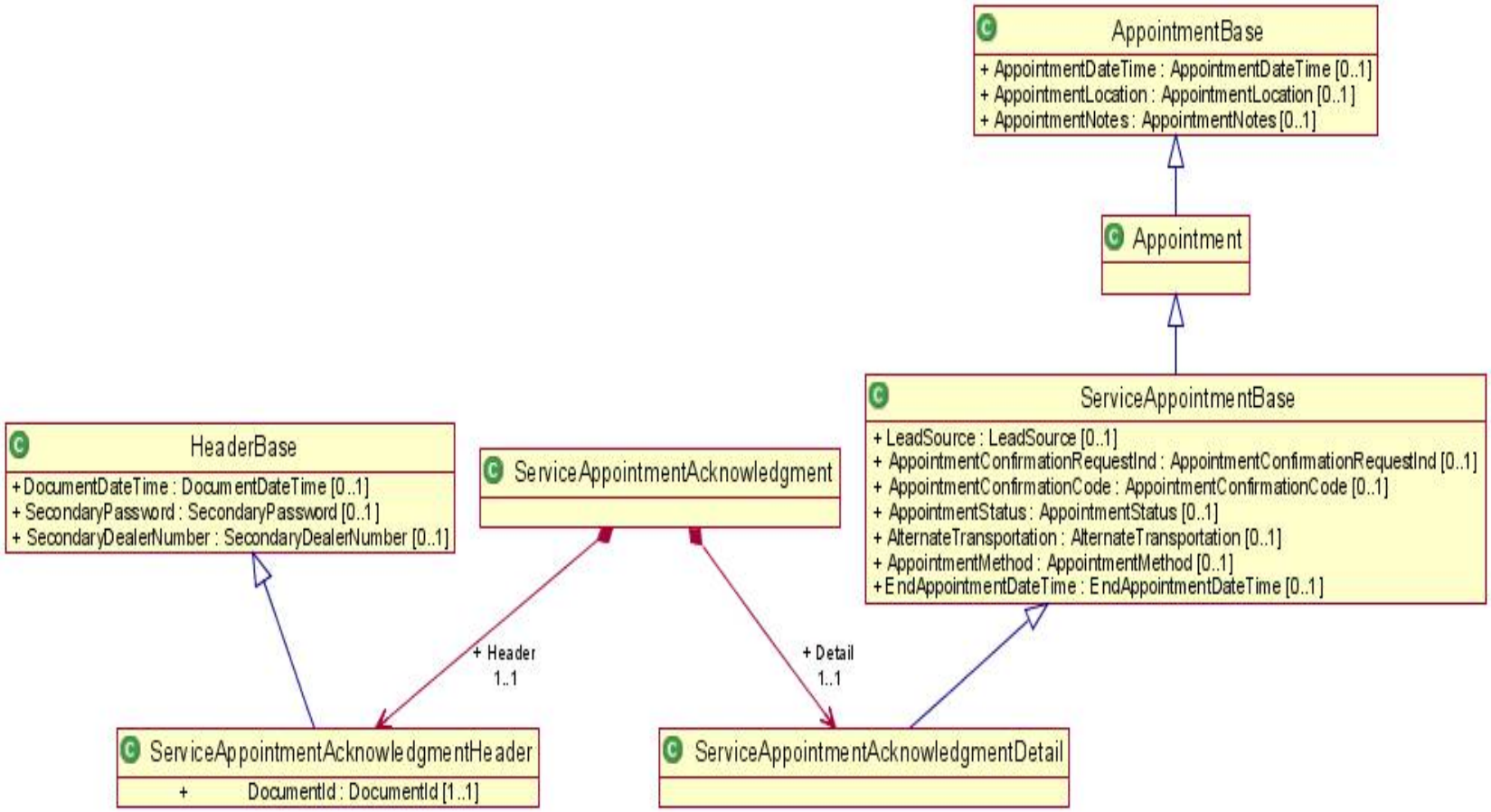
noted in the business rules.

Business Scenario

The Service Appointment Acknowledgment Binary Collaboration starts with the transmission of a Service Appointment from the OEM or third party service provider. In response, the Dealer may send Service Appointment Acknowledgment information back to the OEM or third party service provider indicating availability. At this point the OEM or third party would send the Dealer the accepted appointment date time, etc. This process occurs on demand as is needed. Note: This scenario is an example of how the Service Appointment Acknowledgment BOD can be used. Implementations may vary.

Relationship Diagram

The following is a representation of the Noun for this BOD. It is a high level overview provided to give an idea of the hierarchy of the Noun's components.



Schema Document Properties

Declared Namespaces

A schema can contain more than one namespace. According to Whatis.com, "In general, a namespace uniquely identifies a set of names so that there is no ambiguity when objects having different origins but the same names are mixed together." An example would be two namespaces that both defined an element called ID, without a namespace it would be impossible to determine which definition was being used.

Prefix	Namespace
Default namespace	http://www.starstandards.org/STAR
xml	http://www.w3.org/XML/1998/namespace
xsd	http://www.w3.org/2001/XMLSchema

Components and Data Types

Global definitions include components, code lists, and data types. Components are used to build the data structures that make up a Noun and it's requirements. Data types specify the type of data that a component's fields may contain. Not all definitions are included in this documentation. Please see either the STAR Code List guideline or Data Type Guidelines for further information.

ApplicationArea

These field(s) use this type: **ApplicationArea.**

Name	**ApplicationArea**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
Sender	Identifies characteristics and control identifiers that relate to the application that created the Business Object Document. The sender area can indicate the logical location of the application and/or database server, the application, and the task that was processing to create the BOD.	R	
CreationDateTime	is the date time stamp that the given instance of the Business Object Document was created. This date must not be modified during the life of the Business Object Document.	R	DateTime fields must be formatted as XML Schema Datetimes in UTC/GMT format without offsets. Example: 2003-11-05T13:15:30Z

Field / Component	Description	R/O	Business Rule
Signature	If the BOD is to be signed the signature element is included, otherwise it is not. Signature supports any digital signature that maybe used by an implementation of OAGIS. The qualifyingAgency identifies the agency that provided the format for the signature. This element supports any digital signature specification that is available today and in the future. This is accomplished by not actually defining the content but by allowing the implementation to specify the digital signature to be used via an external XML Schema namespace declaration. The Signature element is defined to have any content from any other namespace. This allows the user to carry a digital signature in the xml instance of a BOD. The choice of which digital signature to use is left up to the user and their integration needs.	O	
BODId	The BODId provides a place to carry a Globally Unique Identifier (GUID) that will make each Business Object Document instance uniquely identifiable. This is a critical success factor to enable software developers to use the Globally Unique Identifier (GUID) to build the following services or capabilities: 1. Legally binding transactions, 2. Transaction logging, 3. Exception handling, 4. Re-sending, 5. Reporting, 6. Confirmations, 7. Security.	O	
Destination	Information related to the receiver of the BOD	R	

XML Instance Representation

```
<...>
   <Sender> Sender </Sender> [1]
   <CreationDateTime> DateTime </CreationDateTime> [1]
   <Signature> Signature </Signature> [0..1]
   <BODId> Code </BODId> [0..1]
   <Destination> Destination </Destination> [1]
</...>
```

Appointment

Name	**Appointment**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
AppointmentDateTime	Date and time of the appointment	O	
AppointmentLocation	Location of the appointment... For example: Office; Home	O	
AppointmentNotes	Comments that relate to the appointment.	O	

XML Instance Representation

```
<...>
   <AppointmentDateTime> AppointmentDateTime </AppointmentDateTime> [0..1]
   <AppointmentLocation> AppointmentLocation </AppointmentLocation> [0..1]
   <AppointmentNotes> AppointmentNotes </AppointmentNotes> [0..1]
</...>
```

AppointmentBase

Based on oa:Appointment

Name	**AppointmentBase**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
AppointmentDateTime	Date and time of the appointment	O	
AppointmentLocation	Location of the appointment... For example: Office; Home	O	
AppointmentNotes	Comments that relate to the appointment.	O	

XML Instance Representation

```
<...>
   <AppointmentDateTime> AppointmentDateTime </AppointmentDateTime> [0..1]
   <AppointmentLocation> AppointmentLocation </AppointmentLocation> [0..1]
```

```
   <AppointmentNotes> AppointmentNotes </AppointmentNotes> [0..1]
</...>
```

BusinessObjectDocument

Name	**BusinessObjectDocument**
Abstract	**no**

Attributes

Field / Component	Description	R/O	Business Rule
revision	This should contain the STAR repository version in the following recommended format. 4.2.1_M20080416. Where the first part indicates the version of the STAR repository and anything after the _ indicates the Milestone build that is being used. If referring to an official published version then only the STAR Repository version is required.	O	
release	Indicates the OAGIS release that this BOD belongs.	O	
environment	Indicates whether this BOD is being sent in a "Test" or a "Production" mode. If the BOD is being sent in a test mode, it's information should not affect the business operation. However, if the BOD is sent in "Production" mode it is assumed that all test has been complete and the contents of the BOD are to affect the operation of the receiving business application(s).	O	
lang	Indicates the language that the contents of the BOD is in unless otherwise stated.	O	
bodVersion	Deprecated as of STAR 4.2.2. It is recommended to use the revision attribute to identify the repository and the noun. May be removed in a new major version of the STAR repository. Indicates the version number of the BOD.	O	

Data Elements and Components

Field / Component	Description	R/O	Business Rule
ApplicationArea	Provides the information that an application may need to know in order to communicate in an integration of two or more business applications. The ApplicationArea is used at the applications layer of communication. While the integration frameworks web services and middleware provide the communication layer that OAGIS operates on top of. Provides the information that an application may need to know in order to communicate in an integration of two or more business applications. The ApplicationArea is used at the applications layer of communication. While the integration frameworks web services and middleware provide the communication layer that OAGIS operates on top of.	R	

XML Instance Representation

```
<...
revision="Text [0..1]"
release="8.1-Lite [0..1]"
environment="Text [0..1]"
lang="Language [0..1]"
bodVersion="Text [0..1]">
   <ApplicationArea> ... </ApplicationArea> [1]
</...>
```

Confirm

These field(s) use this type: **Confirm.**

Name	**Confirm**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
Verb		R	

XML Instance Representation

```
<.../>
```

ConfirmServiceAppointmentAcknowledgment

These field(s) use this type: **ConfirmServiceAppointmentAcknowledgment.**

Name	**ConfirmServiceAppointmentAcknowledgment**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
ApplicationArea	Provides the information that an application may need to know in order to communicate in an integration of two or more business applications. The ApplicationArea is used at the applications layer of communication. While the integration frameworks web services and middleware provide the communication layer that OAGIS operates on top of. Provides the information that an application may need to know in order to communicate in an integration of two or more business applications. The ApplicationArea is used at the applications layer of communication. While the integration frameworks web services and middleware provide the communication layer that OAGIS operates on top of.	R	
DataArea		R	

XML Instance Representation

```
<...
revision="Text [0..1]"
release="8.1-Lite [0..1]"
environment="Text [0..1]"
lang="Language [0..1]"
bodVersion="Text [0..1]">
   <ApplicationArea> ... </ApplicationArea> [1]
   <DataArea> ConfirmServiceAppointmentAcknowledgmentDataArea </DataArea> [1]
</...>
```

ConfirmServiceAppointmentAcknowledgmentDataArea

These field(s) use this type: **DataArea.**

Name	**ConfirmServiceAppointmentAcknowledgmentDataArea**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
Confirm	The Confirm verb is used to respond to a request to confirm the receipt of information by the receiving system. The request for confirmation is set by the sending application in the ApplicationArea\Sender\Confirmation field of the original BOD. The Confirm conveys the result of the original request i.e. whether or not the message was understood and was successfully processed. An example of this is Confirm BOD.	R	
ServiceAppointmentAcknowledgment		R	

XML Instance Representation

```
<...>
   <Confirm> ... </Confirm> [1]
   <ServiceAppointmentAcknowledgment> ... </ServiceAppointmentAcknowledgment> [1..*]
</...>
```

Destination

These field(s) use this type: **Destination.**

Name	**Destination**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
DestinationNameCode	Code for destination of file (i.e.Short Manufacturer or DSP code)	O	Must use a valid code from the ShortMfg/RSP list on http://www.starstandards.org
DestinationURI	Physical address of the destination	O	
DestinationSoftwareCode	Additional information about the destination application	O	
DestinationSoftware	For which software destination file is intended (may not be known).	O	
DealerNumber	Target Dealer Code receiving information	O	
StoreNumber	Dealer code store number (DMS assigned)	O	
AreaNumber	Dealer code area number (DMS vendor assigned)	O	
DealerCountry	Target Dealer country location	O	
PartyId	The 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.	O	
LocationId	The 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.	O	
ServiceId	The Service Id field identifies the particular service to which a message is being sent, e.g., an inventory service.	O	

XML Instance Representation

```
<...>
   <DestinationNameCode> ShortMfg </DestinationNameCode> [0..1]
   <DestinationURI> URI </DestinationURI> [0..1]
   <DestinationSoftwareCode> Text </DestinationSoftwareCode> [0..1]
   <DestinationSoftware> Text </DestinationSoftware> [0..1]
```

```
   <DealerNumber> PartyId </DealerNumber> [0..1]
   <StoreNumber> Text </StoreNumber> [0..1]
   <AreaNumber> Text </AreaNumber> [0..1]
   <DealerCountry> Country </DealerCountry> [0..1]
   <PartyId> PartyId </PartyId> [0..1]
   <LocationId> LocationId </LocationId> [0..1]
   <ServiceId> ServiceId </ServiceId> [0..1]
</...>
```

DocumentId

These field(s) use this type: **DocumentId.**

Is the identifier for the document.

Name	**DocumentId**
Abstract	**no**

XML Instance Representation

```
<...>
   Id
</...>
```

HeaderBase

Used on all STAR BODs

Name	**HeaderBase**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
DocumentDateTime	Is the date and time the document was last created. This is not the date and time that the BOD message instance was created.	O	

Field / Component	Description	R/O	Business Rule
SecondaryPassword	Secondary password used to validate access to the dealer information	O	
SecondaryDealerNumber	Identifies secondary dealer number if different than primary "Dealer Number"	O	

XML Instance Representation

```
<...>
   <DocumentDateTime> DocumentDateTime </DocumentDateTime> [0..1]
   <SecondaryPassword> SecondaryPassword </SecondaryPassword> [0..1]
   <SecondaryDealerNumber> SecondaryDealerNumber </SecondaryDealerNumber> [0..1]
</...>
```

Id

These field(s) use this type: **AuthorizationId.**

Party Identification number

Name	**Id**
Abstract	**no**

XML Instance Representation

```
<...>
    xsd:string
</...>
```

LocationId

These field(s) use this type: **LocationId,LocationId.**

Code identifying a physical location

Name	**LocationId**
Abstract	**no**

XML Instance Representation

```
<...>
   Id
</...>
```

PartyId

These field(s) use this type: **DealerNumber,PartyId,DealerNumber,PartyId.**

Party Identification Number

Name	**PartyId**
Abstract	**no**

XML Instance Representation

```
<...>
   Id
</...>
```

SecondaryDealerNumber

These field(s) use this type: **SecondaryDealerNumber.**

Identifies secondary dealer number if different than primary "Dealer Number"

Name	**SecondaryDealerNumber**
Abstract	**no**

XML Instance Representation

```
<...>
   Id
</...>
```

Sender

These field(s) use this type: **Sender.**

Name	**Sender**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
LogicalId	Provides the logical location of the server and applications from which the Business Object Document originated. It can be used to establish a logical to physical mapping, however its use is optional. Each system or combination of systems should maintain an external central reference table containing the logical names or logical addresses of the application systems in the integration configuration. This enables the logical names to be mapped to the physical network addresses of the resources needed on the network. Note: The technical implementation of this Domain Naming Service is not dictated by this specification. This logical to physical mapping may be done at execution time by the application itself or by a middleware transport mechanism, depending on the integration architecture used. This provides for a simple but effective directory access capability while maintaining application independence from the physical location of those resources on the network	O	
Component	Provides a finer level of control than Logical Identifier and represents the business application that issued the Business Object Document. Its use is optional. For STAR's use this is the DCS Software code name	R	
Task	Describes the business event that initiated the need for the Business Object Document to be created. For STAR, the task is defined in the Implementation Guidelines for each BOD. It is usually a short description of the BOD. Ex: SalesLead, CreditDecision, etc.	R	
ReferenceId	Enables the sending application to indicate the instance identifier of the event or task that caused the BOD to be created. This is used to correlate a response BOD to an originating BOD	O	

Confirm Service Appointment Acknowledgment

Field / Component	Description	R/O	Business Rule
AuthorizationId	Identifyies the authorization level of the user or application that is sending the Business Object Document Message. This authorization level being recognized be the receiving system indicates what can be done on the receiving system. For STAR, this is the User ID.	O	
CreatorNameCode	DCS Software Creator Code	R	
SenderNameCode	Additional information about the sending platform (i.e., Short MFG or DSP code).	R	Must use a valid code from the ShortMfg/RSP list on http://www.starstandards.org
SenderURI	Physical address of the sender	O	
DealerNumber	Dealer Code of source of information	O	DealerNumber is required if originating from the DMS.
StoreNumber	Dealer code store number (DMS assigned)	O	
AreaNumber	Dealer code area number (DMS vendor assigned)	O	
DealerCountry	Source Dealer country location	O	
Language	This code is used to define the language of the data used in this transaction	O	
DeliverPendingMailInd	Indicates if the user requests to receive pending mail that has been stored and has yet not been delivered yet. By selecting 0, the user will only receive the response for the current transaction the user is performing.	O	
Password	Token for application specific authentication. Used to authenticate dealership/users through application specific security	O	
SystemVersion	The sender's software version number.	O	
PartyId	The 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.	O	

Field / Component	Description	R/O	Business Rule
LocationId	The 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.	O	
ServiceId	The Service Id field identifies the particular service from which a message is being sent, e.g., an inventory service.	O	

XML Instance Representation

```
<...>
   <LogicalId> Text </LogicalId> [0..1]
   <Component> Text </Component> [1]
   <Task> Text </Task> [1]
   <ReferenceId> Reference </ReferenceId> [0..1]
   <AuthorizationId> Id </AuthorizationId> [0..1]
   <CreatorNameCode> Text </CreatorNameCode> [1]
   <SenderNameCode> ShortMfg </SenderNameCode> [1]
   <SenderURI> URI </SenderURI> [0..1]
   <DealerNumber> PartyId </DealerNumber> [0..1]
   <StoreNumber> Text </StoreNumber> [0..1]
   <AreaNumber> Text </AreaNumber> [0..1]
   <DealerCountry> Country </DealerCountry> [0..1]
   <Language> Language </Language> [0..1]
   <DeliverPendingMailInd> Indicator </DeliverPendingMailInd> [0..1]
   <Password> Text </Password> [0..1]
   <SystemVersion> SystemVersion </SystemVersion> [0..1]
   <PartyId> PartyId </PartyId> [0..1]
   <LocationId> LocationId </LocationId> [0..1]
   <ServiceId> ServiceId </ServiceId> [0..1]
</...>
```

SenderBase

Name	SenderBase

Abstract	no

Data Elements and Components

Field / Component	Description	R/O	Business Rule
LogicalId	Provides the logical location of the server and applications from which the Business Object Document originated. It can be used to establish a logical to physical mapping, however its use is optional. Each system or combination of systems should maintain an external central reference table containing the logical names or logical addresses of the application systems in the integration configuration. This enables the logical names to be mapped to the physical network addresses of the resources needed on the network. Note: The technical implementation of this Domain Naming Service is not dictated by this specification. This logical to physical mapping may be done at execution time by the application itself or by a middleware transport mechanism, depending on the integration architecture used. This provides for a simple but effective directory access capability while maintaining application independence from the physical location of those resources on the network	O	
Component	Provides a finer level of control than Logical Identifier and represents the business application that issued the Business Object Document. Its use is optional. For STAR's use this is the DCS Software code name	R	
Task	Describes the business event that initiated the need for the Business Object Document to be created. For STAR, the task is defined in the Implementation Guidelines for each BOD. It is usually a short description of the BOD. Ex: SalesLead, CreditDecision, etc.	R	
ReferenceId	Enables the sending application to indicate the instance identifier of the event or task that caused the BOD to be created. This is used to correlate a response BOD to an originating BOD	O	
AuthorizationId	Identifyies the authorization level of the user or application that is sending the Business Object Document Message. This authorization level being recognized be the receiving system indicates what can be done on the receiving system. For STAR, this is the User ID.	O	

XML Instance Representation

```
<...>
   <LogicalId> Text </LogicalId> [0..1]
   <Component> Text </Component> [1]
   <Task> Text </Task> [1]
   <ReferenceId> Reference </ReferenceId> [0..1]
   <AuthorizationId> Id </AuthorizationId> [0..1]
</...>
```

ServiceAppointmentAcknowledgment

These field(s) use this type: **ServiceAppointmentAcknowledgment.**

STAR Version 3.0 - Draft

STAR Version 2.1, STAR approved 04/20/2005; effective date 07/04/2005

STAR Version 2.0, STAR approved 05/07/2004; effective date 07/04/2004

STAR Version 1.0, STAR approved 10/4/2002; OAGI approved 10/17/2002; effective date 1/01/2003

Name	**ServiceAppointmentAcknowledgment**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
Header		R	
Detail		R	

XML Instance Representation

```
<...>
   <Header> ... </Header> [1]
   <Detail> ... </Detail> [1]
</...>
```

ServiceAppointmentAcknowledgmentDetail

These field(s) use this type: **Detail.**

Detail for each service visit requested

Name	**ServiceAppointmentAcknowledgmentDetail**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule
AppointmentDateTime	Date and time of the appointment	O	
AppointmentLocation	Location of the appointment... For example: Office; Home	O	
AppointmentNotes	Comments that relate to the appointment.	O	
LeadSource	Source that brought the lead to the dealership.	O	
AppointmentConfirmationRequestInd	Indicates that the customer has requested to be notified that the appointment date and time was confirmed.	O	
AppointmentConfirmationCode	Code confirming appointment	O	
AppointmentStatus	Notes the status of the appointment (e.g, in progress).	O	
AlternateTransportation	Free form text indicating customer's requirement or transportation while the vehilce is in service (i.e., concierge service, shuttle, rental car, waiting room, etc.).	O	
AppointmentMethod	Free form text indicating the method used to make appointment (e.g., Web, Walk-in, etc.).	O	
EndAppointmentDateTime	Earliest possible pick up date and time for appointment.	O	

XML Instance Representation

```
<...>
   <AppointmentDateTime> AppointmentDateTime </AppointmentDateTime> [0..1]
   <AppointmentLocation> AppointmentLocation </AppointmentLocation> [0..1]
   <AppointmentNotes> AppointmentNotes </AppointmentNotes> [0..1]
   <LeadSource> LeadSource </LeadSource> [0..1]
```

```
   <AppointmentConfirmationRequestInd> AppointmentConfirmationRequestInd </AppointmentConfirmationRequestInd> [0..1]
   <AppointmentConfirmationCode> AppointmentConfirmationCode </AppointmentConfirmationCode> [0..1]
   <AppointmentStatus> AppointmentStatus </AppointmentStatus> [0..1]
   <AlternateTransportation> AlternateTransportation </AlternateTransportation> [0..1]
   <AppointmentMethod> AppointmentMethod </AppointmentMethod> [0..1]
   <EndAppointmentDateTime> EndAppointmentDateTime </EndAppointmentDateTime> [0..1]
</...>
```

ServiceAppointmentAcknowledgmentHeader

These field(s) use this type: **Header.**

.

Name	ServiceAppointmentAcknowledgmentHeader
Abstract	no

Data Elements and Components

Field / Component	Description	R/O	Business Rule
DocumentDateTime	Is the date and time the document was last created. This is not the date and time that the BOD message instance was created.	O	
SecondaryPassword	Secondary password used to validate access to the dealer information	O	
SecondaryDealerNumber	Identifies secondary dealer number if different than primary "Dealer Number"	O	
DocumentId	Appointment Request Id	R	

XML Instance Representation

```
<...>
   <DocumentDateTime> DocumentDateTime </DocumentDateTime> [0..1]
   <SecondaryPassword> SecondaryPassword </SecondaryPassword> [0..1]
   <SecondaryDealerNumber> SecondaryDealerNumber </SecondaryDealerNumber> [0..1]
   <DocumentId> DocumentId </DocumentId> [1]
</...>
```

ServiceAppointmentBase

Name	ServiceAppointmentBase
Abstract	no

Data Elements and Components

Field / Component	Description	R/O	Business Rule
AppointmentDateTime	Date and time of the appointment	O	
AppointmentLocation	Location of the appointment... For example: Office; Home	O	
AppointmentNotes	Comments that relate to the appointment.	O	
LeadSource	Source that brought the lead to the dealership.	O	
AppointmentConfirmationRequestInd	Indicates that the customer has requested to be notified that the appointment date and time was confirmed.	O	
AppointmentConfirmationCode	Code confirming appointment	O	
AppointmentStatus	Notes the status of the appointment (e.g, in progress).	O	
AlternateTransportation	Free form text indicating customer's requirement or transportation while the vehilce is in service (i.e., concierge service, shuttle, rental car, waiting room, etc.).	O	
AppointmentMethod	Free form text indicating the method used to make appointment (e.g., Web, Walk-in, etc.).	O	
EndAppointmentDateTime	Earliest possible pick up date and time for appointment.	O	

XML Instance Representation

```
<...>
   <AppointmentDateTime> AppointmentDateTime </AppointmentDateTime> [0..1]
   <AppointmentLocation> AppointmentLocation </AppointmentLocation> [0..1]
   <AppointmentNotes> AppointmentNotes </AppointmentNotes> [0..1]
```

```
   <LeadSource> LeadSource </LeadSource> [0..1]
   <AppointmentConfirmationRequestInd> AppointmentConfirmationRequestInd </AppointmentConfirmationRequestInd> [0..1]
   <AppointmentConfirmationCode> AppointmentConfirmationCode </AppointmentConfirmationCode> [0..1]
   <AppointmentStatus> AppointmentStatus </AppointmentStatus> [0..1]
   <AlternateTransportation> AlternateTransportation </AlternateTransportation> [0..1]
   <AppointmentMethod> AppointmentMethod </AppointmentMethod> [0..1]
   <EndAppointmentDateTime> EndAppointmentDateTime </EndAppointmentDateTime> [0..1]
</...>
```

ServiceId

These field(s) use this type: **ServiceId,ServiceId.**

The Service Id field identifies the particular service to or from which a message is being sent, e.g., an inventory service.

Name	**ServiceId**
Abstract	**no**

XML Instance Representation

```
<...>
   Id
</...>
```

Signature

These field(s) use this type: **Signature.**

Name	**Signature**
Abstract	**no**

Attributes

Field / Component	Description	R/O	Business Rule
qualifyingAgency		O	

Data Elements and Components

Field / Component	Description	R/O	Business Rule

XML Instance Representation

```
<...
qualifyingAgency="Text [0..1]">
Allow any elements from any namespace (strict validation). [0..1]
</...>
```

Verb

These field(s) use this type: **Verb.**

Name	**Verb**
Abstract	**no**

Data Elements and Components

Field / Component	Description	R/O	Business Rule

XML Instance Representation

```
<.../>
```

AlternateTransportation

These field(s) use this type: **AlternateTransportation.**

Free form text indicating customer's requirement or transportation while the vehilce is in service (i.e., concierge service, shuttle, rental car, waiting room, etc.).

Name	**AlternateTransportation**

Base XSD Type: string

AppointmentConfirmationCode

These field(s) use this type: **AppointmentConfirmationCode.**

Code confirming appointment.

Name	AppointmentConfirmationCode

Base XSD Type: string

AppointmentConfirmationRequestInd

These field(s) use this type: **AppointmentConfirmationRequestInd.**

Indicates that the customer has requested to be notified that the appointment Date and time was confirmed.

Name	AppointmentConfirmationRequestInd

Base XSD Type: string

Code Value	Description
0	
1	

AppointmentDateTime

These field(s) use this type: **AppointmentDateTime.**

Date and time of appointment

Name	AppointmentDateTime

Base XSD Type: dateTime

AppointmentLocation

These field(s) use this type: **AppointmentLocation.**

Location of the appointment Example: Dealer, home; office etc.

Name	AppointmentLocation

Base XSD Type: string

AppointmentMethod

These field(s) use this type: **AppointmentMethod.**

Free form text indicating the method used to make appointment (e.g., Web, Walk-in, etc.).

Name	AppointmentMethod

Base XSD Type: string

AppointmentNotes

These field(s) use this type: **AppointmentNotes.**

Comments that relate to the appointment

Name	AppointmentNotes

Base XSD Type: string

AppointmentStatus

These field(s) use this type: **AppointmentStatus.**

Notes the status of the appointment (e.g, in progress).

Name	AppointmentStatus

Base XSD Type: string

Code

These field(s) use this type: **BODId.**

Unique code name

Name	Code

Base XSD Type: string

Country

These field(s) use this type: **DealerCountry,DealerCountry.**

Country in which the Address is in. Conforms to ISO 3166-2. AF -AFGHANISTAN AL -ALBANIA DZ -ALGERIA AS -AMERICAN SAMOA AD -ANDORRA AO -ANGOLA AI -ANGUILLA AQ -ANTARCTICA AG -ANTIGUA AND BARBUDA AR -ARGENTINA AM -ARMENIA AW -ARUBA AU -AUSTRALIA AT -AUSTRIA AZ -AZERBAIJAN BS -BAHAMAS BH -BAHRAIN BD -BANGLADESH BB -BARBADOS BY -BELARUS BE -BELGIUM BZ -BELIZE BJ -BENIN BM -BERMUDA BT -BHUTAN BO -BOLIVIA BA -BOSNIA AND HERZEGOVINA BW -BOTSWANA BV -BOUVET ISLAND BR -BRAZIL IO-BRITISH INDIAN OCEAN TERRITORY BN -BRUNEI DARUSSALAM BG -BULGARIA BF -BURKINA FASO BI -BURUNDI KH -CAMBODIA CM -CAMEROON CA -CANADA CV -CAPE VERDE KY -CAYMAN ISLANDS CF -CENTRAL AFRICAN REPUBLIC TD -CHAD CL -CHILE CN -CHINA CX -CHRISTMAS ISLAND CC -COCOS (KEELING) ISLANDS CO -COLOMBIA KM -COMOROS CG -CONGO CD -CONGO, THE DEMOCRATIC REPUBLIC OF THE CK -COOK ISLANDS CR -COSTA RICA CI -CÃ#Â#TE D'IVOIRE HR -CROATIA CU -CUBA CY -CYPRUS CZ -CZECH REPUBLIC DK -DENMARK DJ -DJIBOUTI DM -DOMINICA DO -DOMINICAN REPUBLIC EC -ECUADOR EG -EGYPT SV -EL SALVADOR GQ -EQUATORIAL GUINEA ER -ERITREA EE -ESTONIA ET -ETHIOPIA FK -FALKLAND ISLANDS (MALVINAS) FO -FAROE ISLANDS FJ -FIJI FI -FINLAND FR -FRANCE GF -FRENCH GUIANA PF -FRENCH POLYNESIA TF -FRENCH SOUTHERN TERRITORIES GA -GABON GM -GAMBIA GE -GEORGIA DE -GERMANY GH -GHANA GI -GIBRALTAR GR -GREECE GL -GREENLAND GD -GRENADA GP -GUADELOUPE GU -GUAM GT -GUATEMALA GN -GUINEA GW -GUINEA-BISSAU GY -GUYANA HT -HAITI HM -HEARD ISLAND AND MCDONALD ISLANDS VA -HOLY SEE (VATICAN CITY STATE) HN -HONDURAS HK -HONG KONG HU -HUNGARY IS -ICELAND IN -INDIA ID -INDONESIA IR -IRAN, ISLAMIC REPUBLIC OF IQ -IRAQ IE -IRELAND IL -ISRAEL IT -ITALY JM -JAMAICA JP -JAPAN JO -JORDAN KZ -KAZAKHSTAN KE -KENYA KI -KIRIBATI KP -KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF KR -KOREA, REPUBLIC OF KW -KUWAIT KG -KYRGYZSTAN LA -LAO PEOPLE'S DEMOCRATIC REPUBLIC LV -LATVIA LB -LEBANON LS -LESOTHO LR -LIBERIA LY -LIBYAN ARAB JAMAHIRIYA LI -LIECHTENSTEIN LT -LITHUANIA LU -LUXEMBOURG MO -MACAO MK -MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF MG -MADAGASCAR MW -MALAWI MY -MALAYSIA MV -MALDIVES ML -MALI MT -MALTA MH -MARSHALL ISLANDS MQ -MARTINIQUE MR -MAURITANIA MU -MAURITIUS YT -MAYOTTE MX -MEXICO FM -MICRONESIA, FEDERATED STATES OF MD -MOLDOVA, REPUBLIC OF MC -MONACO MN -MONGOLIA MS -MONTSERRAT MA -MOROCCO MZ -MOZAMBIQUE MM -MYANMAR NA -NAMIBIA NR -NAURU NP -NEPAL NL -NETHERLANDS AN -NETHERLANDS ANTILLES NC -NEW CALEDONIA NZ -NEW ZEALAND NI -NICARAGUA NE -NIGER NG -NIGERIA NU -NIUE NF -NORFOLK ISLAND MP -NORTHERN MARIANA ISLANDS NO -NORWAY OM -OMAN PK -PAKISTAN PW -PALAU PS -PALESTINIAN TERRITORY, OCCUPIED PA -PANAMA PG -PAPUA NEW GUINEA PY -PARAGUAY PE -PERU PH -PHILIPPINES

PN -PITCAIRN PL -POLAND PT -PORTUGAL PR -PUERTO RICO QA -QATAR RE -RÃ#Â#UNION RO -ROMANIA RU -RUSSIAN FEDERATION RW -RWANDA SH -SAINT HELENA KN -SAINT KITTS AND NEVIS LC -SAINT LUCIA PM -SAINT PIERRE AND MIQUELON VC -SAINT VINCENT AND THE GRENADINES WS -SAMOA SM -SAN MARINO ST -SAO TOME AND PRINCIPE SA -SAUDI ARABIA SN -SENEGAL CS -SERBIA AND MONTENEGRO SC -SEYCHELLES SL -SIERRA LEONE SG -SINGAPORE SK -SLOVAKIA SI -SLOVENIA SB -SOLOMON ISLANDS SO -SOMALIA ZA -SOUTH AFRICA GS -SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS ES -SPAIN LK -SRI LANKA SD -SUDAN SR -SURINAME SJ -SVALBARD AND JAN MAYEN SZ -SWAZILAND SE -SWEDEN CH -SWITZERLAND SY -SYRIAN ARAB REPUBLIC TW -TAIWAN, PROVINCE OF CHINA TJ -TAJIKISTAN TZ -TANZANIA, UNITED REPUBLIC OF TH -THAILAND TL -TIMOR-LESTE TG - TOGO TK -TOKELAU TO -TONGA TT -TRINIDAD AND TOBAGO TN -TUNISIA TR -TURKEY TM -TURKMENISTAN TC -TURKS AND CAICOS ISLANDS TV -TUVALU UG -UGANDA UA -UKRAINE AE -UNITED ARAB EMIRATES GB -UNITED KINGDOM US -UNITED STATES UM -UNITED STATES MINOR OUTLYING ISLANDS UY -URUGUAY UZ -UZBEKISTAN VU -VANUATU VE -VENEZUELA VN -VIET NAM VG -VIRGIN ISLANDS, BRITISH VI -VIRGIN ISLANDS, U.S. WF -WALLIS AND FUTUNA EH -WESTERN SAHARA YE -YEMEN ZM -ZAMBIA ZW -ZIMBABWE

Name	Country

Base XSD Type: string

Code Value	Description
US	
AF	
AL	
DZ	
AS	
AD	
AO	
AI	
AQ	
AG	
AR	
AM	

Confirm Service Appointment Acknowledgment

Code Value	Description
AW	
AU	
AT	
AZ	
BS	
BH	
BD	
BB	
BY	
BE	
BZ	
BJ	
BM	
BT	
BO	
BA	
BW	
BV	
BR	
IO	
BN	
BG	

Confirm Service Appointment Acknowledgment

Code Value	Description
BF	
BI	
KH	
CM	
CA	
CV	
KY	
CF	
TD	
CL	
CN	
CX	
CC	
CO	
KM	
CG	
CD	
CK	
CR	
CI	
HR	
CU	

Code Value	Description
CY	
CZ	
DK	
DJ	
DM	
DO	
EC	
EG	
SV	
GQ	
ER	
EE	
ET	
FK	
FO	
FJ	
FI	
FR	
GF	
PF	
TF	
GA	

Confirm Service Appointment Acknowledgment

Code Value	Description
GM	
GE	
DE	
GH	
GI	
GR	
GL	
GD	
GP	
GU	
GT	
GN	
GW	
GY	
HT	
HM	
VA	
HN	
HK	
HU	
IS	
IN	

Code Value	Description
ID	
IR	
IQ	
IE	
IL	
IT	
JM	
JP	
JO	
KZ	
KE	
KI	
KP	
KR	
KW	
KG	
LA	
LV	
LB	
LS	
LR	
LY	

Code Value	Description
LI	
LT	
LU	
MO	
MK	
MG	
MW	
MY	
MV	
ML	
MT	
MH	
MQ	
MR	
MU	
YT	
MX	
FM	
MD	
MC	
MN	
MS	

Confirm Service Appointment Acknowledgment

Code Value	Description
MA	
MZ	
MM	
NA	
NR	
NP	
NL	
AN	
NC	
NZ	
NI	
NE	
NG	
NU	
NF	
MP	
NO	
OM	
PK	
PW	
PS	
PA	

Confirm Service Appointment Acknowledgment

Code Value	Description
PG	
PY	
PE	
PH	
PN	
PL	
PT	
PR	
QA	
RE	
RO	
RU	
RW	
SH	
KN	
LC	
PM	
VC	
WS	
SM	
ST	
SA	

Confirm Service Appointment Acknowledgment

Code Value	Description
SN	
CS	
SC	
SL	
SG	
SK	
SI	
SB	
SO	
ZA	
GS	
ES	
LK	
SD	
SR	
SJ	
SZ	
SE	
CH	
SY	
TW	
TJ	

Code Value	Description
TZ	
TH	
TL	
TG	
TK	
TO	
TT	
TN	
TR	
TM	
TC	
TV	
UG	
UA	
AE	
GB	
UM	
UY	
UZ	
VU	
VE	
VN	

Code Value	Description
VG	
VI	
WF	
EH	
YE	
ZM	
ZW	

DateTime

These field(s) use this type: **CreationDateTime.**

Date and time conforms to ISO 8601format rules without offset EX:2003-11-05T13:15:30Z

Name	DateTime

Base XSD Type: dateTime

DocumentDateTime

These field(s) use this type: **DocumentDateTime.**

Is the date and time the document was last created. This is not the date and time that the BOD message instance was created.

Name	DocumentDateTime

Base XSD Type: dateTime

EndAppointmentDateTime

These field(s) use this type: **EndAppointmentDateTime.**

Earliest possible pick up date and time for appointment.

Name	EndAppointmentDateTime

Base XSD Type: dateTime

Indicator

These field(s) use this type: **DeliverPendingMailInd.**

0 = No, 1 = Yes

Name	Indicator

Base XSD Type: string

Code Value	Description
0	
1	

Language

These field(s) use this type: **Language.**

Language conforms to ISO 639-2 rules. Note the format for this field is language-Country (see Country data type for the list of countries with definitions). AA "Afar", AB "Abkhazian", AF "Afrikaans", AM "Amharic", AR "Arabic", AS "Assamese", AY "Aymara", AZ "Azerbaijani", BA "Bashkir", BE "Byelorussian", BG "Bulgarian", BH "Bihari", BI "Bislama", BN "Bengali" "Bangla", BO "Tibetan", BR "Breton", CA "Catalan", CO "Corsican", CS "Czech", CY "Welsh", DA "Danish", DE "German", DZ "Bhutani", EL "Greek", EN "English" "American", ES "Spanish", ET "Estonian", EU "Basque", FA "Persian", FI "Finnish", FJ "Fiji", FO "Faeroese", FR "French", FY "Frisian", GA "Irish", GD "Gaelic" "Scots Gaelic", GL "Galician", GN "Guarani", GU "Gujarati", HA "Hausa", HI "Hindi", HR "Croatian", HU "Hungarian", HY "Armenian", IK "Inupiak", IN "Indonesian", IS "Icelandic", IT "Italian", IW "Hebrew", JA "Japanese", JI "Yiddish", JW "Javanese", KA "Georgian", KK "Kazakh", KL "Greenlandic", KM "Cambodian", KN "Kannada", KO "Korean", KS "Kashmiri", KU "Kurdish", KY "Kirghiz", LA "Latin", LN "Lingala", LO "Laothian", LT "Lithuanian", LV "Latvian" "Lettish", MG "Malagasy". MI "Maori", MK "Macedonian", ML "Malayalam", MN "Mongolian", MO "Moldavian", MR "Marathi", MS "Malay", MT "Maltese", MY "Burmese", NA "Nauru", NE "Nepali", NL "Dutch", NO "Norwegian", OC "Occitan", OM "Oromo" "Afan", OR "Oriya", PA "Punjabi", PL "Polish", PS "Pashto" "Pushto", PT "Portuguese", QU "Quechua", RM "Rhaeto-Romance", RN "Kirundi", RO "Romanian", RU "Russian", RW "Kinyarwanda", SA "Sanskrit", SD "Sindhi", SG "Sangro", SH "Serbo-Croatian", SI "Singhalese", SK "Slovak", SL "Slovenian", SM "Samoan", SN "Shona", SO "Somali",

SQ "Albanian", SR "Serbian", SS "Siswati", ST "Sesotho", SU "Sudanese", SV "Swedish", SW "Swahili", TA "Tamil", TE "Tegulu", TG "Tajik", TH "Thai", TI "Tigrinya", TK "Turkmen", TL "Tagalog", TN "Setswana", TO "Tonga", TR "Turkish", TS "Tsonga", TT "Tatar", TW "Twi", UK "Ukrainian", UR "Urdu", UZ "Uzbek", VI "Vietnamese", WO "Wolof", XH "Xhosa", YO "Yoruba", ZH "Chinese", ZU "Zulu"

Name	Language

Base XSD Type: string

Code Value	Description
en-US	
en-CA	
aa-ET	
ab-GE	
af-ZA	
am- ET	
ar-SA	
as-IN	
ay-BO	
az-AZ	
ba-RU	
be-BY	
bg-BG	
bh-IN	
bi-VU	
bn-BD	
bo-BT	
br-FR	

Code Value	Description
ca-ES	
co-FR	
cs-CZ	
cy-GB	
da-DE	
de-DE	
dz-BT	
el-GR	
es-ES	
et-EE	
eu-ES	
fa-AF	
fi-FI	
fj-FJ	
fo-FO	
fr-CA	
fr-FR	
fy-NL	
ga-IE	
gd-GB	
gl-ES	
gn-PY	

Code Value	Description
gu-IN	
ha-NG	
hi-IN	
hr-HR	
hu-HU	
hy-AM	
ik-GL	
in-ID	
is-IS	
it-IT	
iw-IL	
ja-JP	
ji-IL	
jw-ID	
ka-GE	
kk-KZ	
kl-GL	
km-KH	
kn-IN	
ko-KP	
ko-KR	
ks-IN	

Code Value	Description
ku-IQ	
ky-CN	
la-VA	
ln-CD	
lo-LA	
lt-LT	
lv-LV	
mg-MG	
mi-NZ	
mk-MK	
ml-IN	
mn-MN	
mo-MO	
mr-IN	
ms-MY	
mt-MH	
my-MM	
na-NR	
ne-NP	
nl-NL	
no-NO	
oc-FR	

Code Value	Description
om- ET	
or-IN	
pa-IN	
pl-PL	
ps-PK	
pt-PT	
qu-PE	
rm-CH	
rn-BI	
ro-RO	
ru-RU	
rw-RW	
sa-IN	
sd-PK	
sg-CF	
sh-HR	
si-LK	
sk-SK	
sl-SI	
sm-WS	
sn-ZW	
so-SO	

Code Value	Description
sq-AL	
sr-CS	
ss-ZA	
st-ZA	
su-SD	
sv-SE	
sw-TL	
ta-IN	
te-IN	
tg-TJ	
th-TH	
ti-ET	
tk-TM	
tl-PH	
tn-ZA	
to-TO	
tr-TR	
ts-ZA	
tt-RU	
tw-GH	
uk-UA	
ur-PK	

Code Value	Description
uz-UZ	
vi-VN	
wo-SN	
xh-ZA	
yo-NG	
zh-CN	
zu-ZA	

LeadSource

These field(s) use this type: **LeadSource.**

Source that brought the lead to the dealership

Name	LeadSource

Base XSD Type: string

Note

A free form note.

Name	Note

Base XSD Type: string

Reference

These field(s) use this type: **ReferenceId.**

Reference notation

Name	Reference

Base XSD Type: string

ReferenceNumber

Reference number

Name	ReferenceNumber

Base XSD Type: string

SecondaryPassword

These field(s) use this type: **SecondaryPassword.**

Secondary password used to validate access to the dealer information

Name	SecondaryPassword

Base XSD Type: string

ShortMfg

These field(s) use this type: **SenderNameCode,DestinationNameCode.**

Short Manfacturer or RSP Codes

Name	ShortMfg

Base XSD Type: string

SystemVersion

These field(s) use this type: **SystemVersion.**

The sender's software version number .

Name	SystemVersion

Base XSD Type: string

Text

These field(s) use this type:
CreatorNameCode,StoreNumber,AreaNumber,Password,DestinationSoftwareCode,DestinationSoftware,StoreNumber,AreaNumber,LogicalId,Component,T

Indicates generic text type

Name	Text

Base XSD Type: string

URI

These field(s) use this type: **SenderURI,DestinationURI.**

URI

Name	URI

Base XSD Type: anyURI

Fields and Global Attributes

Global declarations are items such as elements, attribute groups, and group definitions. These items are not defined within any particular component. A component may reference these definitions. Within a STAR XML Schemas these are typically known as global fields.

ApplicationArea

These field(s) use this type: **ApplicationArea.**

Provides the information that an application may need to know in order to communicate in an integration of two or more business applications. The ApplicationArea is used at the applications layer of communication. While the integration frameworks web services and middleware provide the communication layer that OAGIS operates on top of.

Provides the information that an application may need to know in order to communicate in an integration of two or more business applications. The ApplicationArea is used at the applications layer of communication. While the integration frameworks web services and middleware provide the communication layer that OAGIS operates on top of.

Name	**ApplicationArea**
Type	**ApplicationArea**
Nillable	**no**
Abstract	**no**

XML Instance Representation

```
<ApplicationArea>
   <Sender> Sender </Sender> [1]
   <CreationDateTime> DateTime </CreationDateTime> [1]
   <Signature> Signature </Signature> [0..1]
   <BODId> Code </BODId> [0..1]
   <Destination> Destination </Destination> [1]
</ApplicationArea>
```

Confirm

These field(s) use this type: **Confirm.**

Confirm Service Appointment Acknowledgment

The Confirm verb is used to respond to a request to confirm the receipt of information by the receiving system. The request for confirmation is set by the sending application in the ApplicationArea\Sender\Confirmation field of the original BOD. The Confirm conveys the result of the original request i.e. whether or not the message was understood and was successfully processed. An example of this is Confirm BOD.

Name	**Confirm**
Type	**Confirm**
Nillable	**no**
Abstract	**no**

XML Instance Representation

```
<Confirm/>
```

ConfirmServiceAppointmentAcknowledgment

These field(s) use this type: **ConfirmServiceAppointmentAcknowledgment.**

Name	**ConfirmServiceAppointmentAcknowledgment**
Type	**ConfirmServiceAppointmentAcknowledgment**
Nillable	**no**
Abstract	**no**

XML Instance Representation

```
<ConfirmServiceAppointmentAcknowledgment
revision="Text [0..1]"
release="8.1-Lite [0..1]"
environment="Text [0..1]"
lang="Language [0..1]"
bodVersion="Text [0..1]">
   <ApplicationArea> ... </ApplicationArea> [1]
   <DataArea> ConfirmServiceAppointmentAcknowledgmentDataArea </DataArea> [1]
</ConfirmServiceAppointmentAcknowledgment>
```

Detail

Name	**Detail**
Type	**ServiceAppointmentAcknowledgmentDetail**
Nillable	**no**
Abstract	**no**

XML Instance Representation

```
<Detail>
   <AppointmentDateTime> AppointmentDateTime </AppointmentDateTime> [0..1]
   <AppointmentLocation> AppointmentLocation </AppointmentLocation> [0..1]
   <AppointmentNotes> AppointmentNotes </AppointmentNotes> [0..1]
   <LeadSource> LeadSource </LeadSource> [0..1]
   <AppointmentConfirmationRequestInd> AppointmentConfirmationRequestInd </AppointmentConfirmationRequestInd> [0..1]
   <AppointmentConfirmationCode> AppointmentConfirmationCode </AppointmentConfirmationCode> [0..1]
   <AppointmentStatus> AppointmentStatus </AppointmentStatus> [0..1]
   <AlternateTransportation> AlternateTransportation </AlternateTransportation> [0..1]
   <AppointmentMethod> AppointmentMethod </AppointmentMethod> [0..1]
   <EndAppointmentDateTime> EndAppointmentDateTime </EndAppointmentDateTime> [0..1]
</Detail>
```

Header

Name	**Header**
Type	**ServiceAppointmentAcknowledgmentHeader**
Nillable	**no**
Abstract	**no**

XML Instance Representation

```
<Header>
   <DocumentDateTime> DocumentDateTime </DocumentDateTime> [0..1]
```

```
   <SecondaryPassword> SecondaryPassword </SecondaryPassword> [0..1]
   <SecondaryDealerNumber> SecondaryDealerNumber </SecondaryDealerNumber> [0..1]
   <DocumentId> DocumentId </DocumentId> [1]
</Header>
```

ServiceAppointmentAcknowledgment

These field(s) use this type: **ServiceAppointmentAcknowledgment.**

Name	**ServiceAppointmentAcknowledgment**
Type	**ServiceAppointmentAcknowledgment**
Nillable	**no**
Abstract	**no**

XML Instance Representation

```
<ServiceAppointmentAcknowledgment>
   <Header> ... </Header> [1]
   <Detail> ... </Detail> [1]
</ServiceAppointmentAcknowledgment>
```

Verb

These field(s) use this type: **Verb.**

Name	**Verb**
Type	**Verb**
Nillable	**no**
Abstract	**yes**

XML Instance Representation

```
<Verb/>
```

Confirm Service Appointment Acknowledgment