



***Standards for Technology in Automotive Retail***

**Implementation Guidelines  
Process Service AppointmentDRAFT  
Repository Version Rev4.4.4**



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# Process Service Appointment

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## Process Service Appointment Guidelines

### Overview

This document is a guideline on how to use the Process Service Appointment Business Object Document (BOD). Process Service Appointment has been defined in the context of STAR for the Automotive Retail Industry. The scope of this BOD is to define the Process Service Appointment 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 Process Service Appointment, this BOD could be used to send Process Service Appointment information between any two business parties.

Implementation Guidelines provide detailed information regarding the structure and meaning of the Process Service Appointment BOD and corresponds directly to the Process Service Appointment 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 Process Service Appointment Implementation Guidelines must be used in concert with the Process Service Appointment 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 Process Service Appointment schema, please download the appropriate STAR schema repository from the XML portion of the STAR website ([www.starstandard.org](http://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 Process Service Appointment BOD. Where possible, STAR has mapped to existing OAGI fields and components. Note however that the STAR Process Service Appointment 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](http://www.openapplications.org)).

### Schema Field Usage

STAR uses the same Noun in the schema for all the Noun/Verb combinations of the Process Service Appointment 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.

## Process Service Appointment

---

### **Business Scenario**

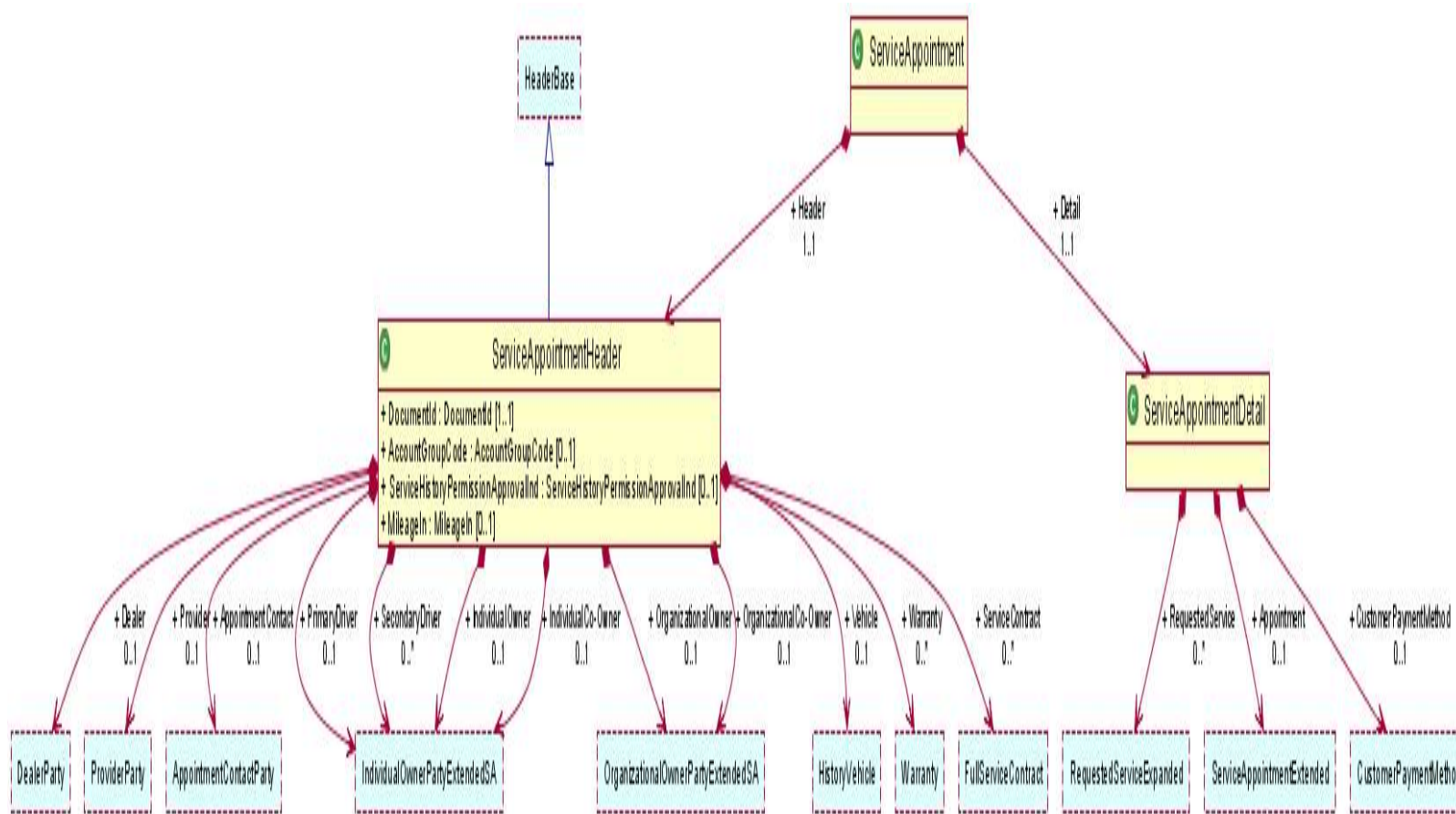
The Service Appointment Binary Collaboration starts with the transmission of a Service Appointment from the OEM or third party service provider. In response, the Dealer may send Service Appointment information back to the OEM or third party service provider indicating availability. At this point the 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 BOD can be used. Implementations may vary.



## Process Service Appointment

### 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
<b>Default namespace</b>	<a href="http://www.starstandards.org/STAR">http://www.starstandards.org/STAR</a>
<b>xml</b>	<a href="http://www.w3.org/XML/1998/namespace">http://www.w3.org/XML/1998/namespace</a>
<b>xsd</b>	<a href="http://www.w3.org/2001/XMLSchema">http://www.w3.org/2001/XMLSchema</a>

### 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.

#### AcknowledgableVerb

<b>Name</b>	AcknowledgableVerb
<b>Abstract</b>	yes

#### Attributes

Field / Component	Description	R/O	Business Rule
acknowledge		R	

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Verb		R	
Criteria		O	

#### XML Instance Representation

```
<...  
confirm="ConfirmType [0..1]"  
acknowledge="AcknowledgementType [0..1]">  
  <Criteria> ActionExpressionCriteria </Criteria> [0..1]  
</...>
```

#### ActionExpressionCriteria

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

## Process Service Appointment

<b>Name</b>	ActionExpressionCriteria
<b>Abstract</b>	no

### Attributes

Field / Component	Description	R/O	Business Rule
expressionLanguage		R	

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Expression		R	

### XML Instance Representation

```
<...  
expressionLanguage="ExpressionLanguage [0..1]">  
  <Expression> ... </Expression> [1..*]  
</...>
```

## ActionVerb

<b>Name</b>	ActionVerb
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Verb		R	
Criteria		O	

### XML Instance Representation

## Process Service Appointment

```
<...  
confirm="ConfirmType [0..1]">  
  <Criteria> ActionExpressionCriteria </Criteria> [0..1]  
</...>
```

### Address

<b>Name</b>	<b>Address</b>
<b>Abstract</b>	<b>no</b>

### Attributes

Field / Component	Description	R/O	Business Rule
qualifier		R	

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
AddressLine	Indicates the multiple lines of an address. The first line is typically the street name and number.	R	
City	Is the City of the Address.	R	
County	County in which the Address is in.	O	
StateOrProvince	Is the State or Province of a given Address.	R	
Country	Country in which the Address is in.	R	
PostalCode	Postal Code of the Address.	R	

### XML Instance Representation

```
<...  
qualifier="AddressQualifier [0..1]">  
  <AddressLine> AddressLine </AddressLine> [1..*]  
  <City> City </City> [1]  
</...>
```

## Process Service Appointment

```
<County> County </County> [0..1]
<StateOrProvince> StateOrProvince </StateOrProvince> [1]
<Country> Country </Country> [1]
<PostalCode> PostalCode </PostalCode> [1]
</...>
```

### AddressBase

<b>Name</b>	<b>AddressBase</b>
<b>Abstract</b>	<b>no</b>

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
AddressLine	Indicates the multiple lines of an address. The first line is typically the street name and number.	R	
City	Is the City of the Address.	R	
County	County in which the Address is in.	O	
StateOrProvince	Is the State or Province of a given Address.	R	
Country	Country in which the Address is in.	R	
PostalCode	Postal Code of the Address.	R	

### XML Instance Representation

```
<...>
  <AddressLine> AddressLine </AddressLine> [1..*]
  <City> City </City> [1]
  <County> County </County> [0..1]
  <StateOrProvince> StateOrProvince </StateOrProvince> [1]
  <Country> Country </Country> [1]
  <PostalCode> PostalCode </PostalCode> [1]
</...>
```

## Process Service Appointment

---

### AlternatePartyId

<b>Name</b>	AlternatePartyId
<b>Abstract</b>	no

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Id	Alternate Party Identification	R	

#### XML Instance Representation

```
<...>
  <Id> Id </Id> [1]
</...>
```

### Amount

Based on OAGI Amount. Simple content with the currency as an attribute

<b>Name</b>	Amount
<b>Abstract</b>	no

#### Attributes

Field / Component	Description	R/O	Business Rule
currency		R	

#### XML Instance Representation

```
<...
currency="Currency [1]">
  xsd:decimal
</...>
```

## Process Service Appointment

### 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
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	



## Process Service Appointment

Field / Component	Description	R/O	Business Rule
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

<b>Name</b>	<b>Appointment</b>
<b>Abstract</b>	<b>no</b>

### 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

## Process Service Appointment

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

### AppointmentBase

Based on oa:Appointment

<b>Name</b>	<b>AppointmentBase</b>
<b>Abstract</b>	<b>no</b>

#### 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]
</...>
```

### AppointmentContactParty

These field(s) use this type: [AppointmentContact](#).

<b>Name</b>	<b>AppointmentContactParty</b>
<b>Abstract</b>	<b>no</b>

## Process Service Appointment

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Individual party alternate party Identification	O	
PersonName	Individual party name	O	
Address	Individual party address	O	
Contact	Individual party contact information	O	
RelationshipCode	Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.)	O	
DMSCustomerId	The DMS system assigned number associated with a customer entity	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> IndividualPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <PersonName> IndividualPartyPersonName </PersonName> [0..1]
  <Address> IndividualPartyAddress </Address> [0..*]
  <Contact> IndividualPartyContact </Contact> [0..1]
  <RelationshipCode> RelationshipCode </RelationshipCode> [0..1]
  <DMSCustomerId> DMSCustomerId </DMSCustomerId> [0..1]
</...>
```

### AuthorizedAmount

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

Authorized expense limit.

<b>Name</b>	<b>AuthorizedAmount</b>
<b>Abstract</b>	<b>no</b>

## Process Service Appointment

### XML Instance Representation

```
<...  
currency="Currency [1]">  
  Amount  
</...>
```

### BrandedInfo

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

<b>Name</b>	BrandedInfo
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
BrandedTitleInd	This tag indicates if a vehicle's title has been branded. (i.e., vehicle totaled and state registration title branded as such)	O	
BrandedTitleDate	Branding Date	O	
BrandingStateCode	Branding State Code	O	
BrandingStateReference	Branding State Reference Number	O	
BrandingSource	Branding source Ã#Â¿Ã#Â¿# (i.e., source who says that the vehicle is branded)	O	

### XML Instance Representation

```
<...>  
  <BrandedTitleInd> BrandedTitleInd </BrandedTitleInd> [0..1]  
  <BrandedTitleDate> BrandedTitleDate </BrandedTitleDate> [0..1]  
  <BrandingStateCode> BrandingStateCode </BrandingStateCode> [0..1]  
  <BrandingStateReference> BrandingStateReference </BrandingStateReference> [0..1]  
  <BrandingSource> BrandingSource </BrandingSource> [0..1]  
</...>
```

## Process Service Appointment

---

### BrandingStateCode

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

Branding State Code

<b>Name</b>	BrandingStateCode
<b>Abstract</b>	no

### XML Instance Representation

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

### BusinessObjectDocument

<b>Name</b>	BusinessObjectDocument
<b>Abstract</b>	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	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
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]  
</...>
```

### CampaignDescription

These field(s) use this type: CampaignDescription.

## Process Service Appointment

---

Service Campaign Description

<b>Name</b>	CampaignDescription
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
language="Language [0..1]">  
  Description  
</...>
```

### CauseDescription

These field(s) use this type: CauseDescription.

Dealer explanation of vehicle malfunction cause

<b>Name</b>	CauseDescription
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
language="Language [0..1]">  
  Description  
</...>
```

### CodesAndCommentsBase

<b>Name</b>	CodesAndCommentsBase
<b>Abstract</b>	no

## Data Elements and Components

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
CauseCode	Manufacturer assigned reason the part failed	O	
CauseDescription	Dealer explanation of vehicle malfunction cause	O	
ComplaintCode	Customer complaint category	O	
ComplaintDescription	Customer explanation of vehicle malfunction	O	
CorrectionDescription	Dealer explanation of vehicle repair	O	
TechnicianNotes	Free form technician comments	O	
MiscellaneousNotes	Free form miscellaneous comments	O	
JobDenialCode	Dealer / Manufacturer defined code identifying the reason the customer denied service on a repair order line	O	
JobDenialDescription	Text description of the reason a customer denied service on a repair order line	O	

### XML Instance Representation

```
<...>
  <CauseCode> CauseCode </CauseCode> [0..1]
  <CauseDescription> CauseDescription </CauseDescription> [0..1]
  <ComplaintCode> ComplaintCode </ComplaintCode> [0..1]
  <ComplaintDescription> ComplaintDescription </ComplaintDescription> [0..1]
  <CorrectionDescription> CorrectionDescription </CorrectionDescription> [0..1]
  <TechnicianNotes> TechnicianNotes </TechnicianNotes> [0..1]
  <MiscellaneousNotes> MiscellaneousNotes </MiscellaneousNotes> [0..1]
  <JobDenialCode> JobDenialCode </JobDenialCode> [0..1]
  <JobDenialDescription> JobDenialDescription </JobDenialDescription> [0..1]
</...>
```

### CodesAndCommentsExpanded

These field(s) use this type: CodesAndComments.

Name	CodesAndCommentsExpanded
------	--------------------------



## Process Service Appointment

### Abstract

no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
CauseCode	Manufacturer assigned reason the part failed	O	
CauseDescription	Dealer explanation of vehicle malfunction cause	O	
ComplaintCode	Customer complaint category	O	
ComplaintDescription	Customer explanation of vehicle malfunction	O	
CorrectionDescription	Dealer explanation of vehicle repair	O	
TechnicianNotes	Free form technician comments	O	
MiscellaneousNotes	Free form miscellaneous comments	O	
JobDenialCode	Dealer / Manufacturer defined code identifying the reason the customer denied service on a repair order line	O	
JobDenialDescription	Text description of the reason a customer denied service on a repair order line	O	
ComplaintPriority	Priority from customer's view for specific complaint.	O	
ComplaintCodeType	Type of problem as related to the CustomerComplaintCode.	O	
VehicleConcernQuestionAnswer	Questions and Answers related to Service Appointment	O	
DefectCode	Manufacturer assigned code that defines failed component that caused the claim	O	

### XML Instance Representation

```
<...>
  <CauseCode> CauseCode </CauseCode> [0..1]
  <CauseDescription> CauseDescription </CauseDescription> [0..1]
  <ComplaintCode> ComplaintCode </ComplaintCode> [0..1]
  <ComplaintDescription> ComplaintDescription </ComplaintDescription> [0..1]
  <CorrectionDescription> CorrectionDescription </CorrectionDescription> [0..1]
```

## Process Service Appointment

```
<TechnicianNotes> TechnicianNotes </TechnicianNotes> [0..1]
<MiscellaneousNotes> MiscellaneousNotes </MiscellaneousNotes> [0..1]
<JobDenialCode> JobDenialCode </JobDenialCode> [0..1]
<JobDenialDescription> JobDenialDescription </JobDenialDescription> [0..1]
<ComplaintPriority> ComplaintPriority </ComplaintPriority> [0..1]
<ComplaintCodeType> ComplaintCodeType </ComplaintCodeType> [0..1]
<VehicleConcernQuestionAnswer> VehicleConcernQuestionAnswer </VehicleConcernQuestionAnswer> [0..*]
<DefectCode> DefectCode </DefectCode> [0..1]
</...>
```

### CodeType

Unique code name

Name	CodeType
Abstract	no

### Attributes

Field / Component	Description	R/O	Business Rule
listID		O	
listName		O	
listAgencyID		O	
listAgencyName		O	
listVersionID		O	
listURI		O	

### XML Instance Representation

```
<...
listID="xsd:token [0..1]"
listName="xsd:string [0..1]"
listAgencyID="xsd:token [0..1]"
```

## Process Service Appointment

```
listAgencyName="xsd:string [0..1]"
listVersionID="xsd:token [0..1]"
listURI="xsd:anyURI [0..1]">
  xsd:string
</...>
```

### ComplaintDescription

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

Customer explanation of vehicle malfunction

<b>Name</b>	ComplaintDescription
<b>Abstract</b>	no

### XML Instance Representation

```
<...
language="Language [0..1]">
  Description
</...>
```

### ConfirmableVerb

<b>Name</b>	ConfirmableVerb
<b>Abstract</b>	no

### Attributes

Field / Component	Description	R/O	Business Rule
confirm		R	

### Data Elements and Components

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
Verb		R	

### XML Instance Representation

```
<...  
confirm="ConfirmType [0..1]"/>
```

### ContactBase

<b>Name</b>	ContactBase
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Telephone	Contact telephone numbers	O	
EMailAddress	Contact Email addresses	O	
Fax	Contact Fax numbers	O	
PreferredContactMethod	Preferred contact method	O	
ContactTime	Preferred contact time (i.e. Best day/time to reach the contact.	O	
PrimaryContactInd	Indicates if contact is primary contact	O	

### XML Instance Representation

```
<...>  
  <Telephone> IndividualPartyContactTelephoneNumber </Telephone> [0..*]  
  <EMailAddress> IndividualPartyContactEMail </EMailAddress> [0..*]  
  <Fax> IndividualPartyContactFax </Fax> [0..*]  
  <PreferredContactMethod> PreferredContactMethod </PreferredContactMethod> [0..1]  
  <ContactTime> ContactTime </ContactTime> [0..1]  
  <PrimaryContactInd> PrimaryContactInd </PrimaryContactInd> [0..1]  
</...>
```

## Process Service Appointment

---

### ContractDeductible

These field(s) use this type: ContractDeductible.

Amount of Contract Deductible

<b>Name</b>	ContractDeductible
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
  currency="Currency [1]">  
    Amount  
</...>
```

### ContractId

These field(s) use this type: ContractId.

Identification of Contract

<b>Name</b>	ContractId
<b>Abstract</b>	no

### XML Instance Representation

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

### ContractPlanDescription

These field(s) use this type: ContractPlanDescription.

Description of contract plan. Example: 36 MONTH/36000 MILE"

<b>Name</b>	ContractPlanDescription
-------------	-------------------------

## Process Service Appointment

---

<b>Abstract</b>	<b>no</b>
-----------------	-----------

### XML Instance Representation

```
<...  
language="Language [0..1]">  
  Description  
</...>
```

## ContractStartMileage

These field(s) use this type: ContractStartMileage.

Odometer reading when contract becomes effective

<b>Name</b>	<b>ContractStartMileage</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<...  
uom="MileageMeasure [0..1]">  
  Mileage  
</...>
```

## ContractTermMileage

These field(s) use this type: ContractTermMileage.

Mileage allowed under terms of contract

<b>Name</b>	<b>ContractTermMileage</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<...  
uom="MileageMeasure [0..1]">
```

## Process Service Appointment

---

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

### CorrectionDescription

These field(s) use this type: CorrectionDescription.

Dealer explanation of vehicle repair

Name	CorrectionDescription
Abstract	no

### XML Instance Representation

```
<...
language="Language [0..1]">
  Description
</...>
```

### Count

Simple quantity type with no attributes

Name	Count
Abstract	no

### XML Instance Representation

```
<...>
  xsd:integer
</...>
```

### Coupon

These field(s) use this type: Coupon.

Name	Coupon
------	--------

## Process Service Appointment

**Abstract** no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
CouponId	Identification of Coupon dealership service application	O	
CouponDescription	Text identification of Coupon	O	
CouponDiscountAmount	Credit Price for coupons	O	
CouponComment	Comments associated with the coupon (e.g., Please rotate tire to front left).	O	

### XML Instance Representation

```
<...>
  <CouponId> CouponId </CouponId> [0..1]
  <CouponDescription> CouponDescription </CouponDescription> [0..1]
  <CouponDiscountAmount> CouponDiscountAmount </CouponDiscountAmount> [0..1]
  <CouponComment> CouponComment </CouponComment> [0..1]
</...>
```

### CouponDescription

These field(s) use this type: CouponDescription.

Text identification of Coupon

**Name** CouponDescription

**Abstract** no

### XML Instance Representation

```
<...
language="Language [0..1]">
  Description
</...>
```



## Process Service Appointment

---

### CouponDiscountAmount

These field(s) use this type: CouponDiscountAmount.

Credit Price for coupons

<b>Name</b>	CouponDiscountAmount
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
  currency="Currency [1]">  
    Amount  
</...>
```

### CouponId

These field(s) use this type: CouponId.

Identification of Coupon dealership service application

<b>Name</b>	CouponId
<b>Abstract</b>	no

### XML Instance Representation

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

### CustomerPaymentMethod

These field(s) use this type: CustomerPaymentMethod.

<b>Name</b>	CustomerPaymentMethod
-------------	-----------------------

## Process Service Appointment

**Abstract** no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PaymentMethod	Indicates the method of payment (e.g., cash, credit card, etc.)	O	
AuthorizedAmount	Preauthorized expense limit.	O	

### XML Instance Representation

```
<...>
  <PaymentMethod> PaymentMethod </PaymentMethod> [0..1]
  <AuthorizedAmount> AuthorizedAmount </AuthorizedAmount> [0..1]
</...>
```

## DealerParty

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

**Name** DealerParty

**Abstract** no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
DealerName	Dealer name	O	
DistrictCode	Manufacturer Assigned District Code	O	
URI	Dealer URI	O	
ZoneCode	Manufacturer Assigned Zone Code	O	
Address	Dealer party address	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
SalesContact	Dealer party contact information	O	
SalesPersonName	Name of Salesperson. Format for name should be "First Last" with no commas between first and last name	O	
DepartmentType	Identifies the internal department	O	
OrganizationId	Member Identification number of affiliate organization	O	
OrganizationName	OrganizationName	O	
SelectionMethod	Method used to select dealer Example: PF for preferred, PM for PMA, DI for distance, etc.	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <DealerName> DealerName </DealerName> [0..1]
  <DistrictCode> DistrictCode </DistrictCode> [0..1]
  <URI> URI </URI> [0..1]
  <ZoneCode> ZoneCode </ZoneCode> [0..1]
  <Address> OrganizationAddress </Address> [0..1]
  <SalesContact> OrganizationContact </SalesContact> [0..1]
  <SalesPersonName> SalesPersonName </SalesPersonName> [0..1]
  <DepartmentType> DepartmentType </DepartmentType> [0..1]
  <OrganizationId> OrganizationId </OrganizationId> [0..1]
  <OrganizationName> OrganizationName </OrganizationName> [0..1]
  <SelectionMethod> SelectionMethod </SelectionMethod> [0..1]
</...>
```

### DealerPartyBase

<b>Name</b>	DealerPartyBase
<b>Abstract</b>	no

## Process Service Appointment

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
DealerName	Dealer name	O	
DistrictCode	Manufacturer Assigned District Code	O	
URI	Dealer URI	O	
ZoneCode	Manufacturer Assigned Zone Code	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <DealerName> DealerName </DealerName> [0..1]
  <DistrictCode> DistrictCode </DistrictCode> [0..1]
  <URI> URI </URI> [0..1]
  <ZoneCode> ZoneCode </ZoneCode> [0..1]
</...>
```

## DeliveryMileage

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

Odometer reading of vehicle at time of delivery

<b>Name</b>	<b>DeliveryMileage</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<...
uom="MileageMeasure [0..1]">
  Mileage
</...>
```

## Process Service Appointment

### Description

Description

<b>Name</b>	Description
<b>Abstract</b>	no

### Attributes

Field / Component	Description	R/O	Business Rule
language	The ISO language code that the description is written.	O	

### XML Instance Representation

```
<...  
language="Language [0..1]">  
  xsd:string  
</...>
```

### Destination

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

<b>Name</b>	Destination
<b>Abstract</b>	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 <a href="http://www.starstandards.org">http://www.starstandards.org</a>
DestinationURI	Physical address of the destination	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
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 O 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.		
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]

```

## Process Service Appointment

---

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

### DMSCustomerId

These field(s) use this type: DMSCustomerId,DMSCustomerId,DMSCustomerId.

The DMS system assigned number associated with a customer entity

<b>Name</b>	DMSCustomerId
<b>Abstract</b>	no

### XML Instance Representation

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

### DocumentId

These field(s) use this type: DocumentId.

Is the identifier for the document.

<b>Name</b>	DocumentId
<b>Abstract</b>	no

### XML Instance Representation

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

### DoorsQuantity

These field(s) use this type: DoorsQuantity.

Number of doors on vehicle

## Process Service Appointment

---

<b>Name</b>	DoorsQuantity
<b>Abstract</b>	no

### XML Instance Representation

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

### EstimatedLaborHours

These field(s) use this type: EstimatedLaborHours.

Indicates the estimated labor hours required to complete repair.

<b>Name</b>	EstimatedLaborHours
<b>Abstract</b>	no

### XML Instance Representation

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

### EstimatedPartsAmount

These field(s) use this type: EstimatedPartsAmount.

Indicates the estimated amount of parts required to complete repair.

<b>Name</b>	EstimatedPartsAmount
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
currency="Currency [1]">
```



## Process Service Appointment

---

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

### EstimatedRepairAmount

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

Indicates estimated amount of repair.

<b>Name</b>	EstimatedRepairAmount
<b>Abstract</b>	no

### XML Instance Representation

```
<...
currency="Currency [1]">
  Amount
</...>
```

### FailureCodeDescription

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

Description of trouble failure code

<b>Name</b>	FailureCodeDescription
<b>Abstract</b>	no

### XML Instance Representation

```
<...
language="Language [0..1]">
  Description
</...>
```

### FailureCodes

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

## Process Service Appointment

<b>Name</b>	<b>FailureCodes</b>
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
FailureCode	Manufacturer-assigned code to describe the reason that a fault or symptom occurred	O	
FailureCodeDescription	Description of trouble failure code	O	
FailureCodeURI	URL address for graphical image of failure code	O	

### XML Instance Representation

```
<...>
  <FailureCode> FailureCode </FailureCode> [0..1]
  <FailureCodeDescription> FailureCodeDescription </FailureCodeDescription> [0..1]
  <FailureCodeURI> FailureCodeURI </FailureCodeURI> [0..1]
</...>
```

## FullServiceContract

These field(s) use this type: ServiceContract.

<b>Name</b>	<b>FullServiceContract</b>
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
ContractCompanyName	Service contract company name	O	
ContractId	Identification of Service Contract	O	
ContractPlanCode	Service Contract Plan Code	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
ContractType	Service contract type and/or area of coverage	O	
ContractPlanDescription	Description of service plan. Example: 36 MONTH/36000 MILE"	O	
Term	Number of months in contract plan	O	
ContractStartDate	Service Contract sale Date	O	
ContractDeductible	Amount of Deductible at time of service Eg:\$50.00	O	
ContractExpirationDate	Date the Service contract expires	O	
ContractStartMileage	Odometer reading when contract becomes effective	O	
ContractTermMileage	Mileage allowed under terms of service contract	O	
ContractOwnerName	Name on service Contract (i.e., full name - First Last)	O	
InsuranceCompanyName	Memo Field for carrier covering extended service contract	O	
TotalContractAmount	Total amount of the service contract.	O	
ContractNote	Free form comments that relate to the contract	O	
ContractEffectiveDate	Start Date of Service Contract	O	
ContractPlanStates	States where the plan is valid	O	
ContractTransferInd	Indicates if the contract is transferable	O	
ContractTransferredInd	Indicates if the contract has been transferred	O	
ContractTripInterruptInd	Indicates if the contract allows for trip interruption	O	
LoanerVehicleInd	Service contract loaner vehicle indicator	O	
RoadsideAssistanceInd	Indicates whether coverage includes roadside assistance	O	
RoadHazardInd	Indicates whether Roadside hazard is covered in the contract	O	
FirstDayRentalInd	If first day rental for service is covered in contract	O	
RentalAllowance	Limit for Rental Allowance per day	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
MaximumRentalAmount	Max Rental Allowance per occurrence	O	
TowingAllowance	Amount allowed for towing of RENTAL car	O	

### XML Instance Representation

```
<...>
  <ContractCompanyName> ContractCompanyName </ContractCompanyName> [0..1]
  <ContractId> ContractId </ContractId> [0..1]
  <ContractPlanCode> ContractPlanCode </ContractPlanCode> [0..1]
  <ContractType> ContractType </ContractType> [0..1]
  <ContractPlanDescription> ContractPlanDescription </ContractPlanDescription> [0..1]
  <Term> Term </Term> [0..1]
  <ContractStartDate> ContractStartDate </ContractStartDate> [0..1]
  <ContractDeductible> ContractDeductible </ContractDeductible> [0..1]
  <ContractExpirationDate> ContractExpirationDate </ContractExpirationDate> [0..1]
  <ContractStartMileage> ContractStartMileage </ContractStartMileage> [0..1]
  <ContractTermMileage> ContractTermMileage </ContractTermMileage> [0..1]
  <ContractOwnerName> ContractOwnerName </ContractOwnerName> [0..1]
  <InsuranceCompanyName> InsuranceCompanyName </InsuranceCompanyName> [0..1]
  <TotalContractAmount> TotalContractAmount </TotalContractAmount> [0..1]
  <ContractNote> ContractNote </ContractNote> [0..1]
  <ContractEffectiveDate> ContractEffectiveDate </ContractEffectiveDate> [0..1]
  <ContractPlanStates> ContractPlanStates </ContractPlanStates> [0..*]
  <ContractTransferInd> ContractTransferInd </ContractTransferInd> [0..1]
  <ContractTransferredInd> ContractTransferredInd </ContractTransferredInd> [0..1]
  <ContractTripInterruptInd> ContractTripInterruptInd </ContractTripInterruptInd> [0..1]
  <LoanerVehicleInd> LoanerVehicleInd </LoanerVehicleInd> [0..1]
  <RoadsideAssistanceInd> RoadsideAssistanceInd </RoadsideAssistanceInd> [0..1]
  <RoadHazardInd> RoadHazardInd </RoadHazardInd> [0..1]
  <FirstDayRentalInd> FirstDayRentalInd </FirstDayRentalInd> [0..1]
  <RentalAllowance> RentalAllowance </RentalAllowance> [0..1]
  <MaximumRentalAmount> MaximumRentalAmount </MaximumRentalAmount> [0..1]
  <TowingAllowance> TowingAllowance </TowingAllowance> [0..1]
</...>
```

## Process Service Appointment

---

### HeaderBase

Used on all STAR BODs

<b>Name</b>	HeaderBase
<b>Abstract</b>	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	

#### XML Instance Representation

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

### HistoryVehicle

These field(s) use this type: Vehicle.

<b>Name</b>	HistoryVehicle
<b>Abstract</b>	no

#### Data Elements and Components

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
Model	Manufacturer-assigned model code of vehicle - Usually available in the VIN number (use NCIC code)	O	
ModelYear	Vehicle designated model year	O	
ModelDescription	Descriptive vehicle model name	O	
Make	Vehicle make code - Usually available in the VIN number (use NCIC code).	O	
SaleClass	Class of Sale	O	
Condition	Condition of Vehicle - Example: Excellent, Good, Fair, Poor, Unknown	O	
CertifiedPreownedInd	Identifies as a certified Pre-Owned Vehicle	O	
VehicleNote	Any vehicle related notes	O	
VIN	Federally defined 17 position vehicle identification number	O	
DeliveryMileage	Odometer reading of vehicle at time of delivery	O	
VehicleStock	Dealer assigned vehicle stock number	O	
TrimCode	Manufacturer assigned trim code	O	
DoorsQuantity	Number of doors on vehicle	O	
BodyStyle	Manufacturer-assigned vehicle body style	O	
InteriorColor	Vehicle Interior Color(s)	O	
ExteriorColor	Vehicle Exterior Color(s)	O	
TransmissionType	Vehicle Transmission type	O	
OdometerStatus	Status of odometer at trade-in. Example:: Replaced, Tampered, Miles> 90,000, etc.	O	
NonUSVehicleInd	Indicates whether the vehicle was produced for the United States or not	O	
VehicleDemoInd	Indicates whether vehicle was ever a demo	O	
LicenseNumber	State License plate number of vehicle	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
BrandedInfo	Vehicle Branding Information	O	
RestrictionInd	Indication that vehicle has restrictions on its use	O	
RestrictionDescription	Description of vehicle use restrictions	O	
TelematicsServiceInd	Indication whether Telematics Service Subscription is turned on	O	
Option	Service Vehicle Options	O	
TransmissionCode	Transmission Serial Number	O	
DeliveryDate	The date of original retail vehicle sale	O	
EngineNumber	Serial number of the engine if vehicle not made for US sale	O	
IgnitionKeyNumber	Vehicle Ignition Key Number	O	
AxleCode	The code on the axle of the vehicle.	O	
SoldAreaEmissionCode	The code for the geographical Area that the unit is sold	O	
VehicleOriginCountry	The country code where the unit was manufactured.	O	
VehicleImage	Contains information about a vehicle graphical image.	O	
InteriorColorCode	Vehicle Interior color code.	O	
ExteriorColorCode	Vehicle Exterior color code.	O	

### XML Instance Representation

```

<...>
  <Model> Model </Model> [0..1]
  <ModelYear> ModelYear </ModelYear> [0..1]
  <ModelDescription> ModelDescription </ModelDescription> [0..1]
  <Make> Make </Make> [0..1]
  <SaleClass> SaleClass </SaleClass> [0..1]
  <Condition> Condition </Condition> [0..1]
  <CertifiedPreownedInd> CertifiedPreownedInd </CertifiedPreownedInd> [0..1]
  <VehicleNote> VehicleNote </VehicleNote> [0..*]

```

# Process Service Appointment

```
<VIN> VIN </VIN> [0..1]
<DeliveryMileage> DeliveryMileage </DeliveryMileage> [0..1]
<VehicleStock> VehicleStock </VehicleStock> [0..1]
<TrimCode> TrimCode </TrimCode> [0..1]
<DoorsQuantity> DoorsQuantity </DoorsQuantity> [0..1]
<BodyStyle> BodyStyle </BodyStyle> [0..1]
<InteriorColor> InteriorColor </InteriorColor> [0..*]
<ExteriorColor> ExteriorColor </ExteriorColor> [0..*]
<TransmissionType> TransmissionType </TransmissionType> [0..1]
<OdometerStatus> OdometerStatus </OdometerStatus> [0..1]
<NonUSVehicleInd> NonUSVehicleInd </NonUSVehicleInd> [0..1]
<VehicleDemoInd> VehicleDemoInd </VehicleDemoInd> [0..1]
<LicenseNumber> LicenseNumber </LicenseNumber> [0..1]
<BrandedInfo> BrandedInfo </BrandedInfo> [0..1]
<RestrictionInd> RestrictionInd </RestrictionInd> [0..1]
<RestrictionDescription> RestrictionDescription </RestrictionDescription> [0..1]
<TelematicsServiceInd> TelematicsServiceInd </TelematicsServiceInd> [0..1]
<Option> ServiceOption </Option> [0..*]
<TransmissionCode> TransmissionCode </TransmissionCode> [0..1]
<DeliveryDate> DeliveryDate </DeliveryDate> [0..1]
<EngineNumber> EngineNumber </EngineNumber> [0..1]
<IgnitionKeyNumber> IgnitionKeyNumber </IgnitionKeyNumber> [0..1]
<AxleCode> AxleCode </AxleCode> [0..1]
<SoldAreaEmissionCode> SoldAreaEmissionCode </SoldAreaEmissionCode> [0..1]
<VehicleOriginCountry> VehicleOriginCountry </VehicleOriginCountry> [0..1]
<VehicleImage> ImageAttachment </VehicleImage> [0..1]
<InteriorColorCode> InteriorColorCode </InteriorColorCode> [0..1]
<ExteriorColorCode> ExteriorColorCode </ExteriorColorCode> [0..1]
</...>
```

## Hours

Hours

Name	Hours
Abstract	no



## Process Service Appointment

---

### XML Instance Representation

```
<...>
  xsd:decimal
</...>
```

### Id

These field(s) use this type: AuthorizationId,Id.

Party Identification number

<b>Name</b>	<b>Id</b>
<b>Abstract</b>	<b>no</b>


### XML Instance Representation

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

### ImageAttachment

These field(s) use this type: VehicleImage.

represents information about the location of on-line vehicle photos.

<b>Name</b>	<b>ImageAttachment</b>
<b>Abstract</b>	<b>no</b>


### Data Elements and Components

Field / Component	Description	R/O	Business Rule
URI	URI	O	
ImageWidth	Image tag width. Example: "100"	O	
ImageHeight	Image tag height Example: "120"	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
ImageAlternateText	Image alternate text. Example: "1997 Honda Accord"	O	

### XML Instance Representation

```
<...>
  <URI> URI </URI> [0..1]
  <ImageWidth> ImageWidth </ImageWidth> [0..1]
  <ImageHeight> ImageHeight </ImageHeight> [0..1]
  <ImageAlternateText> ImageAlternateText </ImageAlternateText> [0..*]
</...>
```

### ImageHeight

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

Image tag height Example: "120"

<b>Name</b>	ImageHeight
<b>Abstract</b>	no

### XML Instance Representation

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

### ImageWidth

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

Image tag width. Example: "100"

<b>Name</b>	ImageWidth
<b>Abstract</b>	no

### XML Instance Representation

## Process Service Appointment

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

### IndividualOwnerParty

<b>Name</b>	IndividualOwnerParty
<b>Abstract</b>	no

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Individual party alternate party Identification	O	
PersonName	Individual party name	O	
Address	Individual party address	O	
Contact	Individual party contact information	O	
RelationshipCode	Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.)	O	

#### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> IndividualPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <PersonName> IndividualPartyPersonName </PersonName> [0..1]
  <Address> IndividualPartyAddress </Address> [0..*]
  <Contact> IndividualPartyContact </Contact> [0..1]
  <RelationshipCode> RelationshipCode </RelationshipCode> [0..1]
</...>
```

### IndividualOwnerPartyExtended

## Process Service Appointment

<b>Name</b>	<b>IndividualOwnerPartyExtended</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Individual party alternate party Identification	O	
PersonName	Individual party name	O	
Address	Individual party address	O	
Contact	Individual party contact information	O	
RelationshipCode	Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.)	O	
Demographics	Individual party demographic information	O	
MarketingMailInd	Indicates customers whom have requested no marketing mail	O	
PrimaryDriverInd	Identifies customer as primary driver	O	
DriverAction	Driver action (Ex: Drop-Off, Pick-Up, etc)	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> IndividualPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <PersonName> IndividualPartyPersonName </PersonName> [0..1]
  <Address> IndividualPartyAddress </Address> [0..*]
  <Contact> IndividualPartyContact </Contact> [0..1]
  <RelationshipCode> RelationshipCode </RelationshipCode> [0..1]
  <Demographics> MinimalDemographics </Demographics> [0..1]
  <MarketingMailInd> MarketingMailInd </MarketingMailInd> [0..1]
  <PrimaryDriverInd> PrimaryDriverInd </PrimaryDriverInd> [0..1]
  <DriverAction> DriverAction </DriverAction> [0..1]
</...>
```

## Process Service Appointment

</...>

### IndividualOwnerPartyExtendedSA

These field(s) use this type: IndividualOwner,IndividualCo-Owner,PrimaryDriver,SecondaryDriver.

<b>Name</b>	IndividualOwnerPartyExtendedSA
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Individual party alternate party Identification	O	
PersonName	Individual party name	O	
Address	Individual party address	O	
Contact	Individual party contact information	O	
RelationshipCode	Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.)	O	
Demographics	Individual party demographic information	O	
MarketingMailInd	Indicates customers whom have requested no marketing mail	O	
PrimaryDriverInd	Identifies customer as primary driver	O	
DriverAction	Driver action (Ex: Drop-Off, Pick-Up, etc)	O	
DMSCustomerId	The DMS system assigned number associated with a customer entity	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> IndividualPartyAlternatePartyId </AlternatePartyIds> [0..*]
```

## Process Service Appointment

```
<PersonName> IndividualPartyPersonName </PersonName> [0..1]
<Address> IndividualPartyAddress </Address> [0..*]
<Contact> IndividualPartyContact </Contact> [0..1]
<RelationshipCode> RelationshipCode </RelationshipCode> [0..1]
<Demographics> MinimalDemographics </Demographics> [0..1]
<MarketingMailInd> MarketingMailInd </MarketingMailInd> [0..1]
<PrimaryDriverInd> PrimaryDriverInd </PrimaryDriverInd> [0..1]
<DriverAction> DriverAction </DriverAction> [0..1]
<DMSCustomerId> DMSCustomerId </DMSCustomerId> [0..1]
</...>
```

### IndividualOwnerPartySA

<b>Name</b>	IndividualOwnerPartySA
<b>Abstract</b>	no

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Individual party alternate party Identification	O	
PersonName	Individual party name	O	
Address	Individual party address	O	
Contact	Individual party contact information	O	
RelationshipCode	Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.)	O	
DMSCustomerId	The DMS system assigned number associated with a customer entity	O	

### XML Instance Representation

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

## Process Service Appointment

```
<AlternatePartyIds> IndividualPartyAlternatePartyId </AlternatePartyIds> [0..*]  
<PersonName> IndividualPartyPersonName </PersonName> [0..1]  
<Address> IndividualPartyAddress </Address> [0..*]  
<Contact> IndividualPartyContact </Contact> [0..1]  
<RelationshipCode> RelationshipCode </RelationshipCode> [0..1]  
<DMSCustomerId> DMSCustomerId </DMSCustomerId> [0..1]  
</...>
```

### IndividualPartyAddress

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

<b>Name</b>	<b>IndividualPartyAddress</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
AddressLine	Indicates the multiple lines of an address. The first line is typically the street name and number.	R	
City	Is the City of the Address.	R	
County	County in which the Address is in.	O	
StateOrProvince	Is the State or Province of a given Address.	R	
Country	Country in which the Address is in.	R	
PostalCode	Postal Code of the Address.	R	
UrbanizationCode	Geographic definition of a metropolitan or suburban area	O	

### XML Instance Representation

```
<...  
  qualifier="AddressQualifier [0..1]">  
  <AddressLine> AddressLine </AddressLine> [1..*]  
  <City> City </City> [1]
```

## Process Service Appointment

```
<County> County </County> [0..1]
<StateOrProvince> StateOrProvince </StateOrProvince> [1]
<Country> Country </Country> [1]
<PostalCode> PostalCode </PostalCode> [1]
<UrbanizationCode> UrbanizationCode </UrbanizationCode> [0..1]
</...>
```

### IndividualPartyAlternatePartyId

These field(s) use this type: AlternatePartyIds.

<b>Name</b>	IndividualPartyAlternatePartyId
<b>Abstract</b>	no

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Id	Alternate Party Identification	R	
AssigningPartyId	Agency or entity that validates the Party Id	R	
IssuingState	Indicates that State where the license was issued.	O	
ExpirationDate	Expiration date of the alternate party id (e.g., Driver's License expiration date).	O	

### XML Instance Representation

```
<...>
  <Id> Id </Id> [1]
  <AssigningPartyId> AssigningPartyId </AssigningPartyId> [1]
  <IssuingState> IssuingState </IssuingState> [0..1]
  <ExpirationDate> ExpirationDate </ExpirationDate> [0..1]
</...>
```

### IndividualPartyBase



## Process Service Appointment

<b>Name</b>	<b>IndividualPartyBase</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Individual party alternate party Identification	O	
PersonName	Individual party name	O	
Address	Individual party address	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> IndividualPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <PersonName> IndividualPartyPersonName </PersonName> [0..1]
  <Address> IndividualPartyAddress </Address> [0..*]
</...>
```

## IndividualPartyContact

These field(s) use this type: [Contact](#).

Individual contact informaion

<b>Name</b>	<b>IndividualPartyContact</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Telephone	Contact telephone numbers	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
EMailAddress	Contact Email addresses	O	
Fax	Contact Fax numbers	O	
PreferredContactMethod	Preferred contact method	O	
ContactTime	Preferred contact time (i.e. Best day/time to reach the contact.	O	
PrimaryContactInd	Indicates if contact is primary contact	O	
PersonName	Contact name	O	

### XML Instance Representation

```
<...>
  <Telephone> IndividualPartyContactTelephoneNumber </Telephone> [0..*]
  <EMailAddress> IndividualPartyContactEMail </EMailAddress> [0..*]
  <Fax> IndividualPartyContactFax </Fax> [0..*]
  <PreferredContactMethod> PreferredContactMethod </PreferredContactMethod> [0..1]
  <ContactTime> ContactTime </ContactTime> [0..1]
  <PrimaryContactInd> PrimaryContactInd </PrimaryContactInd> [0..1]
  <PersonName> IndividualPartyPersonName </PersonName> [0..1]
</...>
```

### IndividualPartyContactEMail

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

Individual Party email

<b>Name</b>	IndividualPartyContactEMail
<b>Abstract</b>	no

### Attributes

Field / Component	Description	R/O	Business Rule
desc		R	

## Process Service Appointment

---

### XML Instance Representation

```
<...  
desc="HomeWork [0..1]">  
  xsd:string  
</...>
```

### IndividualPartyContactFax

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

Individual Party Fax number

<b>Name</b>	IndividualPartyContactFax
<b>Abstract</b>	no

### Attributes

Field / Component	Description	R/O	Business Rule
desc		R	

### XML Instance Representation

```
<...  
desc="HomeWork [0..1]">  
  xsd:string  
</...>
```

### IndividualPartyContactTelephoneNumber

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

IndividualParty telephone number

<b>Name</b>	IndividualPartyContactTelephoneNumber
<b>Abstract</b>	no

## Process Service Appointment

### Attributes

Field / Component	Description	R/O	Business Rule
desc		R	
exten		R	

### XML Instance Representation

```
<...  
desc="ContactTelephoneNumberDescription [0..1]"  
exten="Note [0..1]">  
  xsd:string  
</...>
```

### IndividualPartyPersonName

These field(s) use this type: PersonName,PersonName.

<b>Name</b>	IndividualPartyPersonName
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Salutation	Title or greeting of business party	O	
GivenName	First Name of business party	R	
MiddleName	Middle Initial of business party	O	
FamilyName	Last Name of business party	R	
Suffix	Business Party name suffix designation if individual Ex: Sr, Jr, III, etc.	O	
FormattedName	Full Name of business party. Format for name should be "First Last" with no commas between first and last name	O	
SortName	Index name used as a sort for report purposes	O	

# Process Service Appointment

## XML Instance Representation

```
<...>
  <Salutation> Salutation </Salutation> [0..1]
  <GivenName> GivenName </GivenName> [1]
  <MiddleName> MiddleName </MiddleName> [0..1]
  <FamilyName> FamilyName </FamilyName> [1]
  <Suffix> Suffix </Suffix> [0..1]
  <FormattedName> FormattedName </FormattedName> [0..1]
  <SortName> SortName </SortName> [0..1]
</...>
```

## JobDenialDescription

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

Text description of the reason a customer denied service on a repair order line

Name	JobDenialDescription
Abstract	no

## XML Instance Representation

```
<...
language="Language [0..1]">
  Description
</...>
```

## LaborAllowanceHours

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

Flat rate labor hour allowance for this operation

Name	LaborAllowanceHours
Abstract	no

## XML Instance Representation

## Process Service Appointment

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

### LaborNarrative

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

<b>Name</b>	LaborNarrative
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
NarrativeType	Defines the Type of Labor Narrative/Comment like 'RL' - Recall comment, 'ML' etc.,	O	
Narrative	Labor Comment/Narrative can occur multiple times for each Labor depending on LaborNarrative type	O	

### XML Instance Representation

```
<...>
  <NarrativeType> NarrativeType </NarrativeType> [0..1]
  <Narrative> Narrative </Narrative> [0..*]
</...>
```

### LaborOperationDescription

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

Description of a particular operation code

<b>Name</b>	LaborOperationDescription
<b>Abstract</b>	no

### XML Instance Representation

## Process Service Appointment

---

```
<...  
  language="Language [0..1]">  
    Description  
</...>
```

### LaborOperationId

These field(s) use this type: LaborOperationId.

Currently assigned code for this operation (preferably manufacturer code)

<b>Name</b>	LaborOperationId
<b>Abstract</b>	no

### XML Instance Representation

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

### LocationId

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

Code identifying a physical location

<b>Name</b>	LocationId
<b>Abstract</b>	no

### XML Instance Representation

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

### MaximumRentalAmount

These field(s) use this type: MaximumRentalAmount.

## Process Service Appointment

---

Max Rental Allowance per occurrence

<b>Name</b>	<b>MaximumRentalAmount</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<...  
currency="Currency [1]">  
  Amount  
</...>
```

## Mileage

Mileage definition

<b>Name</b>	<b>Mileage</b>
<b>Abstract</b>	<b>no</b>

### Attributes

Field / Component	Description	R/O	Business Rule
uom		O	

### XML Instance Representation

```
<...  
uom="MileageMeasure [0..1]">  
  Count  
</...>
```

## MileageIn

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

Odometer reading of vehicle when repair order was opened



## Process Service Appointment

<b>Name</b>	MileageIn
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
  uom="MileageMeasure [0..1]">  
    Mileage  
</...>
```

## MinimalDemographics

These field(s) use this type: Demographics.

<b>Name</b>	MinimalDemographics
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Gender	Gender of party	O	
Language	Business party native language	O	
BirthDate	Birth date of party	O	

### XML Instance Representation

```
<...>  
  <Gender> Gender </Gender> [0..1]  
  <Language> Language </Language> [0..1]  
  <BirthDate> BirthDate </BirthDate> [0..1]  
</...>
```

## NumberOfDays

These field(s) use this type: NumberOfDays.

## Process Service Appointment

The number of days from the Payment Term date by which payment is expected.

<b>Name</b>	<b>NumberOfDays</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

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

### OptionBase

<b>Name</b>	<b>OptionBase</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
OptionType	An option type for a vehicle or other component. Usually references an OEM supplied list of codes.	O	
OptionName	Name of vehicle option	O	
OptionStockNumber	Stock Number of Vehicle Option	O	
Manufacturer	Manufacturer of Vehicle Option	O	

### XML Instance Representation

```
<...>  
  <OptionType> OptionType </OptionType> [0..1]  
  <OptionName> OptionName </OptionName> [0..1]  
  <OptionStockNumber> OptionStockNumber </OptionStockNumber> [0..1]  
  <Manufacturer> Manufacturer </Manufacturer> [0..1]  
</...>
```

## Process Service Appointment

---

### OptionType

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

Option Type from an OEM or other sources list of codes.

<b>Name</b>	<b>OptionType</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<...  
listID="xsd:token [0..1]"  
listName="xsd:string [0..1]"  
listAgencyID="xsd:token [0..1]"  
listAgencyName="xsd:string [0..1]"  
listVersionID="xsd:token [0..1]"  
listURI="xsd:anyURI [0..1]">  
  CodeType  
</...>
```

### OrganizationAddress

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

Basic address used for organizations

<b>Name</b>	<b>OrganizationAddress</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
AddressLine	Indicates the multiple lines of an address. The first line is typically the street name and number.	R	
City	Is the City of the Address.	R	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
County	County in which the Address is in.	O	
StateOrProvince	Is the State or Province of a given Address.	R	
Country	Country in which the Address is in.	R	
PostalCode	Postal Code of the Address.	R	
UrbanizationCode	Geographic definition of a metropolitan or suburban area	O	

### XML Instance Representation

```
<...>
  <AddressLine> AddressLine </AddressLine> [1..*]
  <City> City </City> [1]
  <County> County </County> [0..1]
  <StateOrProvince> StateOrProvince </StateOrProvince> [1]
  <Country> Country </Country> [1]
  <PostalCode> PostalCode </PostalCode> [1]
  <UrbanizationCode> UrbanizationCode </UrbanizationCode> [0..1]
</...>
```

### OrganizationalOwnerParty

<b>Name</b>	<b>OrganizationalOwnerParty</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Alternate organizational party Identification	O	
Name	Company name of organizational party	O	
Address	Organizational Party address	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
DBAName	Doing Business As name.	O	
Contact	Organizational Party contact information	O	
RelationshipCode	Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.)	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> OrganizationalPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <Name> CompanyName </Name> [0..1]
  <Address> OrganizationAddress </Address> [0..1]
  <DBAName> DBAName </DBAName> [0..1]
  <Contact> OrganizationContactExtended </Contact> [0..1]
  <RelationshipCode> RelationshipCode </RelationshipCode> [0..1]
</...>
```

### OrganizationalOwnerPartyExtended

<b>Name</b>	<b>OrganizationalOwnerPartyExtended</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Alternate organizational party Identification	O	
Name	Company name of organizational party	O	
Address	Organizational Party address	O	
DBAName	Doing Business As name.	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
Contact	Organizational Party contact information	O	
RelationshipCode	Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.)	O	
MarketingMailInd	Indicates customers whom have requested no marketing mail	O	
PrimaryDriverInd	Identifies customer as primary driver	O	
DriverAction	Driver action (Ex: Drop-Off, Pick-Up, etc)	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> OrganizationPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <Name> CompanyName </Name> [0..1]
  <Address> OrganizationAddress </Address> [0..1]
  <DBAName> DBAName </DBAName> [0..1]
  <Contact> OrganizationContactExtended </Contact> [0..1]
  <RelationshipCode> RelationshipCode </RelationshipCode> [0..1]
  <MarketingMailInd> MarketingMailInd </MarketingMailInd> [0..1]
  <PrimaryDriverInd> PrimaryDriverInd </PrimaryDriverInd> [0..1]
  <DriverAction> DriverAction </DriverAction> [0..1]
</...>
```

### OrganizationalOwnerPartyExtendedSA

These field(s) use this type: **OrganizationalOwner,OrganizationalCo-Owner.**

<b>Name</b>	OrganizationalOwnerPartyExtendedSA
<b>Abstract</b>	no

### Data Elements and Components

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Alternate organizational party Identification	O	
Name	Company name of organizational party	O	
Address	Organizational Party address	O	
DBAName	Doing Business As name.	O	
Contact	Organizational Party contact information	O	
RelationshipCode	Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.)	O	
MarketingMailInd	Indicates customers whom have requested no marketing mail	O	
PrimaryDriverInd	Identifies customer as primary driver	O	
DriverAction	Driver action (Ex: Drop-Off, Pick-Up, etc)	O	
DMSCustomerId	The DMS system assigned number associated with a customer entity	O	

### XML Instance Representation

```

<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> OrganizationalPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <Name> CompanyName </Name> [0..1]
  <Address> OrganizationAddress </Address> [0..1]
  <DBAName> DBAName </DBAName> [0..1]
  <Contact> OrganizationContactExtended </Contact> [0..1]
  <RelationshipCode> RelationshipCode </RelationshipCode> [0..1]
  <MarketingMailInd> MarketingMailInd </MarketingMailInd> [0..1]
  <PrimaryDriverInd> PrimaryDriverInd </PrimaryDriverInd> [0..1]
  <DriverAction> DriverAction </DriverAction> [0..1]
  <DMSCustomerId> DMSCustomerId </DMSCustomerId> [0..1]
</...>

```

### OrganizationalPartyAlternatePartyId

## Process Service Appointment

These field(s) use this type: AlternatePartyIds,AlternatePartyIds,AlternatePartyIds.

<b>Name</b>	OrganizationalPartyAlternatePartyId
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Id	Alternate Party Identification	R	
AssigningPartyId	Agency or entity that validates the Party Id	R	
IssuingState	Indicates that State where the license was issued.	O	
ExpirationDate	Expiration date of the alternate party id (e.g., Driver's License expiration date).	O	

### XML Instance Representation

```
<...>
  <Id> Id </Id> [1]
  <AssigningPartyId> AssigningOrganizationPartyId </AssigningPartyId> [1]
  <IssuingState> IssuingState </IssuingState> [0..1]
  <ExpirationDate> ExpirationDate </ExpirationDate> [0..1]
</...>
```

## OrganizationContact

These field(s) use this type: SalesContact.

<b>Name</b>	OrganizationContact
<b>Abstract</b>	no

### Data Elements and Components



## Process Service Appointment

Field / Component	Description	R/O	Business Rule
PersonName	Contact name	O	
Telephone	Contact telephone numbers	O	If the address has a North American country code, the telephone number must be a minimum of 10 numbers.  (INACTIVE)
EMailAddress	Contact Email address	O	Should conform to the Internet message format as set forth by RFC 8822.
Fax	Contact Fax number	O	If the address has a North American country code, the telephone number must be a minimum of 10 numbers.  (INACTIVE)
PreferredContactMethod	Preferred contact method	O	
ContactTime	Preferred contact time (i.e. Best day/time to reach the contact.	O	

### XML Instance Representation

```
<...>
  <PersonName> OrganizationContactPersonName </PersonName> [0..1]
  <Telephone> OrganizationPartyTelephone </Telephone> [0..*]
  <EMailAddress> OrganizationPartyEmail </EMailAddress> [0..*]
  <Fax> OrganizationPartyFax </Fax> [0..*]
  <PreferredContactMethod> PreferredContactMethodOrganization </PreferredContactMethod> [0..1]
  <ContactTime> ContactTime </ContactTime> [0..1]
</...>
```

### OrganizationContactExtended

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

<b>Name</b>	<b>OrganizationContactExtended</b>
-------------	------------------------------------

## Process Service Appointment

### Abstract

no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PersonName	Contact name	O	
Telephone	Contact telephone numbers	O	If the address has a North American country code, the telephone number must be a minimum of 10 numbers. (INACTIVE)
EMailAddress	Contact Email address	O	Should conform to the Internet message format as set forth by RFC 8822.
Fax	Contact Fax number	O	If the address has a North American country code, the telephone number must be a minimum of 10 numbers. (INACTIVE)
PreferredContactMethod	Preferred contact method	O	
ContactTime	Preferred contact time (i.e. Best day/time to reach the contact.	O	
PreferredLanguage	Organization's preferred language	O	

### XML Instance Representation

```
<...>
  <PersonName> OrganizationContactPersonName </PersonName> [0..1]
  <Telephone> OrganizationPartyTelephone </Telephone> [0..*]
  <EMailAddress> OrganizationPartyEmail </EMailAddress> [0..*]
  <Fax> OrganizationPartyFax </Fax> [0..*]
  <PreferredContactMethod> PreferredContactMethodOrganization </PreferredContactMethod> [0..1]
  <ContactTime> ContactTime </ContactTime> [0..1]
  <PreferredLanguage> PreferredLanguage </PreferredLanguage> [0..1]
</...>
```

## Process Service Appointment

### OrganizationContactPersonName

These field(s) use this type: PersonName.

Derived from oa:PersonName

<b>Name</b>	OrganizationContactPersonName
<b>Abstract</b>	no

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
GivenName	First Name of business party	R	
FamilyName	Last Name of business party	R	
FormattedName	Full Name of business party. Format for name should be "First Last" with no commas between first and last name	O	

#### XML Instance Representation

```
<...>
  <GivenName> Name </GivenName> [1]
  <FamilyName> Name </FamilyName> [1]
  <FormattedName> Name </FormattedName> [0..1]
</...>
```

### OrganizationId

These field(s) use this type: OrganizationId.

Member Identification number of affiliate organization

<b>Name</b>	OrganizationId
<b>Abstract</b>	no

## Process Service Appointment

### XML Instance Representation

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

### OrganizationPartyBase

<b>Name</b>	OrganizationPartyBase
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Alternate organizational party Identification	O	
Name	Company name of organizational party	O	
Address	Organizational Party address	O	
DBAName	Doing Business As name.	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> OrganizationalPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <Name> CompanyName </Name> [0..1]
  <Address> OrganizationAddress </Address> [0..1]
  <DBAName> DBAName </DBAName> [0..1]
</...>
```

### OrganizationPartyEmail

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

## Process Service Appointment

---

Organization email

<b>Name</b>	OrganizationPartyEmail
<b>Abstract</b>	no

### XML Instance Representation

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

## OrganizationPartyFax

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

OrganizationFax number

<b>Name</b>	OrganizationPartyFax
<b>Abstract</b>	no

### XML Instance Representation

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

## OrganizationPartyTelephone

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

OrganizationParty telephone number

<b>Name</b>	OrganizationPartyTelephone
<b>Abstract</b>	no

### Attributes

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
desc		R	
exten		R	

### XML Instance Representation

```
<...  
desc="ContactTelephoneNumberOrganizationDescription [0..1]"  
exten="Note [0..1]">  
  xsd:string  
</...>
```

## PartyBase

Derived from oa:Party

<b>Name</b>	PartyBase
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	

### XML Instance Representation

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

## PartyId

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

Party Identification Number

## Process Service Appointment

<b>Name</b>	<b>PartyId</b>
<b>Abstract</b>	no

### XML Instance Representation

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

### Process

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

<b>Name</b>	<b>Process</b>
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Verb		R	
Criteria		O	

### XML Instance Representation

```
<...  
confirm="ConfirmType [0..1]"  
acknowledge="AcknowledgementType [0..1]">  
  <Criteria> ActionExpressionCriteria </Criteria> [0..1]  
</...>
```

## ProcessServiceAppointment

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

<b>Name</b>	<b>ProcessServiceAppointment</b>
-------------	----------------------------------

## Process Service Appointment

**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> ProcessServiceAppointmentDataArea </DataArea> [1]  
</...>
```

### ProcessServiceAppointmentDataArea

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

**Name** ProcessServiceAppointmentDataArea  
**Abstract** no



## Process Service Appointment

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Process	The Process verb is used to request processing of the associated noun by the receiving application or business to party. In a typical external exchange scenario a Process BOD is considered to be a legally binding message. For example, if a customer sends a ProcessPurchaseOrder BOD to a supplier and the supplier acknowledges with a positive AcknowledgePurchaseOrder, then the customer is obligated to fulfill the agreement, unless of course other BODs are allowed to cancel or change the original order.	R	
ServiceAppointment		R	

### XML Instance Representation

```
<...>
  <Process> ... </Process> [1]
  <ServiceAppointment> ... </ServiceAppointment> [1..*]
</...>
```

## ProviderContact

These field(s) use this type: Contact.

<b>Name</b>	<b>ProviderContact</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PersonName	Contact name	O	
Telephone	Contact telephone numbers	O	If the address has a North American country code, the telephone number must be a minimum of 10 numbers.  (INACTIVE)

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
EMailAddress	Contact Email address	O	Should conform to the Internet message format as set forth by RFC 8822.
Fax	Contact Fax number	O	If the address has a North American country code, the telephone number must be a minimum of 10 numbers.  (INACTIVE)
PreferredContactMethod	Preferred contact method	O	
ContactTime	Preferred contact time (i.e. Best day/time to reach the contact.	O	
Address	Provider contact address	O	
PrimaryContactInd	Indicates if contact is primary contact	O	

### XML Instance Representation

```
<...>
  <PersonName> OrganizationContactPersonName </PersonName> [0..1]
  <Telephone> OrganizationPartyTelephone </Telephone> [0..*]
  <EMailAddress> OrganizationPartyEmail </EMailAddress> [0..*]
  <Fax> OrganizationPartyFax </Fax> [0..*]
  <PreferredContactMethod> PreferredContactMethodOrganization </PreferredContactMethod> [0..1]
  <ContactTime> ContactTime </ContactTime> [0..1]
  <Address> OrganizationAddress </Address> [0..1]
  <PrimaryContactInd> PrimaryContactInd </PrimaryContactInd> [0..1]
</...>
```

### ProviderParty

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

<b>Name</b>	<b>ProviderParty</b>
<b>Abstract</b>	<b>no</b>

## Process Service Appointment

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
Contact	Provider Party contact information	O	
ProviderName	Provider Name	O	
URI	Provider's URI	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <Contact> ProviderContact </Contact> [0..*]
  <ProviderName> ProviderName </ProviderName> [0..1]
  <URI> URI </URI> [0..1]
</...>
```

## RentalAllowance

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

Limit for Rental Allowance per day

<b>Name</b>	<b>RentalAllowance</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<...
currency="Currency [1]">
  Amount
</...>
```

## RequestedService

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

## Process Service Appointment

<b>Name</b>	<b>RequestedService</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
JobNumber	DMS assigned job or line identification number	O	
RepeatRepairInd	Identifies repair as having been performed previously on the vehicle	O	
JobType	Type of service performed (special policy, warranty pay, etc)	O	
Technician	Technician associated with the service	O	
PackageCode	Indicates multiple labor operations within a package (e.g., 30k mileage drive train or emissions package).	O	
ServiceLaborScheduling	represents information about the labor being scheduled for the service appointment.	O	

### XML Instance Representation

```
<...>
  <JobNumber> JobNumber </JobNumber> [0..1]
  <RepeatRepairInd> RepeatRepairInd </RepeatRepairInd> [0..1]
  <JobType> JobType </JobType> [0..1]
  <Technician> ServiceTechnician </Technician> [0..*]
  <PackageCode> PackageCode </PackageCode> [0..1]
  <ServiceLaborScheduling> ServiceLaborScheduling </ServiceLaborScheduling> [0..*]
</...>
```

### RequestedServiceExpanded

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

<b>Name</b>	<b>RequestedServiceExpanded</b>
<b>Abstract</b>	<b>no</b>

## Process Service Appointment

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
JobNumber	DMS assigned job or line identification number	O	
RepeatRepairInd	Identifies repair as having been performed previously on the vehicle	O	
JobType	Type of service performed (special policy, warranty pay, etc)	O	
CodesAndComments	Codes and comments associated with ther service appointment.	O	
ServiceCampaign	Service Campaign information related to vehicle service	O	
Coupon	Coupons associated with job	O	
Technician	Technician associated with the service	O	
PackageCode	Indicates multiple labor operations within a package (e.g., 30k mileage drive train or emissions package).	O	
ServiceLaborScheduling	represents information about the labor being scheduled for the service appointment.	O	

### XML Instance Representation

```
<...>
  <JobNumber> JobNumber </JobNumber> [0..1]
  <RepeatRepairInd> RepeatRepairInd </RepeatRepairInd> [0..1]
  <JobType> JobType </JobType> [0..1]
  <CodesAndComments> CodesAndCommentsExpanded </CodesAndComments> [0..1]
  <ServiceCampaign> ServiceCampaign </ServiceCampaign> [0..1]
  <Coupon> Coupon </Coupon> [0..*]
  <Technician> ServiceTechnician </Technician> [0..*]
  <PackageCode> PackageCode </PackageCode> [0..1]
  <ServiceLaborScheduling> ServiceLaborScheduling </ServiceLaborScheduling> [0..*]
</...>
```

### RestrictionDescription

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

## Process Service Appointment

---

Description of vehicle use restrictions

<b>Name</b>	<b>RestrictionDescription</b>
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
  language="Language [0..1]">  
    Description  
</...>
```

## SecondaryDealerNumber

These field(s) use this type: SecondaryDealerNumber.

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

<b>Name</b>	<b>SecondaryDealerNumber</b>
<b>Abstract</b>	no

### XML Instance Representation

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

## Sender

These field(s) use this type: Sender.

<b>Name</b>	<b>Sender</b>
<b>Abstract</b>	no

## Data Elements and Components

## Process Service Appointment

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		
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	Identifies the authorization level of the user or application that is sending the Business Object Document Message. This authorization level being recognized by 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 <a href="http://www.starstandards.org">http://www.starstandards.org</a>
SenderURI	Physical address of the sender	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
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 O 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.		
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	
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]
```



# Process Service Appointment

```
<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

## Process Service Appointment

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		
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	Identifies the authorization level of the user or application that is sending the Business Object Document Message. This authorization level being recognized by 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]
```

## Process Service Appointment

```
<ReferenceId> Reference </ReferenceId> [0..1]
<AuthorizationId> Id </AuthorizationId> [0..1]
</...>
```

### ServiceAdvisor

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

<b>Name</b>	<b>ServiceAdvisor</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Social security number or other legal document Id of service advisor assigned to Repair Order	O	
ServiceAdvisorName	Name of service advisor	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> OrganizationalPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <ServiceAdvisorName> ServiceAdvisorName </ServiceAdvisorName> [0..1]
</...>
```

### ServiceAppointment

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

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

## Process Service Appointment

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

<b>Name</b>	<b>ServiceAppointment</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

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

### XML Instance Representation

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

## ServiceAppointmentBase

<b>Name</b>	<b>ServiceAppointmentBase</b>
<b>Abstract</b>	<b>no</b>

### 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	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
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]
</...>
```

### ServiceAppointmentDetail

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

Detail for each service visit requested

<b>Name</b>	<b>ServiceAppointmentDetail</b>
<b>Abstract</b>	<b>no</b>

## Process Service Appointment

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
RequestedService	Communicates the type of service to be performed during the service appointment.	O	
Appointment	Represents information about the appointment being scheduled.	O	
CustomerPaymentMethod	Communicates the customer's selected payment method and the amount of payment.	O	

### XML Instance Representation

```
<...>
  <RequestedService> RequestedServiceExpanded </RequestedService> [0..*]
  <Appointment> ServiceAppointmentExtended </Appointment> [0..1]
  <CustomerPaymentMethod> CustomerPaymentMethod </CustomerPaymentMethod> [0..1]
</...>
```

## ServiceAppointmentExtended

These field(s) use this type: Appointment.

<b>Name</b>	ServiceAppointmentExtended
<b>Abstract</b>	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	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
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 vehicle 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	
AlternateAppointmentDateTime	Identifies alternate appointment date and time.	O	DateTime fields must be formatted as XML Schema Datetimes in UTC/GMT format without offsets. Example: 2003-11-05T13:15:30Z
DesiredPickupDateTime	Identifies the customer's desired pickup date and time.	O	DateTime fields must be formatted as XML Schema Datetimes in UTC/GMT format without offsets. Example: 2003-11-05T13:15:30Z
DropOffDateTime	Identifies the time the vehicle will be dropped off for service.	O	DateTime fields must be formatted as XML Schema Datetimes in UTC/GMT format without offsets. Example: 2003-11-05T13:15:30Z
OpenAppointmentDateTime	Identifies available appointment dates and times.	O	DateTime fields must be formatted as XML Schema Datetimes in UTC/GMT format without offsets. Example: 2003-11-05T13:15:30Z
NumberOfDays		O	
EstimatedRepairAmount	Indicates estimated amount of repair.	O	
EstimatedLaborHours	Indicates the estimated labor hours required to complete repair.	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
EstimatedPartsAmount	Indicates the estimated amount of parts required to complete repair.	O	
RequestedService	Communicates the type of service to be performed during the service appointment.	O	
ServiceAdvisor	Represents the Service Advisor for the Service 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]
  <AlternateAppointmentDateTime> AlternateAppointmentDateTime </AlternateAppointmentDateTime> [0..1]
  <DesiredPickupDateTime> DesiredPickupDateTime </DesiredPickupDateTime> [0..1]
  <DropOffDateTime> DropOffDateTime </DropOffDateTime> [0..1]
  <OpenAppointmentDateTime> OpenAppointmentDateTime </OpenAppointmentDateTime> [0..*]
  <NumberOfDays> NumberOfDays </NumberOfDays> [0..1]
  <EstimatedRepairAmount> EstimatedRepairAmount </EstimatedRepairAmount> [0..1]
  <EstimatedLaborHours> EstimatedLaborHours </EstimatedLaborHours> [0..1]
  <EstimatedPartsAmount> EstimatedPartsAmount </EstimatedPartsAmount> [0..1]
  <RequestedService> RequestedService </RequestedService> [0..*]
  <ServiceAdvisor> ServiceAdvisor </ServiceAdvisor> [0..1]
</...>
```

### ServiceAppointmentHeader

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



## Process Service Appointment

<b>Name</b>	<b>ServiceAppointmentHeader</b>
<b>Abstract</b>	<b>no</b>

### 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	
AccountGroupCode	Code that identifies the manufacturer for pricing.	O	
ServiceHistoryPermissionApprovalInd	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.	O	
Dealer	Dealer that is receiving the vehicle service history information	O	
Provider	Party that provided the service appointment lead.	O	
AppointmentContact	Individual who has been identified as the service appointment contact.	O	
IndividualOwner	Individual who owns the vehicle	O	
OrganizationalOwner	Organization that owns the vehicle	O	
IndividualCo-Owner	Individual who co-owns the vehicle	O	
OrganizationalCo-Owner	Organization that co-owns the vehicle	O	
PrimaryDriver	Primary driver of the vehicle	O	
SecondaryDriver	Secondary driver(s) of the vehicle	O	
Vehicle	Static information on vehicle	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
Warranty	Vehicle warranty information	O	
ServiceContract	Vehicle Service Contract(s)	O	
MileageIn	Odometer reading of vehicle when service appointment was opened.	O	

### XML Instance Representation

```
<...>
  <DocumentDateTime> DocumentDateTime </DocumentDateTime> [0..1]
  <SecondaryPassword> SecondaryPassword </SecondaryPassword> [0..1]
  <SecondaryDealerNumber> SecondaryDealerNumber </SecondaryDealerNumber> [0..1]
  <DocumentId> DocumentId </DocumentId> [1]
  <AccountGroupCode> AccountGroupCode </AccountGroupCode> [0..1]
  <ServiceHistoryPermissionApprovalInd> ServiceHistoryPermissionApprovalInd </ServiceHistoryPermissionApprovalInd> [0..1]
  <Dealer> DealerParty </Dealer> [0..1]
  <Provider> ProviderParty </Provider> [0..1]
  <AppointmentContact> AppointmentContactParty </AppointmentContact> [0..1]
  <IndividualOwner> IndividualOwnerPartyExtendedSA </IndividualOwner> [0..1]
  <OrganizationalOwner> OrganizationalOwnerPartyExtendedSA </OrganizationalOwner> [0..1]
  <IndividualCo-Owner> IndividualOwnerPartyExtendedSA </IndividualCo-Owner> [0..1]
  <OrganizationalCo-Owner> OrganizationalOwnerPartyExtendedSA </OrganizationalCo-Owner> [0..1]
  <PrimaryDriver> IndividualOwnerPartyExtendedSA </PrimaryDriver> [0..1]
  <SecondaryDriver> IndividualOwnerPartyExtendedSA </SecondaryDriver> [0..*]
  <Vehicle> HistoryVehicle </Vehicle> [0..1]
  <Warranty> Warranty </Warranty> [0..*]
  <ServiceContract> FullServiceContract </ServiceContract> [0..*]
  <MileageIn> MileageIn </MileageIn> [0..1]
</...>
```

### ServiceCampaign

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

<b>Name</b>	<b>ServiceCampaign</b>
<b>Abstract</b>	<b>no</b>

## Process Service Appointment

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
CampaignNumber	Manufacturer assigned campaign number	O	
CampaignOptionCode	Manufacturer assigned Campaign Option Code	O	
CampaignReimbursementCode	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	O	
CampaignDescription	Service Campaign Description	O	
CampaignDispositionCode	A campaign related field specifying the disposition of a campaign Ex: completed, open, etc.	O	
SupplementalCampaignInd	Denotes whether claim is actual campaign service or additional service, but still related to the campaign	O	
CampaignNotes	Free form comments related to campaign	O	

### XML Instance Representation

```
<...>
  <CampaignNumber> CampaignNumber </CampaignNumber> [0..1]
  <CampaignOptionCode> CampaignOptionCode </CampaignOptionCode> [0..1]
  <CampaignReimbursementCode> CampaignReimbursementCode </CampaignReimbursementCode> [0..1]
  <CampaignDescription> CampaignDescription </CampaignDescription> [0..1]
  <CampaignDispositionCode> CampaignDispositionCode </CampaignDispositionCode> [0..1]
  <SupplementalCampaignInd> SupplementalCampaignInd </SupplementalCampaignInd> [0..1]
  <CampaignNotes> CampaignNotes </CampaignNotes> [0..1]
</...>
```

### ServiceContractBase

<b>Name</b>	ServiceContractBase
<b>Abstract</b>	no

## Process Service Appointment

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
ContractCompanyName	Service contract company name	O	
ContractId	Identification of Service Contract	O	
ContractPlanCode	Service Contract Plan Code	O	
ContractType	Service contract type and/or area of coverage	O	
ContractPlanDescription	Description of service plan. Example: 36 MONTH/36000 MILE"	O	
Term	Number of months in contract plan	O	
ContractStartDate	Service Contract sale Date	O	
ContractDeductible	Amount of Deductible at time of service Eg:\$50.00	O	
ContractExpirationDate	Date the Service contract expires	O	
ContractStartMileage	Odometer reading when contract becomes effective	O	
ContractTermMileage	Mileage allowed under terms of service contract	O	
ContractOwnerName	Name on service Contract (i.e., full name - First Last)	O	
InsuranceCompanyName	Memo Field for carrier covering extended service contract	O	
TotalContractAmount	Total amount of the service contract.	O	
ContractNote	Free form comments that relate to the contract	O	

### XML Instance Representation

```
<...>
  <ContractCompanyName> ContractCompanyName </ContractCompanyName> [0..1]
  <ContractId> ContractId </ContractId> [0..1]
  <ContractPlanCode> ContractPlanCode </ContractPlanCode> [0..1]
  <ContractType> ContractType </ContractType> [0..1]
  <ContractPlanDescription> ContractPlanDescription </ContractPlanDescription> [0..1]
  <Term> Term </Term> [0..1]
  <ContractStartDate> ContractStartDate </ContractStartDate> [0..1]
```

## Process Service Appointment

```
<ContractDeductible> ContractDeductible </ContractDeductible> [0..1]
<ContractExpirationDate> ContractExpirationDate </ContractExpirationDate> [0..1]
<ContractStartMileage> ContractStartMileage </ContractStartMileage> [0..1]
<ContractTermMileage> ContractTermMileage </ContractTermMileage> [0..1]
<ContractOwnerName> ContractOwnerName </ContractOwnerName> [0..1]
<InsuranceCompanyName> InsuranceCompanyName </InsuranceCompanyName> [0..1]
<TotalContractAmount> TotalContractAmount </TotalContractAmount> [0..1]
<ContractNote> ContractNote </ContractNote> [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.

<b>Name</b>	ServiceId
<b>Abstract</b>	no

### XML Instance Representation

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

### ServiceLaborScheduling

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

<b>Name</b>	ServiceLaborScheduling
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
LaborOperationId	Currently assigned code for this operation (preferably manufacturer code)	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
LaborOperationIdType	Labor operation category code	O	
LaborOperationDescription	Description of a particular operation code	O	
LaborActionCode	Manufacturer-assigned code to describe type of labor performed	O	
LaborAllowanceHours	Flat rate labor hour allowance for this operation	O	
LaborNarrative	Labor Narrative related to Labor	O	
FailureCodes		O	

### XML Instance Representation

```
<...>
  <LaborOperationId> LaborOperationId </LaborOperationId> [0..1]
  <LaborOperationIdType> LaborOperationIdType </LaborOperationIdType> [0..1]
  <LaborOperationDescription> LaborOperationDescription </LaborOperationDescription> [0..1]
  <LaborActionCode> LaborActionCode </LaborActionCode> [0..1]
  <LaborAllowanceHours> LaborAllowanceHours </LaborAllowanceHours> [0..1]
  <LaborNarrative> LaborNarrative </LaborNarrative> [0..*]
  <FailureCodes> FailureCodes </FailureCodes> [0..1]
</...>
```

## ServiceOption

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

<b>Name</b>	ServiceOption
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
OptionType	An option type for a vehicle or other component. Usually references an OEM supplied list of codes.	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
OptionName	Name of vehicle option	O	
OptionStockNumber	Stock Number of Vehicle Option	O	
Manufacturer	Manufacturer of Vehicle Option	O	
OptionSecurityCode	Security code to unlock option. (i.e, radio code)	O	

### XML Instance Representation

```
<...>
  <OptionType> OptionType </OptionType> [0..1]
  <OptionName> OptionName </OptionName> [0..1]
  <OptionStockNumber> OptionStockNumber </OptionStockNumber> [0..1]
  <Manufacturer> Manufacturer </Manufacturer> [0..1]
  <OptionSecurityCode> OptionSecurityCode </OptionSecurityCode> [0..1]
</...>
```

## ServiceTechnician

These field(s) use this type: Technician,Technician.

<b>Name</b>	<b>ServiceTechnician</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Social security number or other legal document Id of technician	O	
TechnicianName	Name of technician assigned to RO	O	
TeamName	Team assigned to Repair Order	O	
TechnicianSkillArea	Type of training required to perform the labor operation	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
TechnicianSkillLevel	Level of training required to perform the labor operation	O	

### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> OrganizationalPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <TechnicianName> TechnicianName </TechnicianName> [0..1]
  <TeamName> TeamName </TeamName> [0..1]
  <TechnicianSkillArea> TechnicianSkillArea </TechnicianSkillArea> [0..1]
  <TechnicianSkillLevel> TechnicianSkillLevel </TechnicianSkillLevel> [0..1]
</...>
```

### 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]
```



## Process Service Appointment

</...>

### TechnicianBase

**Name** TechnicianBase

**Abstract** no

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
PartyId	Party Identification Number	O	
AlternatePartyIds	Social security number or other legal document Id of technician	O	
TechnicianName	Name of technician assigned to RO	O	
TeamName	Team assigned to Repair Order	O	
TechnicianSkillArea	Type of training required to perform the labor operation	O	
TechnicianSkillLevel	Level of training required to perform the labor operation	O	

#### XML Instance Representation

```
<...>
  <PartyId> PartyId </PartyId> [0..1]
  <AlternatePartyIds> OrganizationalPartyAlternatePartyId </AlternatePartyIds> [0..*]
  <TechnicianName> TechnicianName </TechnicianName> [0..1]
  <TeamName> TeamName </TeamName> [0..1]
  <TechnicianSkillArea> TechnicianSkillArea </TechnicianSkillArea> [0..1]
  <TechnicianSkillLevel> TechnicianSkillLevel </TechnicianSkillLevel> [0..1]
</...>
```

### Term

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

Number of months of contract term

## Process Service Appointment

<b>Name</b>	<b>Term</b>
-------------	-------------

<b>Abstract</b>	<b>no</b>
-----------------	-----------

### Attributes

Field / Component	Description	R/O	Business Rule
length		R	

### XML Instance Representation

```
<...  
length="TermLength [0..1]">  
  Count  
</...>
```

## TotalContractAmount

These field(s) use this type: TotalContractAmount.

Total amount of the contract.

<b>Name</b>	<b>TotalContractAmount</b>
-------------	----------------------------

<b>Abstract</b>	<b>no</b>
-----------------	-----------

### XML Instance Representation

```
<...  
currency="Currency [1]">  
  Amount  
</...>
```

## TowingAllowance

These field(s) use this type: TowingAllowance.

towing aloooowance

## Process Service Appointment

<b>Name</b>	<b>TowingAllowance</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<...  
currency="Currency [1]">  
  Amount  
</...>
```

## Vehicle

<b>Name</b>	<b>Vehicle</b>
<b>Abstract</b>	<b>no</b>

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Model	Manufacturer-assigned model code of vehicle - Usually available in the VIN number (use NCIC code)	O	
ModelYear	Vehicle designated model year	O	
ModelDescription	Descriptive vehicle model name	O	
Make	Vehicle make code - Usually available in the VIN number (use NCIC code).	O	

### XML Instance Representation

```
<...>  
  <Model> Model </Model> [0..1]  
  <ModelYear> ModelYear </ModelYear> [0..1]  
  <ModelDescription> ModelDescription </ModelDescription> [0..1]  
  <Make> Make </Make> [0..1]  
</...>
```

## Process Service Appointment

### VehicleBase

<b>Name</b>	VehicleBase
<b>Abstract</b>	no

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
Model	Manufacturer-assigned model code of vehicle - Usually available in the VIN number (use NCIC code)	O	
ModelYear	Vehicle designated model year	O	
ModelDescription	Descriptive vehicle model name	O	
Make	Vehicle make code - Usually available in the VIN number (use NCIC code).	O	
SaleClass	Class of Sale	O	
Condition	Condition of Vehicle - Example: Excellent, Good, Fair, Poor, Unknown	O	
CertifiedPreownedInd	Identifies as a certified Pre-Owned Vehicle	O	
VehicleNote	Any vehicle related notes	O	
VIN	Federally defined 17 position vehicle identification number	O	
DeliveryMileage	Odometer reading of vehicle at time of delivery	O	
VehicleStock	Dealer assigned vehicle stock number	O	
TrimCode	Manufacturer assigned trim code	O	
DoorsQuantity	Number of doors on vehicle	O	
BodyStyle	Manufacturer-assigned vehicle body style	O	
InteriorColor	Vehicle Interior Color(s)	O	
ExteriorColor	Vehicle Exterior Color(s)	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
TransmissionType	Vehicle Transmission type	O	
OdometerStatus	Status of odometer at trade-in. Example:: Replaced, Tampered, Miles> 90,000, etc.	O	
NonUSVehicleInd	Indicates whether the vehicle was produced for the United States or not	O	
VehicleDemoInd	Indicates whether vehicle was ever a demo	O	
LicenseNumber	State License plate number of vehicle	O	
BrandedInfo	Vehicle Branding Information	O	
RestrictionInd	Indication that vehicle has restrictions on its use	O	
RestrictionDescription	Description of vehicle use restrictions	O	
TelematicsServiceInd	Indication whether Telematics Service Subscription is turned on	O	

### XML Instance Representation

```

<...>
  <Model> Model </Model> [0..1]
  <ModelYear> ModelYear </ModelYear> [0..1]
  <ModelDescription> ModelDescription </ModelDescription> [0..1]
  <Make> Make </Make> [0..1]
  <SaleClass> SaleClass </SaleClass> [0..1]
  <Condition> Condition </Condition> [0..1]
  <CertifiedPreownedInd> CertifiedPreownedInd </CertifiedPreownedInd> [0..1]
  <VehicleNote> VehicleNote </VehicleNote> [0..*]
  <VIN> VIN </VIN> [0..1]
  <DeliveryMileage> DeliveryMileage </DeliveryMileage> [0..1]
  <VehicleStock> VehicleStock </VehicleStock> [0..1]
  <TrimCode> TrimCode </TrimCode> [0..1]
  <DoorsQuantity> DoorsQuantity </DoorsQuantity> [0..1]
  <BodyStyle> BodyStyle </BodyStyle> [0..1]
  <InteriorColor> InteriorColor </InteriorColor> [0..*]
  <ExteriorColor> ExteriorColor </ExteriorColor> [0..*]
  <TransmissionType> TransmissionType </TransmissionType> [0..1]

```

## Process Service Appointment

```
<OdometerStatus> OdometerStatus </OdometerStatus> [0..1]
<NonUSVehicleInd> NonUSVehicleInd </NonUSVehicleInd> [0..1]
<VehicleDemoInd> VehicleDemoInd </VehicleDemoInd> [0..1]
<LicenseNumber> LicenseNumber </LicenseNumber> [0..1]
<BrandedInfo> BrandedInfo </BrandedInfo> [0..1]
<RestrictionInd> RestrictionInd </RestrictionInd> [0..1]
<RestrictionDescription> RestrictionDescription </RestrictionDescription> [0..1]
<TelematicsServiceInd> TelematicsServiceInd </TelematicsServiceInd> [0..1]
</...>
```

### VehicleConcernQuestionAnswer

These field(s) use this type: VehicleConcernQuestionAnswer.

<b>Name</b>	VehicleConcernQuestionAnswer
<b>Abstract</b>	no

#### Data Elements and Components

Field / Component	Description	R/O	Business Rule
ConcernQuestion	Service concern question.	O	
ConcernAnswer	Service concern answer	O	

### XML Instance Representation

```
<...>
  <ConcernQuestion> ConcernQuestion </ConcernQuestion> [0..1]
  <ConcernAnswer> ConcernAnswer </ConcernAnswer> [0..1]
</...>
```

### Verb

These field(s) use this type: Verb.

<b>Name</b>	Verb
-------------	------

## Process Service Appointment

**Abstract** no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
-------------------	-------------	-----	---------------

### XML Instance Representation

<.../>

## Warranty

These field(s) use this type: Warranty.

**Name** Warranty

**Abstract** no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
WarrantyStartMileage	Mileage at start date of vehicle warranty	O	
WarrantyEndMileage	Mileage limit for vehicle warranty coverage for warranty currently in force at time of repair	O	
WarrantyStartDate	Start date of vehicle warranty	O	
WarrantyExpirationDate	Last date of vehicle warranty coverage for warranty currently in force at time of repair	O	
RoadsideAssistanceInd	Indicates whether coverage includes roadside assistance	O	
MasterShieldInd	Indicates if vehicle is covered by the Master Shield Extended warranty	O	
WarrantyTransferInd	Indicates if warranty is transferable	O	
WarrantyTypeDescription	Description of type of warranty Example: Basic /Powertrain, etc.	O	
WarrantyStatus	Whether warranty is still applicable	O	

## Process Service Appointment

Field / Component	Description	R/O	Business Rule
WarrantyRemaining	Defines how much warranty is left, either in time or miles	O	
WarrantyNotes	Any Warranty related Notes	O	

### XML Instance Representation

```
<...>
  <WarrantyStartMileage> WarrantyStartMileage </WarrantyStartMileage> [0..1]
  <WarrantyEndMileage> WarrantyEndMileage </WarrantyEndMileage> [0..1]
  <WarrantyStartDate> WarrantyStartDate </WarrantyStartDate> [0..1]
  <WarrantyExpirationDate> WarrantyExpirationDate </WarrantyExpirationDate> [0..1]
  <RoadsideAssistanceInd> RoadsideAssistanceInd </RoadsideAssistanceInd> [0..1]
  <MasterShieldInd> MasterShieldInd </MasterShieldInd> [0..1]
  <WarrantyTransferInd> WarrantyTransferInd </WarrantyTransferInd> [0..1]
  <WarrantyTypeDescription> WarrantyTypeDescription </WarrantyTypeDescription> [0..1]
  <WarrantyStatus> WarrantyStatus </WarrantyStatus> [0..1]
  <WarrantyRemaining> WarrantyRemaining </WarrantyRemaining> [0..1]
  <WarrantyNotes> WarrantyNotes </WarrantyNotes> [0..1]
</...>
```

### WarrantyBase

<b>Name</b>	WarrantyBase
<b>Abstract</b>	no

### Data Elements and Components

Field / Component	Description	R/O	Business Rule
WarrantyStartMileage	Mileage at start date of vehicle warranty	O	
WarrantyEndMileage	Mileage limit for vehicle warranty coverage for warranty currently in force at time of repair	O	
WarrantyStartDate	Start date of vehicle warranty	O	



## Process Service Appointment

Field / Component	Description	R/O	Business Rule
WarrantyExpirationDate	Last date of vehicle warranty coverage for warranty currently in force at time of repair	O	
RoadsideAssistanceInd	Indicates whether coverage includes roadside assistance	O	
MasterShieldInd	Indicates if vehicle is covered by the Master Shield Extended warranty	O	
WarrantyTransferInd	Indicates if warranty is transferable	O	
WarrantyTypeDescription	Description of type of warranty Example: Basic /Powertrain, etc.	O	
WarrantyStatus	Whether warranty is still applicable	O	
WarrantyRemaining	Defines how much warranty is left, either in time or miles	O	
WarrantyNotes	Any Warranty related Notes	O	

### XML Instance Representation

```
<...>
  <WarrantyStartMileage> WarrantyStartMileage </WarrantyStartMileage> [0..1]
  <WarrantyEndMileage> WarrantyEndMileage </WarrantyEndMileage> [0..1]
  <WarrantyStartDate> WarrantyStartDate </WarrantyStartDate> [0..1]
  <WarrantyExpirationDate> WarrantyExpirationDate </WarrantyExpirationDate> [0..1]
  <RoadsideAssistanceInd> RoadsideAssistanceInd </RoadsideAssistanceInd> [0..1]
  <MasterShieldInd> MasterShieldInd </MasterShieldInd> [0..1]
  <WarrantyTransferInd> WarrantyTransferInd </WarrantyTransferInd> [0..1]
  <WarrantyTypeDescription> WarrantyTypeDescription </WarrantyTypeDescription> [0..1]
  <WarrantyStatus> WarrantyStatus </WarrantyStatus> [0..1]
  <WarrantyRemaining> WarrantyRemaining </WarrantyRemaining> [0..1]
  <WarrantyNotes> WarrantyNotes </WarrantyNotes> [0..1]
</...>
```

### WarrantyEndMileage

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

Mileage limit for vehicle warranty coverage for warranty currently in force at time of repair

## Process Service Appointment

---

<b>Name</b>	<b>WarrantyEndMileage</b>
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
uom="MileageMeasure [0..1]">  
  Mileage  
</...>
```

## WarrantyStartMileage

These field(s) use this type: WarrantyStartMileage.

Mileage at start Date of vehicle warranty

<b>Name</b>	<b>WarrantyStartMileage</b>
<b>Abstract</b>	no

### XML Instance Representation

```
<...  
uom="MileageMeasure [0..1]">  
  Mileage  
</...>
```

## WarrantyTypeDescription

These field(s) use this type: WarrantyTypeDescription.

A code used to classify into coverage categories

<b>Name</b>	<b>WarrantyTypeDescription</b>
<b>Abstract</b>	no

### XML Instance Representation

## Process Service Appointment

```
<...  
language="Language [0..1]">  
  Description  
</...>
```

### AccountGroupCode

These field(s) use this type: AccountGroupCode.

Code that identifies the manufacturer for pricing.

Name	AccountGroupCode
------	------------------

\*Base XSD Type: string

### AcknowledgementType

Name	AcknowledgementType
------	---------------------

\*Base XSD Type: NMTOKEN

Code Value	Description
------------	-------------

Always

OnChange

Never

### Action

Name	Action
------	--------

\*Base XSD Type: string

Code Value	Description
------------	-------------

Add

## Process Service Appointment

Code Value	Description
Delete	
Change	
Replace	
A	
D	
C	
R	

### AddressLine

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

Indicates the multiple lines of an address. The first line is typically the street name and number.

Name	AddressLine
*Base XSD Type: string	

### AddressQualifier

Address Qualifier

Name	AddressQualifier
*Base XSD Type: string	

Code Value	Description
WorkAddress	Work Address
SeasonalAddress	Seasonal Address
DeliveryAddress	Delivery Address

## Process Service Appointment

Code Value	Description
HomeAddress	Home Address
PreviousAddress	Previous Address
Other	Other
Garage	Garage
Billing	Billing
NonSigningSpouseAddress	Non Signing Spouse Address
N/A	Not Applicable

### AlternateAppointmentDateTime

These field(s) use this type: AlternateAppointmentDateTime.

Identifies alternate appointment date and time.

<b>Name</b>	<b>AlternateAppointmentDateTime</b>
-------------	-------------------------------------

\*Base XSD Type: dateTime

### AlternateTransportation

These field(s) use this type: AlternateTransportation.

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

<b>Name</b>	<b>AlternateTransportation</b>
-------------	--------------------------------

\*Base XSD Type: string

### AppointmentConfirmationCode

## Process Service Appointment

---

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

Code confirming appointment.

<b>Name</b>	<b>AppointmentConfirmationCode</b>
-------------	------------------------------------

\*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.

<b>Name</b>	<b>AppointmentConfirmationRequestInd</b>
-------------	--

\*Base XSD Type: string

Code Value	Description
0	
1	

### AppointmentDateTime

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

Date and time of appointment

<b>Name</b>	<b>AppointmentDateTime</b>
-------------	----------------------------

\*Base XSD Type: dateTime

### AppointmentLocation

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

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

## Process Service Appointment

---

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

### AssigningOrganizationPartyId

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

## Process Service Appointment

Assigning Organization Party Id

Name	AssigningOrganizationPartyId
*Base XSD Type: string	
Code Value	Description
LegalId	Legal ID
NationalId	Government-assigned ID such as a social security Number
Other	Other
DUNS	Dun and Bradstreet
MotorDealerRegistrationId	Department of Motor Vehicle Registration number for a dealer. This is the dealer's license number to do business.
GSTRegistrationId	Canadian Goods and Services Tax Id.
HSTRegistrationId	Canadian HarmonizedTax Id.
Certification Of Registration Id	Id of the certificate of registration assigned to a business to allow that business to collect and remit certain taxes or fees to a state.
QSTRegistrationId	Quebec sales tax id.

## AssigningPartyId

These field(s) use this type: AssigningPartyId.

Agency or entity that validates the Party Id

Name	AssigningPartyId
*Base XSD Type: string	
Code Value	Description
LegalId	Legal ID
DriversLicense	Drivers License



## Process Service Appointment

Code Value	Description
NationalId	Government-assigned ID such as a social security Number
Other	Other
GSTRegistrationId	Canadian Goods and Services Tax Id.
HSTRegistrationId	Canadian HarmonizedTax Id.
PreviousAccountNumber	
QSTRegistrationId	Quebec sales tax id.

### AxleCode

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

The code on the axle of the vehicle.

Name	AxleCode
------	----------

\*Base XSD Type: string

### BirthDate

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

Birth date of party

Name	BirthDate
------	-----------

\*Base XSD Type: date

### BodyStyle

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

Manufacturer-assigned vehicle body style

## Process Service Appointment

---

Name	BodyStyle
------	-----------

\*Base XSD Type: string

### BrandedTitleDate

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

Branding Date

Name	BrandedTitleDate
------	------------------

\*Base XSD Type: date

### BrandedTitleInd

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

This tag indicates if a vehicle's title has been branded. (i.e., vehicle totaled and state registration title branded as such)

Name	BrandedTitleInd
------	-----------------

\*Base XSD Type: string

Code Value	Description
------------	-------------

0	
---	--

1	
---	--

### BrandingSource

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

Branding source (i.e., source who says that the vehicle is branded)

Name	BrandingSource
------	----------------

\*Base XSD Type: string

## Process Service Appointment

---

### BrandingStateReference

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

Branding State Reference Number

<b>Name</b>	<b>BrandingStateReference</b>
-------------	-------------------------------

\*Base XSD Type: string

### CampaignDispositionCode

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

A campaign related field specifying the disposition of a campaign Ex: completed, open, etc.

<b>Name</b>	<b>CampaignDispositionCode</b>
-------------	--------------------------------

\*Base XSD Type: string

### CampaignNotes

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

Free form comments related to campaign

<b>Name</b>	<b>CampaignNotes</b>
-------------	----------------------

\*Base XSD Type: string

### CampaignNumber

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

Manufacturer assigned campaign number

<b>Name</b>	<b>CampaignNumber</b>
-------------	-----------------------

\*Base XSD Type: string

## Process Service Appointment

---

### CampaignOptionCode

These field(s) use this type: CampaignOptionCode.

Manufacturer assigned Campaign Option Code

Name	CampaignOptionCode
------	--------------------

\*Base XSD Type: string

### CampaignReimbursementCode

These field(s) use this type: CampaignReimbursementCode.

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

Name	CampaignReimbursementCode
------	---------------------------

\*Base XSD Type: string

### CauseCode

These field(s) use this type: CauseCode.

Manufacturer assigned reasonfor failure

Name	CauseCode
------	-----------

\*Base XSD Type: string

### CertifiedPreownedInd

These field(s) use this type: CertifiedPreownedInd.

Identifies as a certified Pre-Owned Vehicle

Name	CertifiedPreownedInd
------	----------------------

## Process Service Appointment

---

\*Base XSD Type: string

Code Value	Description
0	
1	

### City

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

City of the Address.

Name	City
------	------

\*Base XSD Type: string

### Code

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

Unique code name

Name	Code
------	------

\*Base XSD Type: string

### CompanyName

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

Company name of customer

Name	CompanyName
------	-------------

\*Base XSD Type: string

## Process Service Appointment

---

### ComplaintCode

These field(s) use this type: ComplaintCode.

Customer complaint category

Name	ComplaintCode
------	---------------

\*Base XSD Type: string

### ComplaintCodeType

These field(s) use this type: ComplaintCodeType.

Type of problem as related to the CustomerComplaintCode.

Name	ComplaintCodeType
------	-------------------

\*Base XSD Type: string

### ComplaintPriority

These field(s) use this type: ComplaintPriority.

Priority from customer's view for specific complaint.

Name	ComplaintPriority
------	-------------------

\*Base XSD Type: string

### ConcernAnswer

These field(s) use this type: ConcernAnswer.

Service concern answer.

Name	ConcernAnswer
------	---------------

\*Base XSD Type: string

## Process Service Appointment

---

### ConcernQuestion

These field(s) use this type: ConcernQuestion.

Service concern question.

Name	ConcernQuestion
------	-----------------

\*Base XSD Type: string

### Condition

These field(s) use this type: Condition.

Condition of Vehicle - Example: Excellent, Good, Fair, Poor, Unknown

Name	Condition
------	-----------

\*Base XSD Type: string

### ConfirmType

Name	ConfirmType
------	-------------

\*Base XSD Type: NMTOKEN

Code Value	Description
Always	
OnChange	
Never	

### ContactTelephoneNumberDescription

Contact Telephone Number Description

## Process Service Appointment

---

Name	ContactTelephoneNumberDescription
*Base XSD Type: string	
Code Value	Description
Evening Phone	Evening Phone
Day Phone	Day Phone
Cell Phone	Cell Phone
Pager	Pager
Other	Other

### ContactTelephoneNumberOrganizationDescription

Contact Telephone Number Organization Description

Name	ContactTelephoneNumberOrganizationDescription
*Base XSD Type: string	
Code Value	Description
Day Phone	Day Phone
Cell Phone	Cell Phone
Pager	Pager
Other	Other

### ContactTime

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

Preferred contact time (i.e. Best day/time to reach the contact).



## Process Service Appointment

---

<b>Name</b>	<b>ContactTime</b>
-------------	--------------------

\*Base XSD Type: string

### ContractCompanyName

These field(s) use this type: ContractCompanyName.

Contract company name

<b>Name</b>	<b>ContractCompanyName</b>
-------------	----------------------------

\*Base XSD Type: string

### ContractEffectiveDate

These field(s) use this type: ContractEffectiveDate.

Start Date of Service Contract

<b>Name</b>	<b>ContractEffectiveDate</b>
-------------	------------------------------

\*Base XSD Type: date

### ContractExpirationDate

These field(s) use this type: ContractExpirationDate.

Date the contract expires

<b>Name</b>	<b>ContractExpirationDate</b>
-------------	-------------------------------

\*Base XSD Type: date

### ContractNote

These field(s) use this type: ContractNote.

## Process Service Appointment

---

Free form comments that relate to the contract

Name	ContractNote
------	--------------

\*Base XSD Type: string

### ContractOwnerName

These field(s) use this type: ContractOwnerName.

Name on service Contract (i.e., full name - First Last)

Name	ContractOwnerName
------	-------------------

\*Base XSD Type: string

### ContractPlanCode

These field(s) use this type: ContractPlanCode.

Contract Plan Code

Name	ContractPlanCode
------	------------------

\*Base XSD Type: string

### ContractPlanStates

These field(s) use this type: ContractPlanStates.

States where the plan is valid

Name	ContractPlanStates
------	--------------------

\*Base XSD Type: string

### ContractStartDate

## Process Service Appointment

---

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

Contract sale Date

Name	ContractStartDate
------	-------------------

\*Base XSD Type: date

### ContractTransferInd

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

Indicates if the contract is transferable

Name	ContractTransferInd
------	---------------------

\*Base XSD Type: string

Code Value	Description
0	
1	

### ContractTransferredInd

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

Indicates if the contract has been transferred

Name	ContractTransferredInd
------	------------------------

\*Base XSD Type: string

Code Value	Description
0	
1	

## Process Service Appointment

### ContractTripInterruptInd

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

Indicates if the contract allows for trip interruption

Name	ContractTripInterruptInd
*Base XSD Type: string	
Code Value	Description
0	
1	

### ContractType

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

Contract type and/or area of coverage

Name	ContractType
*Base XSD Type: string	

### Country

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

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 -CÔTE D'IVOIRE HR -CROATIA CU -CUBA CY -CYPRUS CZ -CZECH REPUBLIC DK -DENMARK DJ -DJIBOUTI DM -DOMINICA DO

## Process Service Appointment

-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	

## Process Service Appointment

---

Code Value	Description
AL	
DZ	
AS	
AD	
AO	
AI	
AQ	
AG	
AR	
AM	
AW	
AU	
AT	
AZ	
BS	
BH	
BD	
BB	
BY	
BE	
BZ	
BJ	

## Process Service Appointment

---

Code Value	Description
BM	
BT	
BO	
BA	
BW	
BV	
BR	
IO	
BN	
BG	
BF	
BI	
KH	
CM	
CA	
CV	
KY	
CF	
TD	
CL	
CN	
CX	

## Process Service Appointment

---

Code Value	Description
CC	
CO	
KM	
CG	
CD	
CK	
CR	
CI	
HR	
CU	
CY	
CZ	
DK	
DJ	
DM	
DO	
EC	
EG	
SV	
GQ	
ER	
EE	



## Process Service Appointment

---

Code Value	Description
ET	
FK	
FO	
FJ	
FI	
FR	
GF	
PF	
TF	
GA	
GM	
GE	
DE	
GH	
GI	
GR	
GL	
GD	
GP	
GU	
GT	
GN	

## Process Service Appointment

---

Code Value	Description
GW	
GY	
HT	
HM	
VA	
HN	
HK	
HU	
IS	
IN	
ID	
IR	
IQ	
IE	
IL	
IT	
JM	
JP	
JO	
KZ	
KE	
KI	

## Process Service Appointment

---

Code Value	Description
KP	
KR	
KW	
KG	
LA	
LV	
LB	
LS	
LR	
LY	
LI	
LT	
LU	
MO	
MK	
MG	
MW	
MY	
MV	
ML	
MT	
MH	

## Process Service Appointment

---

Code Value	Description
MQ	
MR	
MU	
YT	
MX	
FM	
MD	
MC	
MN	
MS	
MA	
MZ	
MM	
NA	
NR	
NP	
NL	
AN	
NC	
NZ	
NI	
NE	

## Process Service Appointment

---

Code Value	Description
NG	
NU	
NF	
MP	
NO	
OM	
PK	
PW	
PS	
PA	
PG	
PY	
PE	
PH	
PN	
PL	
PT	
PR	
QA	
RE	
RO	
RU	

## Process Service Appointment

---

Code Value	Description
RW	
SH	
KN	
LC	
PM	
VC	
WS	
SM	
ST	
SA	
SN	
CS	
SC	
SL	
SG	
SK	
SI	
SB	
SO	
ZA	
GS	
ES	

## Process Service Appointment

---

Code Value	Description
LK	
SD	
SR	
SJ	
SZ	
SE	
CH	
SY	
TW	
TJ	
TZ	
TH	
TL	
TG	
TK	
TO	
TT	
TN	
TR	
TM	
TC	
TV	

## Process Service Appointment

Code Value	Description
UG	
UA	
AE	
GB	
UM	
UY	
UZ	
VU	
VE	
VN	
VG	
VI	
WF	
EH	
YE	
ZM	
ZW	

## County

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

Business party county location

Name	County
------	--------



## Process Service Appointment

\*Base XSD Type: string

### CouponComment

These field(s) use this type: CouponComment.

Comments associated with the coupon (e.g., Please rotate tire to front left).

Name	CouponComment
------	---------------

\*Base XSD Type: string

### Currency

The ISO code identifying the type of currency in use.

Name	Currency
------	----------

\*Base XSD Type: string

Code Value	Description
USD	
ADP	
AED	
AFA	
ALL	
ANG	
AOK	
ARA	
ATS	
AUD	

## Process Service Appointment

---

Code Value	Description
AWG	
BBD	
BDT	
BEF	
BGL	
BHD	
BIF	
BMD	
BND	
BOB	
BRC	
BSD	
BTN	
BUK	
BWP	
BZD	
CAD	
CHF	
CLF	
CLP	
CNY	
COP	

## Process Service Appointment

---

Code Value	Description
CRC	
CSK	
CUP	
CVE	
CYP	
DDM	
DEM	
DJF	
DKK	
DOP	
DZD	
ECS	
EGP	
ESP	
ETB	
EUR	
FIM	
FKP	
FRF	
GBP	
GHC	
GIP	

## Process Service Appointment

---

Code Value	Description
GMD	
GNF	
GRD	
GTQ	
GWP	
GYD	
HKD	
HNL	
HTG	
HUF	
IDR	
IEP	
ILS	
INR	
IQD	
IRR	
ISK	
ITL	
JMD	
JOD	
JPY	
KES	

## Process Service Appointment

---

Code Value	Description
KHR	
KMF	
KPW	
KRW	
KWD	
KYD	
LAK	
LBP	
LKR	
LRD	
LSL	
LUF	
LYD	
MAD	
MGF	
MNT	
MOP	
MRO	
MTL	
MUR	
MVR	
MWK	

## Process Service Appointment

---

Code Value	Description
MXN	
MYR	
MZM	
NGN	
NIC	
NLG	
NOK	
NPR	
NZD	
OMR	
PAB	
PEI	
PGK	
PHP	
PKR	
PLZ	
PTE	
PYG	
QAR	
ROL	
RWF	
SAR	

## Process Service Appointment

---

Code Value	Description
SBD	
SCR	
SDP	
SEK	
SGD	
SHP	
SLL	
SKK	
SOS	
SRG	
STD	
SUR	
SVC	
SYP	
SZL	
THB	
TND	
TOP	
TPE	
TRL	
TTD	
TWD	

## Process Service Appointment

Code Value	Description
TZS	
UGS	
UYP	
VEB	
VND	
VUV	
WST	
YDD	
YER	
YUD	
ZAR	
ZRZ	
ZWD	
Other	

### Date

Date conforms to ISO 8601 format rules EX: \d\d\d\d-\d\d-\d\d

Name	Date
------	------

\*Base XSD Type: date

### DateTime

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



## Process Service Appointment

---

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

Name	DateTime
------	----------

\*Base XSD Type: dateTime

### DBAName

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

Doing Business As name.

Name	DBAName
------	---------

\*Base XSD Type: string

### DealerName

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

Dealer name

Name	DealerName
------	------------

\*Base XSD Type: string

### DefectCode

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

Manufacturer assigned code that defines failed component that caused the claim

Name	DefectCode
------	------------

\*Base XSD Type: string

### DeliveryDate

## Process Service Appointment

---

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

The date of original retail vehicle sale

<b>Name</b>	<b>DeliveryDate</b>
-------------	---------------------

\*Base XSD Type: date

### Department

Department

<b>Name</b>	<b>Department</b>
-------------	-------------------

\*Base XSD Type: string

### DepartmentType

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

Identifies the type of department

<b>Name</b>	<b>DepartmentType</b>
-------------	-----------------------

\*Base XSD Type: string

### DesiredPickupDateTime

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

Identifies the customer's desired pickup date and time.

<b>Name</b>	<b>DesiredPickupDateTime</b>
-------------	------------------------------

\*Base XSD Type: dateTime

### DistrictCode

## Process Service Appointment

---

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

Manufacturer Assigned District Code

<b>Name</b>	<b>DistrictCode</b>
-------------	---------------------

\*Base XSD Type: string

### 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.

<b>Name</b>	<b>DocumentDateTime</b>
-------------	-------------------------

\*Base XSD Type: dateTime

### DriverAction

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

Driver action (Ex: Drop-Off, Pick-Up, etc)

<b>Name</b>	<b>DriverAction</b>
-------------	---------------------

\*Base XSD Type: string

### DropOffDateTime

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

Identifies the time the vehicle will be dropped off for service.

<b>Name</b>	<b>DropOffDateTime</b>
-------------	------------------------

\*Base XSD Type: dateTime

## Process Service Appointment

---

### EndAppointmentDateTime

These field(s) use this type: EndAppointmentDateTime.

Earliest possible pick up date and time for appointment.

Name	EndAppointmentDateTime
------	------------------------

\*Base XSD Type: dateTime

### EngineNumber

These field(s) use this type: EngineNumber.

Serial number of the engine if vehicle not made for US sale

Name	EngineNumber
------	--------------

\*Base XSD Type: string

### ExpirationDate

These field(s) use this type: ExpirationDate,ExpirationDate.

Expiration Date

Name	ExpirationDate
------	----------------

\*Base XSD Type: date

### Expression

Name	Expression
------	------------

\*Base XSD Type: string

### ExpressionLanguage

## Process Service Appointment

---

Name	ExpressionLanguage
------	--------------------

\*Base XSD Type: string

### ExteriorColor

These field(s) use this type: ExteriorColor.

Vehicle Exterior Color(s)

Name	ExteriorColor
------	---------------

\*Base XSD Type: string

### ExteriorColorCode

These field(s) use this type: ExteriorColorCode.

Vehicle exterior color code

Name	ExteriorColorCode
------	-------------------

\*Base XSD Type: string

### FailureCode

These field(s) use this type: FailureCode.

Manufacturer-assigned code to describe the reason that a fault or symptom occurred

Name	FailureCode
------	-------------

\*Base XSD Type: string

### FailureCodeURI

These field(s) use this type: FailureCodeURI.

## Process Service Appointment

---

URL address for graphical image of failure code

Name	FailureCodeURI
------	----------------

\*Base XSD Type: anyURI

### FamilyName

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

Last Name of business party

Name	FamilyName
------	------------

\*Base XSD Type: string

### FirstDayRentalInd

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

If first day rental for service is covered in contract

Name	FirstDayRentalInd
------	-------------------

\*Base XSD Type: string

Code Value	Description
0	
1	

### FormattedName

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

Full Name of business party. Format for name should be "First Last" with no commas between first and last name

Name	FormattedName
------	---------------

## Process Service Appointment

---

\*Base XSD Type: string

### Gender

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

Gender of party - M = Male, F= Female

Name	Gender
------	--------

\*Base XSD Type: string

Code Value	Description
M	"M" = Modified
F	Female

### GivenName

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

First Name of business party

Name	GivenName
------	-----------

\*Base XSD Type: string

### HomeWork

Home or Work

Name	HomeWork
------	----------

\*Base XSD Type: string

Code Value	Description
Home	Home

## Process Service Appointment

Code Value	Description
Work	Work
Other	Other

### IgnitionKeyNumber

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

Vehicle Ignition Key Number

<b>Name</b>	<b>IgnitionKeyNumber</b>
-------------	--------------------------

\*Base XSD Type: string

### ImageAlternateText

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

Image alternate text. Example: "1997 Honda Accord"

<b>Name</b>	<b>ImageAlternateText</b>
-------------	---------------------------

\*Base XSD Type: string

### Indicator

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

0 = No, 1 = Yes

<b>Name</b>	<b>Indicator</b>
-------------	------------------

\*Base XSD Type: string

Code Value	Description
0	



## Process Service Appointment

Code Value	Description
1	

### InsuranceCompanyName

These field(s) use this type: InsuranceCompanyName.

Insurance company name

Name	InsuranceCompanyName
------	----------------------

\*Base XSD Type: string

### InteriorColor

These field(s) use this type: InteriorColor.

Vehicle Interior Color(s)

Name	InteriorColor
------	---------------

\*Base XSD Type: string

### InteriorColorCode

These field(s) use this type: InteriorColorCode.

Vehicle Interior color code

Name	InteriorColorCode
------	-------------------

\*Base XSD Type: string

### IssuingState

These field(s) use this type: IssuingState,IssuingState.

## Process Service Appointment

---

Indicates that State where the license was issued.

Name	IssuingState
------	--------------

\*Base XSD Type: string

### JobDenialCode

These field(s) use this type: JobDenialCode.

Dealer / Manufacturer defined code identifying the reason the customer denied service on a repair order line

Name	JobDenialCode
------	---------------

\*Base XSD Type: string

### JobNumber

These field(s) use this type: JobNumber,JobNumber.

DMS assigned job or line identification number

Name	JobNumber
------	-----------

\*Base XSD Type: string

### JobType

These field(s) use this type: JobType,JobType.

Type of service performed (special policy, warranty pay, etc)

Name	JobType
------	---------

\*Base XSD Type: string

### LaborActionCode

## Process Service Appointment

---

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

Manufacturer-assigned code to describe type of labor performed

Name	LaborActionCode
------	-----------------

\*Base XSD Type: string

## LaborOperationIdType

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

Labor operation category code

Name	LaborOperationIdType
------	----------------------

\*Base XSD Type: string

## Language

These field(s) use this type: **Language.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", BO "Tibetan", BR "Breton", CA "Catalan", CO "Corsican", CS "Czech", CY "Welsh", DA "Danish", DE "German", DZ "Bhutani", EL "Greek", EN "English", ES "Spanish", ET "Estonian", EU "Basque", FA "Persian", FI "Finnish", FJ "Fiji", FO "Faeroese", FR "French", FY "Frisian", GA "Irish", GD "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", LE "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", OR "Oriya", PA "Punjabi", PL "Polish", PS "Pashto", 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"

## Process Service Appointment

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	
ca-ES	
co-FR	

## Process Service Appointment

---

Code Value	Description
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	
gu-IN	
ha-NG	

## Process Service Appointment

---

Code Value	Description
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	
ku-IQ	
ky-CN	

## Process Service Appointment

---

Code Value	Description
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	
om- ET	
or-IN	

## Process Service Appointment

---

Code Value	Description
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	
sq-AL	
sr-CS	



## Process Service Appointment

---

Code Value	Description
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	
uz-UZ	
vi-VN	

## Process Service Appointment

Code Value	Description
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	

### LicenseNumber

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

State License plate number of vehicle

Name	LicenseNumber
*Base XSD Type: string	

### LoanerVehicleInd

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

Loaner vehicle indicator

Name	LoanerVehicleInd
------	------------------

## Process Service Appointment

---

\*Base XSD Type: string

Code Value	Description
0	
1	

### Make

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

Vehicle make code - Usually available in the VIN number (use NCIC code).

Name	Make
------	------

\*Base XSD Type: string

### Manufacturer

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

Manufacturer Name

Name	Manufacturer
------	--------------

\*Base XSD Type: string

### MarketingMailInd

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

Indicates customers whom have requested no marketing mail

Name	MarketingMailInd
------	------------------

\*Base XSD Type: string

## Process Service Appointment

Code Value	Description
0	
1	

### MasterShieldInd

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

Indicates if vehicle is covered by the Master Shield Extended warranty

Name	MasterShieldInd
*Base XSD Type: string	
Code Value	Description
0	
1	

### MiddleName

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

Middle Initial of business party

Name	MiddleName
*Base XSD Type: string	

### MileageMeasure

M = Miles, K = Kilometers

Name	MileageMeasure
------	----------------

## Process Service Appointment

---

\*Base XSD Type: string

Code Value	Description
M	"M" = Modified
K	Kilometers

### MiscellaneousNotes

These field(s) use this type: MiscellaneousNotes.

Free form miscellaneous comments

<b>Name</b>	<b>MiscellaneousNotes</b>
-------------	---------------------------

\*Base XSD Type: string

### Model

These field(s) use this type: Model.

Manufacturer-assigned model code of vehicle - Usually available in the VIN number (use NCIC code)

<b>Name</b>	<b>Model</b>
-------------	--------------

\*Base XSD Type: string

### ModelDescription

These field(s) use this type: ModelDescription.

Descriptive vehicle model name

<b>Name</b>	<b>ModelDescription</b>
-------------	-------------------------

\*Base XSD Type: string

## Process Service Appointment

---

### ModelYear

These field(s) use this type: ModelYear.

Vehicle designated model year

Name	ModelYear
------	-----------

\*Base XSD Type: gYear

### Name

These field(s) use this type: GivenName,FamilyName,FormattedName.

Name of the Party.

Name	Name
------	------

\*Base XSD Type: string

### Narrative

These field(s) use this type: Narrative.

Comment/Narrative can occur multiple times depending on Narrative type

Name	Narrative
------	-----------

\*Base XSD Type: string

### NarrativeType

These field(s) use this type: NarrativeType.

Defines the Type of Narrative/Comment

Name	NarrativeType
------	---------------

\*Base XSD Type: string

## Process Service Appointment

---

### NonUSVehicleInd

These field(s) use this type: NonUSVehicleInd.

Indicates whether the vehicle was produced for the United States or not

Name	NonUSVehicleInd
*Base XSD Type: string	
Code Value	Description
0	
1	

### Note

A free form note.

Name	Note
*Base XSD Type: string	

### OdometerStatus

These field(s) use this type: OdometerStatus.

Status of odometer at trade-in. Example:: Replaced, Tampered, Miles> 90,000, etc.

Name	OdometerStatus
*Base XSD Type: string	

### OpenAppointmentDateTime

These field(s) use this type: OpenAppointmentDateTime.

Identifies available appointment dates and times.

## Process Service Appointment

---

<b>Name</b>	<b>OpenAppointmentDateTime</b>
-------------	--------------------------------

\*Base XSD Type: dateTime

### OptionName

These field(s) use this type: OptionName.

Name of vehicle option

<b>Name</b>	<b>OptionName</b>
-------------	-------------------

\*Base XSD Type: string

### OptionSecurityCode

These field(s) use this type: OptionSecurityCode.

Security code to unlock option. (i.e, radio code)

<b>Name</b>	<b>OptionSecurityCode</b>
-------------	---------------------------

\*Base XSD Type: string

### OptionStockNumber

These field(s) use this type: OptionStockNumber.

Stock Number of Vehicle Option

<b>Name</b>	<b>OptionStockNumber</b>
-------------	--------------------------

\*Base XSD Type: string

### OrganizationName

These field(s) use this type: OrganizationName.



## Process Service Appointment

---

OrganizationName

Name	OrganizationName
------	------------------

\*Base XSD Type: string

### PackageCode

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

Package Code

Name	PackageCode
------	-------------

\*Base XSD Type: string

### PaymentMethod

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

Indicates the method of payment (e.g., cash, credit card, etc.).

Name	PaymentMethod
------	---------------

\*Base XSD Type: string

Code Value	Description
Terms	Indicates that payment terms are provided.
COD	Cash On Delivery
Due On Receipt	Payment is due upon receipt of invoice.
Credit Card	Indicates that a credit card will be used as the method of payment.
Check	Indicates that a check will be used as the method of payment.
EFT	Electronic funds transfer.
Payroll Deduction	Indicates that a payment will be via deduction of an individual's payroll.

## Process Service Appointment

Code Value	Description
Cash	Indicates that cash will be used as the method of payment.
Finance	
Other	Other
N/A	Not Applicable
Exchange	Indicates the dealers intent to return parts in exchange for the monetary value of the order.

### PostalCode

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

Postal Code of the Address.

<b>Name</b>	<b>PostalCode</b>
-------------	-------------------

\*Base XSD Type: string

### PreferredContactMethod

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

Preferred contact method

<b>Name</b>	<b>PreferredContactMethod</b>
-------------	-------------------------------

\*Base XSD Type: string

Code Value	Description
Day Phone	Day Phone
Evening Phone	Evening Phone
Cell Phone	Cell Phone

## Process Service Appointment

Code Value	Description
Work Fax	Work Fax
Home Fax	Home Fax
Pager	Pager
Work Email	Work Email
Home Email	Home Email
US Mail	US Mail
Other	Other
N/A	Not Applicable

## PreferredContactMethodOrganization

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

Preferred Contact Method Organization

Name	PreferredContactMethodOrganization
*Base XSD Type: string	
Code Value	Description
Day Phone	Day Phone
Cell Phone	Cell Phone
Work Fax	Work Fax
Pager	Pager
Work Email	Work Email
US Mail	US Mail
Other	Other

## Process Service Appointment

---

### PreferredLanguage

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

Preferred language

Name	PreferredLanguage
------	-------------------

\*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	

## Process Service Appointment

---

Code Value	Description
br-FR	
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	

## Process Service Appointment

Code Value	Description
gn-PY	
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	

## Process Service Appointment

---

Code Value	Description
ks-IN	
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	

## Process Service Appointment

Code Value	Description
oc-FR	
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	



## Process Service Appointment

---

Code Value	Description
so-SO	
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	

## Process Service Appointment

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

## PrimaryContactInd

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

Indicates if contact is primary contact

Name	PrimaryContactInd
------	-------------------

\*Base XSD Type: string

Code Value	Description
0	
1	

## PrimaryDriverInd

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

Identifies customer as primary driver.

## Process Service Appointment

---

Name	PrimaryDriverInd
------	------------------

\*Base XSD Type: string

Code Value	Description
------------	-------------

0

1

### Priority

Indicates manufacturer handling and processing urgency

Name	Priority
------	----------

\*Base XSD Type: string

### ProviderName

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

Provider Name

Name	ProviderName
------	--------------

\*Base XSD Type: string

### Reference

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

Reference notation

Name	Reference
------	-----------

\*Base XSD Type: string

## Process Service Appointment

---

### ReferenceNumber

Reference number

Name	ReferenceNumber
------	-----------------

\*Base XSD Type: string

### RelationshipCode

These field(s) use this type: RelationshipCode,RelationshipCode.

Indicates the Business Party's relationship to the primary Party (e.g., mother, father, husband, etc.).

Name	RelationshipCode
------	------------------

\*Base XSD Type: string

### RepeatRepairInd

These field(s) use this type: RepeatRepairInd,RepeatRepairInd.

Identifies repair as having been performed previously on the vehicle

Name	RepeatRepairInd
------	-----------------

\*Base XSD Type: string

Code Value	Description
------------	-------------

0	
---	--

1	
---	--

### RestrictionInd

These field(s) use this type: RestrictionInd.

Indication that vehicle has restrictions on its use

## Process Service Appointment

Name	RestrictionInd
*Base XSD Type: string	
Code Value	Description
0	
1	

### RoadHazardInd

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

Indicates whether Roadside hazard is covered in the contract

Name	RoadHazardInd
*Base XSD Type: string	
Code Value	Description
0	
1	

### RoadsideAssistanceInd

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

Indicates whether coverage includes roadside assistance

Name	RoadsideAssistanceInd
*Base XSD Type: string	
Code Value	Description
0	

## Process Service Appointment

Code Value	Description
1	

### SaleClass

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

Class of sale.

Name	SaleClass
*Base XSD Type: string	
Code Value	Description
New	Never owned.
Used	Previously Owned
Demo	Demonstration item.
Other	Other
N/A	Not Applicable
Floor Sample	This is a vehicle that is provided in the showroom as an example.
Factory	Identifies that the vehicle may have been used as a product demonstration for an official or executive from the manufacturer.

### SalesPersonName

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

Name of Salesperson. Format for name should be "First Last" with no commas between first and last name

Name	SalesPersonName
*Base XSD Type: string	

## Process Service Appointment

---

### Salutation

These field(s) use this type: Salutation.

Title or greeting of business party

Name	Salutation
------	------------

\*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

### SelectionMethod

These field(s) use this type: SelectionMethod.

Method used to select dealer Example: PF for preferred, PM for PMA, DI for distance, etc.

Name	SelectionMethod
------	-----------------

\*Base XSD Type: string

### SerialNumber

Serial Number

Name	SerialNumber
------	--------------

\*Base XSD Type: string

## Process Service Appointment

---

### ServiceAdvisorName

These field(s) use this type: ServiceAdvisorName.

Name of service advisor

<b>Name</b>	<b>ServiceAdvisorName</b>
-------------	---------------------------

\*Base XSD Type: string

### ServiceHistoryPermissionApprovalInd

These field(s) use this type: ServiceHistoryPermissionApprovalInd.

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.

<b>Name</b>	<b>ServiceHistoryPermissionApprovalInd</b>
-------------	--

\*Base XSD Type: string

Code Value	Description
------------	-------------

0	
---	--

1	
---	--

### ShortMfg

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

Short Manufacturer or RSP Codes

<b>Name</b>	<b>ShortMfg</b>
-------------	-----------------

\*Base XSD Type: string

### SoldAreaEmissionCode



## Process Service Appointment

---

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

The code for the geographical Area that the unit is sold.

<b>Name</b>	<b>SoldAreaEmissionCode</b>
-------------	-----------------------------

\*Base XSD Type: string

### SortName

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

Index name used as a sort for report purposes

<b>Name</b>	<b>SortName</b>
-------------	-----------------

\*Base XSD Type: string

### StateOrProvince

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

Is the State or Province of a given Address.

<b>Name</b>	<b>StateOrProvince</b>
-------------	------------------------

\*Base XSD Type: string

### Suffix

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

Business Party name suffix designation if individual Ex: Sr, Jr, III, etc.

<b>Name</b>	<b>Suffix</b>
-------------	---------------

\*Base XSD Type: string

## Process Service Appointment

---

### SupplementalCampaignInd

These field(s) use this type: SupplementalCampaignInd.

Denotes whether claim is actual campaign service or additional service, but still related to the campaign

Name	SupplementalCampaignInd
------	-------------------------

\*Base XSD Type: string

Code Value	Description
------------	-------------

0	
---	--

1	
---	--

### SystemVersion

These field(s) use this type: SystemVersion.

The sender's software version number .

Name	SystemVersion
------	---------------

\*Base XSD Type: string

### TeamName

These field(s) use this type: TeamName.

Name of team

Name	TeamName
------	----------

\*Base XSD Type: string

### TechnicianName

These field(s) use this type: TechnicianName.

## Process Service Appointment

---

Name of technician

<b>Name</b>	<b>TechnicianName</b>
-------------	-----------------------

\*Base XSD Type: string

### TechnicianNotes

These field(s) use this type: TechnicianNotes.

Free form technician comments

<b>Name</b>	<b>TechnicianNotes</b>
-------------	------------------------

\*Base XSD Type: string

### TechnicianSkillArea

These field(s) use this type: TechnicianSkillArea.

Type of training required to perform the labor operation

<b>Name</b>	<b>TechnicianSkillArea</b>
-------------	----------------------------

\*Base XSD Type: string

### TechnicianSkillLevel

These field(s) use this type: TechnicianSkillLevel.

Level of training required to perform the labor operation

<b>Name</b>	<b>TechnicianSkillLevel</b>
-------------	-----------------------------

\*Base XSD Type: string

### TelematicsServiceInd

## Process Service Appointment

---

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

Indication whether Telematics Service Subscription is turned on

Name	TelematicsServiceInd
------	----------------------

\*Base XSD Type: string

Code Value	Description
0	
1	

## TermLength

Term Length

Name	TermLength
------	------------

\*Base XSD Type: string

Code Value	Description
Months	Months
Weeks	Weeks
Years	Years

## 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

## Process Service Appointment

---

### TransmissionCode

These field(s) use this type: TransmissionCode.

Transmission Serial Number

Name	TransmissionCode
------	------------------

\*Base XSD Type: string

### TransmissionType

These field(s) use this type: TransmissionType.

Vehicle Transmission type - 3 = 3 speed, 4 = 4 speed, 5 = 5 speed, 6 = 6 speed, A - Automatic

Name	TransmissionType
------	------------------

\*Base XSD Type: string

Code Value	Description
3	3 Speed
4	4 Speed
5	5 Speed
6	6 Speed
A	"A" = Automatic
Automatic 3	Automatic 3 speed transmission type
Automatic 4	Automatic 4 speed transmission type
Automatic 5	Automatic 5 speed transmission type
Automatic 6	Automatic 6 speed transmission type
Automatic 7	Automatic 7 speed transmission type
7	7 Speed

## Process Service Appointment

Code Value	Description
CVT Automatic 3	Continuously Variable T ransmission Automatic 3 speed transmission type (natural gas and hybrid).
CVT Automatic 4	Continuously Variable T ransmission Automatic 4 speed transmission type (natural gas and hybrid).
CVT Automatic 5	Continuously Variable T ransmission Automatic 5 speed transmission type (natural gas and hybrid).
CVT Automatic 6	Continuously Variable T ransmission Automatic 6 speed transmission type (natural gas and hybrid).
CVT Automatic 7	Continuously Variable T ransmission Automatic 7 speed transmission type (natural gas and hybrid).
M	M = Manual

### TrimCode

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

Manufacturer assigned trim code

Name	TrimCode
------	----------

\*Base XSD Type: string

### Type

Type

Name	Type
------	------

\*Base XSD Type: string

### UrbanizationCode

## Process Service Appointment

---

These field(s) use this type: UrbanizationCode, UrbanizationCode.

Geographic definition of a metropolitan or suburban area

<b>Name</b>	<b>UrbanizationCode</b>
-------------	-------------------------

\*Base XSD Type: string

### URI

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

URI

<b>Name</b>	<b>URI</b>
-------------	------------

\*Base XSD Type: anyURI

### VehicleDemoInd

These field(s) use this type: VehicleDemoInd.

Indicates whether vehicle was ever a demo

<b>Name</b>	<b>VehicleDemoInd</b>
-------------	-----------------------

\*Base XSD Type: string

Code Value	Description
------------	-------------

0	
---	--

1	
---	--

### VehicleNote

These field(s) use this type: VehicleNote.

Any vehicle related notes

## Process Service Appointment

---

### Name

### VehicleNote

\*Base XSD Type: string

## VehicleOriginCountry

These field(s) use this type: VehicleOriginCountry.

The country where the vehicle was manufactured.

### Name

### VehicleOriginCountry

\*Base XSD Type: string

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



## Process Service Appointment

---

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

## Process Service Appointment

---

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

## Process Service Appointment

---

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

## Process Service Appointment

---

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

## Process Service Appointment

---

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

## Process Service Appointment

---

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

## Process Service Appointment

---

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

## Process Service Appointment

---

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



## Process Service Appointment

---

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

## Process Service Appointment

---

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

## Process Service Appointment

Code Value	Description
WF	
EH	
YE	
ZM	
ZW	

### VehicleStock

These field(s) use this type: VehicleStock.

Dealer assigned vehicle stock number

<b>Name</b>	<b>VehicleStock</b>
-------------	---------------------

\*Base XSD Type: string

### VIN

These field(s) use this type: VIN.

Federally defined 17 position vehicle identification number

<b>Name</b>	<b>VIN</b>
-------------	------------

\*Base XSD Type: string

### WarrantyExpirationDate

These field(s) use this type: WarrantyExpirationDate.

Last Date of vehicle warranty coverage for warranty currently in force at time of repair

<b>Name</b>	<b>WarrantyExpirationDate</b>
-------------	-------------------------------

## Process Service Appointment

---

\*Base XSD Type: date

### WarrantyNotes

These field(s) use this type: WarrantyNotes.

Any Warranty related Notes

Name	WarrantyNotes
------	---------------

\*Base XSD Type: string

### WarrantyRemaining

These field(s) use this type: WarrantyRemaining.

Defines how much warranty is left, either in time or miles

Name	WarrantyRemaining
------	-------------------

\*Base XSD Type: string

### WarrantyStartDate

These field(s) use this type: WarrantyStartDate.

Start Date of vehicle warranty

Name	WarrantyStartDate
------	-------------------

\*Base XSD Type: date

### WarrantyStatus

These field(s) use this type: WarrantyStatus.

Whether warranty is still applicable

## Process Service Appointment

---

Name	WarrantyStatus
------	----------------

\*Base XSD Type: string

### WarrantyTransferInd

These field(s) use this type: WarrantyTransferInd.

Indicates if warranty is transferable

Name	WarrantyTransferInd
------	---------------------

\*Base XSD Type: string

Code Value	Description
------------	-------------

0	
---	--

1	
---	--

### Year

Year

Name	Year
------	------

\*Base XSD Type: gYear

### ZoneCode

These field(s) use this type: ZoneCode.

Manufacturer Assigned Zone Code

Name	ZoneCode
------	----------

\*Base XSD Type: string

### 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.

<b>Name</b>	<b>ApplicationArea</b>
<b>Type</b>	<b>ApplicationArea</b>
<b>Nilable</b>	<b>no</b>
<b>Abstract</b>	<b>no</b>

#### 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>
```

#### Detail

<b>Name</b>	<b>Detail</b>
-------------	---------------

## Process Service Appointment

<b>Type</b>	<b>ServiceAppointmentDetail</b>
<b>Nilable</b>	<b>no</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<Detail>  
  <RequestedService> RequestedServiceExpanded </RequestedService> [0..*]  
  <Appointment> ServiceAppointmentExtended </Appointment> [0..1]  
  <CustomerPaymentMethod> CustomerPaymentMethod </CustomerPaymentMethod> [0..1]  
</Detail>
```

### Header

<b>Name</b>	<b>Header</b>
<b>Type</b>	<b>ServiceAppointmentHeader</b>
<b>Nilable</b>	<b>no</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<Header>  
  <DocumentDateTime> DocumentDateTime </DocumentDateTime> [0..1]  
  <SecondaryPassword> SecondaryPassword </SecondaryPassword> [0..1]  
  <SecondaryDealerNumber> SecondaryDealerNumber </SecondaryDealerNumber> [0..1]  
  <DocumentId> DocumentId </DocumentId> [1]  
  <AccountGroupCode> AccountGroupCode </AccountGroupCode> [0..1]  
  <ServiceHistoryPermissionApprovalInd> ServiceHistoryPermissionApprovalInd </ServiceHistoryPermissionApprovalInd> [0..1]  
  <Dealer> DealerParty </Dealer> [0..1]  
  <Provider> ProviderParty </Provider> [0..1]  
  <AppointmentContact> AppointmentContactParty </AppointmentContact> [0..1]  
  <IndividualOwner> IndividualOwnerPartyExtendedSA </IndividualOwner> [0..1]  
  <OrganizationalOwner> OrganizationalOwnerPartyExtendedSA </OrganizationalOwner> [0..1]  
  <IndividualCo-Owner> IndividualOwnerPartyExtendedSA </IndividualCo-Owner> [0..1]  
</Header>
```

## Process Service Appointment

```
<OrganizationalCo-Owner> OrganizationalOwnerPartyExtendedSA </OrganizationalCo-Owner> [0..1]
<PrimaryDriver> IndividualOwnerPartyExtendedSA </PrimaryDriver> [0..1]
<SecondaryDriver> IndividualOwnerPartyExtendedSA </SecondaryDriver> [0..*]
<Vehicle> HistoryVehicle </Vehicle> [0..1]
<Warranty> Warranty </Warranty> [0..*]
<ServiceContract> FullServiceContract </ServiceContract> [0..*]
<MileageIn> MileageIn </MileageIn> [0..1]
</Header>
```

### Process

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

The Process verb is used to request processing of the associated noun by the receiving application or business to party. In a typical external exchange scenario a Process BOD is considered to be a legally binding message. For example, if a customer sends a ProcessPurchaseOrder BOD to a supplier and the supplier acknowledges with a positive AcknowledgePurchaseOrder, then the customer is obligated to fulfill the agreement, unless of course other BODs are allowed to cancel or change the original order.

<b>Name</b>	<b>Process</b>
<b>Type</b>	<b>Process</b>
<b>Nilable</b>	<b>no</b>
<b>Abstract</b>	<b>no</b>

### XML Instance Representation

```
<Process
confirm="ConfirmType [0..1]"
acknowledge="AcknowledgementType [0..1]">
  <Criteria> ActionExpressionCriteria </Criteria> [0..1]
</Process>
```

### ProcessServiceAppointment

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

<b>Name</b>	<b>ProcessServiceAppointment</b>
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## Process Service Appointment

<b>Type</b>	ProcessServiceAppointment
<b>Nilable</b>	no
<b>Abstract</b>	no

### XML Instance Representation

```
<ProcessServiceAppointment  
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> ProcessServiceAppointmentDataArea </DataArea> [1]  
</ProcessServiceAppointment>
```

## ServiceAppointment

These field(s) use this type: [ServiceAppointment](#).

<b>Name</b>	ServiceAppointment
<b>Type</b>	ServiceAppointment
<b>Nilable</b>	no
<b>Abstract</b>	no

### XML Instance Representation

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

## Verb

## Process Service Appointment

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

<b>Name</b>	Verb
<b>Type</b>	Verb
<b>Nullable</b>	no
<b>Abstract</b>	yes

### XML Instance Representation

```
<Verb/>
```

## Process Service Appointment

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