

# Services API User Guide

## What is the Services API?

With the Services API, you can build applications that let professional service sellers get easy access to details related to their service orders and order fulfillment. Use this API to help service sellers with their daily operations by getting the status of their service jobs and appointments, flagging orders that need technician assignment, and managing route planning. After fulfillment, service sellers can audit technician performance by tracking on-time arrival, service job completion within the appointment window, no-shows, and fulfillment breaks.

## Tutorial: Get job details for a service job

This tutorial shows you how to get the job details for a service job. This information can help service sellers with dispatch planning for a service job.

### Prerequisites

To complete this tutorial you will need:

1. Authorization from the seller for whom you are making calls. See the Selling Partner API Developer Guide for more information.
2. A service job identifier. The service only returns jobs that are assigned to the service provider.

### Step 1. Get job details for a service job

- Call the **getServiceJobByServiceJobId** operation, passing the following path parameter:

Parameter	Description	Required
<b>serviceJobId</b>	A service job identifier. Type: string	Yes

Request example:

GET <https://sellingpartnerapi-na.amazon.com/service/v1/serviceJobs/serviceJobIdExample>

### Response

For descriptions of the response elements, see [services.html](#).

Response example (for an unauthorized job):

```
{
  "errors": [
    {
      "code": "InvalidInput",
      "message": "User is not authorized to view the service job details"
    }
  ]
}
```

Response example (for an active job with no appointment and with customer preferred appointment times):

```
{
  "payload":
  {
    "createTime": "2020-01-29T06:38:56.960Z",
    "serviceJobId": "serviceJobIdExample",
    "serviceJobStatus": "PENDING_SCHEDULE",
    "scopeOfWork":
    {
      "asin": "asinExample",
      "title": "titleExample",
      "quantity": 1,
      "requiredSkills": [
        "skillExample"
      ]
    },
    "seller":
    {
      "sellerId": "sellerIdExample"
    },
    "serviceJobProvider":
    {
      "serviceJobProviderId": "serviceJobProviderIdExample"
    },
    "preferredAppointmentTimes": [
      {
        "startTime": "2020-01-31T06:38:56.961Z",
        "durationInMinutes": 60
      }
    ],
    "serviceOrderId": "serviceOrderIdExample",
    "marketplaceId": "marketplaceIdExample",
    "buyer":
    {
      "buyerId": "buyerIdExample",
      "name": "nameExample",
      "phone": "phoneExample",
      "isPrimeMember": true
    },
    "serviceLocation":
    {
      "serviceLocationType": "IN_HOME",
      "address":
      {
        "name": "nameExample",
        "addressLine1": "addressLineExample",
        "city": "cityExample",
        "postalCode": "postalCodeExample"
      }
    }
  }
}
```

Response example (for an active job with an active appointment):

```
{
  "payload":
  {
    "createTime": "2020-01-29T06:38:56.960Z",
    "serviceJobId": "serviceJobIdExample",
```

```

"serviceJobStatus": "NOT_SERVICED",
"scopeOfWork":
{
  "asin": "asinExample",
  "title": "titleExample",
  "quantity": 1,
  "requiredSkills": ["skillExample"]
},
"seller":
{
  "sellerId": "sellerIdExample"
},
"serviceJobProvider":
{
  "serviceJobProviderId": "serviceJobProviderIdExample"
},
"preferredAppointmentTimes": [
{
  "startTime": "2020-01-31T06:38:56.961Z",
  "durationInMinutes": 60
}
],
"appointments": [
{
  "appointmentId": "appointmentIdExample",
  "appointmentStatus": "ACTIVE",
  "appointmentTime":
{
  "startTime": "2020-01-31T06:38:56.961Z",
  "durationInMinutes": 60
}
}
],
"serviceOrderId": "serviceOrderIdExample",
"marketplaceId": "marketplaceIdExample",
"buyer":
{
  "buyerId": "buyerIdExample",
  "name": "nameExample",
  "phone": "phoneExample",
  "isPrimeMember": true
},
"serviceLocation":
{
  "serviceLocationType": "IN_HOME",
  "address":
{
  "name": "nameExample",
  "addressLine1": "addressLineExample",
  "city": "cityExample",
  "postalCode": "postalCodeExample"
}
}
}
}

```

Response example (for an active job with a canceled appointment):

```
{
  "payload":
  {
    "createTime": "2020-01-29T06:38:56.960Z",
    "serviceJobId": "serviceJobIdExample",
    "serviceJobStatus": "NOT_FULFILLABLE",
    "scopeOfWork":
    {
      "asin": "asinExample",
      "title": "titleExample",
      "quantity": 1,
      "requiredSkills": ["skillExample"]
    },
    "seller":
    {
      "sellerId": "sellerIdExample"
    },
    "serviceJobProvider":
    {
      "serviceJobProviderId": "serviceJobProviderIdExample"
    },
    "preferredAppointmentTimes": [
      {
        "startTime": "2020-01-31T06:38:56.961Z",
        "durationInMinutes": 60
      }
    ],
    "appointments": [
      {
        "appointmentId": "appointmentIdExample",
        "appointmentStatus": "CANCELLED",
        "appointmentTime":
        {
          "startTime": "2020-01-31T06:38:56.961Z",
          "durationInMinutes": 60
        }
      }
    ],
    "serviceOrderId": "serviceOrderIdExample",
    "marketplaceId": "marketplaceIdExample",
    "buyer":
    {
      "buyerId": "buyerIdExample",
      "name": "nameExample",
      "phone": "phoneExample",
      "isPrimeMember": true
    },
    "serviceLocation":
    {
      "serviceLocationType": "IN_HOME",
      "address":
      {
        "name": "nameExample",
        "addressLine1": "addressLineExample",
        "city": "cityExample",
        "postalCode": "postalCodeExample"
      }
    }
  }
}
```

```

    }
  }
}

```

Response example (for an active job with an active, rescheduled appointment):

```

{
  "payload":
  {
    "createTime": "2020-01-29T06:38:56.960Z",
    "serviceJobId": "serviceJobIdExample",
    "serviceJobStatus": "NOT_SERVICED",
    "scopeOfWork":
    {
      "asin": "asinExample",
      "title": "titleExample",
      "quantity": 1,
      "requiredSkills": ["skillExample"]
    },
    "seller":
    {
      "sellerId": "sellerIdExample"
    },
    "serviceJobProvider":
    {
      "serviceJobProviderId": "serviceJobProviderIdExample"
    },
    "appointments": [
      {
        "appointmentId": "appointmentIdExample",
        "appointmentStatus": "CANCELLED",
        "appointmentTime":
        {
          "startTime": "2020-01-31T06:38:56.961Z",
          "durationInMinutes": 60
        },
        "rescheduledAppointmentId": "rescheduledAppointmentIdExample"
      },
      {
        "appointmentId": "appointmentIdExample",
        "appointmentStatus": "ACTIVE",
        "appointmentTime":
        {
          "startTime": "2020-01-01T06:38:56.961Z",
          "durationInMinutes": 60
        }
      }
    ],
    "serviceOrderId": "serviceOrderIdExample",
    "marketplaceId": "marketplaceIdExample",
    "buyer":
    {
      "buyerId": "buyerIdExample",
      "name": "nameExample",
      "phone": "phoneExample",
      "isPrimeMember": true
    }
  },

```

```

    "serviceLocation":
    {
      "serviceLocationType": "IN_HOME",
      "address":
      {
        "name": "nameExample",
        "addressLine1": "addressLineExample",
        "city": "cityExample",
        "postalCode": "postalCodeExample"
      }
    }
  }
}

```

### Response example (for a completed job):

```

{
  "payload":
  {
    "createTime": "2020-01-29T06:38:56.960Z",
    "serviceJobId": "serviceJobIdExample",
    "serviceJobStatus": "COMPLETED",
    "scopeOfWork":
    {
      "asin": "asinExample",
      "title": "titleExample",
      "quantity": 1,
      "requiredSkills": ["skillExample"]
    },
    "seller":
    {
      "sellerId": "sellerIdExample"
    },
    "serviceJobProvider":
    {
      "serviceJobProviderId": "serviceJobProviderIdExample"
    },
    "appointments": [
      {
        "appointmentId": "appointmentIdExample",
        "appointmentStatus": "COMPLETED",
        "appointmentTime":
        {
          "startTime": "2020-01-31T06:38:56.961Z",
          "durationInMinutes": 60
        },
        "assignedTechnicians": [
          {
            "technicianId": "technicianIdExample",
            "name": "nameExample"
          }
        ],
        "poa":
        {
          "appointmentTime":
          {
            "startTime": "2020-01-31T06:38:56.961Z",
            "durationInMinutes": 60
          }
        }
      }
    ]
  }
}

```

```

    },
    "technicians": [
      {
        "technicianId": "technicianIdExample",
        "name": "nameExample"
      }
    ],
    "uploadingTechnician": "technicianIdExample",
    "uploadTime": "2020-01-31T08:38:56.961Z",
    "poaType": "CUSTOMER_SIGNATURE"
  }
},
"serviceOrderId": "serviceOrderIdExample",
"marketplaceId": "marketplaceIdExample",
"buyer":
{
  "buyerId": "buyerIdExample",
  "name": "nameExample",
  "phone": "phoneExample",
  "isPrimeMember": true
},
"serviceLocation":
{
  "serviceLocationType": "IN_HOME",
  "address":
  {
    "name": "nameExample",
    "addressLine1": "addressLineExample",
    "city": "cityExample",
    "postalCode": "postalCodeExample"
  }
}
}
}

```

#### Response example (for a canceled job):

```

{
  "payload":
  {
    "createTime": "2020-01-29T06:38:56.960Z",
    "serviceJobId": "serviceJobIdExample",
    "serviceJobStatus": "CANCELLED",
    "scopeOfWork":
    {
      "asin": "asinExample",
      "title": "titleExample",
      "quantity": 1,
      "requiredSkills": ["skillExample"]
    },
    "seller":
    {
      "sellerId": "sellerIdExample"
    },
    "serviceJobProvider":
    {
      "serviceJobProviderId": "serviceJobProviderIdExample"
    }
  }
}

```

```
    },
    "appointments": [
      {
        "appointmentId": "appointmentIdExample",
        "appointmentStatus": "CANCELLED",
        "appointmentTime": {
          "startTime": "2020-01-31T06:38:56.961Z",
          "durationInMinutes": 60
        }
      }
    ],
    "serviceOrderId": "serviceOrderIdExample",
    "marketplaceId": "marketplaceIdExample",
    "buyer": {
      "buyerId": "buyerIdExample",
      "name": "nameExample",
      "phone": "phoneExample",
      "isPrimeMember": true
    },
    "serviceLocation": {
      "serviceLocationType": "IN_HOME",
      "address": {
        "name": "nameExample",
        "addressLine1": "addressLineExample",
        "city": "cityExample",
        "postalCode": "postalCodeExample"
      }
    }
  }
}
```