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**Data Exchange Platform**

**API Setup Reference Guide**

**Work Order**

**Version 1.6**

**Released in December 2022**

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Contents

[1. Document Control 2](#_Toc1544629873)

[2. Overview 3](#_Toc277764853)

[3. Pre-requisites to access the API 4](#_Toc1468101987)

[4. API setup 5](#_Toc1473214678)

[5. Connection Details 5](#_Toc1921152908)

[5.1. Work Order API 5](#_Toc980551004)

[5.1.1. API Request Parameters 6](#_Toc837049891)

[5.1.2. API Request Description 6](#_Toc2019694731)

[5.1.3. API Response Description 6](#_Toc835729830)

[5.1.4. Sample Work Order API Request and Response 6](#_Toc359288715)

[5.2. Response Codes 6](#_Toc636094796)

[5.3. Sample Postman Collection 6](#_Toc561978147)

[5.4. Work Order Historical Upload 6](#_Toc1819510646)

# **Document Control**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Revision Date | Revision History | Author |
| 1.0 | December 2022 | New Release | TCS |
| 1.1 | February 2023 | Updated the Work Order Attributes | TCS |
| 1.2 | February 2023 | Updated the Work Order Attributes with all required fields | TCS |
| 1.3 | February 2023 | Updated the Work Order Attributes with the inspection information | TCS |
| 1.4 | February 2023 | Added Work Order Historical Upload Section | TCS |
| 1.5 | February 2023 | Updated workorder attribute hierarchy | TCS |

# **Overview**

Workorder API is structured to capture the information about the critical attributes used in the work order at the time of creation in any DMS systems. As part of the other APIs like eWarranty, Faults, SRT, and Telemetry CNHi will be sharing the basic information required to create the Work Order. Whereas, this API, along with the vehicle parameters details collected from CNHI, it will also include the additional details that are captured exclusively by the DMS in the Workorder like the details of the repair, technician, payment, customer etc.

DMS will transfer the details of all the Workorder to DEP, as and when it is ready to be interfaced in a REST format by invoking DEP’s API.

Pictorial representation of the data flows below.

Graphical user interface, text, application

Description automatically generated

The detailed data transfer in the whole Work Order creation sequence is depicted below for reference.

A picture containing text

Description automatically generated

# **Pre-requisites to access the API**

* To transfer the work order details, the dealer should be registered and possess a user ID from CNHi dealer portal.
* All the API setups require a basic http authorization header, which will require an API Subscription key

# **API setup**

CNHi’ s has built a data exchange platform, which provides the flexibility to the end users to request information from CNHi system in the following format.

1. REST API

# **Connection Details**

While developing this interface, we want to avoid changes and perform testing in a live environment to that end, CNHi provides three environment contexts for its APIs:

* Cert/UAT
* Production

The environments are identical, requiring only that you change out your connection string and authorization endpoint to connect to any of the environments.

# **Work Order API**

Work Order API returns the work order creation details along with the required validations.

|  |  |
| --- | --- |
| Environment | URL |
| CERT/UAT | https://apim-uat.dep.cnhind.com/external/services/v1/workorder |
| Production | Being constructed |

Request and Response Structure

**Authentication**

* DMS will pass Basic auth in HTTP header for username/password.
* The User ID and Password will be set up in the Dealer Portal by the Dealer uniquely for the DMS access to interfaces.
* DEP API will require subscription-API-key in HTTP header to identify client and to be able to track API usage.
* Based on the payload(XML/JSON) pass the content-type in the header

|  |  |
| --- | --- |
| Ocp-Apim-Subscription-Key | {CNHi Provided Subscription Value} |
| Content-Type | application/xml |
| Content-Type | application/json |

# API Request Parameters

**Request Params –** No Request parameters to Work Order Creation.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Name | Params Type | Type | Is Required | | Default Value | Comments |
|  |  |  |  |  | |  |

# API Request Description

API Request – (Body)

|  |  |  |
| --- | --- | --- |
| Name | Type | Description |
| Request Body | XML |  |
| Request Body | JSON |  |

* Payload (XML/JSON) determined by content-type in the header of the request:
  + Content-Type application/xml
  + Content-Type application/json

# API Response Description

The API response is structured at a high level as detailed in the table below.

|  |  |
| --- | --- |
| **Name** | **Description** |
| statusCode | "200" |
| message | "Work Order uploaded successfully!" |

# Sample Work Order API Request and Response

 





# **Response Codes**

#### The API responses are accompanied with a response code that describes the status (Successful, Unsuccessful) of the request. The below are the possible scenarios and their response codes.

|  |  |  |
| --- | --- | --- |
| Title | Reason | Code |
| REST Work Order success response | Success | 200 |
| REST Work Order failure response | Please Provide DMS Name and Dealer Code | 400 |
| REST Work Order failure response | Internal Server Error | 500 |

# **Sample Postman Collection**



# **Work Order Historical Upload**

The Historical Work Order upload will follow the same attributes structure as mentioned in the above section (**WorkOrderAttributes for DMS** ).