ASC Network Integration Specification Details

Specifications for integration of ASC and Sony applications

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**Change History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Issue Date** | **Modified by** | **Status** | **Description of Action** |
| 0.1 | 04-jan-2013 | Kurt Claeys | Draft | Created |
| 0.2 | 11-jan-2013 | Kurt Claeys | Draft | Minor changes. Full review still needs to be done |
| 0.3 | 24-jan-2013 | Kurt Claeys | Draft | Reviewed the document flow. Minor detail changes. |
| 0.4 | 30-jan-2013 | Kurt Claeys | Draft | Reviewed most of the interface details. |
| 1.0 | 04-feb-2013 | Kurt Claeys | Ready for Review | Finalized the draft version. Ready to be reviewed. |
| 1.1 | 19-feb-2013 | Kurt Claeys | Ready for Review | Integrated the first review remarks. |
| 1.2 | 20-feb-2013 | Kurt Claeys  Peter Somers | Reviewed | Integrated the second set of review remarks. |
| 1.3 | 27-mar-2013 | Kurt Claeys  Peter Somers | Reviewed | Review of status flows with minor changes. (e.g. for AEP B2B Depot)  Error codes have changed and all have some more detailed comments added.  Minor changes to the Part Order section. |
| 1.4 | 09-apr-2013 | Kurt Claeys | Changed | Part consumption registration changes |
| 1.5 | 26-apr-2013 | Kurt Claeys | Changed | Added Solution Request EDI specifications. |
| 1.6 | 19-jun-2013 | Kurt Claeys | Reviewed | Integrated remarks and changed requirements based on testing. Added more clarification and detailed information.  Added list of IRIS codes. |
| 1.7 | 24-oct-2013 | Kurt Claeys  Peter Somers | Changed and reviewed |  |
| * Section 2.2 (“Countries”):   + added: Kosovo (XK)   + changed: Macedonia (MK)   + removed: Yugoslavia (YF) * Section 2.3 (“Service event types”): Introduction of new service event type “AEP B2C Forwarding” * Section 2.6 (“IRIS codes”): IRIS codes textual lists are replaced by files that are easy to upload * Section 2.7 (“Solution Request Motive codes”):   + added: “G G2”   + removed: “G A2”, “G A3”   + changed: “F” (description), “K” (description) * Section 2.8 (“Possible error codes”):   + added: 1004, 1319, 1401, 1402, 1403, 1404, 1405, 1601   + changed: 1127, 1128, 1129   + removed: 1130 (is now 1129), 1224 (no longer possible) * Section 3.3.1.3 (“Error feedback”): Added “ASC Material Id” and “Sony Part Number” * Section 4.1.1.2.2 (Synchronization of models – data format”): Delimiter changed from comma to pipe * Section 5.1.1.4 (“Parts order request - Extra information”): added * Section 5.1.2 (“Part order – Delivery address”): request/response format to be aligned with other webservices * Section 5.1.3 (“Part order – Open orders”): updated the endpoint and request/response format * Section 5.1.4 (“Part order – Invoiced orders”): added * Section 5.1.5 (“Part order – Shipped orders”): added * Section 6.2.1.3 (“Unit info – output”): added explanation to the purchaseDateAccepted field, and 2 new fields “isLowCost” and “aepType” * Section 6.3.1.2 (“Unit registration – output”): added explanation to the purchaseDateAccepted field, and 2 new fields “isLowCost” and “aepType” * Section 6.3.2 (“Create Swap Reservation”): Has been added to the AscServiceSync webservice. * Section 6.4.1.5.2 (“Service event initialization by ASC – customer info”): Reviewed the meaning of customer info, and split by logistics type * Section 6.4.2.1.2.3 (“Service event initialization by ASC - output”): reviewed and added field “aepBookingReference” * Section 6.5.2 (“Service event status flow”):   + Reviewed the status transitions, with clear split on inbound logistics and inclusion of outbound logistic statuses. That caused some statuses to be clearly mentioned, which may not have been clearly defined before.   + Added status transitions for new service event type “AEP B2C Forwarding” * Section 6.5.3.3.3 (“Condition IRIS code”): correction on mandatory condition * Section 6.5.4.2.3 (“Response”): Added * Section 6.5.4.4 (“Extra information”): added * Section 6.5.5.2.2: updated maximum attachment size from 5MB to 2MB * Section 6.5.5.5 (“Extra information”): added * Section 6.5.7 (“Updating the logistics type or service event type”): added * Section 6.6.1.1 (“SON codes”): More explanation added * Section 6.6.2 (“Parts consumption registration by ASC”): Renamed “ascMaterialID” into “ascMaterialId” for consistency. * Section 6.7.1 (”Solution request management”): Extra info on “unitAttributes”, “sonyPartNumber” and “dealerInvoiceID” * Section 6.7.1.5.3 (“Solution request required follow up”): added value “YD” * Section 6.7.2.2.3 (“Solution request status details output”):   + 4 fields added: “creditNoteNumber”, “creditNetAmount”, “creditMemoNumber” and “comments” * Section 7.1.4 (“Register return in webservice mode”):   + Renamed several fields for consistency (“username” versus “userId”, …)   + Renamed “partNumberReceived” into “mispickedPartNumberReceived” * Section 7.1.5 (“Register return in batch mode”):   + Renamed several fields for consistency (“username” versus “userId”, …) * Section 7.1.6 (“Search registered returns”):   + Renamed several fields for consistency (“username” versus “userId”, …)   + Renamed “partNumberReceived” into “mispickedPartNumberReceived”   + Added new field “registrationDate” | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1.8 | 21-feb-2014 | Kurt Claeys | | Changed and reviewed | |  | |
|  | Modifications with impact on multiple sections:   * mainAscReferenceId and subAscReferenceId has been shortened to max 9 characters * phone numbers (fax, fixed, mobile) need have the format” 00999999999”, starting with country code * more example data is added to the webservices * Section 2.3 (“Service event types”): new service type “Depot Exchange” defined * Section 2.4 (“Logistics types”): new logistic type “6” (pickup without return) defined * Section 3.4 (“Guidelines for Webservices”): including date and time details   Modifications limited to one section:   * Section 2.8 (“Possible error codes”):   + added: 1367, 1602   + changed text for: 1370 * Section 3.4 (“Guidelines for Webservices”): new, and added reference to these webservices guidelines where appropriate * Section 4.1.1.7 (“Service Authorization Master (SAM)”): new section on how to get the SAM details. * Section 6.2.3 (“getServiceEventStatus”): new webservice method to retrieve the data stored at Sony about a particular unit or service event. *Note: Only available as of April 1st 2014.* * Section 6.4.1 (“Service event initialization by ASC”): new field “isDOA” introduced. * Section 6.4.2.1 (“Service Event Initialization by Sony”):   + update to the “Applicable service event and logistics types” and added 2 output parameters (subAscid, eventStartDate)   + added extra information about warranty identification * Section 6.5.2 (“Status flow”):   + New status “Customer Not Reachable” introduced, integrated in service event types ‘In-home Repair’, ‘AEP B2C’ and ‘AEP B2B in-home’   + All flows have been reviewed to include the new logistics type “6” and to indicate the initial status * Section 6.5.2.6 (“AEP B2C Forwarding”): completed status is set by Sony automatically * Section 6.5.3.3.4 (“statusStartDate updates”): added for which statuses a status start date can be changed. * Section 6.6.2.2 (“Part consumption”): corrected the webservice method URL part to “AscServiceSync/registerPartConsumption” instead of the previous value “AscServiceSync/updatePartConsumption” * Section 6.8.2 (“Refurbishment”): Sequence diagram for a refurbishment service event * Section 6.7.1 (“Solution request creation by ASC”):   + new field “son” introduced *Note: Only available as of April 1st 2014.*   + List of supported colours is now included. * Section 6.7.2 (“Solution request status details”): new fields introduced: returnCentre, receiverReference, accountNumber, accountName, materialName, materialDescription, billDocNumber *Note: Only available as of April 1st 2014.* * Section 7.1.1: updated URLs reflecting updates as outlined hereunder for section 7.1.8 (original URLs remain available with original content) *Note: Only available as of April 1st 2014* * Section 7.1.3 (“Code references”): Claim type REFURBISHING is renamed to PRODUCTGOODWILL * Section 7.1.8 (“Search registered returns”): new fields introduced in : creditDate, creditStatus *Note: Only available as of April 1st 2014.* | | | | | | |
| 1.9 |  | David Coudenys | | Changed and reviewed | |  | |
|  | Modifications with impact on multiple sections:   * Removed referral to FTP services where no longer available * Additional comment added for item ‘isLowCost’ * Updated optional to mandatory for ‘caseId’ in a number of instances * Additional comment added for item ‘subAscReferenceId’ * updated field length of item ‘firstName’ * Updated field length of items ‘address1’, ‘address2’, ‘address3’ * Updated field length of items ‘fixedPhone’, ‘mobilePhone’ and ‘outOfOfficePhone’   Modifications limited to one section:   * Section 2.4: Updated list of logistics types * Section 2.7: Update list of (sub)motive codes * Section 2.8: Added solution request status codes * Section 2.9: Updated with new error messages * Section 4.1.1.7.1: corrected service category value ‘exchange’ to ‘repair’ * Section 4.2.1.3: additional notes added * Section 6.1.3: additional notes added * Section 6.2.2: getCtoSpecs web service discontinued, information can be retrieved via ASSIST * Section 6.2.3: updated field length of item ‘accountNumber’ * Section 6.3.1.2.1: Additional notes on serial number registration * Section 6.4.1: Updated required fields in section ‘deliveryInfo’ for specific service types * Section 6.4.2: maxRowsReturned updated to 100 * Section 6.4.2.1.3.3: Important note added with regards to ‘caseId’ value * Section 6.5.2.11: Updated status transitions for service type ‘Forwarding * Section 6.5.3: Updated requirements for items ‘companyName’, ‘firstName’, ‘lastName’ * Section 6.5.4.4: important note added with regards to updating the date of purchase * Section 6.5.7: Updated logistics type transitions * Section 6.5.7: Updated required fields in section ‘deliveryInfo’ for specific service types * Section 6.6.1.1/2/3/4/5: Updated information * Section 6.6.2.1: Updated table for AEP service types * Section 6.8: Updated with process flows * Section 7.1.3.1: Important notes added * Section 7.1.8.2.1: Part screening dispute/reject codes added * Section 7.1.4.3: ‘DOAFUNCTIONALISSUE’ claims do not require ‘mainAscReferenceId’ input * Section 8: Added | | | | | | |
| 1.10 | 14-oct-2015 | David Coudenys | | Changed and reviewed | |  | |
|  | * Section 2.4: Updated list of logistics types * Section 2.6.9.1: Updated list of solution request related error codes (1510 & 1511) * Section 6.2.3.4: field ‘awbURL’ has been added to the getServiceEventStatus web service output * Section 6.5.7.2 Applicable logistics type transitions * Section 6.7.1.2.3 & 6.7.1.4.2: Updated field ‘dealerInvoiceDate’ with regards to required data based on motive code * Section 6.7.3: Additional functionality – update existing solution request * Section 6.8.2.2: Details added, describing process to follow in case customer does not agree with the offered AEP replacement model | | | | | | |
| 1.11 | 23-mar-2016 | David Coudenys | | Changed and reviewed | |  | |
|  | * Section 2.9: Updated error message 1504/1503 * Section 6.2.1.2.4/6: getUnitInfo web service output extension * Section 6.4.1: Updated function of ‘notSendAdverts’ field in registerServiceEvent WS input * Section 6.4.1.4.2/3: aligned logistic types in line with section 2.4 * Section 6.5.2.5/9: Updated status transitions for (AEP B2B) In-home from WFC/WFP/WFA/WFS/WFP to ‘Confirmed’ * Section 7.1.3: Updated with new RMA claim types, including explanation * Section 7.1.4.3: Updated input validation with new RMA claim types | | | | | | |
| 1.12 | 17-jan-2017 | David Coudenys | | Changed and reviewed | |  | |
|  | * Section 6.2.2.4: Updated field specifications and description for ‘rmaStatus’ * Section 6.5: Added new web service *updateCustomerAndUnitInfo* * Section 6.6.7.1: Updated service type transitions * Section 7.1.4.1.1: Updated field description from ‘defect IRIS’ to ‘Symptom IRIS’ | | | | | | |
| 1.13 | 16-June-2017 | | David Coudenys | | Changed | |  |
|  | * Section 6.6: updated with web service allowing to add/update NPS survey results * Sections 5.1.3-4-5: updated with additional URLs allowing to retrieve AEP order status | | | | | | |
| 1.14 | 21-Nov-2018 | | David Coudenys | | Changed | |  |
|  | NOTE THAT SOME UPDATES ARE ONLY RELEVANT FOR WEB SERVICE VERSION 1.1   * Section 2.4: Updated list of logistics types * Section 2.6: Updated with referral to FTP for IRIS codes in general and business group specific & reduced symptom IRIS codes * Section 2.9: Added Solution Request activity statuses * Section 2.10: Updated list of error messages * Section 4.1.1.4: Updated with XX\_SERVICEMASTER.csv file description * Section 6.1.1: New section explaining the different web service versions * Section 6.2.1: Updated web service output * Section 6.2.2: Updated web service output * Section 6.4.1: Updated web service input/output * Section 6.4.2: Updated web service output * Section 6.7.2.7-8: Updated status transitions * Section 6.7.3: Updated web service input * Section 6.7.7: Updated web service input and service/logistics type transitions * Section 6.7.7: Updated service type transitions * Section 6.8.2: Updated part consumption requirements per service type and web service input/output * Section 6.7.6: Updated with new web service “Retrieving attachments by ASC” | | | | | | |
| 1.15 | 28-Jan-2019 | | David Coudenys | | Changed | |  |
|  | * Section 8: Added SONAR web service | | | | | | |
| 1.16 | 25/03/2019 | | Mieke Oyen | | Changed | | |
|  | * Section 8: Added error code | | | | | | |

# PREFACE

## Purpose of this document

The document describes the technical interface specifications and details for ASC integration with the Sony systems supporting the Triple-C requirements.

## Intended audience

This is a technical document and intended for partners that need to integrate with Sony systems.

# Lists and References

## Languages

|  |  |  |
| --- | --- | --- |
| Language | ISO2 | ISO3 |
| Albanian | SQ | SQI |
| Bosnian | BS | BOS |
| Bulgarian | BG | BUL |
| Croatian | HR | HRV |
| Czech | CS | CZE |
| Danish | DA | DAN |
| Dutch | NL | NLA |
| English | EN | ENG |
| Estonian | ET | EST |
| Finnish | FI | FIN |
| French | FR | FRA |
| German | DE | DEU |
| Greek | EL | GRE |
| Hungarian | HU | HUN |
| Italian | IT | ITA |
| Latvian | LV | LAV |
| Lithuanian | LT | LIT |
| Macedonian | MK | MKD |
| Norwegian | NO | NOR |
| Polish | PL | POL |
| Portuguese | PT | POR |
| Romanian | RO | RON |
| Russian | RU | RUS |
| Serbian | SR | SRP |
| Slovak | SK | SLK |
| Slovenian | SL | SLV |
| Spanish | ES | SPA |
| Swedish | SV | SWE |
| Turkish | TR | TUR |
| Ukrainian | UK | UKR |

## Countries

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Country | ISO2 | Country | ISO2 | Country | ISO2 | Country | ISO2 |
| Afghanistan | AF | Ecuador | EC | Laos | LA | Rep. of Yemen | YE |
| Albania | AL | Egypt | EG | Latvia | LV | Republic of Serbia | RS |
| Algeria | DZ | El Salvador | SV | Lebanon | LB | Reunion | RE |
| Andorra | AD | Equatorial Guinea | GQ | Lesotho | LS | Romania | RO |
| Angola | AO | Eritrea | ER | Liberia | LR | Russia | RU |
| Anguilla | AI | Estonia | EE | Libya | LY | Rwanda | RW |
| Argentina | AR | Ethiopia | ET | Libyan Arab Jamahiriya | LY | San Marino | SM |
| Armenia | AM | Falkland Islands | FK | Liechtenstein | LI | Sao Tome&Principe | ST |
| Australia | AU | Finland | FI | Lithuania | LT | Saudi Arabia | SA |
| Austria | AT | France | FR | Luxembourg | LU | Senegal | SN |
| Azerbeidjan | AZ | French Guiana | GF | Macedonia | MK | Seychelles | SC |
| Bahamas | BS | French Guinea | GF | Madagascar | MG | Sierra Leone | SL |
| Bahrain | BH | French Polynesia | PF | Malawi | MW | Singapore | SG |
| Bangladesh | BD | Gabon | GA | Malaysia | MY | Slovakia | SK |
| Barbados | BB | Gambia | GM | Maldives | MV | Slovenia | SI |
| Belgium | BE | Georgia | GE | Mali | ML | Somalia | SO |
| Belize | BZ | Germany | DE | Malta | MT | South Africa | ZA |
| Belorussia | BY | Ghana | GH | Marocco | MA | South Korea | KR |
| Benin | BJ | Gibraltar | GI | Martinique | MQ | Spain | ES |
| Bermuda | BM | Greece | GR | Mauritania | MR | Sri Lanka | LK |
| Bolivia | BO | Greenland | GL | Mauritius | MU | Sudan | SD |
| Bosnia Herzegovina | BA | Grenada | GD | Mayotte | YT | Suriname | SR |
| Botswana | BW | Guadeloupe | GP | Mexico | MX | Swaziland | SZ |
| Brazil | BR | Guatemala | GT | Moldavia | MD | Sweden | SE |
| Brunei | BN | Guernsey | GG | Monaco | MO | Switzerland | CH |
| Bulgaria | BG | Guinea | GN | Mongolia | MN | Syria | SY |
| Burkina Faso | BF | Guinea-Bissau | GW | Montenegro | ME | Tadzjikistan | TJ |
| Burundi | BI | Guyana | GY | Morocco | MA | Taiwan | TW |
| Cameroon | CM | Haiti | HT | Mozambique | MZ | Tanzania | TZ |
| Canada | CA | Honduras | HN | Namibia | NA | Tanzania, United Republic Of | TZ |
| Canary Islands | IC | Hong Kong | HK | Nepal | NP | Thailand | TH |
| Cape Verde | CV | Hungary | HU | New Caledonia | NC | The Netherlands | NL |
| Central African Rep. | CF | Iceland | IS | New Zealand | NZ | The Netherlands Antilles | AN |
| Chad | TD | India | IN | Nicaragua | NI | Togo | TG |
| Channel Islands | CS | Indonesia | ID | Niger | NE | Tunisia | TN |
| Chili | CL | Iran | IR | Nigeria | NG | Turkey | TR |
| China | CN | Iraq | IQ | North Korea | KP | Turkmenistan | TM |
| Colombia | CO | Ireland | IE | Norway | NO | Uganda | UG |
| Comoros Is. | KM | Israel | IL | Oman | OM | Ukraine | UA |
| Congo | CG | Italy | IT | Pakistan | PK | Un. Arab. Emirates | AE |
| Congo (former Zaire) | ZR | Ivory Coast | CI | Panama | PA | United Arab Emirates | AE |
| Costa Rica | CR | Jamaica | JM | Papua-Neuguinea | PN | United Kingdom | GB |
| Croatia | HR | Japan | JP | Paraguay | PY | Uruguay | UY |
| Cuba | CU | Jersey | JE | Peru | PE | USA | US |
| Curacao | CU | Jordan | JO | Philippines | PH | Uzbekistan | UZ |
| Cyprus | CY | Kampuchea | KH | Poland | PL | Venezuela | VE |
| Czech Republic | CZ | Kazachstan | KZ | Portugal | PT | Vietnam | VN |
| Denmark | DK | Kenya | KE | Puerto Rico | PR | Wallis And Futuna | WF |
| Djibouti | DJ | Kirgizia | KG | Qatar | QA | Zambia | ZM |
| Dominican Rep. | DO | Kosovo | XK | qtar | QA | Zimbabwe | ZW |
|  |  | Kuwait | KW |  |  |  |  |

## Service Event Types

The table below gives an overview of all the possible service events. Depending on your individual profile, you may not be authorized for all of these types.

|  |  |  |  |
| --- | --- | --- | --- |
| Service type | Code/Value | Description | Comment |
| DOA Screening | DOASCR | Service event to report DOA (“Defective On Arrival”) screening |  |
| Low Cost | LOWCST | Service event to report exchange or credit in case this is defined as the standard service process, refer to model master |  |
| Depot Repair | DEPREP | Service event to report repair services carried out in RASC’s workshop |  |
| ~~Depot Exchange~~ | ~~DEPEX~~ | ~~Service event to report exchange whereby exchange set has been ordered via Sony’s spare part warehouse~~ |  |
| In-Home Repair | IHREP | Service event to report repair services carried out at customer’s home |  |
| AEP B2B In-Home | AEPB2BIH | Service event to report AEP services carried out at the customer’s home |  |
| AEP B2C | AEPB2C | Service event to report AEP services carried out at the customer’s home | Difference with above depends on RASC authorization profile |
| AEP B2C Forwarding | AEPB2CFWD | Service event to report shipment of AEP replacement unit to the relevant address |  |
| AEP B2B Forwarding | AEPB2BFWD | Service event to report shipment of AEP replacement unit to the relevant address |  |
| AEP B2B Depot | AEPB2BDEP | Service event to report AEP services carried out in RASC’s workshop |  |
| Forwarding | FWD | Service event to report forwarding of defective products for service to another RASC |  |
| Screening | SCR | Service event to report physical screening of products or parts |  |
| Refurbishment | REFURB | Service event to report refurbishment or DOA repair activities |  |
| Part repair | PARTREP | Service event to report repair services carried out on spare parts |  |

## Logistic Types

The table below gives an overview of all the possible logistic types. Depending on your individual profile, you may not be authorized for all of these types.

|  |  |  |  |
| --- | --- | --- | --- |
| Logistics type | Code/Value | Description | Comment |
| Carry-In | 0 | carry-in without return |  |
| Carry-In with return | 1 | carry-in with return |  |
| Pick-up and return | 2 | pickup with return 2 leg | Pickup box on board |
| Pick-up and return | 3 | pickup with return 3 leg | Pickup box from Sony |
| Pick-up and return | 4 | dealer pick-up and return | a.k.a. Dealer |
| Pick-up and return | 5 |  |  |
| Pick-up without return | 6 | pickup without return |  |
| Pick-up without return | 7 | pickup without return |  |
| Pick-up without return | 8 | pickup without return |  |
| Pick-up without return | 9 | pickup without return |  |
| Carry-In and bank fee | A |  |  |
| Pick-up without return and bank fee | H |  |  |
| DIME PRO logistics | B | DIME PRO logistics |  |

## Service events and logistic types relationships

The table below shows the possible logistic types for each service event type. Depending on your individual profile, you may not be authorized for all these combinations.

|  |  |
| --- | --- |
| Service Event Type | Logistics Type |
| DOA Screening | <any> |
| Low Cost | <any> |
| Depot Repair | <any> |
| Depot Exchange | <any> |
| In-Home Repair | Not Applicable |
| AEP B2C | Not Applicable |
| AEP B2B In-home | Not Applicable |
| AEP B2C Forwarding | Not Applicable |
| AEP B2B Forwarding | Not Applicable |
| AEP B2B Depot | <any> |
| Forwarding | <any> |
| Screening | <any> |
| Refurbishment | <any> |

## IRIS codes

### General

**Symptom** and **condition IRIS** codes are reported on **service event level**, i.e. via the createServiceEvent and updateServiceEventsStatus web services

**Section**, **defect** and **repair IRIS** codes are reported on **part level**, i.e. via the registerPartConsumption web service

### Symptom IRIS codes

#### General

The **symptom IRIS** **codes** are **business group specific**, i.e. for each business group, a specific set of symptom IRIS codes is applicable

#### IRIS code file structure

The (S)FTP server contains the following .csv file(s); and these replace the CSV\_3CASC\_IRIS\_SymptomCodes.csv file as specified in the previous section

|  |  |
| --- | --- |
| Files | Filename |
| List of all symptom IRIS codes for DI business group | Reduced\_IRIS\_SymptomCodes\_DI.csv |
| List of all symptom IRIS codes for SVP business group | Reduced\_IRIS\_SymptomCodes\_SVP.csv |
| List of all symptom IRIS codes for SVS business group | Reduced\_IRIS\_SymptomCodes\_SVS.csv |
| List of all symptom IRIS codes for other business groups (different from above defined business groups) | Reduced\_IRIS\_SymptomCodes\_OTHER.csv |

Each of these files has following structure:

|  |  |  |
| --- | --- | --- |
| Attributes | Applicable file(s) | Example |
| IRIS type | All |  |
| IRIS description level 1 | All |  |
| IRIS code + IRIS description level 2 | All |  |
| IRIS code | All |  |

#### Link between model name and business group

The link between model name and business group can be made based on the following .csv file which is available on the (S)FTP server:

E.g. **model name “KD-55A1”** is linked to **business group “SVP”**, so symptom IRIS codes for this model should be retrieved from file “Reduced\_IRIS\_SymptomCodes\_**SVP**.csv”

|  |  |
| --- | --- |
| * Files | Filename |
| List of all model names with link to business group | EU\_SERVICEMASTER.csv |

Each of these files has following structure:

|  |  |  |
| --- | --- | --- |
| Attributes | Applicable file(s) | Example |
| Model name | All | KD-55A1 |
| Business group | All | SVP |

### Condition, section, defect and repair IRIS codes

#### General

The condition, section, defect and repair IRIS codes are generic across the business groups, i.e. the same condition, section, defect and repair IRIS codes apply for each business group

#### IRIS code file structure

The condition, section, defect and repair IRIS codes which can be reported on Sony service events are listed in a number of flat files (.csv) on a shared folder on a (S)FTP-server:

|  |  |
| --- | --- |
| Files | Filename |
| List of all condition IRIS codes | CSV\_3CASC\_IRIS\_ConditionCodes.csv |
| List of all section IRIS codes | CSV\_3CASC\_IRIS\_SectionCodes.csv |
| List of all defect IRIS codes | CSV\_3CASC\_IRIS\_DefectCodes.csv |
| List of all repair IRIS codes | CSV\_3CASC\_IRIS\_RepairCodes.csv |

Each of these files has following structure:

|  |  |  |
| --- | --- | --- |
| Attributes | Applicable file(s) | Comments |
| IRIS type | CSV\_3CASC\_IRIS\_ConditionCodes.csv |  |
| CSV\_3CASC\_IRIS\_SectionCodes.csv | This file contains 2 IRIS type values: “iris\_section” and “iris\_section\_ntf”; the latter defines the possible values in case defect IRIS code “3” has been reported |
| CSV\_3CASC\_IRIS\_DefectCodes.csv | This file contains 2 IRIS type values: “iris\_defect” (values that can be submitted if part number ≠ 000000010) and “iris\_defect\_nip”, (values that can be submitted if part number = 000000010) |
| CSV\_3CASC\_IRIS\_RepairCodes.csv | CSV\_3CASC\_IRIS\_RepairCodes.csv contains 2 values: “iris\_repair” (values that can be submitted if part number ≠ 000000010) and “iris\_repair\_nip” (values that can be submitted if part number = 000000010) |
| IRIS code + description | All |  |
| IRIS code | All |  |

### Data format

#### Encoding

All files will be encoded in ANSI.

#### Delimiter

All fields provided in the files are “|” (pipe) separated

#### Line feed

All rows are delimited using a {CR}{LF}

## Solution Request Motive codes

|  |  |  |
| --- | --- | --- |
| EDI Motive Code | Motive | Sub Motive |
| **E** | Exchange by policy |  |
| **H** | DOA |  |
| **A** | Waiting for parts |  |
| **P** | Parts no longer available |  |
| **F** | Repair not economical |  |
| **C** | Multiple repair |  |
| **D** | Not repairable |  |
| **K** | Backlog at ASC |  |
| **G A1** | Commercial decision | Period - Grace |
| **G C1** | Commercial decision | Price - High |
| **G E1** | Commercial decision | Product - Quality Specifications |
| **G G1** | Commercial decision | Procedure - F100 |
| **G G2** | Commercial decision | Procedure - Maintenance campaign |
| **G G3** | Commercial decision | Procedure – Country specific warranty rules |
| **G G4** | Commercial decision | Procedure – Sales return |

## Solution Request status codes

|  |  |
| --- | --- |
| STATUS CODE | STATUS\_DESCR |
| Y1 | Request raised |
| Y2 | Supply more info |
| Y3 | In progress |
| Y4 | Validate proposal |
| Y5 | Proposal accepted |
| Y6 | Proposal refused |
| Y7 | Waiting for set return |
| Y8 | Credit memo created |
| Y9 | Set received |
| YA | Swap set ordered |
| YB | Request escalated |
| YD | Supply invoice number |
| YV | Closed – Swap |
| YW | Closed - Case abandoned |
| YX | Closed - Credit note created |
| YY | Closed - Solution created |
| YZ | Closed - Request refused |

## Solution Request activity statuses

As returned by getSolutionRequestStatus WS output (section 6.9.2) and getServiceEventStatus WS output (section 6.2.2)

|  |
| --- |
| CASH BY SONY |
| CREDIT+REPAIR |
| CREDIT+RETURN+REPAIR |
| CREDIT+RETURN+SCRAP |
| CREDIT+RETURN+SCRAP - LOW COST |
| CREDIT+SCRAP |
| CREDIT+SCRAP - LOW COST |
| SWAP + RETURN + REPAIR |
| SWAP + RETURN + SCRAP |
| SWAP + SCRAP |
| SWAP + SCRAP - LOW COST |

## Possible Error Codes

### Authentication error codes

The error messages that defined are fairly generic to minimize the number of messages and error codes. The placeholders will be replaced by the actual type, field name, property name, rule, date, timestamp or anything else that makes the message clear.

List of authorization error codes:

|  |  |
| --- | --- |
| Code | Message |
| 1001 | **Unknown login. Not authorized.**  *Extra info: This error is returned when the given UserId is unknown to Sony.* |
| 1002 | **Credentials do not match. Not authorized.**  *Extra info: This error is returned when the given UserId and Password do not match the stored credentials at Sony.* |
| 1003 | **Unauthorized.**  *Extra info: This general error is returned when it is not possible to authenticate the user or account for some unexpected reason.* |
| 1004 | **Account is locked.**  *Extra info: This general error is returned when the account is locked for whatever reason.*  *Example: Due to too many failed login attempts.* |
| 1005 | **Provided account is not linked to an account matching the user credentials.**  *Extra info: This error is returned when the given Sub Asc ID does not belong to the Main Asc ID matching the given UserId and Password.* |

### ASC authorization error codes

The error messages that defined are fairly generic to minimize the number of messages and error codes. The placeholders will be replaced by the actual type, field name, property name, rule, date, timestamp or anything else that makes the message clear.

The authorisation process has two steps:

1. Basic checks against the Sony Service Event Registration Application. This is the Sony application in which you will register and manage the service events.
2. More complex checks in the Sony Service Authorization Master that validates whether a specific service event on a given unit can be handled by the given account (ASC ID).

This is important to know as some validation problems could get different error codes dependent on the application (or step) that reported the error. This error code distinction is important for the Sony support and troubleshooting activities.

Example: “Unknown service type”. Depending on the system that does not know the specified service type you could get error code “1103” or “1124”.

#### Sony Service Event Registration Application

List of ASC authorization error codes returned by the Sony Service Event Registration Application:

|  |  |
| --- | --- |
| Code | Message |
| 1101 | **Unknown ASC ID <xxx>. Not authorized.**  *Extra info: This error is returned when the ASC ID (account) is unknown to the Sony Service Event Registration Application.* |
| 1102 | **Unknown country <xxx>.**  *Extra info: This error is returned when the country is unknown to the Sony Service Event Registration Application.* |
| 1103 | **Unknown service type <xxx>.**  *Extra info: This error is returned when the service type is unknown to the Sony Service Event Registration Application.* |
| 1104 | **Unknown logistics type <xxx>.**  *Extra info: This error is returned when the logistics type is unknown to the Sony Service Event Registration Application.* |
| 1105 | **Unknown model <xxx>.**  *Extra info: This error is returned when the model is unknown to the Sony Service Event Registration Application.* |
| 1106 | **Not authorized for the specified combination.**  *Extra info: This error is returned when the account is not authorized for the combination of service and logistics type for the given country on the given product.* |

#### Service Authorization Master

List of ASC authorization error codes returned by the Service Authorization Master:

|  |  |
| --- | --- |
| Code | Message |
| 1121 | **Not authorised for the given product or/and service type**  *Extra info:  This error is returned when the account is not authorized for the provided service / logistics types on the given product.* |
| 1122 | **No authorisation setup found for account <xxx>**  *Extra info: This error is returned when there is no authorisation setup found for the account. Please contact Sony to make the necessary changes.* |
| 1123 | **Model not within master model data**  *Extra info: This error is returned when the model is unknown to the Sony Service Authorization Master.* |
| 1124 | **Unknown Service type provided**  *Extra info: This error is returned when the service event type is unknown to the Sony Service Authorization Master.* |
| 1125 | **Unknown Logistics type provided**  *Extra info: This error is returned when the logistics type is unknown to the Sony Service Authorization Master.* |
| 1126 | **Unknown customer country provided**  *Extra info: This error is returned when the customer country is unknown to the Sony Service Authorization Master.* |
| 1127 | **Payment category unknown, please contact your service administrator**  *Extra info: This indicates that there is a problem in the setup of the model at Sony side. Authorisation is done based on categorisation of models.* |
| 1128 | **LOWCOST not applicable for this product** |
| 1129 | **Service Category unknown, please contact your service administrator**  *Extra info:  This indicates that there is a problem in the setup of the model. Authorisation is done based on categorisation of models.* |
| 1130 | <reserved> |
| ::: | <reserved> |
| 1149 | <reserved> |

### General EDI error codes

The error messages that defined are fairly generic to minimize the number of messages and error codes. The placeholders will be replaced by the actual type, field name, property name, rule, date, timestamp or anything else that makes the message clear.

List of general EDI error codes:

|  |  |
| --- | --- |
| Code | Message |
| 1201 | **Unexpected error occurred. Please inform the system administrator with this message. Message: <xxx>**  *Extra info: This is a general error that is returned when an unexpected problem occurred while handling the request. To solve this problem you will most probably need support from the Sony Support team.* |
| 1202 | **Data item <xxx> missing**  *Extra info: This error is returned when no value is given for a mandatory data item.* |
| 1203 | **Data item <xxx> has wrong format. Format should be <yyy>.**  *Extra info: This error is returned when the given value has a wrong format for the data item.*  *Example: phone number* |
| 1204 | **Data item <xxx> value exceeds max length (<yyy>)**  *Extra info: This error is returned when the given value is too long for the data item.*  *Example: ASC Service Event ID length exceeds the 9 characters* |
| 1205 | **Invalid value <yyy> for data item <xxx>.**  *Extra info: This error is returned when the given value is not valid for the data item.*  *Example: language code* |
| 1206 | **Data item <xxx> does not exist**  *Extra info: This error is returned when a data item is given that is unknown to the Sony application. It is unlikely to get this error as you would get a SOAP fault or other data item validation problems in case of delimited files.* |
| 1207 | **Data item <xxx> has an invalid length. Length should be <yyy>.**  *Extra info: This error is returned when the given value does not match the expected length for the data item.*  *Example: language ISO 2 code must have 2 characters* |
| 1208 | **Invalid or unknown line (type) <xxx>.**  *Extra info: This error is returned when the provided line type is unknown to the Sony application.* |
| 1209 | **Validation error on data item <xxx>. Message: <yyy>**  *Extra info: This generic error is returned when some (more complex) validation logic on the given value fails.* |
| 1210 | **Unknown model name.**  *Extra info: This error is returned when the given model name is unknown to the Sony application. It is unlikely to get this error as you would get an authorisation error in most cases, but for some webservices this is not checked at authorisation level (eg Get Unit Info).* |
| 1211 | **Unknown model code.**  *Extra info: This error is returned when the given model code is unknown to the Sony application. It is unlikely to get this error as you would get an authorisation error in most cases, but for some webservices this is not checked at authorisation level (eg Get Unit Info).* |
| 1212 | **Serial number has incorrect format. Should be an {8-7} digits or {7} digits only.**  *Extra info: The serial number format can be different depending on the type of product. The {8-7} format is used as a full SN format containing the product code, while the short {7} digit SN format does not contain the product code.* |
| 1213 | **Serial number <xxx> is not valid for the given model or product code**  *Extra info: This error is returned when the Serial Number is not valid for the given model name or product code.* |
| 1214 | **Premium Service ID <xxx> is not valid for the given unit.**  *Extra info: This error is returned when the provided Premium Service ID is not valid for the given unit (model and SN combination).* |
| 1215 | **Dummy serial xxxxxxx is not allowed via registerUnit, please proceed with registerServiceEvent**  *Extra info: This error is returned when the registerUnit web service is called with serial = xxxxxxx; when serial = xxxxxxx, please skip the registerUnit web service and proceed immediately with registerServiceEvent, this will create a dummy serial, so that you can proceed* |
| 1218 | **At least one of the following data items is required: <xxx>**  *Extra info: In some cases some data items on their own are optional, but to be valid at least one of the “set” must be filled in. This error is returned when none of the group is set.*  *Example: all types of phone numbers are optional, but at least one phone number must be provided.* |
| 1219 | **Unknown country code <xxx>.**  *Extra info: This error is returned when the given country code is not known in the Sony application.* |
| 1220 | **Unknown country name <xxx>.**  *Extra info: This error is returned when the given country name is not known in the Sony application.* |
| 1221 | **Unknown communication language code <xxx>.**  *Extra info: This error is returned when the given language code is not known in the Sony application.* |
| 1222 | **Purchase date not available in the Sony system. Please supply.**  *Extra info: For some calculations or actions the Sony system needs to know the purchase date. This error is returned when no purchase date is known to Sony.* |
| 1223 | **Purchase date cannot be set without Proof-Of-Purchase.**  *Extra info: There is only a limited period in which no proof of purchase is required to accept the given purchase date. This error is returned when the given purchase date is outside that period. Upload a proof-of-purchase to also modify the purchase date.* |
| ~~1224~~ | **~~Purchase date has not yet been set in the Sony system. Please set the purchase date, with proof of purchase, before performing the current action.~~**  *~~Extra info: For some calculations or actions the Sony system needs to know the purchase date. This error is returned when no purchase date is known to Sony. You need to set the purchase date first, before performing the current action again.~~* |
| 1225 | **Potential Grey Import products do not allow to change Warranty Status. Please escalate by selecting error code 1225.**  *Extra info: This error indicates that an attachment ( POP) upload is done for a model /SN combination that is not recognised as an EU-legal product.* |
| 1230 | **An error occurred when <xxx>. Message: <yyy>**  *Extra info: This is a general error that is returned when an internal problem occurred while handling the request. To solve this problem you will most probably need support from the Sony Support team.*  *This error is more specific than the general error 1201.*  *Example: “when reading attachment”* |
| 1231 | **File <xxx> does not exist.**  *Extra info: This error is returned when the specified filename cannot be found in the given location.* |
| 1232 | **Invalid error-ID <xxx> passed.**  *Extra info: It is possible to re-process errors by passing Sony the error reference ID. This error is returned when no reference to the given error-ID is found in the Sony application.* |
| 1233 | **File extension <xxx> is not allowed to be uploaded.**  *Extra info: This error is returned when attempting to upload a file with the specified extension, which is not supported by the Sony system.*  *Example: When uploading “.exe” files.* |
| 1234 | **File <xxx> is too large to be uploaded.**  *Extra info: This error is returned when attempting to upload a file with the given filename, which is larger than the maximum allowed size supported by the Sony system.*  *Example: When uploading files of several megabytes.* |
|  |  |
| 1241 | **An error occurred when registering unit. Message: <xxx>**  *Extra info: This error is returned when for some reason the provided unit cannot be registered.* |
| 1242 | **Provided model is not a CTO model.**  *Extra info: This error is returned when a CTO model specific action is requested for a non-CTO model.* |

### Claim validation error codes

The error messages that defined are fairly generic to minimize the number of messages and error codes. The placeholders will be replaced by the actual type, field name, property name, rule, date, timestamp or anything else that makes the message clear.

List of specific claim validation error codes:

|  |  |
| --- | --- |
| Code | Message |
| 1301 | **Invalid combination of Sony Case ID <xxx> and ASC Service Event ID <yyy>**  *Extra info: This error is returned when the given ASC Service Event ID is not linked to the given Sony Case ID.* |
| 1302 | **Sony Case ID <xxx> does not exist.**  *Extra info: This error is returned when the given Sony Case ID does not exist in the Sony application.* |
| 1303 | **The service event with Main/Sub ASC Reference Id <xxx>/<yyy> does not exist.**  *Extra info: This error is returned when no service event exists in the Sony application matching both the given ASC reference ID-s (Main + Sub).* |
| 1304 | **Not authorized for Sony Case ID <xxx>**  *Extra info: This error is returned when the given Sony Case ID belongs to an ASC for which you are not authorized. This is probably caused by a typo in the case ID.* |
| 1305 | **ASC service event ID <xxx> already exists. Duplicates are not allowed.**  *Extra info: This error is returned when you try to create a new service event while an existing service event already exists with the given reference. The ASC service event ID must be unique in the Sony application.* |
| 1306 | **Not authorized for ASC Service Event ID <xxx>**  *Extra info: This error is returned when the given ASC Service Event ID is linked to a Sony case that belongs to an ASC for which you are not authorized. This is probably caused by a typo in the ASC Service Event ID.* |
| 1308 | **The service event with ASC Reference Id <xxx> does not exist.**  *Extra info: This error is returned when no service event exists in the Sony application matching the given ASC reference ID-s (Main or Sub).* |
| 1310 | **There is no open service event found for Asc Service event ID <xxx>.**  *Extra info: This error is returned when you try to modify a service event with the given Asc Service Event ID that is no longer allowed to be changed.* |
| 1311 | **There is no open service event found for Sony Case ID <xxx>.**  *Extra info: This error is returned when you try to modify a service event with the given Sony Case ID that is no longer allowed to be changed.* |
| 1312 | **You cannot register a service event with the same receive date <xxx> as another service event for same unit (Sony Case ID <yyy>).**  *Extra info: This error is returned when you try to create or modify a service event with the given Receive Date while another service event for the same unit exists for the same date. This would most probably create a duplicate service event.* |
| 1313 | **You cannot register a service event with the same closure date <xxx> as another service event for same unit (Sony Case ID <yyy>).**  *Extra info: This error is returned when you try to modify a service event with the given Close Date while another service event for the same unit got closed on that same date. This would most probably create a duplicate service event.* |
| 1314 | **You cannot modify this service event while it is internally being processed at Sony.**  *Extra info: This error is returned when you try to modify a service event while Sony is internally processing the service event.*  *Example: No updates are allowed while the Solution Request is in progress at Sony internally and no decision is taken.* |
|  |  |
| 1319 | **Part <xxx>, having commodity '<yyy>', is not compatible with this service event type.**  *Extra info: This error is returned when you try to add a part with a commodity that is not compatible with this type of service event.*  *Example: A Low Cost service event only allows parts with commodity ‘NIP’ or ‘TCN’.* |
| 1320 | **At least one part must be reported for this service event type.**  *Extra info: This error is returned when you try to close the service event without any parts, while the service event type requires a consumed part to be registered.* |
| 1321 | **Quantity of part must be 1.**  *Extra info: This error is returned when you did not register the consumed part with quantity 1.* |
| 1322 | **Too many parts reported for commodity <xxx>.**  *Extra info: This error is returned when you added too many parts for the same commodity.*  *Example: A repair on a TV with one panel cannot be claimed for 3 panels.* |
| 1323 | **Spare part xxx is not listed in the BOM (Bill Of Material) for model yyy**  *Extra info: This error is returned either when an incorrect spare part is reported or when a spare part has not be correctly set up at Sony side.* |
| 1324 | **Invalid SON code <xxx>**  *Extra info: This error is returned when you try to register a consumed part for a SON code that is not known to the Sony application.* |
| 1325 | **Invalid RMA type <xxx>**  *Extra info: This error is returned when you provide an RMA type that is not known to the Sony application.* |
| 1326 | **Reservation ID <xxx> is not unique.**  *Extra info: This error is returned when you try to link the given reservation ID to multiple service events. The Reservation ID must be unique in the Sony application.* |
| 1327 | **The spare part with commodity ‘NIP’ cannot be combined with parts not having commodity “PUB”.**  *Extra info: This error is returned when you try to register Non-Inventory-Parts (NIP) in combination with parts that do not have the commodity “PUB”.* |
| 1328 | **Part <xxx> warranty <yyy> not in line with the unit warranty <zzz>**  *Extra info: The warranty status for consumed parts must be in line with the warranty status of the unit.*  *Example: You try to register a consumed part as In-Warranty on a unit that is Out-Of-Warranty and for which no special In-Warranty conditions apply.* |
| 1329 | **Part <xxx> warranty <yyy> not in line with the IRIS code <zzz>**  *Extra info: Some IRIS codes indicate a damage or problem that is not covered by the default guarantee. In that case it can only be claimed as In-Warranty when the customer has an additional insurance or extended warranty.*  *Example: The consumed part is registered as In-Warranty but the IRIS code indicates physical damage and the customer/unit has no extended guarantee that covers this physical damage. So this part can only be registered as Out-Of-Warranty.* |
| 1330 | **Part <xxx> warranty <yyy> not in line with the NIP IRIS code <zzz>**  *Extra info: Some Non-Inventory-Part (NIP) IRIS codes can only be claimed as Out-Of-Warranty.*  *Example: The consumed part is registered as In-Warranty but the NIP IRIS code can only be claimed on Out-Of-Warranty parts. So this part can only be registered as Out-Of-Warranty.* |
| 1331 | **Part with ASC material id <xxx> could not be added. The ASC material id is already in use for another service event.**  *Extra info: This error is returned when you try to register a part with a given Asc material ID that is already registered on another service event. The Asc material ID must be unique in the Sony application.* |
| 1332 | **The Solution Request status does not allow closing the service event with the ‘Accepted - DOA’ status** |
| 1333 | **As a credit has been created for this service event it should be closed with the 'Accepted - DOA' status** |
| 1334 | **Delay between ‘DOA requested’ status and 'Received’ status too long.**  *Extra info: This error is returned when the DOA claim registration process duration exceeds the valid DOA registration period.*  *Example: When a DOA can be claimed and registered, it requires the unit to be presented in the ASC within a certain period.* |
| 1335 | **The Service Bulletin (TCN) is not applicable for this model**  *Extra info: This error is returned when you try to register a service bulletin claim that is not applicable for the given model.* |
| 1336 | **The Advanced Exchange Program (AEP) is not applicable for this model**  *Extra info: This error is returned when you try to register an AEP service claim that is not applicable for the given model.* |
| 1337 | **The specified unit <xxx> (model <yyy>) has no Sony warranty because it is not covered by Sony warranty.**  *Extra info: This error is returned when you try to claim an In-Warranty repair for the given unit while it is not covered by Sony warranty. The claim and all parts must be logged as Out-Of-Warranty, except in case of a TCN.* |
| 1338 | **Invalid repair IRIS code <xxx> for NIP part <yyy> provided.**  *Extra info: Non-Inventory-Parts (NIP) can only receive a limited set of repair IRIS codes. The provided IRIS code is not part of that list.* |
| 1339 | **No parts can be reported for this service event type.**  *Extra info: Some service event types do not support spare part consumption. This error is returned when you try to add a spare part to such a service event.* |
| 1340 | **Cannot create DOA service event because another service has previously been registered on this unit.**  *Extra info: This error is returned when a unit has previously been repaired, which indicates that it cannot be DOA, and therefore no DOA service event creation is allowed on this unit.* |
| 1341 | **This serial number <xxx> already has an open service event (Sony case id= <yyy>). You have to close this open service event before you can create a new service event.**  *Extra info: This error is returned when you try to register a new service event while the given unit (based on serial number) still has an on-going service event. A unit cannot be serviced twice at the same time.* |
| 1342 | **This serial number <xxx> already has an open service event (internal service event id= <yyy>). You have to close this service event before you can create a new service event.**  *Extra info: This error is returned when you try to register a new service event while the given unit (based on serial number) still has an on-going service event. A unit cannot be serviced twice at the same time.* |
| 1343 | **There is no open service event found for serial <xxx>.**  *Extra info: This error is returned when you try to modify a service event for the given serial number which has no more service events that are allowed to be changed.* |
| 1344 | **Another ASC already has an open service event for this serial <xxx>. The service event with asc reference id <yyy> for Sony case <zzz> will not be able to create a new service event. Please escalate to Sony.**  *Extra info: This error is returned when you try to create a new service event for the given serial number, for which another ASC still has an open service event. A unit can only be serviced in one Asc at the same time.* |
| 1345 | **Please register serial number <xxx> first before proceeding.**  *Extra info: This error is returned when you try to create a service event for a serial number that is not yet registered at Sony. Registration links a customer and contact to the unit, but also registers the purchase date that is needed for warranty calculation.* |
| 1346 | **No more updates are allowed on this service event (Sony Case ID <xxx>, Main/Sub ASC Service event ID <yyy>/<zzz>) because it is in a ‘service completion’ status.**  *Extra info: A service event can only be modified until it reaches a certain status. This error is returned when you try to modify a service event that has reaches or exceeded this status.* |
| 1347 | **Service event cannot be cancelled because it has reached an ‘incoming’ status.**  *Extra info: This more generic error is returned when you try to cancel a service event that is not in a cancellable state.* |
| 1348 | **Service event cannot be cancelled when parts are linked to it. Remove all parts before cancelling.**  *Extra info: This error is returned when you try to cancel a service event that has consumed parts linked to it, which indicates that a service event has started on the unit. Cancellation is only possible in a very early stage.* |
|  |  |
| 1350 | **The service event status <xxx> is not allowed for service event type <yyy>**  *Extra info: This error is returned when you try to change the service event status into a status that is not applicable for the type of the service event.* |
| 1351 | **Unknown service event status <xxx>.**  *Extra info: This error is returned when you try to change the service event status into a status that is not known in the Sony application.* |
| 1352 | **Failed to set repair status <xxx>. Message: <yyy>**  *Extra info: This more generic error is returned when a problem occurred while changing the service event status.* |
| 1353 | **The action time (<xxx>) of the <yyy> status should be after the action time (<aaa>) of the <bbb> status.**  *Extra info: There is a certain chronological order for statuses and this error is returned when you try to set the applicable date for a service event status before the date and time of a previous status.* |
| ~~1354~~ | **~~Missing a mandatory service event status for the requested action.~~**  *~~Extra info: Some statuses are mandatory meaning that a service event must receive this status at some point in time. This error is returned when you try to skip that status and set it to a succeeding status.~~*  Obsolete because the status transitions should forbid this scenario, and therefore 1355 will be returned. |
| 1355 | **The specified new service event status <xxx> is not a supported transition from the current status of the service event.**  *Extra info: There is a certain chronological order for statuses and for each status there are only a couple of possible next statuses. This error is returned when you try to change the service event status into a status that is not a valid “next status”.* |
| 1356 | **Updating the timestamp of the service event status is not allowed for the given or current status.**  *Extra info: Each status must receive an applicable date and time. This error is returned when you try to modify this date and time for a status that is no longer possible.* |
| 1357 | **The action timestamp of the service event status must be after the creation date and time of the service event itself.**  *Extra info: This error is returned when you try to set the date and time of the status to a date when the service event did not yet exist.* |
| 1358 | **The given <xxx> date or timestamp cannot be in the future.**  *Extra info: This error is returned when you try to set the specified type of date in the future.*  *Example: Purchase date* |
| 1359 | **The given <xxx> date or timestamp must be after the On Sales Date.**  *Extra info: This error is returned when you try to set the specified type of date to a date where the unit was not yet available on the market.*  *Example: Purchase date* |
| 1360 | **The given <xxx> date or timestamp must be after the Purchase Date.**  *Extra info: This error is returned when you try to set the specified type of date to a date before the actual purchase date.*  *Example: A claim cannot be created before the unit is purchased* |
| 1361 | **The given <xxx> date or timestamp (<aaa>) must be after the <yyy> date or timestamp (<bbb>).**  *Extra info: This generic error is returned when you try to set the specified type of date to a date before another related date.* |
| 1362 | **The given <xxx> date or timestamp (<aaa>) must be before the <yyy> date or timestamp (<bbb>).**  *Extra info: This generic error is returned when you try to set the specified type of date to a date after another related date.* |
| 1363 | **Only 1 part can be marked as primary. Reset the primary indicator of the current primary part <xxx> before setting part <yyy> as primary.**  *Extra info: This error is returned when you try to set two or more consumed parts as primary, while there can only be one part primary.* |
| 1364 | **One part must be set as primary.**  *Extra info: This error is returned when after the parts consumption update none of the consumed parts would be marked as primary.* |
| 1365 | **ASC Material ID <xxx> is already registered on the service event and does not match Sony Part Number <yyy>**  *Extra info: This error is returned when the ASC is trying to update a consumed part for which the ASC internal ID is not associated with a consumed part with the same Sony Part Number.* |
| 1366 | **ASC material id <xxx> not registered on the service event and cannot be removed.**  *Extra info: This error is returned when the ASC is trying to remove a consumed part that is not associated with the given service event.* |
| 1367 | **The ‘accepted-DOA’ status is not allowed on an Out-Of-Warranty unit.**  *Extra info: This error is returned when you try to complete a DOA event as “Accepted” while the unit is not under warranty.* |
| 1368 | **No reservation was found for AEP Booking Reference 'xxx'** |
| 1369 | **The reservation with AEP Booking Reference 'xxx' has expired** |
| 1370 | **The TCN and/or one of its parts cannot be claimed as IW because: <xxx>**  Extra info: This error is returned when not all In-Warranty claimed spare parts are accepted for the linked TCN. The <xxx> message will specify the part number, error code and message for each spare part that is not accepted. |
| 1374 | **This TCN is not setup for this model**  *Extra info: This error is returned when the unit has a TCN service event while the TCN is not setup and therefore not applicable for this unit.* |
| 1375 | **Serial not in technical bulletin serial range**  **Or no serial range found for technical bulletin**  *Extra info: This error is returned when the unit has a TCN service event while the TCN was not applicable for this unit based on the serial number.* |
| 1376 | **Purchase date before TCN introduction date**  **Or Purchase date outside TCN warranty period**  *Extra info: This error is returned when the unit has a TCN service event while the TCN was not applicable for this unit based on the purchase date.* |
| 1377 | **Claim date after TCN max claim date**  *Extra info: This error is returned when the claim date is after the valid TCN registration date, meaning that the given service event cannot be claimed as TCN and is therefore probably an out-of-warranty repair.* |
| 1378 | **Receive date after TCN max claim date**  *Extra info: This error is returned when the unit repair is started or completed after the valid TCN claim date, meaning that the given service event cannot be claimed as TCN and is therefore probably an out-of-warranty repair.* |
| 1379 | **Technical bulletin not yet defined**  *Extra info: This error is returned when there is no matching TCN setup for the given model, meaning that the TCN is not applicable for the given model.* |
| 1380 | **No matching iris codes found in bulletin**  *Extra info: This error is returned when there is no matching IRIS code setup for the given technical bulletin (TCN), meaning that the TCN is not applicable for the given service event.* |
| 1452 | **There is no unclaimed SON available for Sony part number 'xxx’** |
| 1490 | **No attachments found for xxx**  *Extra info: This error is returned when there are no attachments found for the given case or unit identifier.* |
| ::: | <reserved> |
| 7403 | **Internal error detected**  *Extra info: This error is generated whenever an unforeseen error occurs when handling the request.* |

### Update Service Event error codes

List of Update Service Event error codes:

|  |  |
| --- | --- |
| Code | Message |
| 1401 | **The service event <xxx> with type <yyy> cannot be updated into service event type <zzz>**  *Extra info: This error is returned when you try to change the service event into another service event type which is not a supported transition.* |
| 1402 | **The logistics of service event <xxx> with type <yyy> cannot be updated**  *Extra info: This error is returned when you try to change the logistics for a service event which is not allowed or supported.* |
| 1403 | **The logistics of service event <xxx> with type <yyy> cannot be updated into logistics type <zzz>**  *Extra info: This error is returned when you try to change the logistics for a service event into another logistics type which is not a supported transition.* |
| 1404 | **The logistics type <xxx> requires delivery information. Service event <xxx> with type <yyy> does not yet have this information so please supply this data.**  *Extra info: This error is returned when you try to change the logistics for a service event into another logistics type that requires delivery information which was not supplied and is also not yet available in the system. Please provide the delivery information into your request.* |
| 1405 | **The service event <xxx> with type <yyy> has a linked solution request with an incompatible status. Therefore its type can no longer be changed.**  *Extra info: This error is returned when a solution request is linked to this service event having an incompatible status (pending, allowed, rejected, ...). Changing the type of the service event is then no longer allowed.*  *Example: This error is returned when a pending or accepted solution request is linked to this service event* |
| 1407 | **Service event xxx cannot be updated into service event type yyy when parts are linked to it. Remove all parts before updating** |
| 1470 | **This service event can only be closed if the related primary event with Sony Case ID 'xxx' is closed. Use repair code CF/SF (credit/swap - set is to be refurbished) to close the primary service event** |
| 1471 | **The Solution request status does not allow closing the service event yet** |
| 1480 | The event linked to GP RMA ID 'x' has already been linked under Sony case ID 'y' |
| 1481 | The product linked to GP RMA ID 'x' has already been linked under Sony case ID 'y' |
| 1482 | 'x' is not a valid GP RMA ID; reason |

### Solution Request error codes

The solution request creation process has two steps:

1. Basic checks against the Sony Service Event Registration Application. This is the Sony application in which you will register and manage the service events.
2. More complex checks in the Sony Solution Request Master application that manages the whole solution request process

This is important to know as some validation problems could get different error codes dependent on the application (or step) that reported the error. This error code distinction is important for the Sony support and troubleshooting activities.

#### Sony Service Event Registration Application

List of Solution Request error codes:

|  |  |
| --- | --- |
| Code | Message |
| 1501 | **There is already a solution request in progress for this service event.**  *Extra info: This error is returned when there is already a solution request in progress for the given service event. There can only be one solution request on going per service event.* |
| 1502 | **There are no new solution requests allowed for this service event.**  *Extra info: This error is returned when no new solution requests are allowed for this service event. When a previous solution request was accepted, there is no possibility to create another solution request.* |
| 1503 | **A solution request is not allowed for this service event at this stage.**  *Extra info: This error is returned when no solution requests are allowed for this service event at this stage.*  *Example: The service event is not ready to go into status “Waiting for Sony”.* |
| 1504 | **Before creating a solution request, the service event must have at least one service event status update including condition and symptom IRIS code.**  *Extra info: This error is returned when no technician condition and/or symptom IRIS code is available for this service event. This is a pre-requisite to be able to create a solution request.* |
| 1510 | **This solution request can no longer be updated because a decision has already been taken.**  *Extra info: This error is returned when the Sony back office has already updated the solution request with a solution as agreed with RASC/customer. Therefore, no further updates are allowed on this solution request..* |
| 1511 | **No updates are allowed as the solution request is currently being processed by Sony.**  *Extra info: This error is returned when the Sony back office is processing the solution request. During this time, no solution request updates are allowed.* |
|  |  |

#### Sony Solution Request Master Application

List of Solution Request error codes returned by the Solution Request Tool creation process:

|  |  |
| --- | --- |
| Code | Message |
| 2001 | **End user country not valid**  *Extra info: This error is returned when the country on which the unit is registered is not valid for a Solution Request creation.* |
| 2002 | **Invalid motive code supplied**  *Extra info: This error is returned when an unknown or invalid motive code is supplied. The motive code for which this error is returned are the first 2 characters of the motive code that is sent through the EDI towards Sony.*  *Example: If motive code in EDI “ABCD”, then motive code this error is returned for is “AB”* |
| 2003 | **Invalid sub-motive code supplied**  *Extra info: This error is returned when an unknown or invalid sub-motive code is supplied. The sub-motive code for which this error is returned are the last 2 characters of the motive code that is sent through the EDI towards Sony.*  *Example: If motive code in EDI “ABCD”, then sub-motive code this error is returned for is “CD”.* |
| 2004 | **Receiver country not valid for requestor account**  *Extra info: This error is returned when the requestor account does not support the specified receiver country.* |
| 2005 | **Other solution request pending for Model/SerialNumber combination**  *Extra info: This error is returned when a solution request is already in progress for the same unit. Only one request can be in progress at a given time.* |
| 2006 | **Part number is mandatory when motive “Waiting for parts” is supplied**  *Extra info: This error is returned when the part number is not supplied, although the solution request needs this info for this particular unit and motive.* |
| 2007 | **Part number is mandatory when motive “Parts no longer available” is supplied**  *Extra info: This error is returned when the part number is not supplied, although the solution request needs this info for this particular unit and motive.* |
| 2008 | **Dealer Invoice ID is mandatory**  *Extra info: This error is returned when the dealer-Invoice-ID is not supplied, although the solution request needs this info for this particular unit and type of request.* |
| 2009 | **Colour is mandatory**  *Extra info: This error is returned when no colour information is supplied in the unit-Attributes field, although the solution request needs this info for this particular unit and type of request* |
| 2010 | **No workshop account number provided**  *Extra info: This error is returned when no workshop account number has been provided in the solution request.* |
| 2011 | **Workshop account number provided not in solution setup**  *Extra info: This error is returned when the workshop account number provided in the solution request is not found in the account-country setup. It is either incorrect or not setup yet at the back-end.* |
| 2013 | **COULD NOT FIND PRODUCT GROUP FOR MODEL/COUNTRY**  *Extra info: model does not exist on WISE MM for given WISE country (CFY country mapped to WISE country)* |
| 2014 | **No receiver name was supplied**  *Extra info: This error is returned when the receiver name field supplied is empty.* |
| 2015 | **No receiver city was supplied**  *Extra info: This error is returned when the receiver city field supplied is empty.* |
| 2016 | **No receiver country was supplied**  *Extra info: This error is returned when the receiver country field supplied is empty.* |
| 2017 | **No IRIS code was supplied**  *Extra info: This error is returned when the IRIS code field supplied is empty.* |
| 2018 | **No requestor reference number was supplied**  *Extra info: This error is returned when the requestor reference number field supplied is empty.* |
| 2019 | **No receiver reference number was supplied**  *Extra info: This error is returned when the receiver reference number field supplied is empty.* |
| 2020 | **No model name was supplied**  *Extra info: This error is returned when the model name field supplied is empty.* |
| 2021 | **No serial number was supplied**  *Extra info: This error is returned when the serial number field supplied is empty.* |
| 2022 | **No Clarify case ID was supplied**  *Extra info: This error is returned when the Clarify case id field supplied is empty.* |
| 2023 | **Invalid motive-submotive code combination supplied**  *Extra info: This error is returned when an unknown or invalid motive – submotive combination of codes is supplied.* |
| 2024 | **Model not in master model table**  *Extra info: This error is returned when the model supplied is not in the model master.* |
| 2025 | **Receiver country not covered by allowed requestor countries**  *Extra info: This error is returned when the receiver country is not in the list of authorized requestor countries.* |
| 2026 | **Invalid purchase date supplied**  *Extra info: This error is returned when the purchase date field supplied is empty or contains an invalid format.* |
| 2027 | **Invalid receive date supplied**  *Extra info: This error is returned when the receive date field supplied is empty or contains an invalid format.* |
| 2028 | **Invalid dealer invoice date supplied**  *Extra info: This error is returned when the dealer invoice date field supplied is empty or contains an invalid format.* |
| 2029 | **Invalid warranty end date supplied**  *Extra info: This error is returned when the warranty end date field supplied is empty or contains an invalid format.* |
| 2032 | **Model not on WISE model master**  *Extra info: This error is returned when the model is not on the WISE model master for the given end-user country .* |
| ::: | <reserved> |
| 2099 | <reserved> |

### AEP Swap Reservation Request error codes

List of AEP Swap Reservation Request error codes:

|  |  |
| --- | --- |
| Code | Message |

|  |  |
| --- | --- |
| 1601 | **An error occurred while creating the swap reservation. Message: <yyy>**  *Extra info:  This is a general error that is returned when an internal problem occurred while handling the swap reservation request.* |
| 1602 | **This is not an AEP enabled model.**  *Extra info:  This error is returned when a swap reservation request is attempted on a non-AEP enabled model.* |

# Infrastructure and guidelines for Sony and ASC integration

## Basic infrastructure for FTP

This describes the minimal infrastructure supplied for any FTP process. Specific FTP integrations may require additional infrastructure and setup.

### Resource Requirements

|  |  |  |
| --- | --- | --- |
| Resource / Property | Description | Remark |
| FTP host | Hostname of the FTP server |  |
| FTP port | Port for the FTP connection |  |
| FTP username | Username of the ASC that gives access to the ASC’ dedicated folders |  |
| FTP password | Password to be used in combination with the username to establish a connection |  |
| Partner initials | A predefined code to identify the ASC partner | Length = 3, alphanumeric |

### Infrastructure

Every partner gets its own FTP-space with a pre-defined folder structure:

* IN
  + BACKUP
* OUT
  + BACKUP

The files sent from the ASC towards Sony must be put in the “IN” folder. This folder will be polled by the Sony application on regular intervals depending on the integration.

Files that need to be sent towards the ASC will be put in the “OUT” folder. This folder needs to be read by the ASC application. Sony puts files in this “OUT” folder on regular intervals depending on the integration.

Each root folder contains a ‘backup’ folder, in which processed files can be stored for archiving.

The basic rule is that a post is only done in the “IN” (by ASC) or “OUT” (by Sony) folder, and that it is up to Sony (for “IN”) and ASC (for “OUT”) to move processed files into the appropriate “BACKUP” folder. If one decides to delete files instead of moving them into the “BACKUP” folder, they remove all traces that this export was done, and no re-processing is possible.

## Guidelines for Data Transfers

### General Data format

#### Encoding

In order to properly transfer information, it is important to mention that all files, both incoming and outgoing, will (need to) be encoded as UTF-8.  
  
Important notes:

* All files generated by Sony will be encoded in UTF8, but will not have a byte order mark in place (UTF-8 without BOM). For more information about the byte order mark, allow me to point you to <http://en.wikipedia.org/wiki/Byte_Order_Mark> .
* Files generated by the ASC and read by Sony will need to be encoded in UTF-8. The files are allowed to have a byte order mark in place (or not).

#### Text fields and its line feeds

Sony expects line feeds (enter) to be the end of one specific record. This means that within free text fields you cannot add line feed characters. It is advised to replace them with a space (“ “) character or just remove them before adding them in the file.

#### Booleans

When a boolean value is needed in an FTP transfer, the values ‘1’ (true) and ‘0’ (false) need to be put in the file.

#### Filename masks

##### Outgoing files (Sony -> ASC)

Depending on the type of files, the outgoing files (Sony -> ASC) will have different filename masks:

* Service event management data files

**[TOW,SON]<aaa>\_<yyyymmdd\_hhmmssSSS>.txt**

* + <yyyymmdd\_hhmm>: datetimestamp to indicate when the file is created
  + <aaa>: a predefined code to indicate to which ASC this will be sent.
* Shipment data files

**ORDER\_<yyyymmdd\_hhmmssSSS>.txt**

* + <yyyymmdd\_hhmm>: datetimestamp to indicate when the file is created

##### Incoming files (ASC -> Sony)

The incoming files (ASC -> Sony) must have the filemask:

* Service event management data files

**<aaa>\_<yyyymmdd\_hhmmss>.txt**

* + <yyyymmdd\_hhmm>: datetimestamp to indicate when the file is created
  + <aaa>: a predefined code to indicate from which ASC this is sent.

### Sony Custom Data format (through FTP) specific guidelines

#### Delimiter

Sony recommends to exchange all data in comma separated value format. As delimiter Sony is using the pipe character (“|”) for the different information columns.

When Sony sends out a file the text fields will be altered so that the pipes in the free text will be replaced by a space.

#### Date and time format

It is essential for the ASC to use the following DateTime, Date and Time formats:

* Date : YYYY/MM/DD (year, month, date)
* Datetime : YYYY/MM/DD hh:mm:ss (year, month, date, hour, minute, second – where “hh” is 24h mode)
* Time is always Central European Time (Sony servers are positioned in this time zone). Daylight saving times are to be applied.

#### Fields

The possible fields are defined below for each filetype individually. As mentioned above, they need to be put on one line, delimited by a pipe ‘|’ and in the order indicated by the index.

If a field is not required and it will not be provided, just use an empty string.

Since it is possible to group multiple types of requests into 1 file, it is important the ASC precedes each line in such combined file with a line identifier. These will be explained in the sections where applicable.

Example of some supported line types, without going into details are:

* REP for repair status information; ex. REP|Z1234567|Confirmed|….
* MAT for spare part information; ex. MAT|Z1234567|A12345678|…

To keep same consistency Sony will also use a line identifier for the info sent to the ASC:

* INI for repair initialization; ex. INI|312456|28123456-28123456|….

#### Example

Assume following fields are needed:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Index | Field | Required | Type | Example |
| 0 | Field0 (line identifier) | x | varchar(3) | INI, REP, MAT |
| 1 | Field1 | X | varchar(255) | ABC |
| 2 | Field2 | x | Int | 28123456789 |
| 3 | Field3 |  | DateTime | 2008/06/25 11:44:01 |
| 4 | Field4 | x | DateTime | 2008/06/25 11:44:05 |
| 5 | Field5 |  | varchar(10) | XYZ |
| 6 | Field6 | x | boolean | 1 |

A fully filled in record will be:

INI|ABC|28123456789|2008/06/25 11:44:01|2008/06/25 11:44:05|XYZ|1

A record with only the required fields

INI|ABC|28123456789||2008/06/25 11:44:05|1

## Feedback on Data Transfers initiated by ASC

### Error event

#### Definition

This event will be sent to the ASC when an exception occurred during the processing of an input line. So an input file of 20 lines could create 15 acknowledgement lines, and 5 error lines. These can be grouped in the same output file, or sent in different files.

The file containing the acknowledgement lines will be put in the OUT directory on the FTP server.

#### Infrastructure

This is using the Data Transfer integration technology.

See Basic infrastructure for FTP for details on the infrastructure.

See Guidelines for Data Transfers for details on the rules and guidelines.

#### Via FTP using Sony Custom Data Format

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Field | Type | Comments |
| 1 | Line Identifier | varchar(3) | MANDATORY. ALWAYS “ERR” |
| 2 | Internal Error Id | varchar(20) | MANDATORY. The internal identifier of this error. |
| 3 | Related Line Type | varchar(3) | MANDATORY. Line type of the input line that caused this error.  Example: REP, INI, MAT, REG |
| 4 | Main Asc Reference Id | varchar(9) | MANDATORY. Reference ID of the main ASC |
| 5 | Sub-Asc Reference Id | varchar(9) | OPTIONAL. Reference ID of the sub- ASC |
| 6 | ASC Material Id | varchar(20) | OPTIONAL\*. ID of the part as known to the ASC.  \*Only present with a related line type “MAT” |
| 7 | Sony Part Number | varchar(9) | OPTIONAL\*. ID of the part as known to Sony and part of the Bill of Material.  \*Only present with a related line type “MAT” |
| 8 | Rework Level | varchar(3) | OPTIONAL. Line type that has to be resend to resolve the error. Could be empty when this cannot be determined accuratly.  Example: REP, INI, MAT, REG |
| 9 | Error Code | varchar(10) | MANDATORY. A code for the specific error. See list of Possible Error Codes |
| 10 | Description | Varchar(255) | MANDATORY. A description of the error |

#### List of possible errors

See Possible Error Codes for a list of possible errors.

#### Extra Information

When the ASC sends a new data line in correction of a line that resulted in an Error, the first field of correction line should be the “Internal Error Id” previously received.

### Acknowledgement event

#### Definition

This event will be sent to the ASC when no exception occurred during the processing of an input line. So an input file of 20 lines could create 15 acknowledgement lines, and 5 error lines. These can be grouped in the same output file, or sent in different files.

The file containing the acknowledgement lines will be put in the OUT directory on the FTP server.

#### Infrastructure

This is using the Data Transfer integration technology.

See Basic infrastructure for FTP for details on the infrastructure.

See Guidelines for Data Transfers for details on the rules and guidelines.

#### Via FTP using Sony Custom Data Format

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Field | Type | Comments |
| 1 | Line Identifier | varchar(3) | MANDATORY. ALWAYS “ACK” |
| 2 | Sony Case ID | varchar(10) | MANDATORY.  Example: “3123456” |
| 3 | Service event Status | varchar(3) | MANDATORY. “IW” (In warranty)  or “OOW” (Out of Warranty) |
| 4 | Main Asc Id | varchar(13) | MANDATORY. Regional (“Tower”) ASC Account ID. For non-regional accounts, this is the ASC Account ID. |
| 5 | Main Asc Reference Id | varchar(9) | MANDATORY. The internal ID of the main ASC for this Sony service event. |
| 6 | Sub Asc Id | varchar(13) | MANDATORY. (Sub) ASC Account ID. |
| 7 | Sub Asc Reference Id | varchar(9) | OPTIONAL. The internal ID of the sub ASC for this Sony service event. |

## Guidelines for Webservices

### General Data format

#### Encoding

In order to properly transfer information, it is important to mention that all requests and responses, will (need to) be encoded as UTF-8.

#### Date and time format

It is essential for the ASC to use the following DateTime, Date and Time formats:

* Date : YYYY-MM-DD (year, month, date)
  + Converted to UTC (ZULU time): YYYY-MM-DD**Z** (year, month, date)
  + Non-Converted time: YYYY-MM-DD+RR:NN (year, month, date), followed by a + or – and then the hours (RR) and minutes (NN) the sender’s timezone differs from UTC
* Datetime: YYYY-MM-DD**T**hh:mm:ss.SSS (year, month, date, hour, minute, second, milliseconds – where “hh” is 24h mode)
  + Converted to UTC (ZULU time): YYYY-MM-DD**T**hh:mm:ss.SSS**Z** (year, month, date, hour, minute, second, milliseconds – where “hh” is 24h mode)
  + Non-Converted time: YYYY-MM-DD**T**hh:mm:ss.SSS+RR:NN (year, month, date, hour, minute, second, milliseconds – where “hh” is 24h mode), followed by a + or – and then the hours (RR) and minutes (NN) the sender’s timezone differs from UTC

Example:

2013-11-05T**11:53**:22**+02:00** equals 2013-11-05T**09:53**:22**Z**

Please note that Sony Servers are currently positioned in CET, so without proper timezone conversions there may be some hours difference on the time being sent, and the time being registered by Sony.

Kindly refer to the following site for more information:

<http://www.w3schools.com/schema/schema_dtypes_date.asp>

### Authentication

There are 2 ways to authenticate through the webservices in this document:

1. In the header of the HTTP(s) call
2. In the (SOAP) request data

The way to authenticate is either specified at the appropriate location, or there is a simple rule to find out: When the request (input) contains credential fields (userid & password), the authentication is done based on the data in the (SOAP) request. If not, then authentication is done by the HTTP(s) header.

# Sony models and parts

## Synchronization of Models and BOM (SONY to ASC)

### Via FTP

#### Infrastructure

Sony will provide a FTP location (see Basic infrastructure for FTP) which will contain a number of folders. The 'bom' folder will contain all the part files and model-part files described on the next pages.

All other folders serve other purposes and are not documented here.

##### Test environment

FTP site + uid/pwd : will be communicated separately

##### Production environment

FTP site + uid/pwd : will be communicated separately

#### Data format

##### Encoding

All files will be encoded in ANSI.

##### Delimiter

All fields provided in the files are “|” (pipe) separated

##### Line feed

All rows are delimited using a {CR}{LF}

#### FULL part file(s)

A number of flat files (.csv) provided by Sony within a shared folder on a (S)FTP-server in which each workshop has its own folder.

The FULL part file(s) contain the complete part list split by business (AV/IT).

|  |  |
| --- | --- |
| Files | Filename |
| Part list for all AV parts | PARTS-AV.csv |
| Part list for all IT parts | PARTS-IT.csv |
| Commodity code list | Commodities.csv |

##### Part lists

|  |  |  |  |
| --- | --- | --- | --- |
| Attributes | Length | Applicable file(s) | Comments |
| Part Number | char(09) | PARTS-AV.csv |  |
| Part Description | char(30) | PARTS-IT.csv |  |
| CRP flag | char(01) |  | When flagged, the customer can order the part himself through the call centre |
| CRP Fulfilment centre | char(03) |  |  |
| Commodity Code | char(05) |  |  |
| Destination | char(10) |  | Indicates the physical return of the part:  “RTV” = physical return required  “SCRAP” = no physical return |
| Vendor name | char(20) |  |  |

Note: CRP = Customer Replaceable Part

##### Commodity code list

|  |  |  |
| --- | --- | --- |
| Attributes | Length | Applicable file(s) |
| Commodity Code | char(05) | Commodities.csv |
| Language | char(02) |  |
| Commodity description | char(80) |  |

#### SERVICEMASTER file(s)

A number of flat files (.csv) provided by Sony within a shared folder on a (S)FTP-server in which each workshop has its own folder.

The SERVICEMASTER file(s) contain the complete model name list including service classification

|  |  |
| --- | --- |
| Files | Filename |
| Model list | XX\_SERVICEMASTER.csv\* |

\* Whereby “XX” defines the country ISO2 code for which the file is applicable. All XX\_SERVICEMASTER.csv contain the same model names, but the related service classification may differ per country

Refer to section 2.6.2 for details on the **EU**\_SERVICEMASTER.csv file

|  |  |  |
| --- | --- | --- |
| Attributes | Length | Comments |
| Model name |  |  |
| Product payment category | char(3) |  |
| Service classification |  | Values: LOWCST, REPAIR or AEPB2B |

#### DELTA part file(s) - daily new or modified part file(s)

A number of flat files (.csv) provided within a shared folder on a (S)FTP-server in which each workshop has its own folder.

The DELTA part file(s) contain only the new or modified parts since previous day, split by business (AV/IT).

Note: There is no mechanism to notify about deleted parts.

|  |  |
| --- | --- |
| Files | Filename |
| Delta part list for all AV parts | Delta-PARTS-AV.csv |
| Delta part list for all IT parts | Delta-PARTS-IT.csv |

##### Part lists

(same layout as FULL part files)

|  |  |  |  |
| --- | --- | --- | --- |
| Attributes | Length | Applicable file(s) | Comments |
| Part Number | char(09) | Delta-PARTS-AV.csv |  |
| Part Description | char(30) | Delta-PARTS-IT.csv |  |
| CRP flag | char(01) |  | When flagged, the customer can order the part himself through the call centre |
| CRP Fulfilment centre | char(03) |  |  |
| Commodity Code | char(05) |  |  |
| Destination | char(10) |  | Indicates the physical return of the part:  “RTV” = physical return required  “SCRAP” = no physical return |
| Vendor name | char(20) |  |  |

Note: CRP = Customer Replaceable Part

#### FULL Model-Part file(s)

A number of flat files (.csv) provided within a shared folder on a (S)FTP-server in which each workshop has its own folder.

All Model-part data split by business (AV/IT) ; brand and by release year of the model (released within last 10 years).

|  |  |
| --- | --- |
| Files | Filename |
| FULL Model-part list for AV products | FULL-SONY-AV-BOM.csv |
| FULL Model-part list for IT products | FULL-SONY-IT-BOM.csv |
| FULL Model-part list for AV by release year | FULL-SONY-AV-BOM-YYYY.csv |
| FULL Model-part list for IT by release year | FULL-SONY-IT-BOM-YYYY.csv |
| FULL Model-part list for AIWA/KM products | AIWA-MINOLTA-BOM.csv |

|  |  |  |
| --- | --- | --- |
| Attributes | Length | Applicable file(s) |
| Model name | char(20) | SONY-AV-BOM.csv |
| Part number | char(09) | SONY-AV-BOM-YYYY.csv |
| AIWA-MINOLTA-BOM.csv |
| Product code | char(08) | SONY-IT-BOM.csv |
| Part number | char(09) | SONY-IT-BOM-YYYY.csv |

#### DELTA Model-Part file(s) - daily new or modified Model-part file(s)

A number of flat files (.csv) provided within a shared folder on a (S)FTP-server in which each workshop has its own folder.

All Model-part data split by business (AV/IT) and brand for new or modified models since previous day.

|  |  |
| --- | --- |
| Files | Filename |
| DELTA Model-part list for AV products | DELTA -SONY-AV-BOM.csv |
| DELTA Model-part list for IT products | DELTA -SONY-IT-BOM.csv |
| DELTA Model-part list for AIWA/KM products | DELTA -AIWA-MINOLTA-BOM.csv |

|  |  |  |
| --- | --- | --- |
| Attributes | Length | Applicable file(s) |
| Model name | char(20) | DELTA-SONY-AV-BOM.csv |
| Part number | char(09) | DELTA -AIWA-MINOLTA-BOM.csv |
| Product code | char(08) | DELTA -SONY-IT-BOM.csv |
| Part number | char(09) |  |

#### Service Authorization Master (SAM) files

A number of flat files (.csv) provided by Sony within a shared folder on a (S)FTP-server in which each workshop has its own folder.

|  |  |
| --- | --- |
| Files | Filename |
| Service Master | XX\_servicemaster.csv *(XX=country ISO2)* |
| Service Authorisation Master | SAM.csv |
| SAM Exceptions | SAM\_exceptions.csv |

##### Service Master (1 file per country ISO2 code)

Daily refresh on FTP on generic location for all R-ASC

|  |  |  |
| --- | --- | --- |
| Attributes | Length | Applicable file(s) |
| Service Model Name | char(20) | XX\_servicemaster.csv |
| Product Payment Category | char(03) |  |
| Service Category | char(08) | LOWCST, AEPB2B, AEPB2C, REPAIR |

##### Service Authorisation Master

1 file per R-ASC  
Daily refresh on specific FTP location per R-ASC

|  |  |  |
| --- | --- | --- |
| Attributes | Length | Applicable file(s) |
| Product Payment Category | char(03) | SAM.csv |
| Service Model Name | char(20) |  |
| Service Type Code | char(15) |  |
| Logistic Type Code | char(02) |  |
| Country (Group) | char(02) |  |
| Line Up | char(07) |  |

##### Service Authorisation Master Exceptions

1 file per R-ASC  
Daily refresh on specific FTP location per R-ASC

|  |  |  |
| --- | --- | --- |
| Attributes | Length | Applicable file(s) |
| Product Payment Category | char(03) | SAM\_exceptions.csv |
| Service Type Code | char(15) |  |
| Logistic Type Code | char(02) |  |
| PS Contract Type | char(40) |  |

## BOM - Get part info (ASC to SONY)

### Via REST web service

REST Web service to retrieve the BOM information based on product code or model name provided.

#### Infrastructure

**Acceptance environment**

URL: Https://ibiss-acc.crse.com/cse-bom-info/exportBomInfo/[SEARCHCRITERIA]/[SEARCHVALUE]

**Production environment**

URL: Https://ibiss.crse.com/cse-bom-info/exportBomInfo/[SEARCHCRITERIA]/[SEARCHVALUE]

#### Authentication

Basic HTTP Authentication is used, so the Authorization Header must be set when calling the webservice.

The Authorization header is constructed as follows:

1. Username and password are combined into a string "username:password"
2. The resulting string literal is then encoded using Base64
3. The authorization method and a space i.e. "Basic " is then put before the encoded string.

#### Parameters

|  |  |  |
| --- | --- | --- |
| Parameter | Value | Remarks / Example |
| SEARCHCRITERIA | PRODUCTCODE | max. length 8 digits |
| SEARCHVALUE | *<product code>* | example : 54283034 |
| SEARCHCRITERIA | MODELNAME | max. length 15 characters |
| SEARCHVALUE | *<model name>* | example : KDL-40NX700 |

Note: for VAIO and TABLET products, the ‘PRODUCTCODE’ should be used; for AV products, the ‘MODELNAME’ should be used

#### Possible error codes

* *HTTP Error 401 Unauthorized response*
* *NO\_INPUT\_PARAMS\_FOUND*("No input parameters found on the request.", "NO\_INPUT\_PARAMS\_FOUND"),
* *INCORRECT\_PARAMS\_AMOUNT*("Incorrect amount of parameters on the request", "INCORRECT\_PARAMS\_AMOUNT"),
* *GENERAL\_ERROR\_OCCURED*("A general error occurred.", "GENERAL\_ERROR\_OCCURED"),
* *EMPTY\_SEARCH\_VALUE*("The search value is empty.", "EMPTY\_SEARCH\_VALUE"),
* *PRODUCTCODE\_LENGTH\_NOT\_OK*("The product code length should be 8.", "PRODUCTCODE\_LENGTH\_NOT\_OK"),
* *INCORRECT\_SEARCH\_CRITERIA\_PARAM*("The specified search criteria parameter is not correct.", "INCORRECT\_SEARCH\_CRITERIA\_PARAM"),
* *MODELNAME\_NOT\_FOUND*("Model name cannot be found.", "MODELNAME\_NOT\_FOUND"),
* *PRODUCTCODE\_NOT\_FOUND*("Product code not found.", "PRODUCTCODE\_NOT\_FOUND");

#### Examples

##### Example request for PRODUCTCODE

<https://ibiss-acc.crse.com/cse-bom-info/exportBomInfo/PRODUCTCODE/54283034/>

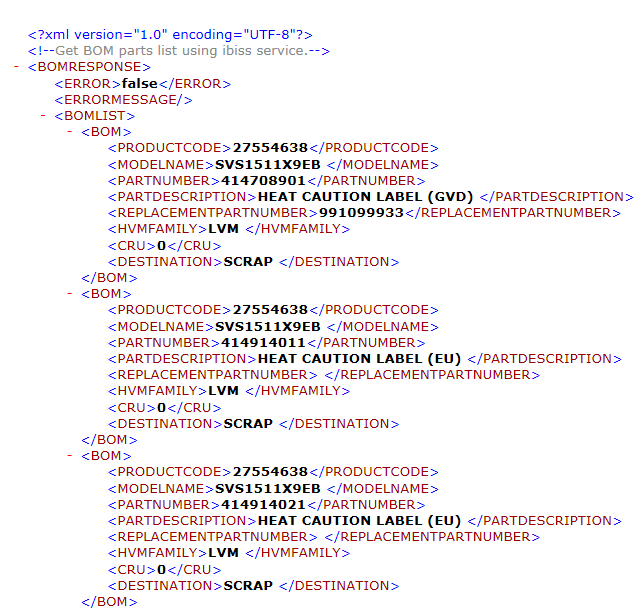
...

</BOMLIST>

</BOMRESPONSE>

##### Example request for MODELNAME

<https://ibiss-acc.crse.com/cse-bom-info/exportBomInfo/MODELNAME/SVS1511X9EB/>



...

</BOMLIST>

</BOMRESPONSE>

# Part Order Request

## Direct interface to the Ibiss Parts Ordering module

### Parts Order Request

Interface: Plain XML web service

HTTP method: POST

#### Infrastructure

**Acceptance environment**

URL: https://ibiss-acc.crse.com/servlet/XmlInterface

**Production environment**

URL: https://ibiss.crse.com/servlet/XmlInterface

#### Request

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Request | Field Type | Remark / Example | Mandatory | Comment |
| IbissRequest |  |  |  |  |
| @ timestamp | timestamp | 2006-12-18 10:54:03 | Yes |  |
| ibissLogin |  |  |  |  |
| userId | char 10 |  | Yes |  |
| password | char 255 |  | Yes |  |
| partsOrderRequest |  |  |  |  |
| @ mode | char 7 | **order** or **enquiry** | Yes |  |
| orderNumber | char 20 | Your ordernumber | Yes |  |
| alternateDeliveryAddress |  |  | Optional | Only if address override is needed and allowed |
| name | char 30 |  | Yes |  |
| address1 | char 30 |  | Yes |  |
| address2 | char 30 |  | No |  |
| zipCode | char 9 |  | Yes |  |
| city | char 30 |  | Yes |  |
| country | char 30 |  | Yes |  |
| isoCountry | char 2 |  | Yes |  |
| orderLine (\*) |  |  |  |  |
| @ id | number | 1,2,3,… | Yes |  |
| partNumber | char 11 | 31210651 | Yes |  |
| quantity | number | 5 | Yes |  |
| remark | char 20 | free text | Optional |  |

#### Response

|  |  |  |  |
| --- | --- | --- | --- |
| Request | Field Type | Remark / Example | Mandatory |
| IbissResponse |  |  |  |
| @ responseId | char 20 | 1170063181006\_44 | Yes |
| @ timestamp | timestamp | 2006-12-18 10:54:03 | Yes |
| client |  |  |  |
| region | char 3 |  | Yes |
| number | char 10 |  | Yes |
| partsOrderResponse |  |  |  |
| @ mode | char 7 | **order** or **enquiry** | Yes |
| orderNumber | char 20 | Your ordernumber | Yes |
| orderLine (\*) |  |  |  |
| @ id | number | 1,2,3,… | Yes |
| partNumberOrdered | char 11 | 31210651 | Yes |
| partNumberSupplied | char 11 | 31210651 | Yes |
| description | char 30 | description of part | Optional |
| orderQuantity | number | 5 | Yes |
| suppliedQuantity | number | 5 | Yes |
| backorderQuantity | number | 0 | Yes |
| available | char 3 | YES/NO or quantity | Yes |
| unitPrice | decimal | 44.93 | Yes |
| boDelivertDate | char 50 | e.g.:To be advised | Optional |
| remark | char 20 | First orderline | Optional |
| sonyReference | char 9 | = “originalSon” | Yes (mode=order) |
| errorMessage | char 50 |  | Optional |
| totalPrice | decimal |  | Yes |
| currency | char 5 | EUR | Yes |
| deliveryAddress |  |  |  |
| name | char 30 | TV Repair Shop | Yes |
| address1 | char 30 | 2 Baker Street | Yes |
| address2 | char 30 |  | Optional |
| zip | char 9 | W1U 6TP | Yes |
| city | char 30 | London | Yes |
| country | char 30 | UK | Yes |
| containsErrors | char 3 | YES/NO | Yes |
| isOrdered | char 3 | YES/NO | Yes |

Remarks:

If mode = “order”, the order will only be placed if ‘containsErrors’ = “NO”; if ‘containsErrors’ = “YES”, ‘isOrdered’ will be “NO” by default

‘isOrdered’ = “NO” reflects the status of the total order, i.e. none of the order lines in the web service call have been ordered. Only when the order is resubmitted and ‘containsErrors’ = “NO”, then the order will be processed

#### Extra information

Orders (e.g. backorders) cannot be cancelled via the web service, this can be done via the IBISS GUI

If multiple order lines are submitted in the same web service request, then the ‘orderLine’ value should be used to identify each order line

It is important that the Delivery Address information Service is implemented alongside the Parts Order Request service, as the delivery address information is checked upon submitting in the Parts Ordering Web Service.

Note that one web service call needs to be made per delivery address, i.e. orders with different delivery addresses cannot be combined in the same web service call

The delivery address submitted when placing the orders using this web service needs to match the data stored in the Sony DB. Following fields need a perfect match: address1, city and postalCode.

This also means that the data is case sensitive and that the use of **capital letters** needs to match. E.g. ‘2 Baker **s**treet’ is not the same as ‘2 Baker **S**treet’.

### Delivery Address information Service

Interface: REST service

#### Infrastructure

**Acceptance environment**

URL: http://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/delivery-addresses

**Production environment**

URL: http://ibiss.crse.com/parts-ordering/orderstatuswebservice/delivery-addresses

#### Authentication

Authentication can be done with basic http authentication using your ibiss username and password. Without valid credentials a 401 HttpResponseCode will be returned.

#### Request

No extra parameters are needed.

#### Response

|  |  |  |  |
| --- | --- | --- | --- |
| Request | Field Type | Remark / Example | Mandatory |
| deliveryAddressesResponse |  |  |  |
| error | Char 3 | YES/NO | Y |
| errorMessage | Char 25 | See 5.1.4.5 | Y |
| deliveryAddresses |  |  |  |
| deliveryAddress (\*) |  |  |  |
| countryCode | Char 2 | UK | Y |
| name | Char 30 | TV Repair Shop | Y |
| address1 | Char 30 | 2 Baker Street | Y |
| address2 | Char 30 |  | Y |
| city | Char 30 | London | Y |
| postalCode | Char 9 | W1U 6TP | Y |
| country | Char 30 |  | Y |
| region | Char 3 |  | Y |
| clientNumber | Char 7 |  | Y |
| subAscId | Char 13 | UKTVREPSHOP | Y |
| deliveryPoint | Char 3 |  | Y |

### Open Orders Web Service

Interface: HTTP REST service

#### Infrastructure

The URL without the “?includeAepInfo=yes” extension will provide spare part order details excluding AEP orders

The URL with the “?includeAepInfo=yes” extension will provide spare part order details including AEP orders

**Acceptance environment**

URL: <https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/open>

URL: <https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/open?includeAepInfo=yes>

**Production environment**

URL: https://ibiss.crse.com/parts-ordering/orderstatuswebservice/orders/open

URL: https://ibiss.crse.com/parts-ordering/orderstatuswebservice/orders/open?includeAepInfo=yes

#### Authentication

Authentication is done with basic http authentication using your Ibiss username and password. Without valid credentials a 401 HttpResponseCode will be returned.

#### Request

No extra parameter need to be provided.

Example:

https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/open

#### Response

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Field Type | Remark / Example | Mandatory |
| openOrdersResponse |  |  |  |
| error | Char 3 | YES/NO | Y |
| errorMessage | Char 25 | See 5.1.4.5 | Y |
| openOrders |  |  |  |
| order (\*) |  |  |  |
| region | Char 3 |  | Y |
| clientNumber | Char 7 |  | Y |
| deliveryPoint | Char 3 |  | Y |
| son | Number |  | Y |
| originalSon | Number |  | Y |
| status | Char 20 | See  | Y |
| orderedPartnumber | Char 9 |  | Y |
| suppliedPartnumber | Char 9 |  | Y |
| orderNumber | Char 20 |  | Y |
| orderDate | Char 10 | yyyy-MM-dd | Y |
| orderedAmount | Number |  | Y |
| suppliedAmount | Number |  | Y |
| backorderAmount | Number |  | Y |
| backOrderDeliveryDate | Char 50 | See 5.1.3.5 |  |
| salesPrice | Decimal |  | Y |
| currency | Char 10 |  | Y |
| deliveryNoteNumber | Number |  | Y |
| description | Char 30 |  | Y |
| comment | Char 20 |  | Y |
| shipmentDate | Char 10 | yyyy-MM-dd | Y |
| deliveryName | Char 30 |  |  |
| deliveryAddress1 | Char 30 |  | Y |
| deliveryAddress2 | Char 30 |  | Y |
| deliveryCity | Char 30 |  | Y |
| deliveryPostalCode | Char 9 |  | Y |
| deliveryCountry | Char 30 |  | Y |
| isAep | Char 3 |  | “…?includeAepInfo=yes” URL only |
| aepExpiryDate | Char 10 | yyyy-MM-dd | “…?includeAepInfo=yes” URL only |

#### Back order delivery date examples

Examples:

* “mid Nov estimated”
* “mid Dec expected”
* “2014-05-01 confirmed”
* “To be advised within 5 workdays”
* “To be advised”
* “Please confirm this backorder”

Remark

These are just examples. New indications can be added in the future.

### Invoiced Orders web service

Interface: HTTP REST service

The URL without the “?includeAepInfo=yes” extension will provide spare part order details excluding AEP orders

The URL with the “?includeAepInfo=yes” extension will provide spare part order details including AEP orders

#### Infrastructure

**Acceptance environment**

URL: [https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/invoiced/{fromInvoiceDate}/{toInvoiceDate}](https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/invoiced/%7bfromInvoiceDate%7d/%7btoInvoiceDate%7d)

URL: https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/invoiced/{fromInvoiceDate}/{toInvoiceDate} ?includeAepInfo=yes

**Production environment**

URL: [https://ibiss.crse.com/parts-ordering/orderstatuswebservice/orders/invoiced/{fromInvoiceDate}/{toInvoiceDate}](https://ibiss.crse.com/parts-ordering/orderstatuswebservice/orders/invoiced/%7bfromInvoiceDate%7d/%7btoInvoiceDate%7d)

URL: https://ibiss.crse.com/parts-ordering/orderstatuswebservice/orders/invoiced/{fromInvoiceDate}/{toInvoiceDate} ?includeAepInfo=yes

#### Authentication

Authentication is done with basic http authentication using your Ibiss username and password. Without valid credentials a 401 HttpResponseCode will be returned.

#### Request

{fromInvoiceDate} and {toInvoiceDate} place holders should be replaced by date values in this format:

YYYY-MM-DD

There can only be a maximum of 31 days between {fromInvoiceDate} and {toInvoiceDate}.

Example:

https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/invoiced/2013-11-05/2013-11-12

#### Response

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Field Type | Remark / Example | Mandatory |
| invoicedOrdersResponse |  |  |  |
| error | Char 3 | YES/NO | Y |
| errorMessage | Char 25 | See 5.1.4.5 | Y |
| invoicedOrders |  |  |  |
| order (\*) |  |  |  |
| region | Char 3 |  | Y |
| clientNumber | Char 7 |  | Y |
| deliveryPoint | Char 3 |  | Y |
| son | Number |  | Y |
| originalSon | Number |  | Y |
| status | Char 20 | See  | Y |
| orderedPartnumber | Char 9 |  | Y |
| suppliedPartnumber | Char 9 |  | Y |
| orderNumber | Char 20 |  | Y |
| orderDate | Char 10 | yyyy-MM-dd | Y |
| orderedAmount | Number |  | Y |
| suppliedAmount | Number | yyyy-MM-dd | Y |
| backorderAmount | Number |  | Y |
| salesPrice | Decimal |  | Y |
| currency | Char 10 |  | Y |
| deliveryNoteNumber | Number |  | Y |
| description | Char 30 |  | Y |
| comment | Char 20 |  | Y |
| shipmentDate | Char 10 | yyyy-MM-dd | Y |
| deliveryName | Char 30 |  |  |
| deliveryAddress1 | Char 30 |  | Y |
| deliveryAddress2 | Char 30 |  | Y |
| deliveryCity | Char 30 |  | Y |
| deliveryPostalCode | Char 9 |  | Y |
| deliveryCountry | Char 30 |  | Y |
| airwaybillNumber | Char 20 |  | N |
| sapinvoiceDate | Char 10 | yyyy-MM-dd | Y |
| sapinvoiceNumber | Char 10 |  | Y |
| isAep | Char 3 |  | “…?includeAepInfo=yes” URL only |
| aepExpiryDate | Char 10 | yyyy-MM-dd | “…?includeAepInfo=yes” URL only |

#### Error Messages

* INVALID\_REQUEST
* INVALID\_DATE\_FORMAT
* MAX\_PERIOD\_EXCEEDED
* GENERAL\_ERROR

Remark

New error messages be added in the future.

#### Order status codes

* ORDER\_RECEIVED
* ORDER\_IN\_PROGRESS
* BACK\_ORDER
* PARTIALLY\_SHIPPED
* PARTIALLY\_INVOICED
* SHIPPED
* INVOICED

Remark

New status codes can be added in the future.

### Shipped Orders Web Service

Interface: HTTP REST service

The URL without the “?includeAepInfo=yes” extension will provide spare part order details excluding AEP orders

The URL with the “?includeAepInfo=yes” extension will provide spare part order details including AEP orders

#### Infrastructure

**Acceptance environment**

URL: [https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/shipped/{fromShipDate}/{toShipDate}](https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/shipped/%7bfromShipDate%7d/%7btoShipDate%7d)

URL: https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/shipped/{fromShipDate}/{toShipDate} ?includeAepInfo=yes

**Production environment**

URL: https://ibiss.crse.com/parts-ordering/orderstatuswebservice/orders/shipped/{fromShipDate}/{toShipDate}

URL: https://ibiss.crse.com/parts-ordering/orderstatuswebservice/orders/shipped/{fromShipDate}/{toShipDate} ?includeAepInfo=yes

#### Authentication

Authentication is done with basic http authentication using your Ibiss username and password. Without valid credentials a 401 HttpResponseCode will be returned.

#### Request

{fromShipDate} and {toShipDate} place holders should be replaced by date values in this format:

YYYY-MM-DD

There can only be a maximum of 31 days between {fromShipDate } and { toShipDate}.

Example:

<https://ibiss-acc.crse.com/parts-ordering/orderstatuswebservice/orders/shipped/2013-11-05/2013-11-12>

#### Response

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Field Type | Remark / Example | Mandatory |
| shippedOrdersResponse |  |  |  |
| error | Char 3 | YES/NO | Y |
| errorMessage | Char 25 | See 5.1.4.5 | Y |
| shippedOrders |  |  |  |
| order (\*) |  |  |  |
| region | Char 3 |  | Y |
| clientNumber | Char 7 |  | Y |
| deliveryPoint | Char 3 |  | Y |
| son | Number |  | Y |
| originalSon | Number |  | Y |
| status | Char 20 | See  | Y |
| orderedPartnumber | Char 9 |  | Y |
| suppliedPartnumber | Char 9 |  | Y |
| orderNumber | Char 20 |  | Y |
| orderDate | Char 10 | yyyy-MM-dd | Y |
| orderedAmount | Number |  | Y |
| suppliedAmount | Number | yyyy-MM-dd | Y |
| backorderAmount | Number |  | Y |
| salesPrice | Decimal |  | Y |
| currency | Char 10 |  | Y |
| deliveryNoteNumber | Number |  | Y |
| description | Char 30 |  | Y |
| comment | Char 20 |  | Y |
| shipmentDate | Char 10 | yyyy-MM-dd | Y |
| deliveryName | Char 30 |  |  |
| deliveryAddress1 | Char 30 |  | Y |
| deliveryAddress2 | Char 30 |  | Y |
| deliveryCity | Char 30 |  | Y |
| deliveryPostalCode | Char 9 |  | Y |
| deliveryCountry | Char 30 |  | Y |
| airwaybillNumber | Char 20 |  | N |
| sapinvoiceDate | Char 10 | yyyy-MM-dd | Y |
| sapinvoiceNumber | Char 10 |  | Y |
| isAep | Char 3 |  | “…?includeAepInfo=yes” URL only |
| aepExpiryDate | Char 10 | yyyy-MM-dd | “…?includeAepInfo=yes” URL only |

## Sony integrations towards ASC

### Shipment data

In the file you will find shipmentinformation and orderinformation.

Data to be found in the file:

* Orderlines sent out during the day. For these an Invoice will be send to the ASC.
* Orderlines that are still in backorder.
* Orderlines that are still being processed in the warehouse
* Orderlines that were cancelled.

#### Infrastructure

This is using the Data Transfer integration technology.

See Basic infrastructure for FTP for details on the infrastructure.

See Guidelines for Data Transfers for details on the rules and guidelines.

#### File layout



#### Sample data

H2012-09-26-13.32.22.216252

D000000000SDL0015994422E.L.A.S. GMBH / Inhome ServiceE.L.A.S. GMBH ZUM EISENHAMMER 1B OBERHAUSEN 46049 DEUTSCHLAND 000551703

O000000000221904120180282911180282912LCD PANEL (52 INCH FHD HRT) 00000000 AAA201208069003 1227166 BA000028682000000000EUR2001010100010101000000000

O000000000222301589A1869395AA1869395AP-MOD (FQLR550LT01)(SERVICE) 00000000 AAA201208109002 1227663 BA000123858000000000EUR2001010100010101000000000

O000000000222301764A1869395AA1869395AP-MOD (FQLR550LT01)(SERVICE) 00000000 AAA201208109003 1224880 BA000123858000000000EUR2001010100010101000000000

O000000000222302061A1869395AA1869395AP-MOD (FQLR550LT01)(SERVICE) 00000000 AAA201208109004 1226695 BA000123858000000000EUR2001010100010101000000000

O000000000222800914A1869395AA1869395AP-MOD (FQLR550LT01)(SERVICE) 00000000 AAA201208149006 1227987 BA000123858000000000EUR2001010100010101000000000

O000000000222901678A1869395AA1869395AP-MOD (FQLR550LT01)(SERVICE) 00000000 AAA201208169005 1227282 BA000123858000000000EUR2001010100010101000000000

D000000000SDL0015994422ABCD GMBH Zum Eisenhammer 1B Oberhausen D-46049 Germany 000551703

O000000000225602142147437811147437811GL3 STATIC CONVERTER 00000000 AAA201209129006 7122 BA000004951000000000EUR2012110520121105000000000

O000000000225602143147437811147437811GL3 STATIC CONVERTER 00000000 AAA201209129006 7114 BA000004951000000000EUR2012110520121105000000000

O000000000225602147147437811147437811GL3 STATIC CONVERTER 00000000 AAA201209129006 7177 BA000004951000000000EUR2012110520121105000000000

O000000000225801307189522511189522511SOURCE MT BRD WTH CONTR 00000000 AAA201209149001 1229736 BA000000000000000000EUR2012073020120730000000000

O000000000226301627181133911181133911LCD PANEL (S32EDL) 00000000 AAA201209199001 1230964 BA000028952000000000EUR2012111820121118000000000

O000000000226301912147437811147437811GL3 STATIC CONVERTER 00000000 AAA201209199003 105063 BA000004951000000000EUR2012110520121105000000000

O000000000226901980181133911181133911LCD PANEL (S32EDL) 00000000 AAA201209259001 1231368-101946 BA000028952000000000EUR2012112420121124000000000

O000000000226902175181133911181133911LCD PANEL (S32EDL) 00000000 AAA201209259002 1231363-101940 BA000028952000000000EUR2012112420121124000000000

D126740234SDL0015994422ABCD GMBH Zum Eisenhammer 1B Oberhausen D-46049 Germany 20120925 847700943

O126740234226901973181109211181109211LCD PANEL SH60LEST 00010001 AAA201209259001 1231462-102054 IV000111779000000000EUR20120925 226901973

O126740234226901974181109011181109011LCD PANEL SH46LEST 00010001 AAA201209259001 1229694-102055 IV000036572000000000EUR20120925 226901974

O126740234226901975180277811180277811LCD PANEL 40INCH (CHECK TB) 00010001 AAA201209259001 1231474-102064 IV000020997000000000EUR20120925 226901975

O126740234226901976181150611181150611LCD PANEL (S46WQL) 00010001 AAA201209259001 1231243-101811 IV000078792000000000EUR20120925 226901976

O126740234226901977181132911991099940PLS CHECK TCN (SERV.BULLETIN) 00010001 AAA201209259001 1231052-101820 IV000000000000000000EUR20120925 226901977

O126740234226901978181150911181150911LCD PANEL (S40WSL) 00010001 AAA201209259001 1231302-101876 IV000035987000000000EUR20120925 226901978

O126740234226901979181123111181123111LCD PANEL (A32V1) 00010001 AAA201209259001 1231347-101927 IV000027774000000000EUR20120925 226901979

O126740234226901981A1641385A991099954TEMPORARY NOSTOCK CONTACT SONY00010001 AAA201209259001 1231383-101956 IV000000000000000000EUR20120925 226901981

O126740234226901985A1568135A991099954TEMPORARY NOSTOCK CONTACT SONY00010001 AAA201209259001 1229689 IV000000000000000000EUR20120925 226901985

O126740234226901986A1869392A991099954TEMPORARY NOSTOCK CONTACT SONY00010001 AAA201209259001 1231405 IV000000000000000000EUR20120925 226901986

O126740234226901987A1785373AA1785373AP-MOD 52LETT 00010001 AAA201209259001 1231406 IV000106079000000000EUR20120925 226901987

O126740234226901988180258011991099930NO LONGER OBTAINABLE 00010001 AAA201209259001 1230503-101985 IV000000000000000000EUR20120925 226901988

O126740234226901989181105811181105811LCD PANEL (S32TSC) 00010001 AAA201209259001 1230321 IV000021639000000000EUR20120925 226901989

O126740234226901990A1795010AA1795010AT-MOD (S46TDL-S)(SERVICE) 00010001 AAA201209259001 1230702 IV000045933000000000EUR20120925 226901990

O126740234226901991181132512181132562LCD PANEL S40ESL 00010001 AAA201209259001 1230899 IV000037589000000000EUR20120925 226901991

O126740234226901992181132011181132011LCD PANEL (L216SDA2)) 00010001 AAA201209259001 1231410-101990 IV000016186000000000EUR20120925 226901992

O126740234226901993180277811180277811LCD PANEL 40INCH (CHECK TB) 00010001 AAA201209259001 1230210 IV000020997000000000EUR20120925 226901993

O126740234226901994180282911991099930NO LONGER OBTAINABLE 00010001 AAA201209259001 1231420-101999 IV000000000000000000EUR20120925 226901994

O126740234226901995180282311180282311LCD PANEL 40INCH (CHECK TB) 00010001 AAA201209259001 1231422-102001 IV000034749000000000EUR20120925 226901995

O126740234226901996181122911181122911LCD PANEL (S40TDL-N) 00010001 AAA201209259001 1231435 IV000036277000000000EUR20120925 226901996

O126740234226901997A1818308AA1818308AP-MOD(FDMY460LT01)(SERVICE) 00010001 AAA201209259001 1231443-102023 IV000058435000000000EUR20120925 226901997

O126740234226901998181134012991099954TEMPORARY NOSTOCK CONTACT SONY00010001 AAA201209259001 1231446-102027 IV000000000000000000EUR20120925 226901998

O126740234226901999181123211181123211LCD PANEL (A46V5) 00010001 AAA201209259001 1231449 IV000046289000000000EUR20120925 226901999

O126740234226902000180277811180277811LCD PANEL 40INCH (CHECK TB) 00010001 AAA201209259001 1231453 IV000020997000000000EUR20120925 226902000

O126740234226902001181112711181112741LCD PANEL (S40TQL) 00010001 AAA201209259001 1231457 IV000022304000000000EUR20120925 226902001

D126740315SDL0015994422ABCD GMBH Zum Eisenhammer 1B Oberhausen D-46049 Germany 20120925 6187733543

O126740315226901982760003197760003196TAPE (3M 1350FW-1)15MMX66M 00010001 AAA201209259001 1230949 IV000000863000000000EUR20120925 226901982

O126740315226901983760003197760003196TAPE (3M 1350FW-1)15MMX66M 00010001 AAA201209259001 660ABCD IV000000863000000000EUR20120925 226901983

O126740315226901984418445381418445381CUSHION, GLASS 00010001 AAA201209259001 1230949 IV000000418000000000EUR20120925 226901984

O126740315226902177180282911991099930NO LONGER OBTAINABLE 00010001 AAA201209259002 1231345-101926 IV000000000000000000EUR20120925 226902177

O126740315226902182FX0006611FX0006611REMOTE COMMANDER (RM-ED044) 00020002 AAA201209259003 660ABCD IV000000842000000000EUR20120925 226902182

D126740669SDL0015994422ABCD GMBH Zum Eisenhammer 1B Oberhausen D-46049 Germany 20120925 847701105

O126740669226902174181132611181132641LCD PANEL S46ESL 00010001 AAA201209259002 1231365-101943 IV000019100000000000EUR20120925 226902174

O126740669226902176180282211180282211LCD PANEL 46INCH (CHECK TB) 00010001 AAA201209259002 1230198-101968 IV000048237000000000EUR20120925 226902176

O126740669226902178180282311180282311LCD PANEL 40INCH (CHECK TB) 00010001 AAA201209259002 1231468-102060 IV000034749000000000EUR20120925 226902178

D126740835SDL0015994422ABCD GMBH Zum Eisenhammer 1B Oberhausen D-46049 Germany 20120925 847701105

O126740835226904217413712601413712601REAR COVER (52) 00010001 AAA201209259004 1227598 IV000005347000000000EUR20120925 226904217

O126740835226904218FX0016701FX0016701BEZEL(46 CAS) 00010001 AAA201209259004 1229320 IV000005304000000000EUR20120925 226904218

O126740835226904221A1769951B991099940PLS CHECK TCN (SERV.BULLETIN) 00010001 AAA201209259004 1231299 IV000000000000000000EUR20120925 226904221

D126740854SDL0015994422ABCD GMBH Zum Eisenhammer 1B Oberhausen D-46049 Germany 20120925 6187733543

O126740854226904219419408231419408231TAPE (OP) 00100010 AAA201209259004 1230631 IV000000036000000000EUR20120925 226904219

O126740854226904220185764011185764011INVERTER MT BOARD 00010001 AAA201209259004 1230492 IV000003292000000000EUR20120925 226904220

T000000000396

# Service Management

## General information

### Web service version

For the web services described in this section 6, two different versions exist: version 1.0 and version 1.1. Some of the web services have additional input/output fields which are only applicable for web service version 1.1, these are highlighted in yellow in the relevant sections.

**Important note**: when using version 1.1, another WSDL should be used for ALL web service calls (not just for one specific web service

### Service Event versus Service Claim

The term ‘Service event’ is used to refer specifically to the event in the Sony Service Event Management database, initiated by either RASC or SONY. It refers to the act of providing the actual service. The term ‘Service claim’ is used to refer specifically to the event in IBISS warranty line and is used in terms of payments.

For the avoidance of confusion, both ‘service event’ and ‘service claim’ are terms used to refer to service events as carried out by RASC and reported to SONY; one ‘service event’ always relates to one ‘service claim’

A service event will automatically trigger a service claim to be created in IBISS warranty line. Depending on the service event type, the service claim will be created upon reaching a ‘service request’, ‘incoming’ or ‘cancelled’ service event status.

Refer to the Service Event Types and Status flow section in this document for more details on service event statuses

### Duplicates

There can only be 1 open service event on a particular unit at the same time. Before creating a new service event, the previous one must have a ‘service completion’ service event status.

Refer to the Service Event Types and Status flow section in this document for more details on service event statuses

### IRIS Data Validation

IRIS codes are mandatory for each service event and its linked parts.

For some parts with SONY part commodity ‘TCN’, specific IRIS coding is required as indicated in the relevant service bulletin.

It is important that the correct IRIS codes are selected as these are also taken into account to determine the warranty codes and related payment; for example defectIris code ‘3’ (= no problem found), repairIris code ‘1’ (software correction / reset), etc. will trigger specific warranty codes and related payment

Refer to the IRIS codes section in this document for more details on IRIS code information

## Utilities

### Get Unit Info (webservice)

#### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

#### Infrastructure

##### Original web service

**HTTP path:** AscServiceSync/getUnitInfo

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/getUnitInfo

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/getUnitInfo

##### Input

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * userId - type *string(10)* |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* |  | MANDATORY. Password matching the provided userId |
| * modelName - type *string(30)* | KDL-55HX855 | OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * modelCode - type *string(8)* | 28123456 | The unique 8-digit product code linked to the model.  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * serialNumber - type *string(7)* | 1234567 | MANDATORY. The 7 digit SN. |
| * purchaseDate - type *DateTime* | 2008-06-22T 14:00:00.000Z | OPTIONAL. Will be overruled by the purchase date known by Sony, if available. |
| * purchaseCountry - type *string(2)* | BE | The ISO2 code of the country. See list of Countries  OPTIONAL. Only needed if no purchase date is available in the Sony systems. |

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *UnitInformationResponseInfo* | | | |
| * + - * successful - type *boolean* | | True | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* | |  | OPTIONAL. A code for the specific error. See list of Possible Error Codes |
| * + - * errorMessage - type *string(255)* | |  | OPTIONAL. A description of the error |
| * + - * productDescription - type *string(255)* | | VGN-Z4 AE1 | OPTIONAL. |
| * + - * productManufacturer - type *string(100)* | | ABCDE | OPTIONAL. |
| * + - * productOnSalesDate - type *dateTime* | | 2008-06-22T 14:00:00.000Z | OPTIONAL. |
| * + - * productOrigin - type *string(30)* | | European | OPTIONAL. |
| * + - * productOsType - type *string(40)* | | Vista 64 Ultimate | OPTIONAL. |
| * + - * productSalesType - type *string(50)* | | Retail | OPTIONAL. |
| * + - * purchaseDate - type *dateTime* | | 2008-07-22T 14:00:00.000Z | OPTIONAL. |
| * + - * purchaseDateAccepted - type *boolean* | | True | OPTIONAL. True/False. *False* means that the Purchase Date known by Sony overrules the one supplied in the request, and that therefore the supplied purchase date was not used for any (WED) calculation. When *True*, the supplied purchase date is used for calculations, because no purchase date is known in the system at all.  When is a DOP update needed:   * This value is *True* * This value is *False*, and the supplied DOP is different than the returned DOP.   Use the Update Unit Purchase Date by ASC method to modify once a service event is created. |
| * + - * serialNumberStatus - type *string(20)* | | registered | MANDATORY\*: If successful is True.  unregistered / registered / activated |
| * + - * warrantyEndDate - type *dateTime* | | 2009-06-22T 14:00:00.000Z | MANDATORY\*: If successful is True. |
| * + - * premiumServicesInfo - type *PremiumServicesInfo* | |  | OPTIONAL.  Unbounded list |
| * premiumServiceReference - type *string(11)* | 123456789 | MANDATORY. |
| * premiumServiceType - type *string(100)* |  | MANDATORY. |
| * isLowCost - type *Boolean* | | False | OPTIONAL. True if the unit is a Low Cost type model for the country of the ASC, False otherwise.  Only if ‘true’, a low cost service type should be applied |
| * aepType - type *String(3)* | | B2B | OPTIONAL. Indication of the type of AEP that is allowed for this unit, based on the registration country.  Possible values:  N/A: No AEP applicable  B2B: B2B allowed  B2C: B2C allowed  UNK: Unknown as it could not be determined. Example could be that the registration country is unknown (unit not yet registered), and no value was supplied. |
| * customerInfo- type UnitInfoCustomerInfo | |  | MANDATORY |
| * + communicationLanguageISO2 - type string(2) | | NL | OPTIONAL. ISO 2 code of the main communication language |
| * + companyName - type string(80) | |  | OPTIONAL |
| * + firstName - type string(40) | |  | OPTIONAL |
| * + lastName - type string(40) | |  | OPTIONAL |
| * + title - type string(10) | | Mr | OPTIONAL. Salutation title for contact person. |
| * + email - type string(80) | |  | OPTIONAL |
| * + fax - type string(30) | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * + fixedPhone - type string(20) | |  | OPTIONAL format: 00999999999 (starting with country code) |
| * + mobilePhone - type string(20) | |  | OPTIONAL format: 00999999999 (starting with country code) |
| * + outOfOfficePhone - type string(20) | |  | OPTIONAL format: 00999999999 (starting with country code) |
| * + noSurvey - type boolean | | False | OPTIONAL. ‘True’ when the customer wants no surveys sent by Sony, else ‘False’. Consent must be obtained from the customer. |
| * + notSendAdverts - type boolean | | False | OPTIONAL. Indicating the customer type, i.e. who contacted the service partner. ‘True’ if the customer type = end user, ‘False’ if customer type = dealer. |
| * + addressInfo - type AddressInfo | |  | OPTIONAL. This can be the customer address |
| * address1 - type string(30) | | Da Vinci 7 | OPTIONAL |
| * address2 - type string(30) | | D1 | OPTIONAL |
| * address3 - type string(30) | |  | OPTIONAL |
| * city - type string(30) | | Zaventem | OPTIONAL |
| * countryISO2 - type string(2) | | BE | OPTIONAL; the ISO2 code of the country. See list of Countries |
| * zipcode - type string(20) | | 1935 | OPTIONAL |

#### List of possible errors

See Possible Error Codes for a list of possible errors.

### Get Service Event Status (webservice)

#### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

#### Infrastructure

**HTTP path:** AscServiceSync/getServiceEventStatus

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/getServiceEventStatus

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/getServiceEventStatus

#### Input

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * userId - type *string(10)* | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | |  | MANDATORY. Password matching the provided userId |
| * info - type *ServiceEventStatusInputInfo* | |  | MANDATORY |
| * caseId - type *string(10)* |  | OPTIONAL\*. The Sony Reference to the registered service event. |
| * mainAscReferenceId - type *string(9)* |  | OPTIONAL\*. The internal ID of the main ASC for this Sony service event. |
| * modelName - type *string(30)* | VGN-Z4 AE1 | OPTIONAL\*. The name of the model  When this item is provided, also the serialNumber item is mandatory. |
| * modelCode - type *string(8)* | 12345678 | OPTIONAL\*. The unique 8-digit product code linked to the model.  When this item is provided, also the serialNumber item is mandatory. |
| * serialNumber - type *string(7)* | 1234567 | OPTIONAL\*. The 7-digit serialnumber  \*\*: When used, either the modelName or the modelCode must be given as well. |
| * includePreviousEventsInfo - type *boolean* | False | OPTIONAL. When True the system will return the details of all the previous service events that were created for the given or related serial number.  False (default) will only return the most recent event details. |

Note: OPTIONAL\* means that at least one of those fields must be supplied.

#### Output

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | Example | Comment |
| * return - type *ServiceEventStatusReturnInfo* | | | | | | | | |
| * successful - type *boolean* | | | | | | |  | MANDATORY. True if the request was processed successful, False otherwise. |
| * errorCode - type *string(10)* | | | | | | |  | OPTIONAL. A code for the specific error. See list of Possible Error Codes |
| * errorMessage - type *string(255)* | | | | | | |  | OPTIONAL. A description of the error |
| * unitInfo - type *ServiceEventStatusUnitInfo* | | | | | | |  | OPTIONAL. This info is only available in case of successful processing. |
| * productDescription - type *string(255)* | | | | | VGN-Z4 AE1 | OPTIONAL. Description of the model. |
| * productManufacturer - type *string(100)* | | | | | ABCDE | OPTIONAL. Manufacturer of the model. |
| * productOnSalesDate - type *dateTime* | | | | | 2008-06-22T 14:00:00.000Z | OPTIONAL. Date on which the model was available for sale. |
| * productOrigin - type *string(30)* | | | | | European | OPTIONAL. Region the model is release in. |
| * productOsType - type *string(40)* | | | | | Vista 64 Ultimate | OPTIONAL. Operating system the model is shipped with. |
| * productSalesType - type *string(50)* | | | | | Retail | OPTIONAL. The way the model is sold: Retail, CTO, … |
| * purchaseDate - type *dateTime* | | | | | 2008-07-22T 14:00:00.000Z | OPTIONAL. Purchase date of the unit. |
| * serialNumberStatus - type *string(20)* | | | | | registered | MANDATORY\*: If successful is True.  unregistered / registered / activated |
| * warrantyEndDate - type *dateTime* | | | | | 2009-06-22T 14:00:00.000Z | MANDATORY. End date of the in-warranty period, including the extra premium service extensions. |
| * unitWarrantyStatus - type *string(3)* | | | | | IW | MANDATORY. IW (In warranty)  or OOW (Out of Warranty) |
| * isLowCost - type *boolean* | | | | | FALSE | MANDATORY. True if the unit is a Low Cost type model for the country of the ASC, False otherwise.  Only if ‘true’, a low cost service type should be applied |
| * aepType - type *String(3)* | | | | | B2B | MANDATORY. Indication of the type of AEP that is allowed for this unit, based on the registration country.  Possible values:  N/A: No AEP applicable  B2B: B2B allowed  B2C: B2C allowed |
| * modelName - type *string(30)* | | | | | VGN-Z4 AE1 | MANDATORY The name of the model |
| * modelCode - type *string(8)* | | | | | 12345678 | MANDATORY The unique 8-digit product code linked to the model. |
| * serialNumber - type *string(7)* | | | | | 1234567 | MANDATORY. The 7-digit serialnumber |
| * premiumServicesInfo - type *PremiumServicesInfo - unbounded* | | | | |  | OPTIONAL. Unbounded list of premium service contracts that are registered at Sony for this unit. |
| * premiumServiceReference - type *string(11)* | | | 123456789 | MANDATORY. |
| * premiumServiceType - type *string(100)* | | |  | MANDATORY. |
| * currentEventInfo - type *ServiceEventStatusResponseEventInfo* | | | | | | |  | OPTIONAL. This info is only available in case of successful processing.  Details of the currently ongoing service event. |
| * mainAscId - type *string(13)* | | | | |  | MANDATORY. Regional (“Tower”) ASC Account ID. For non-regional accounts, this is the ASC Account ID. |
| * subAscId - type *string(13)* | | | | |  | OPTIONAL. Can be unknown by Sony at time of service event creation. Can be the same as the Regional (“Tower”) ASC Account ID. |
| * mainAscReferenceId - type *string(9)* | | | | |  | OPTIONAL. The internal ID of the main ASC to request the Sony Service Event Details for. |
| * caseId - type *string(10)* | | | | |  | MANDATORY. The Sony Reference to the registered service event |
| * serviceEventType - type *string(10)* | | | | |  | MANDATORY. See list of Service Event Types. |
| * logisticsType - type *string(1)* | | | | |  | MANDATORY\*. See Service events and logistic types relationships for a list of supported logistic types for the given service event type. |
| * eventStartDate - type *dateTime* | | | | | 2008-10-22T 14:00:00.000Z | MANDATORY. Date and Time the service event started. |
| * eventStatus - type *string(2)* | | | | | 9 | MANDATORY. Code of the latest service event status. |
| * statusStartDate - type *dateTime* | | | | | 2008-10-22T 15:00:00.000Z | MANDATORY. Date and time that the latest service event status became applicable. |
| * isDoa - type *Boolean* | | | | | False | MANDATORY but only applicable for service type “Refurbishment”. ‘True’ for ‘dealer stock’ repairs, else ‘false’. |
| * doaIsPreSales - type *Boolean* | | | | | False | OPTIONAL. True when DOA was before the unit got sold, False otherwise (default). Only applicable for DOA Screening service events. |
| * aepBookingReference - type *string(10)* | | | | |  | MANDATORY\*: in case of AEP swap  a.k.a. Reservation-ID |
| * symptomIrisCode - type *string(3)* | | | | |  | Fault IRIS code according to the technicien.  OPTIONAL\*: depends on the event status |
| * conditionIrisCode - type *string(1)* | | | | |  | Condition IRIS code according to the technicien.  OPTIONAL\*: depends on the event status |
| * repairInWarranty - type *boolean* | | | | | True | MANDATORY. True when the repair will be considered as In Warranty, False otherwise. |
| * additionalInfo - type *string(4000)* | | | | |  | OPTIONAL. Free text field for the activities of the ASC, comments and remarks. |
| * incomingDate - type *dateTime* | | | | |  | Incoming date of the service event |
| * completionDate - type *dateTime* | | | | |  | Completion date of the service event |
| * awbId - type *number string (25)* | | | | |  | OPTIONAL. AirWayBill ID. |
| * awbDeliveryETA - type *dateTime* | | | | |  | OPTIONAL. AirWayBill Estimated Time of Arrival. |
| * awbURL - *type string(500)* | | | | |  | OPTIONAL. AirWayBill URL |
| * aepInfo - type *ServiceEventStatusAEPInfo* | | | | |  | OPTIONAL. |
| * forwardingEventStatus - type *string(2)* | | |  | MANDATORY. Code of the latest forwarding service event status. |
| * forwardingEventShippedToAscStatusDate - type *dateTime* | | | 2008-10-22T 14:00:00.000Z | MANDATORY. Date and time that the “Unit shipped to ASC” forwarding service event status became applicable. |
| * customerInfo- type *ServiceEventStatusCustomerInfo* | | | | |  | MANDATORY\*. See 6.4.1.5.2 customerInfo for more information. |
| * reference - type *string(80)* | | |  | OPTIONAL. E.g. dealer reference etc |
| * communicationLanguageISO2 - type *string(2)* | | | NL | MANDATORY. ISO 2 code of the main communication language |
| * companyName - type *string(80)* | | |  | MANDATORY if customer is a dealer or company, OPTIONAL for end users. |
| * firstName - type *string(40)* | | |  | MANDATORY. Customer’s first name. |
| * lastName - type *string(40)* | | |  | MANDATORY. Customer’s last name. |
| * title - type *string(10)* | | | Mr | OPTIONAL. Salutation title for contact person. |
| * email - type *string(80)* | | |  | MANDATORY. Customer’s email address |
| * fax - type *string(30)* | | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * fixedPhone - type *string(20)* | | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * mobilePhone - type *string(20)* | | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * outOfOfficePhone - type *string(20)* | | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * noSurvey - type *boolean* | | | False | MANDATORY. True when the customer wants no surveys sent by Sony, False otherwise. |
| * notSendAdverts - type *boolean* | | | False | MANDATORY. True when the customer wants no advertisements from Sony, False otherwise. |
| * addressInfo - type *AddressInfo* | | |  | MANDATORY. This can be the customer, pick up or intervention address |
| * address1 - type *string(30)* | Da Vinci 7 | MANDATORY |
| * address2 - type *string(30)* | D1 | OPTIONAL |
| * address3 - type *string(30)* |  | OPTIONAL |
| * city - type *string(30)* | Zaventem | MANDATORY |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | MANDATORY |
| * deliveryInfo - type *ServiceEventStatusDeliveryInfo* | | | | |  | MANDATORY\*. See 6.4.1.5.3 deliveryInfo for more information. |
| * reference - type *string(80)* | |  | OPTIONAL. E.g. dealer reference etc |
| * companyName - type *string(80)* | |  | OPTIONAL. |
| * firstName - type *string(40)* | |  | OPTIONAL. |
| * lastName - type *string(40)* | |  | OPTIONAL. |
| * email - type *string(80)* | |  | OPTIONAL |
| * fax - type *string(30)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * fixedPhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * mobilePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * outOfOfficePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * deliveryAddressInfo - type *AddressInfo* | |  | MANDATORY. This is the delivery address |
| * address1 - type *string(30)* | Da Vinci 7 | MANDATORY |
| * address2 - type *string(30)* | D1 | OPTIONAL |
| * address3 - type *string(30)* |  | OPTIONAL |
| * city - type *string(30)* | Zaventem | MANDATORY |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | MANDATORY |
| * doaInfo - type *ServiceEventStatusDOAInfo* | | | |  | MANDATORY\* for DOA related service event types. |
| * claimDate - type *dateTime* | | | 2008-07-12T 14:00:00.000Z | MANDATORY. Date when the unit was claimed as DOA by the customer |
| * packagingOk- type *boolean* | | | True | MANDATORY. True when packaging is OK, False otherwise. |
| * cosmeticsOk- type *boolean* | | | True | MANDATORY. True when cosmetics are OK, False otherwise. |
| * bomOk- type *boolean* | | | True | MANDATORY. True when BOM is OK, False otherwise. |
| * interventionInfo - type *ServiceEventStatusInterventionInfo* | | | | |  | MANDATORY\* for intervention related service events, but data is only available depending on the event status |
| * interventionDate - type *dateTime* | | | 2008-08-02T 14:00:00.000Z | MANDATORY. Date when the unit will be exchanged. |
| * uponCustomerRequest- type *string(1)* | | |  | OPTIONAL. “O” (=Outside SLA) indicates that the customer explicitly requested to have the intervention outside SLA, blank otherwise. |
| * claimInfo - type *ServiceEventStatusClaimInfo* | | | | |  | OPTIONAL. Details on the claim that resulted from this service event. |
| * statusCode - type *string(2)* | | | 04 | OPTIONAL. Status code. |
| * statusDescription - type *string(80)* | | | OPEN REPAIR | OPTIONAL. Textual description of the status code |
| * statusComments - type *string(4000)* | | |  | OPTIONAL. Extra comments on or explanations about the status. |
| * attachedFiles - type *ServiceEventStatusFileInfo - unbounded* | | | | |  | OPTIONAL. Unbounded list containing details on the files linked to the service event. |
| * filename - type *string(255)* | | | Damage01.jpg | MANDATORY. Name of the linked file. |
| * solutionInfo - type *SolutionRqstStatusSolutionInfo - unbounded* | | | | |  | OPTIONAL. List of solutions  This info is only available in case of successful processing. |
| * referenceId - type *string(9)* | | |  | MANDATORY. The Sony Reference to the registered solution (a.k.a. Solution RMA ID). |
| * statusCode - type *string(2)* | | | 1TY5P | OPTIONAL. Code of the latest status. |
| * statusDescription - type *string(70)* | | | YX | OPTIONAL. Latest status text/description. |
| * statusStartDate - type *dateTime* | | | Closed – Credit note created | OPTIONAL. Date and time that the latest solution status became applicable. |
| * activityDescription - type *string(30)* | | | CREDIT + SCRAP | OPTIONAL. Description of the type of chosen solution (level 1). |
| * subActivityDescription - type *string(30)* | | |  | OPTIONAL. Description of the more detailed type of chosen solution (level 2). |
| * creationDate - type *dateTime* | | | 2008-06-22T 14:00:00.000Z | MANDATORY. Date and time the solution request was created at Sony side. |
| * creditNoteNumber - type *string(30)* | | | 6804012345 | OPTIONAL. Number of the Credit Note that has been assigned to the solution. |
| * creditNetAmount - type *string(30)* | | | 137.58 | OPTIONAL. Amount of the value of the credit note. |
| * creditMemoNumber - type *string(30)* | | | 67791234 | OPTIONAL. Number of the Credit Memo that has been assigned to the solution. |
| * comments - type *string(1000)* | | |  | OPTIONAL. Comments on the solution request. |
| * returnCentre - type *string(30)* | | | NON | OPTIONAL. Hub to which the defective set needs to be returned. |
| * receiverReference - type *string(70)* | | | REF1/REF2/REF3 | OPTIONAL. Reference number of the receiver. |
| * accountNumber - type *string(10)* | | | 0012345 123 | OPTIONAL. Account to be credited (aka SAP Sold To). |
| * accountName - type *string(70)* | | | Partner NV | OPTIONAL. Name of the account that will be credited (aka SAP Sold To Name). |
| * materialName - type *string(20)* | | | KDL46HX820BAEP | OPTIONAL. Material name used as credit basis (aka SAP Material Name). |
| * materialDescription - type *string(100)* | | | 46” Consumer LCD | OPTIONAL. Description of the material used as credit basis (aka SAP Material Description). |
| * billDocNumber - type *string(20)* | | | 654123456 | OPTIONAL. Billing document number used as a reference for credit. |
| * consumedParts - type *ServiceEventStatusPartInfo - unbounded* | | | | | |  | OPTIONAL. Unbounded list containing each consumed part. |
| * ascMaterialId - type *string(20)* | | | ABC2123 | MANDATORY. Alphanumerical ID of the part as known to the ASC. |
| * sonyPartNumber - type *string(9)* | | |  | MANDATORY. ID of the part as known to Sony and part of the Bill of Material. |
| * sectionIrisCode - type *string(3)* | | |  | MANDATORY. Section IRIS code. |
| * defectIrisCode - type *string(2)* | | |  | MANDATORY. Defect IRIS code. |
| * repairIrisCode - type *string(2)* | | |  | MANDATORY. Repair IRIS code. |
| * warrantyStatus - type *string(3)* | | | IW | MANDATORY. Indicates if the part is replaced under warranty (“IW”) or out of warranty (“OOW”) |
| * status - type *string(10)* | | | NORMAL | MANDATORY\*. Always use “NORMAL” for now.  REMARK: Not applicable for the “Forwarding service event type”, so leave it empty then. |
| * isPrimary - type *boolean* | | | False | MANDATORY. True when this part is the primary reason for the service event, False otherwise.  NOTE: Only one part can have this primary indicator set to True, all others must be set to False. |
| * amount - type *numeric* | | | 1 | MANDATORY. Number of such parts that are replaced. |
| * son - type *string(9)* | | | 123456789 | Sony Order Number as provided by Sony when parts were invoiced.  Value is 3 or 9 characters.  MANDATORY\*: see extra information on Sony Order Number (SON) |
| * partReferenceNumber - type *string(8)* | | |  | OPTIONAL\*: Used to complete part reference number indicated in Service Manual.  Only mandatory for specific repair IRIS codes |
| * pcb - type *string(5)* | | |  | OPTIONAL: Used to complete PC Board number |
| * screeningStatus - type *string(4)* | | | A000 | OPTIONAL: Status of the part screening process. |
| * rmaStatus - type *string(4)* | | | ARRIVED | OPTIONAL: Status of the part validation and shipment process. |
| * + - * previousEventsInfo - type *ServiceEventStatusResponseEventInfo - unbounded* | | | | | | |  | OPTIONAL. Unbounded list of unit related service events, other than the current one.  Data for this element is only available in case of successful processing and when the input flag “includePreviousEventsInfo” was set to true and when there are previous service events known to Sony. |

#### List of possible errors

See Possible Error Codes for a list of possible errors.

## Registration

A unit must be registered to a customer in Sony systems before it can be serviced. Once it is registered by Sony or on ASC request, a service event can be created either by Sony or the ASC. The ASC will be informed with full details.

Updates on the service event are always triggered by the ASC-s, except for one specific type “AEP”. Only in the latter case Sony will send a status update request towards the ASC.

### Unit registration by ASC

In order to push a repair through the repair flow, the corresponding unit needs to be registered at Sony side. For the registration of a unit Sony provides either web services or also FTP transfer.

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/registerUnit

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/registerUnit

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/registerUnit

##### Input

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Example | Comment |
| * userId - type *string(10)* | | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | | |  | MANDATORY. Password matching the provided userId |
| * info - type *UnitRegistrationCustInfo* | | |  | MANDATORY |
| * + - * activity - type *string(255)* | |  | OPTIONAL. free text field for the activities of the company |
| * + - * addressInfo - type *AddressInfo* | |  | MANDATORY. |
| * address1 - type *string(30)* | Da Vinci 7 | MANDATORY |
| * address2 - type *string(30)* | D1 | OPTIONAL |
| * address3 - type *string(30)* |  | OPTIONAL |
| * city - type *string(30)* | Zaventem | MANDATORY |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | MANDATORY |
| * + - * communicationLanguageISO2 - type *string(2)* | | NL | MANDATORY. ISO 2 code of the main communication language  See list of Languages |
| * + - * companyName - type *string(80)* | |  | MANDATORY if customer is a dealer or company, OPTIONAL for end users. |
| * + - * firstName - type *string(40)* | |  | MANDATORY |
| * + - * lastName - type *string(40)* | |  | MANDATORY |
| * + - * title - type *string(10)* | | Mr | OPTIONAL. Salutation title for contact person. |
| * + - * vatNumber - type *string(20)* | |  | OPTIONAL |
| * + - * email - type *string(80)* | |  | MANDATORY |
| * + - * fax - type *string(30)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * + - * fixedPhone - type *string(20)* | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * + - * mobilePhone - type *string(20)* | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * + - * outOfOfficePhone - type *string(20)* | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * + - * noSurvey - type *Boolean* | | False | MANDATORY. ‘True’ when the customer wants no surveys sent by Sony, else ‘False’. Consent must be obtained from the customer. |
| * + - * notSendAdverts - type *boolean* | | False | MANDATORY. ‘True’ when the customer wants no advertisements from Sony, else ‘False’. Consent must be obtained from the customer. |
| * unitInfo - type *UnitRegistrationUnitInfo* | | |  | MANDATORY |
| * + - * bootLanguageISO2 - type *string(2)* | | EN | The ISO2 code for the OS language  MANDATORY\*: Depending on the product (sub) category. |
| * + - * modelName - type *string(30)* | | VGN-Z4 AE1 | The name of the model  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * + - * modelCode - type *string(8)* | | 12345678 | The unique 8-digit product code linked to the model.  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * + - * serialNumber - type *string(7)* | | 1234567 | MANDATORY. The 7-digit serialnumber  See note (Serial numbers) |
| * + - * purchaseDate - type *dateTime* | | 2008-06-22T 14:00:00.000Z | MANDATORY |
| * + - * premiumServiceReference - type *string(11)* | | 123456789 | OPTIONAL. Premium Service ID |

##### Output

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Example | Comment |
| * return - type *UnitInformationResponseInfo* | | | | |
| * + - * successful - type *boolean* | | True | | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* | |  | | OPTIONAL. A code for the specific error. See list of Possible Error Codes |
| * + - * errorMessage - type *string(255)* | |  | | OPTIONAL. A description of the error |
| * + - * productDescription - type *string(255)* | | VGN-Z4 AE1 | | OPTIONAL. |
| * + - * productManufacturer - type *string(100)* | | ABCDE | | OPTIONAL. |
| * + - * productOnSalesDate - type *dateTime* | | 2008-06-22T 14:00:00.000Z | | OPTIONAL. |
| * + - * productOrigin - type *string(30)* | | European | | OPTIONAL. |
| * + - * productOsType - type *string(40)* | | Vista 64 Ultimate | | OPTIONAL. |
| * + - * productSalesType - type *string(50)* | | Retail | | OPTIONAL. |
| * + - * purchaseDate - type *dateTime* | | 2008-07-22T 14:00:00.000Z | | OPTIONAL. |
| * + - * purchaseDateAccepted - type *boolean* | | True | | OPTIONAL. True/False. *False* means that the Purchase Date known by Sony overrules the one supplied in the request.  When *True*, the supplied purchase date has been set in the system, and was therefore used for calculations.  A DOP update is needed when this value is *False* and the supplied DOP is different than the returned DOP.  Use the Update Unit Purchase Date by ASC method to modify once a service event is created. |
| * + - * serialNumberStatus - type *string(20)* | | registered | | MANDATORY\*: If successful is True.  unregistered / registered / activated |
| * + - * warrantyEndDate - type *dateTime* | | 2009-06-22T 14:00:00.000Z | | MANDATORY\*: If successful is True. |
| * + - * premiumServicesInfo - type *PremiumServicesInfo* | |  | | OPTIONAL.  Unbounded list |
| * premiumServiceReference - type *string(11)* | 123456789 | | MANDATORY. |
| * premiumServiceType - type *string(100)* |  | | MANDATORY. |
| * isLowCost - type *boolean* | | False | | OPTIONAL. True if the unit is a Low Cost type model for the country of the ASC, False otherwise.  Only if ‘true’, a low cost service type should be applied |
| * aepType - type *String(3)* | | B2B | | OPTIONAL. Indication of the type of AEP that is allowed for this unit, based on the registration country.  Possible values:  N/A: No AEP applicable  B2B: B2B allowed  B2C: B2C allowed |

#### Notes

##### Serial number

As a general rule, every serial number must be registered via the registerUnit web service before proceeding to registerServiceEvent web service. Following exceptions apply:

* 1. Only if the service type equals ‘DOA screening’ or ‘Refurbishment’ + ‘isDoa’ value = ‘true’, then registerUnit can be skipped and RASC may proceed immediately with registerServiceEvent
  2. On a limited number of models, no serial number is printed. In such cases, registerUnit can be skipped and RASC may proceed immediately with registerServiceEvent, using serial number ‘xxxxxxx’
  3. If, in exceptional events, a serial number was printed on the unit but is no longer legible, RASC should raise an escalation via the escalation tool by selecting item ‘service events’ – ‘model/serial number’ – ‘serial number not available’, this will generate a dummy serial which can be used to proceed with registerUnit

##### Registration successful, but with warning

It is possible that the unit registration is successful, but still an error is returned.

This is particularly the case when the premium service reference is invalid. In that case, the unit will be registered (if all other validations are OK), but the premium service reference value will just be ignored, and the actual premium service reference will be attached when applicable. It is also this actual premium service reference that will be returned in the output. The reason for this is that we believe that this info should not block the registration, but the error code can be seen as a warning that there is a mismatch between the premium service contract and the unit.

#### List of possible errors

See Possible Error Codes for a list of possible errors.

### Create Swap Reservation Request (webservice)

For the Advanced Exchange Program (AEP) a reservation request must be made before continuing.

#### Applicable service event and logistics types

Applicable for the following service events:

|  |  |
| --- | --- |
| Service Event Type | Logistics Type |
| AEP B2C | Not Applicable |
| AEP B2B In-home | Not Applicable |
| AEP B2B Depot | <any> |

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/createAepSwapModelReservation

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/createAepSwapModelReservation

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/createAepSwapModelReservation

##### Input

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * userId - type *string(10)* |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* |  | MANDATORY. Password matching the provided userId |
| * modelName - type *string(30)* | KDL-55HX855 | Name of the model of the unit to be replaced.  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * modelCode - type *string(8)* | 28123456 | The unique 8-digit product code linked to the model of the unit to be replaced.  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * serialNumber - type *string(7)* | 1234567 | MANDATORY. The 7 digit SN. |
| * symptomIrisCode - type *string(3)* |  | MANDATORY. Fault IRIS code according to the customer/technicien. |

##### Output

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * return - type *AEPSwapModelReservationResponse* | | |
| * + - * successful - type *boolean* | True | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* |  | OPTIONAL. A code for the specific error. See list of Possible Error Codes |
| * + - * errorMessage - type *string(255)* |  | OPTIONAL. A description of the error |
| * clientNumber - type *string(13)* |  | ASC client number |
| * aepBookingReference - type *Integer* |  | Swap Reservation ID. |
| * originalModelCode - type *string(8)* | 87654321 | Model code of the unit to be replaced |
| * swapModelCode - type *string(8)* | 87654322 | Model code of the replacement unit |
| * swapModelName - type *string(30)* | KDL-55HX855 | Model name of the replacement unit (for verification) |

## Service event initialization

### Service event initialization by ASC

In this registration (also called initialization) process a service event is being created at Sony side, based on the input of the ASC.

#### Applicable service event and logistics types

Applicable for the following service events:

|  |  |
| --- | --- |
| Service Event Type | Logistics Type |
| DOA Screening | <any> |
| Low Cost | <any> |
| Depot Repair | <any> |
| Depot Exchange | <any> |
| In-Home Repair | Not Applicable |
| AEP B2C Forwarding | Not Applicable |
| AEP B2B In-home | Not Applicable |
| AEP B2B Depot | <any> |
| Forwarding | <any> |
| Screening | <any> |
| Refurbishment | <any> |

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/registerServiceEvent

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/registerServiceEvent

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/registerServiceEvent

##### Input

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Example | Comment |
| * userId - type *string(10)* | | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | | |  | MANDATORY. Password matching the provided userId |
| * info - type *EventRegistrationInfo* | | |  | MANDATORY |
| * + - mainAscReferenceId - type *string(9)* | | |  | MANDATORY. The internal ID of the main ASC for this Sony service event. |
| * + - subAscId - type *string(13)* | | |  | MANDATORY. (Sub) ASC Account ID. |
| * + - subAscReferenceId - type *string(9)* | | |  | OPTIONAL. The internal ID of the sub ASC for this Sony service event.  Important note: once you have linked a subAscReferenceId to a service event, you will need to continue sending it in all updates |
| * + - serviceEventType - type *string(10)* | | |  | MANDATORY. See list of Service Event Types. |
| * + - logisticsType - type *string(1)* | | |  | MANDATORY\*. See Service events and logistic types relationships for a list of supported logistic types for the given service event type. |
| * aepBookingReference - type *string(10)* | | |  | MANDATORY\*: in case of AEP swap  a.k.a. Reservation-ID |
| * additionalInfo - type *string(4000)* | | |  | OPTIONAL. Free text field for the activities of the ASC, comments and remarks.  Allows to link a GP RMA ID by adding “GP\_xxx!”, whereby xxx = GP RMA ID, for WS v1.0 accounts which do not have input field refurbSourceIdentifier |
| * + - * isDoa - type *Boolean* | | | False | OPTIONAL. True when service event is done on a DOA unit, False otherwise (default). Only applicable for “Refurbishment” service events. |
| * + - * doaIsPreSales - type *Boolean* | | | False | OPTIONAL. True when DOA was before the unit got sold, False otherwise (default). Only applicable for DOA Screening service events. |
| * + - * eventStartDate - type *dateTime* | | | 2008-07-22T 14:00:00.000Z | MANDATORY. Date and time that the event has started. This can be in the past, but not in the future. |
| * + - * refurbSourceIdentifierPrefix - type string (2) | | |  | MANDATORY for service type Refurbishment |
| * + - * refurbSourceIdentifier - type *string (30)* | | |  | MANDATORY for service type Refurbishment |
| * + - * buyBackInfo – type EventRegistrationBuyBackInfo | | |  | OPTIONAL |
| * buyBack - type *boolean* | |  | OPTIONAL |
| * buyBackValue - type *decimal* | |  | MANDATORY if buyback is true |
| * buyBackMarkup - type *decimal* | |  | MANDATORY if buyback is true |
| * buyBackCurrency - type *string(3)* | |  | MANDATORY if buyback is true |
| * buyBackSalesOrg - type *string(4)* | |  | MANDATORY if buyback is true |
| * + - * moduleInfo – type EventRegistrationModuleInfo | | |  | MANDATORY for Service Event Type Part Repair |
| * modulePartNumber - type *string(9)* | |  | MANDATORY for Service Event Type Part Repair |
| * modulePartDescription- type *string(200)* | |  | MANDATORY for Service Event Type Part Repair |
| * modulePartCommodity - type *string(3)* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleName - type *string(30)* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleSerialNumber - type *string(30)* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleRevisionCode- *type string(3)* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleWeekCode- *type string(30)* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleWeekCodeManufacturingDate - *type dateTime* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleWarrantyPeriod - *type integer* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleFailDate - *type dateTime* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleWarranty - *type Boolean* | |  | MANDATORY for Service Event Type Part Repair |
| * moduleVendorName - *type string(30)* | |  | MANDATORY for Service Event Type Part Repair |
| * unitInfo - type *EventRegistrationUnitInfo* | | |  | MANDATORY |
| * + - modelName - type *string(30)* | | | VGN-Z4 AE1 | The name of the model  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * + - modelCode - type *string(8)* | | | 12345678 | The unique 8-digit product code linked to the model.  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * + - serialNumber - type *string(7)* | | | 1234567 | MANDATORY. The 7-digit serialnumber  See note (Serial numbers) |
| * purchaseDate - type *dateTime* | | | 2008-06-22T 14:00:00.000Z | MANDATORY |
| * + - hasPhysicalDamage - type *Boolean* | | | False | OPTIONAL, although mandatory for some service event types. See 6.4.1.5.1 hasPhysicalDamage for more information.  True when the unit has physical damage, False otherwise. (Indication only) |
| * premiumServiceReference - type *string(11)* | | | 123456789 | OPTIONAL. Premium Service ID |
| * + - symptomIrisCode - type *string(3)* | | |  | MANDATORY. Fault IRIS code according to the customer. |
| * + - conditionIrisCode - type *string(1)* | | |  | MANDATORY. Condition IRIS code according to the customer. |
| * + - arrivedAtDealer - type *datetime* | | | 2008-09-22T 11:12:00.000Z | OPTIONAL. Date and time the unit arrived at the dealer. |
| * customerInfo- type *EventRegistrationCustomerInfo* | | |  | MANDATORY\*. See 6.4.1.5.2 customerInfo for more information. |
| * reference - type *string(80)* | |  | OPTIONAL. E.g. dealer reference etc |
| * communicationLanguageISO2 - type *string(2)* | | NL | MANDATORY. ISO 2 code of the main communication language |
| * companyName - type *string(80)* | |  | MANDATORY indicates where the customer has purchased his product  This value should be a concatenation of the following fields on the RASC requestor/receiver list ‘GSFA\_REC\_CUSTNR’ + ‘GSFA\_REC\_DP’ + ‘GSFA\_NAME1’ without spaces or other characters in between these 3 items (e.g. “0012345678Media Markt Berlin”; the numeric value should always be 10 digits, followed by the dealer number name.  If the dealer is not known, value ‘0000000000Dealer is not known’ should be filled in. |
| * firstName - type *string(40)* | |  | MANDATORY |
| * lastName - type *string(40)* | |  | MANDATORY |
| * title - type *string(10)* | | Mr | OPTIONAL. Salutation title for contact person. |
| * email - type *string(80)* | |  | MANDATORY |
| * fax - type *string(30)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * fixedPhone - type *string(20)* | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * mobilePhone - type *string(20)* | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * outOfOfficePhone - type *string(20)* | |  | format: 00999999999 (starting with country code)  OPTIONAL\*: At least 1 of the three phones (fixedPhone, mobilePhone, outOfOfficePhone) must be given. |
| * noSurvey - type *boolean* | | False | MANDATORY. ‘True’ when the customer wants no surveys sent by Sony, else ‘False’. Consent must be obtained from the customer. |
| * notSendAdverts - type *Boolean* | | False | MANDATORY. Indicating the customer type, i.e. who contacted the service partner. ‘True’ if the customer type = end user, ‘False’ if customer type = dealer. |
| * addressInfo - type *AddressInfo* | |  | MANDATORY. This can be the customer, pick up or intervention address |
| * address1 - type *string(30)* | Da Vinci 7 | MANDATORY |
| * address2 - type *string(30)* | D1 | OPTIONAL |
| * address3 - type *string(30)* |  | OPTIONAL |
| * city - type *string(30)* | Zaventem | MANDATORY |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | MANDATORY |
| * deliveryInfo - type *EventRegistrationDeliveryInfo* | | |  | MANDATORY\*. See 6.4.1.5.3 deliveryInfo for more information. |
| * reference - type *string(80)* | |  | OPTIONAL. E.g. dealer reference etc |
| * companyName - type *string(80)* | |  | MANDATORY in case : 1/ Service type = ‘AEPB2BDEP’ or ‘AEPB2BIH’ 2/ Service type = ‘AEPB2CFWD’ and customer = company or dealer |
| * firstName - type *string(40)* | |  | MANDATORY in case : 1/ Service type = ‘AEPB2BDEP’ or ‘AEPB2BIH’ 2/ Service type = ‘AEPB2CFWD’ and customer = company or dealer or end user |
| * lastName - type *string(40)* | |  | MANDATORY in case : 1/ Service type = ‘AEPB2BDEP’ or ‘AEPB2BIH’ 2/ Service type = ‘AEPB2CFWD’ and customer = company or dealer or end user |
| * email - type *string(80)* | |  | OPTIONAL |
| * fax - type *string(30)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * fixedPhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * mobilePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * outOfOfficePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * deliveryAddressInfo - type *AddressInfo* | |  | MANDATORY. This is the delivery address |
| * address1 - type *string(30)* | Da Vinci 7 | MANDATORY |
| * address2 - type *string(30)* | D1 | OPTIONAL |
| * address3 - type *string(30)* |  | OPTIONAL |
| * city - type *string(30)* | Zaventem | MANDATORY |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | MANDATORY |

##### Output

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Example | Comment |
| * return - type *EventRegistrationReturnInfo* | | | | |
| * + - * successful - type *boolean* | | | True | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* | | |  | OPTIONAL. A code for the specific error. See list of Possible Error Codes |
| * + - * errorMessage - type *string(255)* | | |  | OPTIONAL. A description of the error |
| * + - * eventInfo - type *EventRegResponseEventInfo* | | |  | OPTIONAL. This info is only available in case of successful processing. |
| * caseId - type *string(10)* | |  | MANDATORY. The Sony Reference to the registered service event |
| * unitWarrantyStatus - type *string(3)* | | IW | MANDATORY. IW (In warranty)  or OOW (Out of Warranty) |
| * unitWarrantyEndDate - type *dateTime* | | 2009-06-22T 14:00:00.000Z | MANDATORY. End date of the in-warranty period, including the extra premium service extensions. |
| * repairInWarranty - type *boolean* | | True | MANDATORY. True when the repair will be considered as In Warranty, False otherwise. |
| * premiumServicesInfo - type *PremiumServicesInfo* | |  | OPTIONAL.  Unbounded list |
| * premiumServiceReference - type *string(11)* | 123456789 | MANDATORY. |
| * premiumServiceType - type *string(100)* |  | MANDATORY. |
| * + - * productInfo - type *EventRegResponseProductInfo* | | |  | MANDATORY |
| * productDescription - type *string(255)* | | VGN-Z4 AE1 | OPTIONAL |
| * productManufacturer - type *string(100)* | | ABCDE | OPTIONAL |
| * productOnSalesDate - type *dateTime* | | 2008-06-22T 14:00:00.000Z | OPTIONAL. |
| * productOrigin - type *string(30)* | | Potential Grey Import | OPTIONAL. |
| * productOsType - type *string(40)* | | Vista 64 Ultimate | OPTIONAL. |
| * productSalesType - type *string(50)* | | Retail | OPTIONAL. |
| * purchaseDate - type *dateTime* | | 2008-07-22T 14:00:00.000Z | OPTIONAL. |
| * purchaseDateAccepted - type *Boolean* | | False | *False* means that the Purchase Date known by Sony overrules the one supplied in the request.  When *True*, the supplied purchase date has been set in the system, and was therefore used for calculations.  A DOP update is needed when this value is *False* and the supplied DOP is different than the returned DOP. |
| * warrantyEndDate - type *dateTime* | | 2009-06-22T 14:00:00.000Z | MANDATORY\*: If successful is True. |
| * isLowCost - type *boolean* | | False | OPTIONAL. True if the unit is a Low Cost type model for the country of the ASC, False otherwise.  Only if ‘true’, a low cost service type should be applied |
| * aepType - type *String(3)* | | B2B | OPTIONAL. Indication of the type of AEP that is allowed for this unit, based on the registration country.  Possible values:  N/A: No AEP applicable  B2B: B2B allowed  B2C: B2C allowed |

#### Notes

##### Serial numbers

As a general rule, every serial number must be registered via the registerUnit web service before proceeding to registerServiceEvent web service. Following exceptions apply:

* 1. If the service type equals ‘DOA screening’, registerUnit can be skipped and RASC may proceed immediately with registerServiceEvent
  2. On a limited number of models, no serial number is printed. In such cases, registerUnit can be skipped and RASC may proceed immediately with registerServiceEvent, using serial number ‘xxxxxxx’
  3. If, in exceptional events, a serial number was printed on the unit but is no longer legible, RASC should raise an escalation via the escalation tool by selecting item ‘service events’ – ‘model/serial number’ – ‘serial number not available’, this will generate a dummy serial which can be used to proceed with registerUnit

##### Serial numbers

* As a general

#### Extra information

##### hasPhysicalDamage

This flag is mandatory for the below service event types:

|  |  |
| --- | --- |
| Service Event Type | Logistics Type |
| AEP B2C |  |
| AEP B2B In-home |  |
| AEP B2B Depot | 0 - (Carry In) |
| 1 - (Carry In + return) |
| 2/3 - (Pickup + return) |
| <other> |
| Forwarding |  |
| Screening |  |
| Refurbishment |  |

##### customerInfo

The meaning of “customerInfo” depends on the service event and logistics type:

|  |  |  |
| --- | --- | --- |
| Service Event Type | Logistics Type | “customerInfo” meaning |
| DOA Screening | 0/A - (Carry In) | Customer Address |
| 1 - (Carry In + return) | Customer Address |
| 2/3 - (Pickup & return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Pickup Address |
| 6/7/8/9/H - (Pickup no return) | Pickup Address |
| Low Cost | 0/A - (Carry In) | Customer Address |
| 1 - (Carry In + return) | Customer Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Pickup Address |
| 6/7/8/9/H - (Pickup no return) | Pickup Address |
| Depot Repair | 0/A - (Carry In) | Customer Address |
| 1 - (Carry In + return) | Customer Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Pickup Address |
| 6/7/8/9/H - (Pickup no return) | Pickup Address |
| Depot Exchange | 0/A - (Carry In) | Customer Address |
| 1 - (Carry In + return) | Customer Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Pickup Address |
| 6/7/8/9/H - (Pickup no return) | Pickup Address |
| In-Home Repair |  | Intervention address |
| AEP B2C Forwarding |  | Customer Address |
| AEP B2B In-home |  | Intervention address |
| AEP B2B Depot | 0/A - (Carry In) | Customer Address |
| 1 - (Carry In + return) | Customer Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup) B - DIME PRO logistics | Pickup Address |
| 6/7/8/9/H - (Pickup no return) | Pickup Address |
| Forwarding | 0/A - (Carry In) | Customer Address |
| 1 - (Carry In + return) | Customer Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Pickup Address |
| 6/7/8/9/H - (Pickup no return) | Pickup Address |
| Screening |  | Not applicable |
| Refurbishment | 0/A - (Carry In) | Customer Address |
| 1 - (Carry In + return) | Customer Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Pickup Address |
| 6/7/8/9/H - (Pickup no return) | Pickup Address |

##### deliveryInfo

The meaning of “deliveryInfo” depends on the service event and logistics type:

|  |  |  |
| --- | --- | --- |
| Service Event Type | Logistics Type | “deliveryInfo” meaning |
| DOA Screening |  | Not applicable |
| Low Cost |  | Not applicable |
| Depot Repair | 0/A - (Carry In) | Not applicable |
| 1 - (Carry In + return) | Customer Delivery Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Customer Delivery Address |
| 6/7/8/9/H - (Pickup no return) | Not applicable |
| Depot Exchange | 0/A - (Carry In) | Not applicable |
| 1 - (Carry In + return) | Customer Delivery Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Customer Delivery Address |
| 6/7/8/9/H - (Pickup no return) | Not applicable |
| In-Home Repair |  | Not applicable |
| AEP B2C |  | Delivery Address |
| AEP B2C Forwarding |  | Delivery Address |
| AEP B2B In-home |  | AEP Delivery Address |
| AEP B2B Depot | 0/A - (Carry In) | AEP Delivery Address |
| 1 - (Carry In + return) | AEP Delivery Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | AEP Delivery Address |
| 6/7/8/9/H - (Pickup no return) | AEP Delivery Address |
| Forwarding | 0/A - (Carry In) | Not applicable |
| 1 - (Carry In + return) | Delivery Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Delivery Address |
| 6/7/8/9/H - (Pickup no return) | Not applicable |
| Screening |  | Not applicable |
| Refurbishment | 0/A - (Carry In) | Not applicable |
| 1 - (Carry In + return) | Delivery Address |
| 2/3 - (Pickup + return)  4 - (PU + return light)  5 - (Bulk pickup)  B - DIME PRO logistics | Delivery Address |
| 6/7/8/9/H - (Pickup no return) | Not applicable |

##### Purchase Date

When the given purchase date is outside a pre-defined period in which it is very likely that the unit was purchased, a proof of purchase needs to be uploaded before the purchase date is accepted. But this requires a service event to exists, since you have to link an attachment to it.

When this happens, the given purchase date will be overruled by the last day of that pre-defined period, in order to be able to continue the creation process. This may cause the unit to be out-of-warranty, which is reflected in the response. So it is best to always check if the warranty status in the response matches the warranty status that is expected.

To correct the purchase date you will need to set the purchase date again and upload a proof-of-purchase through the specific EDI methods (see Update Unit Purchase Date by ASC).

#### List of possible errors

See Possible Error Codes for a list of possible errors.

### Service event initialization by Sony

In this registration (also called initialization) process a service event is being created at Sony side, and information is sent to the ASC.

This automatic sending of info is only possible when using the FTP method for integrations. For an ASC that is purely using webservices, there is no mechanism for Sony to push that info to the ASC. In that scenario the ASC must implement a “polling” mechanism to fetch the info on a regular basis from Sony directly. The ASC could recurrently call this “getNewServiceEvents” webservice (each hour for example) to get all the information of the newly created service events by Sony.

There is a limitation to the maximum number of new service events that are returned per request. So it is possible that you get a backlog when too many service events are created within the polling interval of the ASC. In the output, Sony also provides the total number of pending events (including the ones exported), so if this number is higher than the number of results returned, there are more service events pending to be collected by the ASC. Based on these statistics, an ASC has to define its own polling interval. For exceptional cases where there could be a higher load at unexpected times, or after a downtime at ASC side, a solution is to just keep a steady polling interval, but at each interval one keeps calling the webservice until no more pending events are left. Beware that this may take some time if the last check was a while ago.

Service events remain in the getNewServiceEvent queue until ASC acknowledges retrieval by means of settings the ‘acknowledgement’ status, after which the service event will no longer be presented via this web service in the future.



#### Initialization event

##### Applicable service event and logistics types

|  |  |
| --- | --- |
| Service Event Type | Logistics Type |
| Depot Repair | 2, 3, 4, 5, 6 |
| In-Home Repair | Not Applicable |
| AEP B2C | Not Applicable |
| AEP B2B In-home | Not Applicable |
| AEP B2B Depot | Not Applicable |

##### Via webservice

###### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

###### Infrastructure

**HTTP path:** AscServiceSync/getNewServiceEvents

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/getNewServiceEvents

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/getNewServiceEvents

###### Input

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * userId - type *string(10)* |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* |  | MANDATORY. Password matching the provided userId |
| * subAscId - type *string(13)* |  | OPTIONAL. When specified, results will be limited to that sub ASC. When omitted, all new service events for the ASC linked to the userId and password will be returned. |
| * maxRowsReturned - type *numeric* | 10 | OPTIONAL.  When specified, the maximum number of results will be limited to that number\*. When omitted, the Sony defined maximum will be used. |

\*Important remark on the “maxRowsReturned”:

The absolute maximum value set by the Sony application is 100, which you cannot cross. This value could change over time for performance reasons. Any lower positive value specified by the ASC will limit the results to the specified value. Zero (“0”) or any value above the Sony defined maximum will result in the Sony defined maximum.

Because of this limit, we will return in the response not only the results, but also the total number of pending service events. By subtracting the number of results sent from the number of pending service events, the ASC can know how many pending service events are left, and if another webservice call is needed or not.

Example:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Specified  maxRowsReturned | Sony  defined max | totalPendingEvents | Used max | Total #  WS calls  needed |
| 10 | 20 | 28 | 10 | 3 |
| 5 | 20 | 28 | 5 | 6 |
| 0 | 20 | 28 | 20 | 2 |
| 100 | 20 | 28 | 20 | 2 |

###### Output

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | | | Example | Comment |
| * successful - type *boolean* | | | | True | MANDATORY. True if the request was processed successful, False otherwise. |
| * errorCode - type *string(10)* | | | |  | OPTIONAL. Code for the specific error (see list of errors). Empty when request was successful. |
| * errorMessage - type *string(255)* | | | |  | OPTIONAL. A description of the error |
| * totalPendingEvents - type *numeric* | | | | 28 | MANDATORY. Total number of pending service events. This includes the currently returned results. |
| * newRequest - type *NewServiceEventsItemInfo* | | | |  | OPTIONAL. Unbounded list of new service events. |
| * + - info - type *NewServiceEventsMainInfo* | | |  | MANDATORY |
| * mainAscId - type *string(13)* | |  | MANDATORY. Regional (“Tower”) ASC Account ID. For non-regional accounts, this is the ASC Account ID. |
| * subAscId - type *string(13)* | |  | OPTIONAL. Can be unknown by Sony at time of service event creation. Can be the same as the Regional (“Tower”) ASC Account ID. |
| * caseId - type *string(10)* | |  | MANDATORY. The Sony Reference to the registered service event |
| * serviceEventType - type *string(10)* | |  | MANDATORY. See list of Service Event Types. |
| * logisticsType - type *string(1)* | |  | MANDATORY\*. See Service events and logistic types relationships for a list of supported logistic types for the given service event type. |
| * eventStartDate - type *dateTime* | | 2008-10-22T 14:00:00.000Z | MANDATORY. Date and Time the service event started. |
| * + - * aepBookingReference - type *string(10)* | |  | MANDATORY\*: in case of AEP swap  a.k.a. Reservation-ID |
| * + - unitInfo - type *NewServiceEventsUnitInfo* | | |  | MANDATORY |
| * modelName - type *string(30)* | | VGN-Z4 AE1 | The name of the model  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * modelCode - type *string(8)* | | 12345678 | The unique 8-digit product code linked to the model.  OPTIONAL\*: Either the modelName or the modelCode must be given. |
| * serialNumber - type *string(7)* | | 1234567 | MANDATORY. The 7-digit serialnumber |
| * purchaseDate - type *dateTime* | | 2008-07-22T 14:00:00.000Z | MANDATORY |
| * hasPhysicalDamage - type *Boolean* | | False | OPTIONAL . True when the unit has physical damage, False otherwise. (Indication only) |
| * premiumServicesInfo - type *PremiumServicesInfo* | |  | OPTIONAL.  Unbounded list |
| * premiumServiceReference - type *string(11)* | 123456789 | MANDATORY. |
| * premiumServiceType - type *string(100)* |  | MANDATORY. |
| * symptomIrisCode - type *string(3)* | |  | MANDATORY. Fault IRIS code according to the customer. |
| * conditionIrisCode - type *string(1)* | |  | OPTIONAL. Condition IRIS code according to the customer. |
| * productOrigin - type *string(30)* | | European | OPTIONAL. Region of the product launch. |
| * productOsType - type *string(40)* | | Vista 64 Ultimate | OPTIONAL. Type of the Operating System. |
| * bootLanguageISO2 - type *string(2)* | | EN | OPTIONAL. The ISO2 code for the OS language |
| * osLogin - type *string(20)* | |  | OPTIONAL. Login for the operating system |
| * osPassword - type *string(30)* | |  | OPTIONAL. Login for the operating system |
| * unitWarrantyEndDate - type *dateTime* | | 2009-06-22T 14:00:00.000Z | MANDATORY. End date of the in-warranty period, including the extra premium service extensions. |
| * unitWarrantyStatus - type *string(3)* | | IW | MANDATORY. IW (In warranty)  or OOW (Out of Warranty) |
| * repairInWarranty - type *boolean* | | True | MANDATORY. True when the repair will be considered as In Warranty, False otherwise. |
| * additionalInfo - type *string(8000)* | |  | OPTIONAL. Additional information about the repair or handling. |
| * communicationLanguageISO2 - type *string(2)* | | NL | MANDATORY. ISO 2 code of the main communication language |
| * companyName - type *string(80)* | |  | MANDATORY if customer is a dealer or company, OPTIONAL for end users. |
| * firstName - type *string(40)* | |  | MANDATORY |
| * lastName - type *string(40)* | |  | MANDATORY |
| * title - type *string(10)* | | Mr | OPTIONAL. Salutation title for contact person. |
| * email - type *string(80)* | |  | MANDATORY |
| * fax - type *string(30)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * fixedPhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * mobilePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * outOfOfficePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * interventionDate - type *dateTime* | | 2008-11-22T 14:00:00.000Z | OPTIONAL. Date of the intervention at customers address. |
| * + - * customerInfo- type *NewServiceEventsCustomerInfo* | | |  | MANDATORY\*. See customerInfo for more information. |
| * reference - type *string(80)* | |  | OPTIONAL. E.g. dealer reference etc |
| * companyName - type *string(80)* | |  | MANDATORY if customer is a dealer or company, OPTIONAL for end users. |
| * contactName - type *string(200)* | |  | MANDATORY |
| * email - type *string(80)* | |  | MANDATORY |
| * fax - type *string(30)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * fixedPhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * mobilePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * outOfOfficePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * addressInfo - type *AddressInfo* | |  | MANDATORY. This is the customer or pick up address |
| * address1 - type *string(30)* | Da Vinci 7 | MANDATORY |
| * address2 - type *string(30)* | D1 | OPTIONAL |
| * address3 - type *string(30)* |  | OPTIONAL |
| * city - type *string(30)* | Zaventem | MANDATORY |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | MANDATORY |
| * + - * aepInfo - type NewServiceEventsAepInfo |  | MANDATORY\*. For AEP B2C and AEP B2B Forwarding events |
| * aepBookingReference - type String(50) | 011400001 | MANDATORY\* |
| * replacementModelCode - type String(8) | 12345678 | MANDATORY\* |
| * proFormaInvoiceURL - type String(255) |  | MANDATORY\* |
| * replacementUnitStockLocation - type String(8) | A31 | MANDATORY\* |

##### Extra information

###### Warranty identification

You may get in warranty and out of warranty service events from our call centre via this getNewServiceEvents web service. The warranty can be identified by

1. “repairInWarranty” field

* if ‘false’ then service is not covered by warranty
* if ‘true’ then it is covered by warranty

1. “hasPhysicalDamage” field
   * This is (only) an indication given by the end user to our call centre and needs to be confirmed by your agents

###### Warranty service events

In-Warranty events

In warranty service events may be in-home or AEP in-home.

Out-of-Warranty events

Out of warranty events will always be initiated as ‘in-home’ events (and not as ‘AEP B2B in-home’).

If the customer does not agree with your repair fee, the event can be cancelled.

If the customer does agree, you can either continue or change the event to an AEP B2B in-home event as the situation requires.

###### ‘caseId’ versus service events

The Sony call centre may initialize multiple service events with the same ‘caseId’ value (over time); therefore it is important to consider the same ‘caseId’ value with a different ‘eventStartDate’ as a new service event request, and link this to a new ‘mainAscReferenceId’

###### customerInfo

The meaning of “customerInfo” depends on the service event and logistics type:

|  |  |  |
| --- | --- | --- |
| Service Event Type | Logistics Type | “customerInfo” meaning |
| In-Home Repair |  | Intervention Address |
| AEP B2C |  | Customer Intervention Address |
| AEP B2B In-home |  | Intervention Address |

#### Extra synchronization for AEP service events by Sony

##### Applicable service event and logistics types

For an AEP service event, some of the info is not yet readily available at initialization time. This extra info for AEP related service events (see below) will be sent through an update line.

|  |  |
| --- | --- |
| Service Event Type | Logistics Type |
| AEP B2C | Not Applicable |
| AEP B2B In-home | Not Applicable |
| AEP B2B Depot | <any> |

## Updating customer and unit info

This web service enables the user to update certain values after unit registration and event initialization and before event completion

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/updateCustomerAndUnitInfo

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/updateCustomerAndUnitInfo

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/updateCustomerAndUnitInfo

##### Input

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Example | Comment |
| * userId - type *string(10)* | | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | | |  | MANDATORY. Password matching the provided userId |
| * info - type *CustomerAndUnitInfo* | | |  | MANDATORY |
| * + - mainAscReferenceId - type *string(9)* | | |  | MANDATORY. The internal ID of the main ASC for this Sony service event. |
| * + - subAscId - type *string(13)* | | |  | MANDATORY. (Sub) ASC Account ID. |
| * + - subAscReferenceId - type *string(9)* | | |  | OPTIONAL. The internal ID of the sub ASC for this Sony service event.  Important note: once you have linked a subAscReferenceId to a service event, you will need to continue sending it in all updates |
| * + - caseId - type *string(10)* | | |  | MANDATORY. The Sony Reference to the registered service event |
| * customerInfo- type *EventRegistrationCustomerInfo* | | |  | OPTIONAL. See 6.4.1.5.2 customerInfo for more information. |
| * reference - type *string(80)* | |  | OPTIONAL. E.g. dealer reference etc |
| * communicationLanguageISO2 - type *string(2)* | | NL | OPTIONAL. ISO 2 code of the main communication language |
| * companyName - type *string(80)* | |  | OPTIONAL. Will update the value as submitted via the registerServiceEvent WS |
| * firstName - type *string(40)* | |  | OPTIONAL |
| * lastName - type *string(40)* | |  | OPTIONAL |
| * title - type *string(10)* | | Mr | OPTIONAL. Salutation title for contact person. |
| * email - type *string(80)* | |  | OPTIONAL |
| * fax - type *string(30)* | |  | OPTIONAL. format: 00999999999 (starting with country code) |
| * fixedPhone - type *string(20)* | |  | OPTIONAL . format: 00999999999 (starting with country code) |
| * mobilePhone - type *string(20)* | |  | OPTIONAL . format: 00999999999 (starting with country code) |
| * outOfOfficePhone - type *string(20)* | |  | OPTIONAL . format: 00999999999 (starting with country code) |
| * noSurvey - type *boolean* | | False | OPTIONAL. ‘True’ when the customer wants no surveys sent by Sony, else ‘False’. Consent must be obtained from the customer. |
| * notSendAdverts - type *boolean* | | False | OPTIONAL. Indicating the customer type, i.e. who contacted the service partner. ‘True’ if the customer type = end user, ‘False’ if customer type = dealer. |
| * addressInfo - type *AddressInfo* | |  | OPTIONAL. The customer address |
| * address1 - type *string(30)* | Da Vinci 7 | OPTIONAL |
| * address2 - type *string(30)* | D1 | OPTIONAL |
| * address3 - type *string(30)* |  | OPTIONAL |
| * city - type *string(30)* | Zaventem | OPTIONAL |
| * countryISO2 - type *string(2)* | BE | OPTIONAL; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | OPTIONAL |
| * pickupAddressInfo - type *AddressInfo* | | |  | OPTIONAL. This is the pickup address |
| * address1 - type *string(30)* | | Da Vinci 7 | OPTIONAL |
| * address2 - type *string(30)* | | D1 | OPTIONAL |
| * address3 - type *string(30)* | |  | OPTIONAL |
| * city - type *string(30)* | | Zaventem | OPTIONAL |
| * countryISO2 - type *string(2)* | | BE | OPTIONAL; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | | 1935 | OPTIONAL |
| * deliveryAddressInfo - type *AddressInfo* | | |  | OPTIONAL. This is the delivery address |
| * address1 - type *string(30)* | | Da Vinci 7 | OPTIONAL |
| * address2 - type *string(30)* | | D1 | OPTIONAL |
| * address3 - type *string(30)* | |  | OPTIONAL |
| * city - type *string(30)* | | Zaventem | OPTIONAL |
| * countryISO2 - type *string(2)* | | BE | OPTIONAL; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | | 1935 | OPTIONAL |
| * unitInfo- type *UnitInfo* | | |  | OPTIONAL |
| * serialNumber - type *string(7)* | | 1234567 | OPTIONAL. The 7-digit serialnumber  See note (Serial numbers) |
| * modelName - type *string(30)* | | VGN-Z4 AE1 | OPTIONAL The name of the model |
| * hasPhysicalDamage - type *Boolean* | | False | OPTIONAL True when the unit has physical damage, False otherwise. (Indication only) |
| * premiumServiceReference - type *string(11)* | | 123456789 | OPTIONAL. Premium Service ID |
| * arrivedAtDealer - type *datetime* | | 2008-09-22T 11:12:00.000Z | OPTIONAL. Date and time the unit arrived at the dealer. |
| * softwareVersion - type *string(30)* | | PKG3.533 ... EUA | OPTIONAL. Version name of the installed software firmware. Replaced by fields on updateServiceEventsStatus WS for WS version 1.1 |
| * additionalInfo- type *AdditionalInfo* | | |  | OPTIONAL. Contains extra information but is currently not used. |
| * info1 - type *string(255)* | |  | OPTIONAL. |
| * Info2 - type *string(255)* | |  | OPTIONAL |
| * Info3 - type *string(255)* | |  | OPTIONAL |
| * Info4 - type *string(255)* | |  | OPTIONAL. |
| * Info5 - type *string(255)* | |  | OPTIONAL. |

##### Output

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | | | Example | | Comment |
| * return - type *UpdateCustomerAndUnitReturnInfo* | | | | | | |
| * + - * successful - type *boolean* | | | | True | | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* | | | |  | | OPTIONAL. A code for the specific error. See list of Possible Error Codes |
| * + - * errorMessage - type *string(255)* | | | |  | | OPTIONAL. A description of the error |
| * info - type *CustomerAndUnitInfo* | | |  | | OPTIONAL | |
| * + - mainAscReferenceId - type *string(9)* | | |  | | OPTIONAL. The internal ID of the main ASC for this Sony service event. | |
| * + - subAscId - type *string(13)* | | |  | | OPTIONAL. (Sub) ASC Account ID. | |
| * + - subAscReferenceId - type *string(9)* | | |  | | OPTIONAL. The internal ID of the sub ASC for this Sony service event.  Important note: once you have linked a subAscReferenceId to a service event, you will need to continue sending it in all updates | |
| * + - caseId - type *string(10)* | | |  | | OPTIONAL. The Sony Reference to the registered service event | |
| * customerInfo- type *EventRegistrationCustomerInfo* | | |  | | OPTIONAL\*. See 6.4.1.5.2 customerInfo for more information. | |
| * reference - type *string(80)* | |  | | OPTIONAL. E.g. dealer reference etc | |
| * communicationLanguageISO2 - type *string(2)* | | NL | | OPTIONAL. ISO 2 code of the main communication language | |
| * companyName - type *string(80)* | |  | | OPTIONAL | |
| * firstName - type *string(40)* | |  | | OPTIONAL | |
| * lastName - type *string(40)* | |  | | OPTIONAL | |
| * title - type *string(10)* | | Mr | | OPTIONAL. Salutation title for contact person. | |
| * email - type *string(80)* | |  | | OPTIONAL | |
| * fax - type *string(30)* | |  | | OPTIONAL. format: 00999999999 (starting with country code) | |
| * fixedPhone - type *string(20)* | |  | | OPTIONAL format: 00999999999 (starting with country code) | |
| * mobilePhone - type *string(20)* | |  | | OPTIONAL format: 00999999999 (starting with country code) | |
| * outOfOfficePhone - type *string(20)* | |  | | OPTIONAL format: 00999999999 (starting with country code) | |
| * noSurvey - type *boolean* | | False | | OPTIONAL. ‘True’ when the customer wants no surveys sent by Sony, else ‘False’. Consent must be obtained from the customer. | |
| * notSendAdverts - type *boolean* | | False | | OPTIONAL. Indicating the customer type, i.e. who contacted the service partner. ‘True’ if the customer type = end user, ‘False’ if customer type = dealer. | |
| * addressInfo - type *AddressInfo* | |  | | OPTIONAL. This can be the customer address | |
| * address1 - type *string(30)* | Da Vinci 7 | | OPTIONAL | |
| * address2 - type *string(30)* | D1 | | OPTIONAL | |
| * address3 - type *string(30)* |  | | OPTIONAL | |
| * city - type *string(30)* | Zaventem | | OPTIONAL | |
| * countryISO2 - type *string(2)* | BE | | OPTIONAL; the ISO2 code of the country. See list of Countries | |
| * zipcode - type *string(20)* | 1935 | | OPTIONAL | |
| * pickupAddressInfo - type *AddressInfo* | | |  | | OPTIONAL. This is the pickup address | |
| * address1 - type *string(30)* | | Da Vinci 7 | | OPTIONAL | |
| * address2 - type *string(30)* | | D1 | | OPTIONAL | |
| * address3 - type *string(30)* | |  | | OPTIONAL | |
| * city - type *string(30)* | | Zaventem | | OPTIONAL | |
| * countryISO2 - type *string(2)* | | BE | | OPTIONAL; the ISO2 code of the country. See list of Countries | |
| * zipcode - type *string(20)* | | 1935 | | OPTIONAL | |
| * deliveryAddressInfo - type *AddressInfo* | | |  | | OPTIONAL. This is the delivery address | |
| * address1 - type *string(30)* | | Da Vinci 7 | | OPTIONAL | |
| * address2 - type *string(30)* | | D1 | | OPTIONAL | |
| * address3 - type *string(30)* | |  | | OPTIONAL | |
| * city - type *string(30)* | | Zaventem | | OPTIONAL | |
| * countryISO2 - type *string(2)* | | BE | | OPTIONAL; the ISO2 code of the country. See list of Countries | |
| * zipcode - type *string(20)* | | 1935 | | OPTIONAL | |
| * unitInfo- type *UnitInfo* | | |  | | OPTIONAL | |
| * serialNumber - type *string(7)* | | 1234567 | | OPTIONAL. The 7-digit serialnumber  See note (Serial numbers) | |
| * hasPhysicalDamage - type *Boolean* | | False | | OPTIONAL True when the unit has physical damage, False otherwise. (Indication only) | |
| * premiumServiceReference - type *string(11)* | | 123456789 | | OPTIONAL. Premium Service ID | |
| * arrivedAtDealer - type *datetime* | | 2008-09-22T 11:12:00.000Z | | OPTIONAL. Date and time the unit arrived at the dealer. | |
| * softwareVersion - type *string(30)* | | PKG3.533 ... EUA | | OPTIONAL. Version name of the installed software firmware. Replaced by fields on updateServiceEventsStatus WS for WS version 1.1 | |
| * additionalInfo- type *AdditionalInfo* | | |  | | OPTIONAL. Contains extra information but is currently not used. | |
| * info1 - type *string(255)* | |  | | OPTIONAL. | |
| * Info2 - type *string(255)* | |  | | OPTIONAL | |
| * Info3 - type *string(255)* | |  | | OPTIONAL | |
| * Info4 - type *string(255)* | |  | | OPTIONAL. | |
| * Info5 - type *string(255)* | |  | | OPTIONAL. | |

#### Notes

1. At present, only the [email] field value can be updated via this web service, i.e. when other values are submitted, these will not be taken into account
2. When empty values are submitted, this will not overwrite the existing values in the Sony database, so the existing value will remain unchanged
3. Boolean fields cannot be left empty (so either the correct value needs to be submitted or the field must be removed from the web service input)
4. The web service output will show the values as stored on the Sony database, regardless of whether these have been updated via the *updateCustomerAndUnitInfo* web service input or not (at present, only the [email] field will return the value as existing in the Sony database)

## Adding/updating survey results

This web service enables the ASC’s to add and/or update survey results for a certain service event.

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/createSurveyResult

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/createSurveyResult

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/createSurveyResult

##### Input

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * userId - type *string(10)* |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* |  | MANDATORY. Password matching the provided userId |
| * mainAscReferenceId - type *string(9)* |  | MANDATORY. The internal ID of the main ASC for this Sony service event. |
| * caseId - type *string(10)* |  | MANDATORY. The Sony Reference to the registered service event |
| * score- type *Integer* |  | MANDATORY. Score given in the survey, contains a value between ‘0’ (=min) and ‘10’ (=max). |
| * creationDate - type *datetime* | 2008-09-22T 11:12:00.000Z | MANDATORY. Date and time the survey results were filled. |
| * doBetter- type *string (50)* |  | OPTIONAL. Things that can be improved, free text field without length limitation. |
| * feedback- type *string(1000)* |  | OPTIONAL. Feedback, which is free text with a maximum length of 1000 characters. |
| * source- type *string(50)* |  | MANDATORY. The source where the survey results come from, currently allowed are: “Email”, “Face to face”, “SMS”, “Call by RASC”, “Call by CIC” |

##### Output

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * return - type *CreateSurveyResultReturnInfo* | | |
| * + - * successful - type *boolean* | True | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* |  | OPTIONAL. A code for the specific error. See list of Possible Error Codes |
| * + - * errorMessage - type *string(255)* |  | OPTIONAL. A description of the error |

#### Notes

1. Only 1 survey per event is allowed, if there already exists a survey that has been created with this webservice or by the IVR then this call will be simply ignored.

## Updating service events

### Repository of statuses

It is not possible to list all the service event statuses and their code in general, as although the naming is the same, the codes could be different per service event type. These codes are used as triggers for certain actions, for reporting, etc.

So please check out the individual status flows per service event type available in the next paragraph.

### Status flow

The possible statuses depend on the service type, logistics type and the current status. Please find below the matrixes based for each service event type.

Note: The initial status, depending of the logistics type, set by ASC or Sony when initializing the service event is indicated in blue text and thick blue border.

#### DOA Screening



Used statuses:

|  |  |
| --- | --- |
| Statuses | Code |
| Collection Requested | 1 |
| DOA requested | 30 |
| Request Acknowledgement | 16 |
| Cancelled | 8 |
| Unit Picked Up | 17 |
| Received | 2 |
| Waiting for Customer | C |
| Waiting for ASC | I |
| Waiting for Sony | D |
| Accepted - DOA | 21 |
| Rejected - DOA | 26 |
| Repair Completed | 9 |
| Unit Shipped Out | 18 |
| First delivery attempt | 19 |
| Unit Delivered to Customer | 20 |

#### Low Cost



Used statuses:

|  |  |
| --- | --- |
| Statuses | Code |
| Collection Requested | 1 |
| Request Acknowledgement | 16 |
| Cancelled | 8 |
| Unit Picked Up | 17 |
| Low Cost Requested | 90 |
| Received | 2 |
| Waiting for Payment | B |
| Waiting for Customer | C |
| Waiting for ASC | I |
| Waiting for Sony | D |
| Completed | 36 |
| Unit Shipped Out | 18 |
| First delivery attempt | 19 |
| Unit Delivered to Customer | 20 |

#### Depot Repair



|  |  |
| --- | --- |
| Statuses | Code |
| Collection Requested | 1 |
| Request Acknowledgement | 16 |
| Cancelled | 8 |
| Unit Picked Up | 17 |
| Received | 2 |
| Diagnose | 3 |
| Waiting for Payment | B |
| Waiting for Customer | C |
| Waiting for ASC | I |
| Waiting for Sony | D |
| Waiting for Parts | A |
| Repair | 4 |
| Repair Completed | 9 |
| Unit Shipped Out | 18 |
| First delivery attempt | 19 |
| Unit Delivered to Customer | 20 |

Used statuses:

#### Depot Exchange

Used statuses:

#### In-Home Repair



Used statuses:

|  |  |
| --- | --- |
| Statuses | Code |
| In-home Requested | 10 |
| Request Acknowledgement | 16 |
| Cancelled | 8 |
| Customer not reachable | J |
| In-home Confirmed | 11 |
| Waiting for Payment | B |
| Waiting for Customer | C |
| Waiting for ASC | I |
| Waiting for Sony | D |
| Waiting for Parts | A |
| New visit confirmed | 34 |
| Forwarded to Depot | 37 |
| In-home completed | 12 |
| In-home failed | 38 |
| In-home aborted | 39 |

#### AEP B2C Forwarding



Used statuses:

|  |  |
| --- | --- |
| Statuses | Code |
| AEP B2C Forwarding Initiated | 78 |
| AEP B2C Forwarding Completed | 79 |

#### AEP B2C



Used statuses:



#### AEP B2B Forwarding



Used statuses:

|  |  |  |
| --- | --- | --- |
| **Statuses** | **Code** | **Status Description** |
| AEP B2B Forwarding Requested | 50 | AEP B2B Forwarding Requested |
| Request Acknowledgement | 16 | Request Acknowledgement |
| AEP B2B Forwarding Confirmed | 55 | AEP B2B Forwarding Confirmed |
| Unit shipped to ASC | 51 | Unit Shipped Out to ASC |
| AEP B2B Forwarding Completed | 53 | Unit delivered at ASC |
| AEP B2B Forwarding Failed | 54 | Delivery to ASC failed |
| AEP B2B Forwarding Lost | FL | AEP B2B Forwarding Lost |
| AEP B2B Forwarding No stock | FN | AEP B2B Forwarding No stock |

#### AEP B2B In-home



Used statuses:

|  |  |
| --- | --- |
| Statuses in flow diagram | Code |
| AEP B2B In-Home Requested | 72 |
| Request Acknowledgement | 16 |
| Customer not reachable | J |
| AEP B2B In-home Confirmed | 74 |
| Waiting for Payment | B |
| Waiting for Customer | C |
| Waiting for ASC | I |
| Waiting for Sony | D |
| Waiting for Parts | A |
| AEP B2B In-home cancelled (cannot be set by RASC) | 73 |
| AEP B2B In-home Completed | 75 |
| AEP B2B In-home Failed | 76 |
| AEP B2B In-home Aborted | 77 |

#### AEP B2B Depot



Used statuses:

|  |  |
| --- | --- |
| Statuses | Code |
| AEP B2B Depot Requested | 59 |
| Collection Requested | 1 |
| Request Acknowledgement | 16 |
| Unit Picked Up | 17 |
| Received | 2 |
| Waiting for Payment | B |
| Waiting for Customer | C |
| Waiting for ASC | I |
| Waiting for Sony | D |
| Waiting for Parts | A |
| AEP B2B Depot cancelled (cannot be set by RASC) | 65 |
| AEP B2B Depot completed | 66 |
| AEP B2B Depot failed | 67 |
| AEP B2B Depot aborted | 68 |
| Unit Shipped Out | 18 |
| First delivery attempt | 19 |
| Unit Delivered to Customer | 20 |

#### Forwarding



Used statuses:

|  |  |
| --- | --- |
| Statuses | Code |
| Collection Requested | 1 |
| Request Acknowledgement | 16 |
| Cancelled | 8 |
| Unit Picked Up | 17 |
| Forwarding initiated | 70 |
| Waiting for ASC | I |
| Waiting for Sony | D |
| Forwarding completed | 71 |
| Unit Shipped Out | 18 |
| First delivery attempt | 19 |
| Unit Delivered to Customer | 20 |

#### Screening



Used statuses:

|  |  |  |  |
| --- | --- | --- | --- |
| **Statuses in flow diagram** | | **Code** | **Status Description** |
| Received |  | 2 | Received |
| Screening completed |  | 81 | Screening Completed |

#### Refurbishment



Used statuses:

|  |  |
| --- | --- |
| Statuses | Code |
| Collection Requested | 1 |
| Request Acknowledgement | 16 |
| Cancelled | 8 |
| Unit Picked Up | 17 |
| Refurb initiated | 82 |
| Waiting for ASC | I |
| Waiting for Sony | D |
| Waiting for Parts | A |
| Refurb completed | 83 |
| Unit Shipped Out | 18 |
| First delivery attempt | 19 |
| Unit Delivered to Customer | 20 |

#### Part repair



Used statuses:

|  |  |
| --- | --- |
| **Code** | **Status Description** |
| P0 | Part repair Initiated |
| 8 | Cancelled |
| 3 | Diagnose |
| P1 | Ready for shipment to vendor |
| PS | Shipped to vendor |
| PR | Received from vendor |
| A | Waiting for parts |
| PC | Credit from vendor |
| P9 | Part repair Completed |
| PB | Billing info |

### Update service event status by ASC

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/updateServiceEventStatus

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/updateServiceEventStatus

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/updateServiceEventStatus

##### Input

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * userId - type *string(10)* | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | |  | MANDATORY. Password matching the provided userId |
| * info - type *EventStatusUpdateInfo* | |  |  |
| * + - * caseId - type *string(10)* |  | MANDATORY. Sony Case ID for the service event. |
| * + - * mainAscReferenceId - type *string(9)* |  | MANDATORY |
| * + - * subAscId - type *string(13)* |  | MANDATORY |
| * + - * subAscReferenceId - type *string(9)* |  | OPTIONAL.  Important note: once you have linked a subAscReferenceId to a service event, you will need to continue sending it in all updates |
| * + - symptomIrisCode - type *string(3)* |  | Fault IRIS code according to the technicien.  OPTIONAL\*: depends on the event status |
| * + - conditionIrisCode - type *string(1)* |  | Condition IRIS code according to the technicien.  OPTIONAL\*: depends on the event status |
| * + - * serviceEventStatus - type *string(2)* |  | MANDATORY. Status code of the service event. |
| * + - * statusStartDate - type *dateTime* | 2008-07-22T 14:00:00.000Z | MANDATORY. Date and time that the status became applicable.  See statusStartDate updates for more information. |
| * + - * comment - type *string(255)* |  | OPTIONAL. |
| * + - * refurbStandard - type *string(1)* | A | MANDATORY \* if refurbSourceIdentifierPrefix = C\* and NIP repairIris ≠ scrap Indicating the refurbishing standard |
| * + - * softwareVersionAtIncoming- type *string(1)* |  | OPTIONAL, indicating the software version on the product when it arrived at ASC |
| * + - * softwareVersionAtOutgoing- type *string(1)* |  | OPTIONAL, indicating the software version on the product when leaves the ASC after service |
| * + - * crType - type *string(4)* |  | MANDATORY \* if refurbSourceIdentifierPrefix = C\* |
| * + - * totalOperationTime - type *string(14)* |  | MANDATORY \* if refurbSourceIdentifierPrefix = C\* |
| * + - * bootCount - type *string(14)* |  | MANDATORY \* if refurbSourceIdentifierPrefix = C\* |
| * + - * panelOperationTime - type *string(14)* |  | MANDATORY \* if refurbSourceIdentifierPrefix = C\* |
| * + - * deviceId - type *string(30)* |  | MANDATORY \* if refurbSourceIdentifierPrefix = C\* |
| * + - * awbId - type *number string (25)* |  | OPTIONAL. AirWayBill ID. |
| * + - * awbURL - type *string(255)* |  | MANDATORY\* for statuses Unit shipped to ASC and Unit Shipped To Customer |
| * + - * aepFailureReason - type *string(255)* |  | MANDATORY\* when closing AEP B2C or AEP B2B FWD with status other than 'completed' |
| * + - * awbDeliveryETA - type *dateTime* |  | OPTIONAL. AirWayBill Estimated Time of Arrival. |
| * doaInfo - type *EventStatusUpdateDOAInfo* | |  | MANDATORY\* for DOA related service event types. |
| * + - * claimDate - type *dateTime* | 2008-07-11T 14:00:00.000Z | MANDATORY. Date when the unit was claimed as DOA by the customer |
| * + - * packagingOk- type *boolean* | True | MANDATORY. True when packaging is OK, False otherwise. |
| * + - * cosmeticsOk- type *boolean* | True | MANDATORY. True when cosmetics are OK, False otherwise. |
| * + - * bomOk- type *boolean* | False | MANDATORY. True when BOM is OK, False otherwise. |
| * interventionInfo - type *EventStatusUpdateInterventionInfo* | |  | MANDATORY\* for intervention related service event status updates. |
| * + - * interventionDate - type *dateTime* | 2008-08-02T 15:00:00.000Z | MANDATORY. Date when the unit will be exchanged. |
| * + - * uponCustomerRequest- type *string(1)* |  | OPTIONAL. “O” (=Outside SLA) indicates that the customer explicitly requested to have the intervention outside SLA, blank otherwise. |
| * replacementUnitInfo - type *EventStatusReplacementUnitInfo* |  | MANDATORY\* for AEP B2C and AEP B2B Forwarding events at ‘unit shipped to ASC’ status |
| * + - * replacementUnitModelCode- type *string(8)* | 12345678 | MANDATORY. Indicates replacement unit model code |
| * + - * replacementUnitSerialNumber- type *string(7)* | 1234567 | MANDATORY. Indicates replacement unit serial number |
| * moduleInfo - *type EventStatusUpdateModuleInfo* |  | MANDATORY for Service Event Type Part Repair |
| * + - * modulePhysicalDamage - type *boolean* |  | MANDATORY for final status on Service Event Type Part Repair |
| * + - * moduleSonyFailureMode - *type string(60)* |  | MANDATORY for final status on Service Event Type Part Repair |
| * + - * moduleFailureClass - *type string(30)* |  | MANDATORY for final status on Service Event Type Part Repair |
| * + - * moduleRepairDescription - *type string(30)* |  | MANDATORY for final status on Service Event Type Part Repair |
| * + - * oCellPartNumber - *type string(30)* |  | MANDATORY for final status on Service Event Type Part Repair when ModuleVendorScheme is “No RTV” |
| * + - * oCellSerialNumber - *type string(30)* |  | MANDATORY if oCellPartNumber is filled in |
| * + - * oCallWeekCode - *type string(30)* |  | MANDATORY if oCellPartNumber is filled in |
| * + - * oCallWeekCodeDate - *type dateTime* |  | MANDATORY if oCellPartNumber is filled in |
| * + - * moduleVendorScheme - *type string(30)* |  | MANDATORY on Service Event Type Part Repair for status Diagnose |
| * + - * moduleRepairScheme - *type string(30)* |  | MANDATORY for final status on Service Event Type Part Repair |
| * + - * moduleRepairType - *type string(30)* |  | MANDATORY for final status on Service Event Type Part Repair |
| * + - * moduleVendorRmaId - *type string(30)* |  | MANDATORY as of status “Shipped to Vendor” on Service Event Type Part Repair when ModuleVendorScheme is “RTV”” |
| * + - * moduleVendorAwb - *type string(30)* |  | MANDATORY as of status “Shipped to Vendor” on Service Event Type Part Repair when ModuleVendorScheme is “RTV” |
| * + - * moduleSampleCheckFlag - *type boolean* |  | MANDATORY as of status “Part repair completed” on Service Event Type Part Repair when ModuleVendorScheme is “RTV” |
| * + - * moduleSampleCheckResult- *type string(30)* |  | MANDATORY if moduleSampleCheckFlag is ‘true’ |
| * + - * moduleWorkDescription - *type string(30)* |  | MANDATORY for final status on Service Event Type Part Repair |
| * + - * billingFlag - *type boolean* |  | MANDATORY as of status “Billing Info” on Service Event Type Part Repair |
| * + - * billingMonth - *type string(6)* |  | MANDATORY as of status “Billing Info” on Service Event Type Part Repair |
| * + - * billlingDate - *type dateTime* |  | MANDATORY as of status “Billing Info” on Service Event Type Part Repair |

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *EventStatusUpdateReturnInfo* | | | |
| * + - * successful - type *boolean* | True | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* |  | OPTIONAL. Code for the specific error (see list of errors). Empty when request was successful. |
| * + - * errorMessage - type *string(255)* |  | OPTIONAL. A description of the error |
| * + - * caseId - type *string(10)* |  | MANDATORY. The Sony Reference to the registered service event |

#### Extra information

##### DOA and intervention information

The “doaInfo” and “interventionInfo” are only applicable for specific service event and logistics type (see below).

|  |  |  |  |
| --- | --- | --- | --- |
| Service Event Type | Logistics Type | “doaInfo” | “interventionInfo” |
| DOA Screening | <any> | X | Not applicable |
| Low Cost | <any> | Not applicable | Not applicable |
| Depot Repair | <any> | Not applicable | Not applicable |
| Depot Exchange | <any> | Not applicable | Not applicable |
| In-Home Repair | Not Applicable | Not applicable | X |
| AEP B2C | Not Applicable | Not applicable | X |
| AEP B2B In-home | Not Applicable | Not applicable | X |
| AEP B2B Forwarding | Not Applicable | Not applicable | Not applicable |
| AEP B2B Depot | <any> | Not applicable | Not applicable |
| Forwarding | <any> | Not applicable | Not applicable |
| Screening | <any> | Not applicable | Not applicable |
| Refurbishment | <any> | Not applicable | Not applicable |

##### Symptom IRIS code

The “symptomIrisCode” is intended from a techniciens point of view, and is therefore only applicable during the “SERVICING” and “COMPLETION” period. As soon as the service event enters the “SERVICING” or “COMPLETION” mode based on the statuses, this IRIS code becomes and remains mandatory for any further service event status updates.

A valid symptom IRIS code must be set before a completed status can be set on the service event.

See Status flow for more info on these statuses and modes.

##### Condition IRIS code

The “conditionIrisCode” is intended from a techniciens point of view, and is therefore only applicable during the “SERVICING” and “COMPLETION” period. As soon as the service event enters the “COMPLETION” mode based on the statuses, this IRIS code becomes and remains mandatory for any further service event status updates.

A valid condition IRIS code must be set before a completed status can be set on the service event.

See Status flow for more info on these statuses and modes.

##### statusStartDate updates

In most cases you can send the same status multiple times with a different status start date.

There are some exceptions though, in which case this date update is not possible:

* When service event reached the “service completion” stage
* When service event is cancelled
* For status “Received” (code = 2)

#### List of possible errors

See Possible Error Codes for a list of possible errors.

### Update Unit Purchase Date by ASC

Changing the purchase date of a unit requires a proof-of-purchase (POP) document to be attached.

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/addAttachment

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/addAttachment

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/addAttachment

##### Input

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * userId - type *string(10)* |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* |  | MANDATORY. Password matching the provided userId |
| * caseId - type *string(10)* |  | MANDATORY. Sony Case ID (Repair ID) to which the attachment must be linked. |
| * fileName - type *string(100)* | Damage01.jpg | MANDATORY. Filename, including extension, to be used when saving the attachment binary |
| * message - type *string(255)* | Damage | OPTIONAL. Additional message that can be logged regarding the attachment upload |
| * dateOfPurchase - type *dateTime* | 2008-11-22T 14:00:00.000Z | MANDATORY if the Date-of-Purchase needs to be updated. |
| * attachment - type *base64Binary (max 2 MB)* |  | MANDATORY. Attachment binary data |

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *AttachmentReturn* | | | |
| * + - * errorCode - type *string(10)* |  |  |
| * + - * errorMessage - type *string(255)* |  |  |
| * + - * success - type *boolean* | True |  |

#### Limitations

There is a maximum of 2 MB that can be uploaded per file.

For security reasons, only a limited list of file extensions is allowed:

|  |  |  |  |
| --- | --- | --- | --- |
| Allowed File Extensions | | | |
| .7z |  |  |  |
| .bmp |  |  |  |
| .csv |  |  |  |
| .dat | .dmp | .doc | .docx |
| .fax |  |  |  |
| .gif |  |  |  |
| .ini |  |  |  |
| .jpeg | .jpg |  |  |
| .log |  |  |  |
| .pdf | .png |  |  |
| .rar | .rtf |  |  |
| .tif | .tiff | .txt |  |
| .xls | .xlsx |  |  |
| .zip |  |  |  |

#### Extra information

When supplying a POP attachment with a filename that already exists in the system for that service event, it will simply overwrite the existing file. There is (currently) no version history in place.

Important note: the date of purchase cannot be updated via this web service in case an extended warranty contract is linked to the unit; such requests should be escalated to the Sony warranty admin team

#### List of possible errors

See Possible Error Codes for a list of possible errors.

### Adding attachments by ASC

#### Applicable service event and logistics types

Adding attachments is applicable for all service event and logistics types.

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/addAttachment

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/addAttachment

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/addAttachment

##### Input

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * userId - type *string(10)* |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* |  | MANDATORY. Password matching the provided userId |
| * caseId - type *string(10)* |  | MANDATORY. Sony Case ID (Repair ID) to which the attachment must be linked. |
| * fileName - type *string(100)* | Bill.docx | MANDATORY. Filename, including extension, to be used when saving the attachment binary |
| * message - type *string(255)* | My bill | OPTIONAL. Additional message that can be logged regarding the attachment upload |
| * ~~dateOfPurchase - type~~ *~~dateTime~~* |  | Not needed in this context. (see Update Unit Purchase Date by ASC section for more details). |
| * attachment - type *base64Binary (max 2 MB)* |  | MANDATORY. Attachment binary data |

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *AttachmentReturn* | | | |
| * + - * errorCode - type *string(10)* |  |  |
| * + - * errorMessage - type *string(255)* |  |  |
| * + - * success - type *boolean* | True |  |

#### Limitations

There is a maximum of 2 MB that can be uploaded per file.

For security reasons, only a limited list of file extensions is allowed:

|  |  |  |  |
| --- | --- | --- | --- |
| Allowed File Extensions | | | |
| .7z |  |  |  |
| .bmp |  |  |  |
| .csv |  |  |  |
| .dat | .dmp | .doc | .docx |
| .fax |  |  |  |
| .gif |  |  |  |
| .ini |  |  |  |
| .jpeg | .jpg |  |  |
| .log |  |  |  |
| .pdf | .png |  |  |
| .rar | .rtf |  |  |
| .tif | .tiff | .txt |  |
| .xls | .xlsx |  |  |
| .zip |  |  |  |

The following characters are not allowed to be a part of a filename:  
"/", "\n", "\r", "\t", "\0", "\f", "~", "?", "\*", "\", "<", ">", "|", "\"", ":" , """

#### Extra information

When supplying an attachment with a filename that already exists in the system for that service event, it will simply overwrite the existing file. There is (currently) no version history in place.

#### List of possible errors

See Possible Error Codes for a list of possible errors.

### Retrieving attachments by ASC

#### Applicable service event and logistics types

Retrieving attachments is applicable for all service event and logistics types.

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

This allows to retrieve attachments available in Sony system based on combination of modelName and serialNumber OR caseID OR mainAscReferenceId

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync .v1.1/retrieveAttachment

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync.v1.1/retrieveAttachment

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync.v1.1/retrieveAttachment

##### Input

|  |  |  |
| --- | --- | --- |
|  | Example | Comment |
| * userId - type *string(10)* |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* |  | MANDATORY. Password matching the provided userId |
| * caseId - type *string(10)* |  | OPTIONAL\*. The Sony Reference to the registered service event. |
| * mainAscReferenceId - type *string(9)* |  | OPTIONAL\*. The internal ID of the main ASC for this Sony service event. |
| * modelName - type *string(30)* | VGN-Z4 AE1 | OPTIONAL\*. The name of the model  When this item is provided, also the serialNumber item is mandatory. |
| * modelCode - type *string(8)* | 12345678 | OPTIONAL\*. The unique 8-digit product code linked to the model.  When this item is provided, also the serialNumber item is mandatory. |
| * serialNumber - type *string(7)* | 1234567 | OPTIONAL\*. The 7-digit serialnumber  \*\*: When used, either the modelName or the modelCode must be given as well. |

Note: OPTIONAL\* means that at least one of those fields must be supplied.

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *RetrieveAttachmentsReturnInfo* | | | |
| * + - * errorCode - type *string(10)* |  |  |
| * + - * errorMessage - type *string(255)* |  |  |
| * + - * success - type *boolean* | True |  |
| * + - * attachmentInfo - type *AttachmentInfo - unbounded* |  | OPTIONAL. List of attachments  This info is only available in case of successful processing. |
| * + url - type *string(512)* |  | MANDATORY. URL to download the attachment |
| * + displayName - type *string(80)* |  | MANDATORY. The displayname of the attachment; use this as file name as may be clearer than fileName (= original file name) |
| * + type - type *string(40)* | POP | OPTIONAL. The type of the attachment. See extra info for possible types. |
| * + fileName - type *string(255)* |  | MANDATORY. The original filename of the attachment, use this to retrieve file extension |
| * + uploadDate - type *dateTime* |  | OPTIONAL. The date the attachment was uploaded |
| * + movedWithAep - type *boolean* |  | MANDATORY. Flag indicating if attachment has been moved to another unit by an AEP replacement event. THIS IS NOT IMPLEMENTED YET |
| * + caseId - type *string(10)* |  | OPTIONAL. The ID of the case to which the attachment is linked. This will not be provided for POPs as they are linked to a modelName and serialNumber, not to a case or event. |
| * + caseCreationDate - type *dateTime* |  | OPTIONAL. The creation date of the case to which the attachment is linked. This will not be provided for POPs as they are linked to a modelName and serialNumber, not to a case or event. |
| * + mainAscReferenceId - type *string(9)* |  | OPTIONAL. The main ASC reference ID of the event of the case to which the attachment is linked. This will not be provided for POPs as they are linked to a modelName and serialNumber, not to a case or event. |

#### Extra information

##### Attachment types

POP  
Engineer report  
Letter  
Product fault  
Refund sheet  
Serial number  
Warranty contract  
Other

##### Proof of purchase attachments

When calling retrieveAttachment with a case identifier (caseId or mainAscReferenceId), the proof of purchase attachment (type POP) of the unit linked to that case will also be returned, even if this attachment is linked to another case. This POP will always be the first record that gets returned (when available).

#### List of possible errors

See Possible Error Codes for a list of possible errors.

### Updating the logistics type or service event type

Once a service event is registered in the Sony system, it can still be changed into another event type. It is also possible to still change the logistics or delivery information if needed.

There are some restrictions though, such as but not limited to:

* Service type update no longer possible if the event is in service completion status
* Service type update not possible if the event contains an open or accepted GP claim

#### Applicable service event type transitions

Currently applicable for the following service events :

|  |  |
| --- | --- |
| Service Event Type - FROM | Service Event Type - TO |
| Depot Repair | AEP B2B Depot |
| Depot Repair | Forwarding |
| Depot Repair | DOA Screening |
| Depot Repair | Refurbishment (where “isDoa” = true)\* |
| In-Home Repair | AEP B2B In-home |
| DOA Screening | Forwarding |
| DOA Screening | Depot Repair |
| Refurbishment | Forwarding |
| Low Cost | Forwarding |
| Depot Repair | AEP B2C Forwarding |
| In-home Repair | AEP B2C Forwarding |

\* When updating the service type from Depot repair to Refurbishment, the isDoa value ‘true’ is set by default.

NOTE: This list may be extended in the future. It is only a snapshot of what is available today.

#### Applicable logistics type transitions

Applicable for the following logistics:

|  |  |
| --- | --- |
| Logistics Type - FROM | Logistics Type - TO |
| 0 | 1, A, B |
| 1 | 0, A,B |
| 2 | 3,4,5,6,7,8,9,H,B |
| 3 | 2,4,5,6,7,8,9,H,B |
| 4 | 2,3,5,6,7,8,9,H,B |
| 5 | 2,3,4,6,7,8,9,H,B |
| 6 | 2,3,4,5,7,8,9,H,B |
| 7 | 2,3,4,5,6,8,9,H,B |
| 8 | 2,3,4,5,6,7,9,H,B |
| 9 | 2,3,4,5,6,7,8,H,B |
| A | 0,1,B |
| H | 2,3,4,5,6,7,8,9,B |
| B | 0,1,2, 3,4,5,6,7,8,9,H |

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/updateServiceEvent

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/updateServiceEvent

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/updateServiceEvent

##### Input

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | | Example | | Comment |
| * param - type *UpdateServiceEventParam* | | | | | |
| * userId - type *string(10)* | | |  | MANDATORY. User-id known by Sony | |
| * password - type *string(25)* | | |  | MANDATORY. Password matching the provided userId | |
| * info - type *UpdateServiceEventEventInfo* | | |  | MANDATORY | |
| * + - caseId - type *string(10)* | | |  | MANDATORY. Sony Case ID for the service event. | |
| * + - mainAscReferenceId - type *string(9)* | | |  | MANDATORY. The internal ID of the main ASC for this Sony service event. | |
| * + - subAscId - type *string(13)* | | |  | MANDATORY. (Sub) ASC Account ID. | |
| * + - subAscReferenceId - type *string(9)* | | |  | OPTIONAL. The internal ID of the sub ASC for this Sony service event.  Important note: once you have linked a subAscReferenceId to a service event, you will need to continue sending it in all updates | |
| * + - serviceEventType - type *string(10)* | | |  | MANDATORY. Must be a valid service event type.  Can be the same as the current service event type if no change is needed. | |
| * + - logisticsType - type *string(1)* | | |  | MANDATORY\*. Must be a supported logistic type for the given service event type.  Can be the same as the current logistics type if no change is needed. | |
| * + - * aepBookingReference - type *string(10)* | | |  | MANDATORY\*: in case of AEP swap  a.k.a. Reservation-ID | |
| * + - * comment - type *string(255)* | | |  | OPTIONAL. Free text field. | |
| * + - * interventionDate - type *dateTime* | | |  | MANDATORY for update to service type AEP B2C Forwarding | |
| * + - * isDoa - type *Boolean* | | | False | OPTIONAL. True when service event is done on a DOA unit, False otherwise (default). Only applicable for “Refurbishment” service events. | |
| * + - * doaIsPreSales - type *Boolean* | | | False | OPTIONAL. True when DOA was before the unit got sold, False otherwise (default). Only applicable for DOA Screening service events | |
| * + - * deliveryInfo - type *EventRegistrationDeliveryInfo* | | |  | MANDATORY if the new service type or logistics type would require this information. | |
| * reference - type *string(80)* | |  | OPTIONAL. E.g. dealer reference etc | |
| * companyName - type *string(80)* | |  | MANDATORY in case : 1/ Service type = ‘AEPB2BDEP’ or ‘AEPB2BIH’ 2/ Service type = ‘AEPB2CFWD’ and customer = company or dealer | |
| * firstName - type *string(40)* | |  | MANDATORY in case : 1/ Service type = ‘AEPB2BDEP’ or ‘AEPB2BIH’ 2/ Service type = ‘AEPB2CFWD’ and customer = company or dealer or end user | |
| * lastName - type *string(40)* | |  | MANDATORY in case : 1/ Service type = ‘AEPB2BDEP’ or ‘AEPB2BIH’ 2/ Service type = ‘AEPB2CFWD’ and customer = company or dealer or end user | |
| * email - type *string(80)* | |  | OPTIONAL | |
| * fax - type *string(30)* | |  | OPTIONAL. format: 00999999999 (starting with country code) | |
| * fixedPhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) | |
| * mobilePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) | |
| * outOfOfficePhone - type *string(20)* | |  | OPTIONAL. format: 00999999999 (starting with country code) | |
| * deliveryAddressInfo - type *AddressInfo* | |  | MANDATORY. This is the delivery address | |
| * address1 - type *string(30)* | Da Vinci 7 | MANDATORY | |
| * address2 - type *string(30)* | D1 | OPTIONAL | |
| * address3 - type *string(30)* |  | OPTIONAL | |
| * city - type *string(30)* | Zaventem | MANDATORY | |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries | |
| * zipcode - type *string(20)* | 1935 | MANDATORY | |

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *UpdateServiceEventReturnInfo* | | | |
| * + - * successful - type *boolean* | |  | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* | |  | OPTIONAL. Code for the specific error (see list of errors). Empty when request was successful. |
| * + - * errorMessage - type *string(255)* | |  | OPTIONAL. A description of the error |
| * + - eventInfo - type *UpdateServiceEventReturnEventInfo* | |  | OPTIONAL. This info is only available in case of successful processing. |
| * serviceEventStatus - type *string(2)* |  | MANDATORY. Status code of the service event. |
| * statusStartDate - type *dateTime* | 2008-06-22T 14:00:00.000Z | MANDATORY. Date and time that the status became applicable. |

## Part consumption

### General information

#### Part number and SON references

Only spare parts which have been consumed should be added to the service event via this registerPartConsumption web service, so e.g. DOA parts must not be added to a service event

When reporting spare part information, the following references should be used (also refer to chapter 5 – Part order request):

* ‘suppliedPartnumber’ (NOT ‘orderedPartnumber’)
* ‘son’ (NOT ‘originalSon’)

The SON (Sony Order Number) is important as this is determining spare parts reimbursement:

* The SON field is required for all physical parts
  + For parts ordered from ERPC, the 9 digit SON should be reported
  + For pars not ordered from ERPC, a 3 digit SON code should be reported; please refer to the operations manual for applicable SON codes
* The SON field is not required for parts with commodity ‘NIP’, ‘AEP’ or ‘TCN’:
  + ‘NIP’ – Non inventory Part – 000000010
  + ‘TCN’ – Technical Bulletin Number
  + ‘AEP’ – Advanced Exchange Program – AEPxxINCH

#### Non-inventory parts (NIP)

This “NIP” part (000000010) indicates that no physical parts were needed to fix the problem; this part cannot be combined with any other parts.

#### IRIS codes

* The set of IRIS codes allowed for NIP parts are different, for more details, please refer to:
* Part level – NIP part specific - Defect codes
* Part level – NIP part specific - Repair codes
* For service type ‘low cost’ only following repairIris values are available:
  + R6, Z6, L, AX, B, C, D, 2
* For service types ‘AEP B2B Depot” and ‘AEP B2B In-home’ repairIris ‘Z6’ should be used at all times as such service types imply an exchange by default

#### Updating part consumption

* Service event part consumption can be deleted or updated if
  + No RMA request has been submitted yet for the relevant part/ascMaterialId
  + The related IBISS Warranty Line service claim has not yet been closed

One exception to this rule: the ‘isPrimary’ value can still be edited even after RMA request

* To delete a part, submit the same info again with ‘removePart’ value = true
* To update a part, submit the same info again with updated ‘son’, ‘sonyPartNumber’, ‘isPrimary’, ‘warrantyStatus’, ‘sectionIris’, ‘defectIris’ or ‘repairIris’ value (‘ascMaterialId’ value must remain the same)

#### Technical bulletins (TCN)

In case a technical bulletin specifies that certain actions can be performed as warranty service beyond the warranty end date, please ensure to first submit the relevant technical bulletin (TCN) part. Afterwards, you will also be able to submit relevant, if any, physical parts under warranty.

### Parts consumption registration by ASC

#### Applicable service event and logistics types

Applicable for the following service events:

|  |  |
| --- | --- |
| Service Event Type | Parts required per service event type |
| DOA Screening | Only 1 part allowed. Must have commodity ‘NIP’ |
| Low Cost | Must have 1 part with commodity ‘NIP’ |
| Depot Repair | Minimum 1 part required. This can be a ‘NIP’ part, but not in combination with physical parts or ‘TCN’ parts. |
| Depot Exchange | Only 1 part allowed. Part is either the exchange unit physical part, or it must have a commodity ‘NIP’ or ‘TCN’. |
| In-Home Repair | Minimum 1 part required. This can be a ‘NIP’ part, but not in combination with physical parts or ‘TCN’ parts. |
| AEP B2C | Must have 1 part with commodity ‘AEP’ (can be combined with a ‘TCN’ part) |
| AEP B2C Forwarding | No spare parts allowed |
| AEP B2B In-home | Must have 1 part with commodity ‘AEP’ (can be combined with a ‘TCN’ part) |
| AEP B2B Forwarding | No spare parts allowed |
| AEP B2B Depot | Must have 1 part with commodity ‘AEP’ (can be combined with a ‘TCN’ part) |
| Forwarding | Must have 1 part with commodity ‘NIP’ or ‘TCN’. |
| Screening | No spare parts allowed |
| Refurbishment | Minimum 1 part required. This can be a ‘NIP’ part, but not in combination with physical parts or ‘TCN’ parts. |

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/registerPartConsumption

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/registerPartConsumption

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/registerPartConsumption

##### Input

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * userId - type *string(10)* | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | |  | MANDATORY. Password matching the provided userId |
| * info - type *PartConsumptionMainInfo* | |  | MANDATORY |
| * + - caseId - type *string(10)* | e.g. 3123456 | MANDATORY. Sony Case ID for the service event. |
| * + - mainAscReferenceId - type *string(9)* |  | MANDATORY |
| * + - subAscId - type *string(13)* |  | MANDATORY |
| * + - subAscReferenceId - type *string(9)* |  | OPTIONAL.  Important note: once you have linked a subAscReferenceId to a service event, you will need to continue sending it in all updates |
| * part - type *PartConsumptionPartInfo* | |  | MANDATORY. Unbounded list containing each part to be added, modified or deleted. |
| * + - ascMaterialId - type *string(20)* | ABC2123 | MANDATORY. Alphanumerical ID of the part as known to the ASC. |
| * + - sonyPartNumber - type *string(9)* |  | MANDATORY. ID of the part as known to Sony and part of the Bill of Material. |
| * + - partDescription - type *string(200)* |  | MANDATORY when adding unknown partNumber |
| * + - partCommodity - *type string(3)* |  | MANDATORY when adding unknown partNumber |
| * + - sectionIrisCode - type *string(3)* |  | MANDATORY. Section IRIS code. |
| * + - defectIrisCode - type *string(2)* |  | MANDATORY. Defect IRIS code. |
| * + - repairIrisCode - type *string(2)* |  | MANDATORY. Repair IRIS code. |
| * + - warrantyStatus - type *string(3)* | IW | MANDATORY. Indicates if the part is replaced under warranty (“IW”) or out of warranty (“OOW”) |
| * + - status - type *string(10)* |  | MANDATORY\*. Always use “NORMAL” for now.  REMARK: Not applicable for the “Forwarding service event type”, so leave it empty then. |
| * + - isPrimary - type *boolean* |  | MANDATORY. True when this part is the primary reason for the service event, False otherwise.  NOTE: Only one part can have this primary indicator set to True, all others must be set to False. |
| * + - isOptional - type *boolean* |  | OPTIONAL\*. False when part was required to be replaced, True otherwise (e.g. cosmetic or labour type of parts)  REMARK: Not applicable for the “Forwarding service event type”, so leave it empty then. |
| * + - amount - type *numeric* | 1 | MANDATORY. Value must be equal to 1 at all times (no other value will be accepted). |
| * + - son - type *string(9)* | 901601677 | Sony Order Number as provided by Sony when parts were invoiced.  Value is 3 or 9 characters.  MANDATORY\*: see extra information on [Part number and SON references](#_Part_number_and) |
| * + - removePart - type *boolean* |  | MANDATORY. True if the already registered part needs to be removed from the service event, False otherwise. |
| * + - partReferenceNumber - type *string(8)* |  | OPTIONAL\*: Used to complete part reference number indicated in Service Manual.  Only mandatory for specific repair IRIS codes |
| * + - pcb - type *string(5)* |  | OPTIONAL: Used to complete PC Board number |

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *PartConsumptionReturnInfo* | | | |
| * + - * successful - type *boolean* |  | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(10)* |  | OPTIONAL. Code for the specific error (see list of errors). Empty when request was successful. |
| * + - * errorMessage - type *string(255)* |  | OPTIONAL. A description of the error |
| * + - * caseId - type *string(10)* |  | MANDATORY. The Sony Reference to the registered service event |
| * + - * son - type *string(9)* |  | MANDATORY depending on RASC account |

#### List of possible errors

See Possible Error Codes for a list of possible errors.

## Solution request management

In order to complete a service event, conditions may apply that require the involvement of ‘solutions’ as provided through the IBISS GP-tool. The conditions under which these ‘solutions’ are required are described in the Operations Manual and may occur when an exceptional service level is requested, when the RASC is not in the possibility to complete the service event (i.e. when parts are not available, product technically un-repairable…), when sales related processes are involved ( i.e. the crediting of DOA product or Low cost product). Solutions can be provided as described in the Operations Manual through crediting a product sales invoice, supplying a swap set, participating in the repair cost, providing a direct end-user solution (like i.e. a Sony voucher or warranty extension).

A solution request should be initiated by triggering a dedicated service event status update on an existing service event. The details are described in the next paragraphs.

A Solution requests is successfully initiated through the dedicated service event update when an IBISS GP-tool case is created. Once the GP-tool case is created, the RASC should further manage the solution request through the IBISS GP-tool GUI. There is no way to manage the solution request over EDI once it is created in the GP-tool. GP-tool documentation describes how to manage a solution request through IBISS GP-tool GUI.

Upon the successful creation of a solution request in the IBISS GP-tool through an EDI request, the respective service event will be switched in the status ‘Waiting for Sony’. In the status ‘Waiting for Sony’ the service event is locked for any further service event updates by the RASC. Once a decision is made in the GP-tool environment on the kind of solution that is to be provided, the service event will be unlocked automatically by switching it into the ‘Waiting for ASC’ service event status. The RASC can now proceed and provide updates to the service event.

A web service is available to call for the ‘Solution Request status details’ at any time, once the solution request is successfully created in the IBISS GP-tool. This call will return the GP-tool ‘Status’ of the solution, as well as a confirmation on the nature of the selected solution, via the GP-tool ‘Activity’ description.



### Solution request creation by ASC

#### General information

##### Conditions to initiate a solution request

Conditions to initiate a solution request are:

* As a solution request needs to be raised from a service event, as such a ‘valid’ service event needs to be created prior to the solution request initialization.
* Before creating a solution request, RASC must perform at least 1 event status update (via updateServiceEventStatus web service) whereby the conditionIris and symptomIris must be filled in.
* A solution request can be raised from a service event that has a service event status which allows ‘Waiting for Sony’ as the next service event status.
* When a previous solution request was accepted on the respective service event, there is no possibility to create another solution request.  
  It is possible to create a new solution request:
  + if a prior solution request initialisation failed
  + a prior solution requested on the same service event was closed with rejection or when the case was closed because it was considered to be abandoned

##### Result

When the service event update results in a successful solution request creation in the IBISS GP-tool:

* the EDI will return the respective IBISS GP-tool RMA number
* the service event will be switched to the status ‘Waiting for Sony’. The service event is now locked for any service event updates triggered by the RASC.

When the service event update results doesn’t result in the creation of a solution request creation in the IBISS GP-tool:

* the EDI will return a relevant Error code
* the service event the status will not change and will as such not be locked for any service event updates triggered by the RASC. This allows the RASC to re-address his solution request after correcting his data supply.

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/createSolutionRequest

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/createSolutionRequest

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/createSolutionRequest

##### Input

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Example | Comment |
| * userId - type *string(10)* | | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | | |  | MANDATORY. Password matching the provided userId |
| * info - type *SolutionRegistrationInfo* | | |  | MANDATORY |
| * + - * caseId - type *string(10)* | |  | MANDATORY. Sony Case ID for the service event to request the Sony Solution for. |
| * + - mainAscReferenceId - type *string(9)* | |  | MANDATORY. The internal ID of the main ASC for this Sony service event to request the Sony Solution for. |
| * + - subAscId - type *string(13)* | |  | MANDATORY. (Sub) ASC Account ID. |
| * + - subAscReferenceId - type *string(9)* | |  | OPTIONAL. The internal ID of the sub ASC for this Sony service event to request the Sony Solution for.  Important note: once you have linked a subAscReferenceId to a service event, you will need to continue sending it in all updates |
| * + - motiveCode - type *string(4)* | | AABB | MANDATORY. Code explaining the motive (and sub motive) for requesting a Sony Solution. See Solution request motives |
| * + - * + unitAttributes - type *string(30)* | | WHITE | Attributes of the unit, like colour.  Alternatively to the colour of the product, the SAP material name may be passed (preferred approach)  See List of supported colours  MANDATORY\*: see extra information on Required data based on motive code. |
| * + - sonyPartNumber - type *string(9)* | |  | ID of the part as known to Sony and part of the Bill of Material.  MANDATORY\*: see extra information on Required data based on motive code. |
| * + - son - type *string(9)* | | 901601677 | Sony Order Number as provided by Sony when parts were invoiced.  Value is 3 or 9 characters.  OPTIONAL\*: Required data based on motive code. |
| * + - sectionIRIS - type *string(3)* | |  | MANDATORY. Section IRIS code. |
| * additionalInfo - type *string(1000)* | |  | OPTIONAL. Extra comments on motive, actions, customer feedback, etc… |
| * + - * + dealerInvoiceID - type *string(20)* | |  | ID of the dealer invoice.  MANDATORY\*: see extra information on Required data based on motive code. |
| * + - * + dealerInvoiceDate - type *datetime* | | 2008-06-22T 14:00:00.000Z | Date of the invoice from the Dealer.  OPTIONAL\*: Required data based on motive code |
| * + - * + endUserInvoiceID - type *string(40)* | |  | MANDATORY. ID of the customer invoice. |
| * requestorInfo - type *SolutionRegRequestorInfo* | | |  | OPTIONAL |
| * + - * + contactName - type *string(70)* | |  | OPTIONAL. Name of the contact person that needs to receive notifications. |
| * + - * + contactEmail - type *string(200)* | |  | OPTIONAL. Email address of the contact person that needs to receive notifications. |
| * receiverInfo - type *SolutionRegReceiverInfo* | | |  | MANDATORY |
| * + - * + accountNumber - type *string(10)* | | 0012345 123 | OPTIONAL. Account number of the dealer or ASC |
| * + - * + name - type *string(70)* | |  | MANDATORY. Name of the contact person that needs to receive notifications. |
| * + - * + reference - type *string(70)* | |  | MANDATORY. Reference number of the dealer. |
| * + - * addressInfo - type *AddressLightInfo* | |  | MANDATORY. |
| * street - type *string(200)* | Da Vinci 7 | OPTIONAL |
| * city - type *string(30)* | Zaventem | MANDATORY |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | OPTIONAL |

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *SolutionRegistrationReturnInfo* | | | |
| * + - * successful - type *boolean* |  | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(5)* |  | OPTIONAL. Code for the specific error (see list of errors). Empty when request was successful. |
| * + - * errorMessage - type *string(2000)* |  | OPTIONAL. A description of the error |
| * + - * referenceId - type *string(9)* |  | OPTIONAL. The Sony Reference to the registered solution.  This info is only available in case of successful processing. |

#### List of possible errors

See Possible Error Codes for a list of possible errors.

#### Extra information

##### Solution request motives

The reasons for which solution request can be raised are called ‘Motives’. The core ‘Motives’ to raise a request may be specified in more detail using ‘Sub Motives’.

‘Motives’ and ‘Sub Motives’ are to be supplied through a 4 digit code in the EDI. The first 2 digits define the ‘Motive’ the last 2 digits the ‘Sub Motives’. In The IBISS GP-tool GUI, the ‘Motive’ and ‘Sub Motive’ are shown as separate fields.

See Solution Request Motive codes for a list of possible motive codes.

##### Required data based on motive code

Some fields become mandatory in case of a specific motive code.

|  |  |  |  |
| --- | --- | --- | --- |
| Motive code | EDI field | EDI Field  Mandatory? | Comment |
| **A** (Waiting for parts) | sonyPartNumber | Yes |  |
| son | Yes |  |
| **E** (Policy exchange) | unitAttributes | Yes | Colour of unit, SAP Material Name, … |
| **H** (DOA) | dealerInvoiceID | Yes |  |
| dealerInvoiceDate | Yes |  |
| **P** (Part no longer available) | sonyPartNumber | Yes |  |
| son | Yes |  |

##### Required follow-up in Sony Solution Request Tool

For some statuses, a close follow-up is required in the Sony Solution Request Tool (GP tool), while the service event is still in “Waiting for Sony”:

|  |  |  |
| --- | --- | --- |
| Solution Request  Status Code | Status Description | Follow-up required in  Sony Solution Request Tool |
| **Y2** | Supply more info | Yes |
| **Y4** | Validate proposal | Yes |
| **YD** | Supply invoice number | Yes |

##### List of supported colours

Below is the list of supported colours codes:

|  |
| --- |
| Colour Code |
| BLACK |
| BLUE |
| BROWN |
| GOLD |
| GREEN |
| GREY |
| RED |
| ORANGE |
| PINK |
| SILVER |
| VIOLET |
| WHITE |
| YELLOW |

### Solution Request status details (webservice)

#### General information

There is no way to manage the solution request over EDI once it is created in the GP-tool. In the event Sony requires more information in order to decide on and approve the solution request raised by the RASC, the RASC should supply this supplementary information through the IBISS GP-tool GUI.

The GP-tool documentation describes how to manage a solution request through IBISS GP-tool GUI.

This detail retrieval is intended for an ASC to be able to get the status details of the on-going or finished solution request and is available at any time once the request is successfully created in the IBISS GP-tool. This call will return the GP-tool ‘Status’ of the solution, as well as a confirmation on the nature of the selected solution, via the GP-tool ‘Activity’ description. However, as not all details on the provided solution are supplied, the RASC may need to consult the IBISS GP-tool GUI to get fully informed.

The RASC can monitor by calling the ‘Solution Request status details’ webservice:

* Upon acceptance of the solution request by Sony:
  + the supplied solution and updated IBISS GP-tool case status
  + the service event status, which is switched to ‘Waiting for ASC’ upon request acceptance. The service event is now unlocked for further processing by the RASC.
* Upon rejection of the solution request by Sony (or in case Sony would close the case because the case is deemed to be ‘abandoned’ by the RASC):
  + the respective IBISS GP-tool case status
  + the service event status, which is switched to ‘Waiting for ASC’ upon request rejection. The service event is now unlocked for further processing by the RASC



#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/getSolutionRequestStatus

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/getSolutionRequestStatus

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/getSolutionRequestStatus

##### Input

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * userId - type *string(10)* | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | |  | MANDATORY. Password matching the provided userId |
| * info - type *SolutionRqstStatusInputInfo* | |  | MANDATORY |
| * caseId - type *string(10)* |  | MANDATORY. Sony Case ID to request the Sony Solution Details for. |
| * mainAscReferenceId - type *string(9)* |  | MANDATORY. The internal ID of the main ASC to request the Sony Solution Details for. |
| * subAscId - type *string(13)* |  | MANDATORY. (Sub) ASC Account ID. |
| * subAscReferenceId - type *string(9)* |  | OPTIONAL. The internal ID of the sub ASC to request the Sony Solution Details for. |
| * allRequests - type *boolean* | False | OPTIONAL. When True the system will return all the solution requests that were created for this service event.  False (default) will only return the most recent request. |

##### Output

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Example | Comment |
| * return - type *SolutionRqstStatusReturnInfo* | | | | |
| * successful - type *boolean* | |  | MANDATORY. True if the request was processed successful, False otherwise. |
| * errorCode - type *string(5)* | |  | OPTIONAL. Code for the specific error (see list of errors). Empty when request was successful. |
| * errorMessage - type *string(2000)* | |  | OPTIONAL. A description of the error |
| * serviceEventStatusInfo - type *SolutionRqstStatusSvcEvtInfo* | |  | OPTIONAL.  This info is only available in case of successful processing. |
| * eventStatus - type *string(2)* | 9 | MANDATORY. Code of the latest service event status. |
| * statusStartDate - type *dateTime* | 2008-06-22T 14:00:00.000Z | MANDATORY. Date and time that the latest service event status became applicable. |
| * solutionInfo - type *SolutionRqstStatusSolutionInfo - unbounded* | |  | OPTIONAL. List of solutions  This info is only available in case of successful processing. |
| * referenceId - type *string(9)* | 1TY5P | MANDATORY. The Sony Reference to the registered solution (a.k.a. Solution RMA ID). |
| * statusCode - type *string(2)* | YX | OPTIONAL. Code of the latest status. |
| * statusDescription - type *string(70)* | Closed – Credit note created | OPTIONAL. Latest status text/description. |
| * statusStartDate - type *dateTime* | 2008-06-22T 14:00:00.000Z | OPTIONAL. Date and time that the latest solution status became applicable. |
| * activityDescription - type *string(30)* | CREDIT + SCRAP | OPTIONAL. Description of the type of chosen solution (level 1). |
| * subActivityDescription - type *string(30)* |  | OPTIONAL. Description of the more detailed type of chosen solution (level 2). |
| * creationDate - type *dateTime* | 2008-06-22T 14:00:00.000Z | MANDATORY. Date and time the solution request was created at Sony side. |
| * creditNoteNumber - type *string(30)* | 6804012345 | OPTIONAL. Number of the Credit Note that has been assigned to the solution. |
| * creditNetAmount - type *string(30)* | 137.58 | OPTIONAL. Amount of the value of the credit note. |
| * creditMemoNumber - type *string(30)* | 67791234 | OPTIONAL. Number of the Credit Memo that has been assigned to the solution. |
| * comments - type *string(1000)* |  | OPTIONAL. Comments on the solution request. |
| * returnCentre - type *string(30)* | NON | OPTIONAL. Hub to which the defective set needs to be returned. |
| * receiverReference - type *string(70)* | REF1/REF2/REF3 | OPTIONAL. Reference number of the receiver. |
| * accountNumber - type *string(10)* | 0012345 123 | OPTIONAL. Account to be credited (aka SAP Sold To). |
| * accountName - type *string(70)* | Partner NV | OPTIONAL. Name of the account that will be credited (aka SAP Sold To Name). |
| * materialName - type *string(20)* | KDL46HX820BAEP | OPTIONAL. Material name used as credit basis (aka SAP Material Name). |
| * materialDescription - type *string(100)* | 46” Consumer LCD | OPTIONAL. Description of the material used as credit basis (aka SAP Material Description). |
| * billDocNumber - type *string(20)* | 654123456 | OPTIONAL. Billing document number used as a reference for credit. |

##### Note

When this webservice is used while no solution request is linked to the actual service event, then only the current service event status will be returned without the *solutionInfo* section.

The important note here is that this will not result in an error, but just a limited result.

### Solution request update by ASC

#### General information

The createSolutionRequest web service can also be used to update an existing solution request.

##### Conditions to update a solution request

**Conditions to update a solution request are:**

* A solution request can be updated if the solution request status equals ‘Request raised’, ‘Supply more info’, ‘Supply invoice number’ or ‘Validate proposal’. If the solution request is in a different status, it cannot be updated by RASC. Please refer to section 2.8 for all solution request status codes and descriptions.
* The fields ‘additionalInfo’ and ‘dealerInvoiceID’ (section 6.7.3.2.3) can be updated by RASC. If other field values are updated by RASC, the web service output will not return an error, but such changes will not be updated in the solution request.   
  If other field values require an update, RASC can specify this in the ‘additionalInfo’ field, so that the Sony back office can update the solution request.

##### Result

**When the solution request update is successful:**

* The web service will return the respective IBISS GP-tool RMA number.
* The solution request status will be switched automatically to ‘Request raised’.
* The service event status will remain in status ‘Waiting for Sony’ and the service event will remain locked for any service event updates triggered by RASC (except for solution request updates, depending on the solution request status).

IMPORTANT NOTE: if field values other than ‘additionalInfo’ and ‘dealerInvoiceID’ are updated by RASC, then the web service output will not return an error, but these values will not be updated in the solution request.

**When the solution request update is not successful:**

* The web service will return a relevant Error code
* The solution request status will not change

##### Automatic solution request status updates

When RASC is re-sending the createSolutionRequest web service for a service event with an existing solution request, and RASC receives a successful response, then the solution request status will be updated automatically **next solution request status** depending on the **current solution request status** (see table below).   
When RASC is re-sending the createSolutionRequest web service for a service event with an existing solution request for a non-listed **current status**, an error message will be returned.

|  |  |  |  |
| --- | --- | --- | --- |
| CURRENT Solution Request  Status Code | CURRENT Solution Request  Status Description | NEXT Solution Request  Status Code | NEXT Solution Request  Status Description |
| **Y1** | Request raised | **Y1** | Request raised |
| **Y2** | Supply more info | **Y1** | Request raised |
| **YD** | Supply invoice number | **Y1** | Request raised |
| **Y4** | Validate proposal | **Y1** | Request raised |

##### Additional notes

Field value updates will only be allowed as long as the solution request equals ‘Request raised’, ‘Supply more info’, ‘Supply invoice number’ or ‘Validate proposal’.

If a solution request ‘update’ is submitted via the createSolutionRequest web service for a service event which contains a ‘closed’ solution request, this will create a new solution request.

#### Via webservice

##### Introduction

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

##### Infrastructure

**HTTP path:** AscServiceSync/createSolutionRequest

**Acceptance environment**

URL: https://webservices.staging.vaio.eu/services/AscServiceSync/createSolutionRequest

**Production environment**

URL: https://webservices2.sony.eu/services/AscServiceSync/createSolutionRequest

##### Input

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Example | Comment |
| * userId - type *string(10)* | | |  | MANDATORY. User-id known by Sony |
| * password - type *string(25)* | | |  | MANDATORY. Password matching the provided userId |
| * info - type *SolutionRegistrationInfo* | | |  | MANDATORY |
| * + - * caseId - type *string(10)* | |  | MANDATORY. Sony Case ID for the service event to request the Sony Solution for. |
| * + - mainAscReferenceId - type *string(9)* | |  | MANDATORY. The internal ID of the main ASC for this Sony service event to request the Sony Solution for. |
| * + - subAscId - type *string(13)* | |  | MANDATORY. (Sub) ASC Account ID. |
| * + - subAscReferenceId - type *string(9)* | |  | OPTIONAL. The internal ID of the sub ASC for this Sony service event to request the Sony Solution for.  Important note: once you have linked a subAscReferenceId to a service event, you will need to continue sending it in all updates |
| * + - motiveCode - type *string(4)* | | AABB | MANDATORY. Code explaining the motive (and sub motive) for requesting a Sony Solution. See Solution request motives |
| * + - * + unitAttributes - type *string(30)* | | WHITE | Attributes of the unit, like colour.  Alternatively to the colour of the product, the SAP material name may be passed (preferred approach)  See List of supported colours  MANDATORY\*: see extra information on Required data based on motive code. |
| * + - sonyPartNumber - type *string(9)* | |  | ID of the part as known to Sony and part of the Bill of Material.  MANDATORY\*: see extra information on Required data based on motive code. |
| * + - son - type *string(9)* | | 901601677 | Sony Order Number as provided by Sony when parts were invoiced.  Value is 3 or 9 characters.  OPTIONAL\*: Required data based on motive code. |
| * + - sectionIRIS - type *string(3)* | |  | MANDATORY. Section IRIS code. |
| * additionalInfo - type *string(1000)* | |  | OPTIONAL. Extra comments on motive, actions, customer feedback, etc… |
| * + - * + dealerInvoiceID - type *string(20)* | |  | ID of the dealer invoice.  MANDATORY\*: see extra information on Required data based on motive code. |
| * + - * + dealerInvoiceDate - type *datetime* | | 2008-06-22T 14:00:00.000Z | Date of the invoice from the Dealer.  OPTIONAL\*: Required data based on motive code |
| * + - * + endUserInvoiceID - type *string(40)* | |  | MANDATORY. ID of the customer invoice. |
| * requestorInfo - type *SolutionRegRequestorInfo* | | |  | OPTIONAL |
| * + - * + contactName - type *string(70)* | |  | OPTIONAL. Name of the contact person that needs to receive notifications. |
| * + - * + contactEmail - type *string(200)* | |  | OPTIONAL. Email address of the contact person that needs to receive notifications. |
| * receiverInfo - type *SolutionRegReceiverInfo* | | |  | MANDATORY |
| * + - * + accountNumber - type *string(10)* | | 0012345 123 | OPTIONAL. Account number of the dealer or ASC |
| * + - * + name - type *string(70)* | |  | MANDATORY. Name of the contact person that needs to receive notifications. |
| * + - * + reference - type *string(70)* | |  | MANDATORY. Reference number of the dealer. |
| * + - * addressInfo - type *AddressLightInfo* | |  | MANDATORY. |
| * street - type *string(200)* | Da Vinci 7 | OPTIONAL |
| * city - type *string(30)* | Zaventem | MANDATORY |
| * countryISO2 - type *string(2)* | BE | MANDATORY; the ISO2 code of the country. See list of Countries |
| * zipcode - type *string(20)* | 1935 | OPTIONAL |

##### Output

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Example | Comment |
| * return - type *SolutionRegistrationReturnInfo* | | | |
| * + - * successful - type *boolean* |  | MANDATORY. True if the request was processed successful, False otherwise. |
| * + - * errorCode - type *string(5)* |  | OPTIONAL. Code for the specific error (see list of errors). Empty when request was successful. |
| * + - * errorMessage - type *string(2000)* |  | OPTIONAL. A description of the error |
| * + - * referenceId - type *string(9)* |  | OPTIONAL. The Sony Reference to the registered solution.  This info is only available in case of successful processing. |

#### List of possible errors

See Possible Error Codes for a list of possible errors.

## Process flows

### DOA Screening

#### General

The service type ‘DOA screening’ is only to be used to report the screening activity.

If, after screening, RASC concludes a product can be accepted as DOA, RASC can submit a solution request to manage the credit or exchange and should close the service event with the ‘DOA accepted’ status.

If, based on Sony’s request, the defective unit is to be refurbished, this should be reported via a new service event with service type ‘Refurbishment’ and ‘isDoa’ value = “false”

If, after screening, RASC concludes a product cannot be accepted as DOA, RASC should close the service event with the ‘DOA rejected’ status.

If, based on customer’s request, the defective unit is to be repaired, this should be reported via a new service event with the relevant service type and warranty conditions

#### DOA screening - Pre-Sales



When an ASC needs to register a pre-Sales DOA, it does not need to register the unit first. They just initialize the “DOA Screening” service event passing the pre-Sales flag “Y” (or True or 1) and the system will register the unit to the customer that is provided in the customer section, which is the dealer at that time.

After service event initialization the ASC has to update the purchase date with a proof of purchase from the dealer. No updates on the pre-Sales DOA are accepted when the purchase date has not been explicitly set.

The next step is to update the service event to set the DOA related data (BOM ok, cosmetics OK, packaging OK, etc…) as well as the initial status and other mandatory fields.

Depending on the service or internal process at the ASC, other intermediate status updates can be done.

At completion of the service, the service event is updated to its final status.

#### DOA screening - Post-Sales



For a post-sales DOA, the unit has been sold and most probably already registered as well. Only in case it is not yet registered, this registration must be done before creating the service event.

Then the ASC initializes the “DOA Screening” service event by passing all required and applicable data. When a proof of purchase is needed for this unit, the ASC must update the purchase date of the unit while providing this customer proof of purchase document as attachment.

The next step is to update the service event to set the DOA related data (BOM ok, cosmetics OK, packaging OK, etc…) as well as the initial status and other mandatory fields.

Depending on the service or internal process at the ASC, other intermediate status updates can be done.

At completion of the service, the service event is updated to its final status.

### AEP B2B PROCESS

#### General

The AEP process is currently applied for selected TV main units only in case of a panel failure. Depending on the country and TV inch size, service types AEP B2B Depot, AEP B2B In-home or AEP B2C service may be applicable, please refer to xx\_SERVICEMASTER.csv as available on our FTP (see section 4.1.1.7) or registerReturn web service response in field ‘aepType’ (see section 6.3.1.1.4)

#### Initialization

**General**AEP events may be initiated by Sony CIC or by RASC directly.   
If initiated by Sony CIC, RASC can pick up the event via the getNewServiceEvents web service (see section 6.4.2), in such case the shipment of the replacement TV set has already been arranged for.  
RASC can either initiate AEP events via registerServiceEvent web (see section 6.4.1) or update an existing service event via the updateServiceEvent web service (see section 6.5.7)

It is important that an AEP event is initiated only after customer agreement with regards to the suggested replacement unit. If the customer does not agree, RASC must not initiate an AEP event (and not update a service event to an AEP event), as this is automatically triggering the shipment of a replacement unit.

**AEP replacement model not accepted by customer**If the replacement model is different from the defective model and if the customer does not agree with this replacement model, RASC should raise an escalation via the escalation tool (item ‘service events’ – ‘AEP’ – ‘Alternative replacement model request’).  
Based on this escalation, and d epending on reasons for rejection and stock availability, the back office may propose an alternative replacement model. If this is accepted, the back office will provide RASC with an alternative aepBookingReference, which RASC can use to initiate an AEP service event or to update an existing service event (the original aepBookingReference obtained by via the createAepSwapModelReservation WS should not be used as this is linked to the replacement model which was refused by the customer).  
Should no suitable alternative replacement model be found, RASC should initiate a solution request from a non-AEP service event.

**AEP booking reference validity period**Note that the aepBookingReference, which is required to initiate an AEP event or to update an event to an AEP event, is only valid for working day x+2 (so e.g. if aepBookingReference has been acquired on day Monday (see section 6.3.2), then this aepBookingReference remains valid until and including the Wednesday of the same week.

#### Service event statuses

**Customer not reachable**This status should be set when RASC has tried to contact the customer to make an appointment (for in-home visit) without success

**AEB B2B Confirmed**

This status should be set when RASC has contacted the customer and fixed an appointment (for in-home visit) with the customer. The date of the appointment should be logged in the field ‘interventionDate’ (see section 6.5.3). In case the original appointment needs to be rescheduled, this status can be set again with updated ‘statusStartDate’ and ‘interventionDate’.

**AEP B2B Completed**

This status should be set after successful completion of the AEP event (Depot or In-Home).

**AEP B2B Failed**

This status should be set if a problem was discovered with the replacement unit. For example, the unit was of the wrong model type or was found to be defective on arrival.   
The current service event should be updated to status ‘AEP B2B Failed’ and an RMA should be requested to return the TV set via the standard process (see section 7); and a new service event should be created to ensure the customer’s unit can be replaced by a working set.

**Reasons for a Failed AEP B2B Service Event**

1.1 Wrong Unit In Box (“WUIB”)   
This is applicable to replacement AEP units for which the physical unit delivered to the RASC is different from the replacement unit as specified in the output of the createAepSwapModelReservation (see section 6.3.2, field ‘swapModelName’)

Such instances should be reported via the escalation tool, item ‘Service events’ – ‘AEP’ – ‘Wrong unit in box’ (see section 8).

1.2 Dead On Arrival (“DOA”)

DOA AEP units include units which are: (1) Technical fail-on-fit (DOA functional); and (2) found to be physically damaged at the moment of opening the unit’s package (DOA transport or DOA physical)

1.2.1 DOA Functional

Fail-on-fit or DOA Functional units are units which have been shipped from Sony, but are deemed as electronically defective at the moment of carrying out the AEP Service Event.

Such instances should be reported via the escalation tool, item ‘Service events’ – ‘AEP’ – ‘AEP unit DOA’ (see section 8).   
1.2.2 DOA Transport

In the event that RASC detects liquid spillage, physical damage, tears or dents on the units packaging, and finds that the units are defective or damaged at the moment of opening the package, RASC will quarantine these units.

RASC should communicate visible problems immediately to the forwarder, meaning to the driver during the course of the actual delivery by making a notation on the delivery routing sheet or electronic device.

Such instances should be reported via the escalation tool, item ‘Service events’ – ‘AEP’ – ‘AEP unit DOA’ (see section 8).

1.2.3 DOA Physical

DOA physical AEP units are units which are found to be physically damaged, without indication that the damage has been caused by transport. Also in this case evidence (pictures) is required.

Such instances should be reported via the escalation tool, item ‘Service events’ – ‘AEP’ – ‘AEP unit damaged’ or ‘AEP box & unit damaged’ (see section 8).

1.3 Missing Unit Consignment/ Package

In the event that and AEP unit has been confirmed as shipped but cannot be confirmed as being received at the RASC, a request for investigation must be raised by RASC.

RASC should ensure that such instances are escalated made within 72 hours (3 working days) of the expected delivery date of the units shipment based on pre-alert notification, via the escalation tool, item ‘Service events’ – ‘AEP’ – ‘Delivery delay’ (see section 8).

Sony will launch an investigation with its forwarders and if the unit is considered missing, a replacement will be shipped.

1.4 Mandatory Pictures

RASC recognizes that digital, sharp pictures for both DOA Transport as well as DOA Physical shall enable swift and proper claim processing by the Sony. Required pictures are: (1) picture of the Part Number on the box; (2) picture of the forwarder tracking label; (3) pictures of the damaged unit and damaged box; and (4) pictures of the label on the back of the LCD TV.

In addition, RASC recognizes that digital, sharp pictures for both Wrong Unit In Box (“WUIB”) as well as Missing Units shall enable swift and proper claim processing by the Sony and shall be used to eliminate the controllable reasons for returns. In this regard, a picture of the Sony picking label/ pick ticket and a picture of the Part Number on the box (if available) are required.

**AEP B2B Aborted**

This status should be set if the warranty status of the defective unit is questioned, and customer refused he (R)ASC quote for out of warranty service.

If the ASC notices suspect damage – advise the customer that the swap cannot be completed due to physical damage not covered by the Sony Guarantee. This may make the swap-out a chargeable event, where the (R)ASC will have to issue a quote for out of warranty service to the customer. The RASC then has to return to Sony:

1. Either the replacement (in case the customer refused the quote)

2. Or the replaced customer product (in case the customer accepted & paid the out-of-warrant quote; this will initiate an invoice to be send to the (R)ASC for the out of warranty AEP event

Return defective AEP set)

**Important Notes:**

1. Either the defective unit or the replacement unit must be returned to Sony **within 28 calendar days** of receipt. In case no return shipment is received, the full cost of the replacement TV will be invoiced to the ASC.

2. Every unit will need to be returned to Sony, this also includes damaged products.

3. The original packaging that has been used to ship the replacement unit will need to be re-used for the return. In case the packaging is damaged, please contact Sony via the escalation tool, item ‘Service events’ – ‘AEP’ – ‘Packaging request’ (see section 8). Please **DO NOT USE** any other packaging material as this might damage the product.

#### Out of warranty AEP service

When a chargeable AEP B2B event has been organised, the replacement unit will be sent out following normal process. In parallel, an invoice will be sent to the RASC that booked this chargeable AEP B2B event. Prices for AEP B2B orders are set per inch size (excl VAT).

If the AEP event is chargeable, the AEP part must be reported with ‘warrantyStatus’ = ‘OOW’ via registerPartConsumption web service

#### Checklist for Completing the AEP B2B Service event

**Before visiting the customer**

Confirm physical condition of replacement unit (and accessory pack if provided)

Confirm model type and serial number of replacement unit

Contact customer on the day of the appointment to confirm time

**During customer visit**

Confirm customer model type and serial number data match case information

Customers unit is free from signs of abuse or physical damage

Confirm warranty status by checking proof of purchase

**Install replacement unit (same model type is provided as replacement)**

Unplug and remove defective TV from existing base stand.

Rest/support defective TV in a safe and secure position making sure to avoid any damage to the unit or the customer’s property

Unpack replacement TV (Main screen unit only) and place in the existing location

Securely attach replacement screen unit to customer’s original base stand

Reconnect all existing cables to the same I/O ports

Power on and confirm basic function of TV (follow basic setup process)

Provide Service letter to the customer (included inside the box with the replacement unit)

**Install replacement unit (different model type is provided as replacement)**

Unplug and remove defective TV including base stand.

Rest/support defective TV in a safe and secure position making sure to avoid any damage to the unit or the customer’s property

Unpack and assemble replacement base stand in the existing location

Securely attach replacement screen unit to base stand

Reconnect all existing cables to the same I/O ports

Power on and confirm basic function of TV (follow basic setup process)

Provide Remote Commander and Instruction Manuals to customer (from accessory pack)

Provide Service letter to the customer (included inside the box with the replacement unit)

**Pack defective TV**

Use the same packaging that the replacement unit was supplied in

In case a new base stand is provided, the old base stand must be scrapped locally. Do NOT include the old base stand into the box.

Coil and secure the AC cord

Defective TV must be placed carefully into the protection bag

Defective TV must be securely placed inside the box

Ensure there are no loose items in the box that could cause damage to the unit during transport

**Close the Service Event**

Remove all packaging from customer home.

Ensure checklist is completed and request customer to sign the Service Completion Form

#### Shipping Time Matrix

After initialization of an AEP B2B event by the Sony contact centre or RASC, the RASC is required to contact the customer and arrange the appointment even before the replacement unit is delivered.

Please refer to below table for shipment ETA per country

**Cut-off time**

**Member states of the European Union**

AEP events that have been booked on weekdays, before **16:00 CET** will be shipped out the same day.

**Other countries**

AEP events that have been booked on weekdays, before noon (**12:00 CET**), will be shipped out the same day. This enables custom clearance the same day.

|  |  |
| --- | --- |
| **Country** | **ETA** |
| AT | 3 |
| BE | 3 |
| BA | 7 |
| BG | 5 |
| HR | 7 |
| CY | 5 |
| CZ | 3 |
| DK | 3 |
| EE | 4 |
| FI | 3 |
| FR | 2 |
| DE | 3 |
| GR | 5 |
| HU | 3 |
| IE | 3 |
| IT | 3 |
| LV | 5 |
| LT | 5 |
| MK | 7 |
| NO | 3 |
| PL | 3 |
| PT | 3 |
| RO | 3 |
| SK | 3 |
| SI | 3 |
| ES | 3 |
| SE | 3 |
| CH | 3 |
| NL | 3 |
| UK | 3 |

### Refurbishment



When an ASC needs to register a refurbishment service event, it does not need to register the unit first. They just initialize the “Refurbishment” service event and the system will register the unit to the customer that is provided in the customer section.

The next step is to update the service event to set the refurbishment related statuses and other mandatory fields. Parts can be added and solution requests can be requested as well.

Depending on the service or internal process at the ASC, other intermediate status updates can be done.

At completion of the service, the service event is updated to its final status.

# Part Return integrations

## Part Return integrations by ASC

This is using the SOAP Webservice integration technology.

See Guidelines for Webservices for details on the rules and guidelines.

### Infrastructure

All mentioned webservices in this section use the following URL-s, unless specified differently.

**Acceptance environment**

URL: https://ibiss-acc.crse.com/cse-return-module/webservices/ReturnRegistrationWebService\_v2?wsdl

**Production environment**

URL: https://ibiss.crse.com/cse-return-module/webservices/ReturnRegistrationWebService\_v2?wsdl

### Authentication

Authentication: based on Ibiss credentials for both SOAP requests as HTTP requests.

To manage the load on our systems: a user can only perform one request at the same time. In case a user creates a request before the previous request has finished, an error will be returned: “Only 1 simultaneous request allowed”.

### Code references

#### Claim type codes

|  |
| --- |
| Code |
| WARRANTY |
| OUTOFWARRANTY |
| PARTSLOCALLYPROCURED |
| DOAFUNCTIONALISSUE |
| DOATRANSPORTDAMAGE |
| DOAPHYSICALDAMAGE |
| MISSINGPARTS |
| MISPICKEDPARTS |
| PARTNOLONGERREQUIRED |
| PARTSGOODWILL |
| AEP |
| COMMERCIALPRODUCTRETURN |
| DOAPRODUCTRETURN |
| SERVICEPRODUCTRETURN |

IMPORTANT REMARKS:

1. A part return request is required for all parts added to a service event with the exception of:  
 a) Parts with commodity ‘NIP’ or ‘TCN’  
 b) Parts with SON value ‘FOC’, ‘OOW’ or ‘VMI’

2. Only claim type codes ‘WARRANTY’, ‘OUTOFWARRANTY’ and ‘AEP’ should be used for items related to a service event, i.e. for items which have been reported via the registerPartConsumption web service

3. Claim type codes ‘DOAFUNCTIONALISSUE’, ‘DOATRANSPORTDAMAGE’, ‘DOAPHYSICALDAMAGE’, ‘MISSINGPARTS’, ‘MISPICKEDPARTS’, ‘PARTNOLONGERREQUIRED’ and ‘PARTSGOODWILL’ must only be used for items which are NOT related to a service event, i.e. for items which have not been reported via the registerPartConsumption web service (or have been removed again)

4. To successfully submit a ‘PARTSGOODWILL’ claim, prior authorization is required. This authorization can be acquired by raising an escalation via <https://vaioportal.vaio.eu/> and menu ‘SPARE PARTS’ – ‘Part return’ – ‘Request full part credit’

5. Claim type code ‘PARTSLOCALLYPROCURED’ is not yet in use

6. If a spare part which must be returned has been lost, please proceed with the RMA request and include the acquired RMA ID in a shipment via the IBISS shipping tool. When the Sony screening team disputes this RMA ID based on the fact that it is not physically included in the shipment, please respond to the dispute that the RMA ID can be rejected, so that the related IBISS Warranty Line claim can be closed

7. Claim type codes ‘COMMERCIALPRODUCTRETURN’, ‘DOAPRODUCTRETURN’ and ‘SERVICEPRODUCTRETURN’ can be used for product return only and in accordance with the “Asset recovery program guideline”

#### Validation status codes

|  |  |
| --- | --- |
| Code | Remark |
| PENDINGVALIDATION | Input after batch upload, not yet validated |
| ACCEPTED | Accepted (final status) |
| PENDINGFILEATTACHMENTS | Needs file attachments |
| PENDINGPHYSICALINSPECTION | Needs to be sent to Alsace |
| PENDINGATTACHMENTSSCREENING | Attachments will be validated |
| REJECTED | Rejected (final status, can be retried) |
| REJECTEDAFTERINSPECTION | Rejected after physical inspection (final status) |
| DISPUTED | Claim under dispute |

Remark: rejected returns can be ‘retried’, returns that are rejected after inspection cannot.

#### Shipment status codes

|  |
| --- |
| Code |
| NOSHIPMENTNEEDED |
| READYTOBESENT |
| SENT |
| REQUESTFAILED |
| ARRIVED |

### Register Return (webservice)

Webservice to use: RegisterReturn

Synchronous, 1 by 1 registration of a return claim.

All fields that are not needed for the claim type **are ignored**, and are not stored in the database.

#### Input: RegisterReturnRequest

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Type | Mandatory | Max length |
| userId | String | Yes | 10 |
| password | String | Yes | 100 |
| returnRequest | **ReturnRequest** Object | Yes |  |

##### ReturnRequest object

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Field | Type | Mandatory | Max length/ remark | Example |
| claimType | String | Yes | 25 | WARRANTY |
| clientReference | String | No | 100 | 123456 |
| mainAscReferenceId | String | Setup | 9 | 123456 |
| ascMaterialId | String | Setup | 20 | ABC123 |
| sonyPartNumber | String | Setup | 9 | 148942711 |
| mispickedPartNumberReceived | String | Setup | 9 | 148942712 |
| modelName | String | Setup | 20 | DSC-W30 |
| serialNumber | String | Setup | 20 | 1234567 |
| returnQuantity | Integer | Setup | Default: 1 | 1 |
| son | String | Setup | 12 | 305103884 |
| gpToolRmaId | String | Setup | 8 |  |
| aepBookingReference | String | Setup | 50 | 1000197 |
| faultCode | String | Setup | 10 | 410 (Symptom IRIS) |
| remark | String | No | 500 | Free text |

#### Output: RegisterReturnResponse

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Type | Remark | Max length |
| success | Boolean |  |  |
| errorMessage | String | Only when success=false  Contains “Validation errors” when validationErrorList is not empty | 100 |
| validationErrorList | **List<**String**>** | Only when inputValidationOk =false | 100 per item |
| rmaId | String | Only when success=true | 8 |
| validationStatus | String | Only when success=true  See Validation status codes | 30 |
| shipmentStatus | String | Only when success=true  See Shipment status codes | 20 |
| rmaDocumentUrl | String | URL to download the RMA document. Can be empty. | 255 |

#### Input validation

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **WARRANTY** | **OUTOFWARRANTY** | **PARTSLOCALLYPROCURED** | **DOAFUNCTIONALISSUE** | **DOATRANSPORTDAMAGE** | **DOAPHYSICALDAMAGE** | **MISSINGPARTS** | **MISPICKEDPARTS** | **PARTNOLONGERREQUIRED** | **PARTSGOODWILL** | **AEP** | **COMMERCIALPRODUCTRETURN** | **DOAPRODUCTRETURN** | **SERVICEPRODUCTRETURN** |
| clientReference | O | O | O | O | O | O | O | O | O | O | O | O | O | O |
| mainAscReferenceId | M | M | M | I | I | I | I | I | I | I | M | I | M | M |
| **ascMaterialId** | **M** | **M** | **M** | **I** | I | I | I | I | I | I | M | I | I | I |
| sonyPartNumber | M | M | M | M | M | M | M | M | M | M | M | I | I | I |
| mispickedPartNumberReceived | I | I | I | I | I | I | I | O | I | I | I | I | I | I |
| modelName | I | I | I | I | I | I | I | I | I | I | O | M | M | M |
| serialNumber | I | I | I | I | I | I | I | I | I | I | O | M | M | M |
| returnQuantity | 1 | 1 | 1 | 1 | >=1 | >=1 | >=1 | 1 | 1 | >=1 | 1 | 1 | 1 | 1 |
| son | **M\*1** | **M\*1** | **I\*2** | M | M | M | M | M | M | M | I | I | I | I |
| gpToolRmaId | I | I | I | I | I | I | I | I | I | I | I | I | M | M |
| aepBookingReference | I | I | I | I | I | I | I | I | I | I | M | I | I | I |
| faultCode | I | I | I | M | I | I | I | I | I | I | I | M | M | M |
| Remark | O | O | O | O | O | O | O | O | O | O | O | O | O | O |

O: Optional

M: Mandatory

I: value will be ignored

\*1: Either numeric (order history SON) or 'VMI', 'FOC', 'OOW'

\*2: son will be set to 'PLP'

### Register a return in batch mode (webservice)

Webservice to use: RegisterReturnBatch

Asynchronous registration of multiple return claims (batch). A batch ID will be returned.

The progress of the batch can be monitored by the SearchReturns web service.

#### Input: RegisterReturnBatchRequest

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Type | Mandatory | Max length |
| userId | String | Yes | 10 |
| password | String | Yes | 100 |
| returnRequests | **List<ReturnRequest>** | Yes |  |

#### Output: RegisterReturnBatchResponse

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Type | Remark | Max length |
| success | Boolean |  |  |
| errorMessage | String | Only when success=false  Contains “Validation errors” when validationErrorList is not empty | 100 |
| validationErrorList | **List<**String**>** | Only when inputValidationOk =false  Every validation error message starts with the sequence number of the request in the batch. | 100 per item |
| batchId | String | Only if success=true and inputValidationOk=true | 8 |

### Upload an attachment

Webservice to use: UploadAttachment

An attachment can be uploaded to an existing RMA id, regardless of the status.

Authentication: Ibiss credentials.

#### Request

* Url: https://ibiss.crse.com/cse-return-module/documents/attachmentupload/{rmaId}/{filename}
* Method: HTTP **POST**
* Authentication: BASIC HTTP Authentication (Authentication header).

#### Response

* HTTP Status code: 200
* Content-type: text/plain
* Content body: generated **uuid** or “ERROR: {system error message}”

In case of invalid credentials or RMA ID: Response code **403** (access denied)

**uuid** example: 550e8400-e29b-41d4-a716-44665544081d

#### Limitations

There is a maximum of 2 MB that can be uploaded per file.

For security reasons, only a limited list of file extensions is allowed:

|  |  |  |  |
| --- | --- | --- | --- |
| Allowed File Extensions | | | |
| .7z |  |  |  |
| .bmp |  |  |  |
| .csv |  |  |  |
| .dat | .dmp | .doc | .docx |
| .gif |  |  |  |
| .jpeg | .jpg |  |  |
| .log |  |  |  |
| .pdf | .png |  |  |
| .rar | .rtf |  |  |
| .tif | .tiff | .txt |  |
| .xls | .xlsx |  |  |
| .zip |  |  |  |

### Download an attachment

Webservice to use: DownloadAttachment

#### Request

* Url: https://ibiss.crse.com/cse-return-module/documents/attachment/{uuid}/{fileName}
* Method: HTTP **GET**
* Authentication: No

#### Response

* HTTP Status code: 200 (OK) or 404 (not found)
* Content-type: application/octet-stream
* Content body: binary data

### Search registered returns (webservice)

Webservice to use: SearchReturns

#### Input: SearchReturnsRequest

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Field | Type | Mandatory | Max length | Example |
| userId | String | Yes | 10 |  |
| password | String | Yes | 100 |  |
| startRow | Integer | Yes | Range: 1-… | 1 |
| maxRows | Integer | Yes, max 50 | Range: 1-50 | 40 |
| claimType | String | No | 25 | WARRANTY |
| rmaId | String | No | 8 |  |
| batchId | String | No | 8 |  |
| clientReference | String | No | 100 |  |
| mainAscReferenceId | String | No | 9 |  |
| ascMaterialId | String | No | 20 |  |
| sonyPartNumber | String | No | 9 |  |
| modelName | String | No | 20 | DSC-W30 |
| serialNumber | String | No | 20 |  |
| returnQuantity | Integer | No | Default: 1 |  |
| son | Integer | No | INTEGER (0 for N/A) |  |
| gpToolRmaId | String | No | 8 |  |
| aepBookingReference | String | No | 50 |  |
| validationStatus | String | No | 30 |  |
| shipmentStatus | String | No | 20 |  |
| registrationPeriodStart | Date | No |  | 2013-01-21T13:14:19 |
| registrationPeriodEnd | Date | No |  |  |

Remark:

StartRow and maxRows parameters allow browsing thru big result sets.

#### SearchReturnsResponse

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Type | Remark | Max length |
| success | Boolean | false for  -authentication error  -database/system errors |  |
| errorMessage | String | Only when success=false | 100 per item |
| totalRows | Integer | ‘returns’ only contain the result from startRow to startRow+maxRows. |  |
| returns | **List<ReturnData>** |  |  |

##### ReturnData object

|  |  |  |
| --- | --- | --- |
| Field | Type | Max length/ remark |
| rmaId | String | 8 |
| registrationDate | Date |  |
| batchId | String | 8 (can be empty) |
| claimType | String | 25 |
| clientReference | String | 100 |
| mainAscReferenceId | String | 9 |
| ascMaterialId | String | 20 |
| sonyPartNumber | String | 9 |
| mispickedPartNumberReceived | String | 9 |
| modelName | String | 20 |
| serialNumber | String | 20 |
| returnQuantity | Integer |  |
| Son | Integer | INTEGER (0 for N/A) |
| gpToolRmaId | String | 8 |
| aepBookingReference | String | 50 |
| faultCode | String | 10 |
| Remark | String | 500 |
| validationStatus | String | 30 |
| screeningStatusDetailCode | String | 3 |
| statusReason | String | 100 |
| statusUpdateDate | Date |  |
| shipmentStatus | String | 20 |
| airwayBillNumber | String | 30 |
| unitPrice | Float |  |
| currency | String | 3 |
| creditAmount | Float |  |
| sapCreditNumber | String | 40 |
| attachments | List<**FileAttachmentInfo**> |  |
| rmaDocumentUrl | String | 255 |
| creditDate | Date |  |
| creditStatus | String | 10 |

Remarks:

* 1. rmaDocumentUrl  
     example: <https://ibiss.crse.com/cse-return-module/webservice/attachment/550e8400-e29b-41d4-a716-44665544081d>
  2. screeningStatusDetailCode  
     this code consists of 4 characters of which the first indicates the status (P = pending; A = accepted; D = dispute; R = rejected); if the first character is A or P, then the latter three characters will be ‘000’ by default; if the first character is D or R, then the latter three characters will indicate the reason   
     Please find below the list of dispute/reject codes including description:

|  |  |
| --- | --- |
| **Code** | **Description** |
| 103 | Part received different from requested part |
| 104 | No SON number tag found on the spare part box |
| 301 | Empty Box |
| 302 | Part Broken |
| 303 | Part found was not in RMA request |
| 304 | Part incomplete |
| 306 | Part is not Unused |
| 307 | Part missing |
| 308 | Part is not a type of DOA |
| 309 | Part is not a type of IW return |
| 600 | Module Contaminated |
| 601 | Component broken/ missing |
| 602 | Module deformed |
| 603 | Poor pallet packing |
| 604 | Pallet broken |
| 605 | Damaged carton |
| 606 | Poor carton used |
| 607 | ESD bag missing |
| 608 | Cushions missing |
| 609 | Mica sheet missing |
| 610 | Multiple Modules in box |
| 611 | Module not fully disassembled |
| 612 | TV Set instead of Panel |
| 613 | RMA sheet missing |
| 614 | RMA sheet not attached |
| 615 | RMA identification not matching |
| 616 | RMA identification not found |
| 619 | Box opened |
| 620 | Wet carton |
| 621 | Part poorly packed |
| 622 | Lost in transit |
| 623 | Module incomplete |
| 624 | Module scratched/dented |
| 625 | Wrong serial number |
| 626 | RMA missing |
| 627 | Manual pick-up |
| 628 | Panel instead of TV Set |
| 900 | SON/PN combination not correct |

##### FileAttachmentInfo object

|  |  |  |
| --- | --- | --- |
| Field | Type | Max length/ remark |
| attachmentNumber | Integer |  |
| Filename | String | 200 |
| size | Integer (bytes) |  |
| uploadDate | Date |  |
| downloadUrl | String | 255 |

# SONAR

This web service can be called to enquire if, for a specified service event, there are:

* (Potentially) required SONAR reports to be filled in
* Part(s) that (potentially) require a SONAR return
* The product (potentially) requires a SONAR return

|  |  |
| --- | --- |
| **Web Service** | Get Sonar Info |
| **Type** | REST |
| **Url** | **Production**  [https://ibiss.crse.com/sonar/partner-api/info/{caseid}/{mainAscReferenceId}/{reponseType}](https://ibiss.crse.com/sonar/partner-api/info/%7bcaseid%7d/%7bmainAscReferenceId%7d/%7breponseType%7d)  **TQA**  [https://ibiss-acc.crse.com/sonar/partner-api/info/{caseid}/{mainAscReferenceId}/{reponseType}](https://ibiss-acc.crse.com/sonar/partner-api/info/%7bcaseid%7d/%7bmainAscReferenceId%7d/%7breponseType%7d)  {responseType}: either xml or json  Example:  <http://usculibsswt01v.am.sony.com/sonar/partner-api/info/1386710/91511/xml> |
| **HTTP Method** | GET |
| **Authentication** | Basic Http Authentication |
| **Output fields** | |  |  |  | | --- | --- | --- | | **Field** | **Type** | **Remark** | | successful | Boolean | true of false.  Only false in case of a System error. | | errorCode | String | GENERAL\_ERROR  REPAIR\_NOT\_FOUND  SONAR\_URL\_EXPIRED  INVALID\_REQUEST  NO\_REPORTS\_REQUIRED | | errorMessage | String |  | | account | String | Your account number | | requiredSonarReports | Integer | 0 or more | | potentiallyRequiredSonarReports | Integer | 0 or more | | submittedSonarReports | Integer | 0 or more | | allRequiredReportsSubmitted | Boolean | true when requiredSonarReports>0 and all required reports have been submitted | | sonarOverallStatus | String | When repair not closed:   * potentiallyRequiredSonarReports=0:   “Not required – No action"   * potentiallyRequiredSonarReports>0   “Potentially required"  When Repair is closed:   * requiredSonarReports=0   “Not required – No action”   * all required reports have been submitted   “Required - Completed”  else  “Required – To complete” | | sonarUrlExpiryDate | Date | Format: YYYY-MM-DD   * Empty until service event completion * Expiry date will be set to defined number of weekdays after service event completion | | sonarUrl | String | Will be empty if no (potentially) required reports/returns or after expiry date | | sonarPartReturns | Array of PartReturn | Array can be empty | | sonarProductReturn | ProductReturn | can be null (or empty in xml) |   **PartReturn object**   |  |  |  | | --- | --- | --- | | sonyPartNumber | String | Part number | | potentiallyRequired | Integer | 0 or more | | required | Integer | 0 or more | | returnLocation | String | Only available when required > 0 |   **ProductReturn object**   |  |  |  | | --- | --- | --- | | modelName | String | Model name | | potentiallyRequired | Integer | 0 or 1 | | required | Integer | 0 or 1 (potentiallyRequired + required= 0 or 1) | | returnLocation | String | Only available when required > 0 | |

# Escalation tool

## Access

The escalation tool can be accessed via [https://vaioportal.vaio.eu](https://vaioportal.vaio.eu/)

## General

The escalation tool is a web based tool to manage RASC escalations

After login, RASC should select the relevant dropdowns and fill in the necessary information as accurately as possible

Clicking the submit button will trigger an email to the relevant support team within Sony’s service organization with copy to a generic RASC email address (the sender can also add a specific email address before submitting)

## Escalation types

Following escalation types are available in the escalation tool (status on 30/01/2019):

