Technical Specification Document

Dispatch API

1 Contents

Revision History

Date	Rev	Scope of Changes	Author
June 20, 2019	2.0	Initial Draft with the following updates: • Section 2 Prerequisite – update to authentication and access functionality • Section 5 Attachment size update	Deepa Chandra Vengurlekar
June 21, 2019	2.1	Updated to Final versions	Dee Worrall
August 2, 2019	2.2	Updated with sandbox environment endpoints	Dee Worrall
December 20, 2019	2.3	Completed the following updates: • Section 2: Pre-requisites update. • Section 4.2: Added TimeZone input field in CreateDispatch request. • Section 4.3: GetDispatchStatus - Updated input request fields. • Section 4.3: BulkDispatchesInquiry - Updated response fields. • Section 4.3: Added details for ResubmitDispatch service. • Section 4.4: Added request and response details for GetPartsbyServiceTag and GetPartsbyModel • Added section 9 - Valid Time Zones	Deepa Chandra Vengurlekar
January 24, 2020	2.4	• Section 4.1 Removed PasswordExpirationDate from the response of CheckUser and CheckLogin • Section 4.3 Added Waybill new field in the response of GetDispatch Status. Updated response payload	Deepa Chandra Vengurlekar

2   Pre-requisite

2.1   Client_ID & Client_Secret

Additional security has been added that includes the user to retrieve "client_id" and "client_secret" from TechDirect API portal.
Kindly Note: API Key = Client_id   Key Secret = Client_secret

Please refer the OAuth document and follow steps to generate token. This token should be passed as an Https request header - Authorization= Bearer < token>.
Sandbox Self-Dispatch API endpoint:
https://apigtwb2cnp.us.dell.com/Sandbox/support/dispatch/v3/service
Production Self-Dispatch API endpoint:
https://apigtwb2c.us.dell.com/PROD/support/dispatch/v3/service

3 Introduction

3.1   Overview

This document describes the technical specification for Dispatch web services interface. Dispatch API is a set of web services available for developers who want to interface with Dell using an Https/SOAP protocol. The API provides two basic operations:

- Request Operation – Create work orders for part dispatch
- Query Operation – Check status of work orders and user profile.

3.2   API URI

URI Format: https://{hostname}/category/sub-category/v3/service{extension}

Dispatch: https://apigtwb2c.us.dell.com/PROD/support/dispatch/v3/service?wsdl

URI Information,

- **Hostname:** Hosted domain for the service (eg. api.dell.com)
- **Category:** The Main Category of the exposed API Service (eg. support)
- **Sub-Category**: The second level classification for the category for identification (eg. Case)
- **Version:** The API version for the service (eg. V3)
- **Service:** The API Service Name (eg. dispatch)
- **Extension:** To identify the type of service exposed (eg. ?wsdl)

Note: For testing and validation in pre-prod environment, the endpoint is: The new Endpoint shall be updated soon.

4 API Usage

Mentioned in this section are the methods that a user will follow to successfully integrate Dispatch API into their HelpDesk.

4.1   Register Account and User

API users have to enroll at Dell TechDirect portal (https://techdirect.dell.com) to obtain credentials for successful API communication. TechDirect is a self-service web portal for customers to transact dispatch activities with Dell. API users are required to complete Terms and Conditions agreements and online certifications that can only be obtained via the web portal, so enrollment is required prior to leveraging the API capability. The minimal TechDirect user profile for API communication is 'Technician'.

 Once registered with TechDirect, there are methods to query account and user profile.

a) CheckUser() – Provides account level details. Account should be active for API transactions to complete.

Request:

Field	Content
Login	Contains the technician user ID for the inquiry
Password	Contains the password of the technician performing the inquiry

Response:

Field	Content
FullName	Returns the technician's full name in the format of Lastname, Firstname
Inactive	Returns true/false based on whether the user account is active
Locked	Returns true/false based on whether the user account is locked
Role	Returns the role associated with the user account

Setup:

HTTP-Method: Post

Request Headers:

Authorization: Bearer {Token}

Content-Type: text/xml;charset=UTF-8

SOAPAction: http://api.dell.com/IDispatchService/CheckUser

Response Format: XML

Sample Request and Response:

CheckUserRequest.pdf   CheckUserResponse.pdf

b) CheckLogin() - Provides login profile. This API provides customer name, branch and track that is required to initiate a parts dispatch using the CreateDispatch() method.

Request:

Field	Content
Login	Contains the technician user ID for the inquiry
Password	Contains the password of the technician performing the inquiry

Response:

Field	Content
FullName	Returns the technician's full name in the format of Lastname, Firstname
Role	Returns the access role associated with the login (for example LogisticsTechnician, Technician, SPOC)
HomeBranch	Returns the Home (default) branch associated with the technician
Relationships	Returns the relationships established between the service provider and one or more end user customers. This information includes: **BranchName** – The name associated with a dispatching branch **CustomerName** – the name associated with the end user customer **Track** – The type of dispatching relationship (ie: Tier 1, Tier 2, etc)
Certificates	Returns a collection of information about the technician's certifications including **Certificate** - The type of certification **ExpirationDate –** The expiration date associated with the certification

Setup:

HTTP-Method: Post

Request Headers:
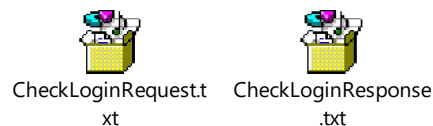
Authorization: Bearer {Token}

Content-Type: text/xml;charset=UTF-8

SOAPAction: http://api.dell.com/IDispatchService/CheckLogin

Response Format: XML

Sample Request and Response:

CheckLoginRequest.txt   CheckLoginResponse.txt

4.2   Create Dispatch Requests

After successful enrollment with TechDirect portal, Dispatch API can be used to initiate parts dispatch requests.

CreateDisaptch() is the method for initiating request for parts. This request is asynchronous, a Work Order is returned on successfully transacting with the Dispatch system. The WO number can then be queried to track the status of the Work Order. GetDispatchStatus() will be the primary method to track status of an WO. BulkDispatchesInquiry() method can be used f or querying more than one WO.

For successful processing of a WO always submit –

i.   Contact information
ii.   Shipping information
iii.   Parts information – Refer section 3.4
iv.   Service tag of the failed system
v.   Troubleshooting notes and evidence of failure.

Request:

Field	Content	Required
Login	Contains the technician user ID for the inquiry	Yes
Password	Contains the password of the technician performing the inquiry	Yes
TechEmail	Contains the email of the technician responsible for the dispatch. In the case of a logistics user this may be different from the login email	Yes
Branch	Contains the branch associated with the dispatch. Note that the technician must be authorized to dispatch parts from this branch	Yes
Customer	Contains the customer associated with the dispatch. Note that the customer must have a valid relationship with the branch in order to successfully dispatch	Yes
Track	Contains the track associated with the Branch to Customer relationship (this can be obtained via the CheckLogin results)	Yes
ServiceTag	Contains the service tag associated with the dispatch	Yes
PrimaryContactName	Contains the primary contact associated with the dispatch.	Yes
PrimaryContactPhone	Contains the primary contact phone number for the dispatch	Yes
PrimaryContactEmail	Contains the primary contact email associated with the dispatch	Yes

Field	Content	Required
AlternativeContactName	Contains an additional alternate contact name	No
AlternativeContactPhone	Contains an additional alternate contact number	No
AddressBookName	Contains the name of a personal or company address book entry. If this is specified, the detail address parameters are not allowed (CountryISOCode thru TimeZone)	No
CountryISOCode	Contains the ISO country code for the ship to address	No
City	Contains the ship to city	No
State	Contains the ship to state	No
ZipPostalCode	Contains the ship to zip or postal code	No
AddressLine1	Contains the first ship to address line	No
AddressLine2	Contains the second ship to address line	No
Addressline3	Contains the third ship to address line	No
TimeZone	Valid TimeZone format (eg. US/Central for Central America). Please refer Section 9 for list of valid TimeZones.	Yes
RequestCompleteCare	A true/false parameter indicating if accidental damage applies to this dispatch	Yes
RequestReturnToDepot	A true/false parameter indicating if return to depot applies to this dispatch	Yes
RequestOnSiteTechnician	A true/false parameter indicating if an onsite technician has been requested	Yes
ReferencePONumber	An optional purchase order or internal reference number	No
TroubleshootingNote	Contains troubleshooting notes, limited to 1000 characters	Yes
Parts	A collection of part information associated with the dispatch. This is limited to a maximum of 4 parts per dispatch	Yes
PartNumber	Contains a valid DOSD Commodity part	Yes
PPID	Contains a PPID associated with the part being replaced. This is required for Monitors, Batteries and Port Replicators and optional for other parts	No
Quantity	Contains the quantity of parts requested	Yes
AttachmentInfo	A collection of attachments associated with the dispatch.	No
Description	Description of the attachment	No
FileName	File name of the attachment	No
MIMEType	Mime type associated with the attachment	No
Data	Base 64 encoded attachment.	No

Response:

Field	Content
Result	Contains the result of the create request. Success indicates that a Work Order was successfully created, ValidationError indicates a problem with one or more business rules which is expanded in the notes
DispatchID	Contains the globally unique identifier of the dispatch, only returned on a successful request
DispatchCode	Contains the work order of the dispatch, only returned on a successful request
Status	Contains the status of the work order, only returned on a successful request
Notes	Contains informational messages relating to the dispatch, in the case of an unsuccessful request the notes contain the reason for the failure

Setup:

HTTP-Method: Post

Request Headers:

Authorization: Bearer {Token}

Content-Type: text/xml;charset=UTF-8

SOAPAction: http://api.dell.com/IDispatchService/CreateDispatch

Response Format: XML

Sample Request and Response:

CreateDispatchReque   CreateDispatchRespo
st.txt   nse.txt

4.3   Query Dispatch Status

GetDispatchStatus() is the primary method to track status of the work order. Failure to provide enough failure evidence will result in rejection of dispatches. There can be other reason for rejection. The list of all Status codes is provided in section 5.0.

Status codes 'DSP', 'Issues' and 'QUE' indicate the WO has been approved by Dell for dispatch. A Dell dispatch number will be available for these status codes. Status code 'Shipped Parts; indicate requested part has been dispatched. Status code 'Dispatch Denied' indicate request has been

denied by Dell. Further action is required by the user on this dispatch request. They can contact Dell using phone or other means to proceed with the transaction. They can also use the ReSubmitDispatch() method to resubmit the request with more information. If a WO is denied more than thrice then the WO is no more valid. User must start fresh with a new work order submit.

Request:

Field	Content	Required
Login	Contains the technician user ID for the inquiry	Yes
Password	Contains the password of the technician performing the inquiry	Yes
DispatchCode	Contains the Work Order number of the inquiry	Yes

Response:

Field	Content
Result	Contains the result of the inquiry request.
Status	Contains the status of the work order
DPSNumber	Contains the DPS number associated with the work order
DispatchCode	Contains the Work Order number of the request
OrderDeniedReason	If the Work Order was denied this will contain the denial reason assigned by the processor
Waybill	Contains the waybill number of the dispatch once it is approved

Setup:

HTTP-Method: Post

Request Headers:

Authorization: Bearer {Token}

Content-Type: text/xml;charset=UTF-8

SOAPAction: http://api.dell.com/IDispatchService/GetDispatchStatus

Response Format: XML

Sample Request and Response:

GetDispatchStatusRe
q.txt

GetDispatchStatusRe
sp.txt

BulkDispatchesInquiry() provides status information for a batch of work orders.

Request:

Field	Content	Required
Login	Contains the technician user ID for the inquiry	Yes
Password	Contains password of the technician performing the inquiry	Yes
CreatedFromDate	Contains a date constraint to limit the result set. Work Orders will only be returned if they were created after this date. The format is YYYY-MM-DDThh:mm:ss-zzzzz as defined by the following: ▪ YYYY is a four-digit year MM is a two-digit numeral that represents the month ▪ DD is a two-digit numeral that represents the day ▪ T is a separator that indicating time of day follows ▪ hh is a two-digit numeral that represents the hour in 24-hour format ▪ mm is a two-digit numeral that represents the minute ▪ ss is a two-digit numeral that represents the second ▪ - is a separator indicating the time zone offset follows ▪ zzzzz represents the time zone as a GMT offset a valid sample timestamp is 2011-07-01T00:00:00-05:00	Yes
InStatuses	Contains a list of statuses used to limit the results returned	No
Scope	Available for future expansion, in current version default "All"	Yes

Response:

Field	Content
Code	Contains the DOSD Work Order number
DellDispatchNumber	Contains the Dell DPS number associated with the work order
Status	Contains the status of the

Setup:

HTTP-Method: Post

Request Headers:

Authorization: Bearer {Token}

Content-Type: text/xml;charset=UTF-8

SOAPAction: http://api.dell.com/IDispatchService/BulkDispatchesInquiry

Response Format: XML

Sample Request and Response:

BulkDispatchesInquir   BulkDispatchesInquir
y_Req.txt   y_Resp.txt

ResubmitDispatch() allows user to resubmit the dispatch request with more information in case a dispatch request was denied. Please note if a dispatch is denied more than thrice then the dispatch is no more valid. User must start fresh and submit a new request using CreateDispatch.

Request:

Field	Content	Required
Login	Contains the technician user ID for the inquiry	Yes
Password	Contains the password of the technician performing the inquiry	Yes
DispatchCode	Contains the dispatch code that was denied	Yes
TroubleshootingNote	Contains troubleshooting notes, limited to 1000 characters	Yes
Parts	A collection of part information associated with the dispatch. This is limited to a maximum of 4 parts per dispatch	Yes
PartNumber	Contains a valid DOSD Commodity part	Yes
PPID	Contains a PPID associated with the part being replaced. This is required for Monitors, Batteries and Port Replicators and optional for other parts	No
Quantity	Contains the quantity of parts requested	Yes

Response:

Field	Content
DispatchCode	Contains the work order of the dispatch, only returned on a successful request
Status	Contains the status of the work order, only returned on a successful request

Notes	Contains informational messages relating to the dispatch, in the case of an unsuccessful request the notes contain the reason for the failure

Setup:

HTTP-Method: Post

Request Headers:

Authorization: Bearer {Token}

Content-Type: text/xml;charset=UTF-8

SOAPAction: http://api.dell.com/IDispatchService/ResubmitDispatch

Response Format: XML

Sample Request and Response:

ResubmitDispatchRe   ResubmitDispatchRe
quest.txt   sponse.txt

4.4   Query Replaceable Parts

GetPartsbyServiceTag() provides the list of all replaceable parts for a particular service tag. Use this method to query the list of components that can be requested for parts dispatch. This method can be called only once per service tag and the results cached at the customer system. Output of this method will be a mandatory input for CreateDispatch ().

Request:

Field	Content	Required
Login	Contains the technician user ID for the inquiry	Yes
Password	Contains the password of the technician performing the inquiry	Yes
ServiceTag	Contains the service tag for which parts information required	Yes

Response:

Field	Content

Model	Contains Model of the asset
ModelDescription	Contains Model description
PartTypeCode	Contains a valid DOSD commodity part type
PartNumber	Contains a valid DOSD Commodity part. Use this value for "PartNumber" in CreateDispatch.
PartDescription	Contains Part description

Setup:
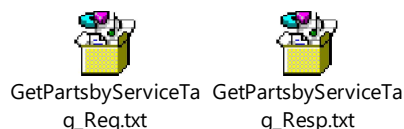
HTTP-Method: Post

Request Headers:

Authorization: Bearer {Token}

Content-Type: text/xml;charset=UTF-8

SOAPAction: http://api.dell.com/IDispatchService/GetPartsbyServiceTag

Response Format: XML

Sample Request and Response:

GetPartsbyServiceTa
g_Req.txt

GetPartsbyServiceTa
g_Resp.txt

GetPartsbyModel() provides the list of all replaceable parts for a Dell system model. Use this method to query the list of components that can be requested for parts dispatch. This method should be called only once per model and the results cached at the customer system. Output of this method will be a mandatory input for CreateDispatch().

Request:

Field	Content	Required
Login	Contains the technician user ID for the inquiry	Yes
Password	Contains the password of the technician performing the inquiry	Yes
ModelCode	Contains the type of device. E.g. Desktops, Servers.	Yes

Response:

Field	Content
Model	Contains Model of the asset
ModelDescription	Contains Model description
PartTypeCode	Contains a valid DOSD commodity part type
PartNumber	Contains a valid DOSD Commodity part. Use this value for "PartNumber" in CreateDispatch request.
PartDescription	Contains Part description

Setup:

HTTP-Method: Post

Request Headers:

Authorization: Bearer {Token}

Content-Type: text/xml;charset=UTF-8

SOAPAction: http://api.dell.com/IDispatchService/GetPartsbyModel

Response Format: XML

Sample Request and Response:

GetPartsbyModel_Re   GetPartsbyModel_Re
q.txt   sp.txt

5 Attachment

This new API allows file upload for up to 40MB. Please note the entire input payload xml cannot exceed 40MB.

6 Status Codes

The following table contains the possible Work Order status codes returned by the API

Status Code	Description
2H SBD	Request submitted to Dell and now under review
APJ Queue	Request submitted to Dell and now under review
BIL ERROR	Request submitted to Dell and now under review
CAD-Deferred	CAD Deferred
CAR	Request submitted to Dell and now under review

Status Code	Description
Claim Submitted	Claim Submitted
Complete Care	Request submitted to Dell and now under review
Defective Part Received	Defective Part Received
Dispatch Denied	Request has been denied by Dell
DSP	Request has been approved by Dell
FED	FED Queue
HOLD	Request submitted to Dell and now under review
Issued	Request has been approved by Dell
L2 Review	Request submitted to Dell and now under review
LA DISPATCH	Request submitted to Dell and now under review
Moved_to_Claims_Process	Moved to Claims Process
NBD	Request submitted to Dell and now under review
NON LATIN 1	Request submitted to Dell and now under review
NPO	Request submitted to Dell and now under review
ORD	Request has been approved by Dell
Parts Returned/Claim Submitted	Claim Submitted
Parts Review	Request submitted to Dell and now under review
Pending 2	Pending Request 2
Pending Request	Request has not been submitted to Dell
Pending Supervisor	Request submitted to Dell and now under review
PND	Request submitted to Dell and now under review
QUE	Request has been approved by Dell
Request Canceled	Request cancelled by user
Request Submitted	Request submitted to Dell and now under review
RequestResubmitted	Request submitted to Dell and now under review
Returned to Depot	Request submitted to Dell and now under review
SBD	Request submitted to Dell and now under review
SBD4	Request submitted to Dell and now under review
Shipped Parts	Shipped Parts
START	Create Dispatch/Place Request
TAG/CUSTOMER MISMATCH	Request submitted to Dell and now under review

7 Part Codes

The following table contains a list of valid part codes for use within the Dispatch API.

Part Code	Description	Type
ACA	AC Adapter (Pwr Crd not Incl)	Power Sources
APR	Port Replicator (C/D-Port)	Docking Station/Port Replicator

Part Code	Description	Type
BKP	Backplane	Sys Bd/Electrical – Enterprise
BTH	Card, Bluetooth	Bluetooth
CAM	Camera/Webcam	Mechanical/Chassis
CAS	Carrying Case	Accessory
CBA	Cable, Audio, 4Pin	Cables and Cords
CCB	CMOS Battery (Coin Cell)	Motherboards
CDD	Removable Storage, CDRW/DVD	DVD-ROMs, Accessories
CDI	Cable, Optical Drive	Cables and Cords
CDR	Removable Storage, CD	CD-ROM/CDRW, Accessories
CDW	Removable Storage, CDRW	CD-ROM/CDRW, Accessories
CFN	Fan, Chassis	Heatsinks, Fans and Accessorie
CMC	Cables, Camera/Webcam	Cables and Cords
CPC	Cable, SysBoard to Cntrl Panel	Cables and Cords
CPI	Cable, I/O Panel - Cntrl Panel	Cables and Cords
CPN	Panel, Control (Pwr/Reset)	Mechanical/Chassis
CPU	Processor / CPU	Processor Modules
DRC	DRAC Dell Remote Assist Card	Controller Cards
DRW	Removable Storage, DVD-RW	DVD-ROMs, Accessories
DV2	Expansion Card, DVI Port	Video Card
DVC	Cable, DVI to VGA	Video Card
DVD	Removable Storage, DVD	DVD-ROMs, Accessories
DVI	DVI to VGA adapter	Video Card
ESP	Speakers, External	Speakers
FDC	Cable, Floppy Drive	Cables and Cords
FLD	Removable Storage, Floppy	Floppy Drives, Accessories
HDF	Hard Drive - Cooling Fan	Heatsinks, Fans
HDI	Cable, Hard Drive	Cables and Cords
HPS	High Volt Pwr Supply(HVPS)	Motherboards
HRC	Storage, Hard Drive, Desktop	Hard Drive
HRD	Storage, Hard Drive	Hard Drive
HRF	Storage, Hard Drive, Notebook	Hard Drive
HSK	Heatsink	Heatsinks, Fans and Accessories
IC2	Charge Roller	Miscellaneous Hardware
ICC	Controller Card	Controller Cards
ICF	Cooling Fan	Heatsinks, Fans and Accessories
ICR	Right Cover	Mechanical/Chassis
ICS	Cover Sensor	Mechanical/Chassis
ID2	D Roller	Miscellaneous Hardware

Part Code	Description	Type
IDG	Drive Gear Assembly	Miscellaneous Hardware
IDU	Duplexer Unit	Miscellaneous Hardware
IEF	Envelope Feeder	Accessory
IES	Exit Sensor	Mechanical/Chassis
IFB	Fuser Controller board	Controller Cards
IFC	Front Cover	Mechanical/Chassis
IFR	Feed Roller	Miscellaneous Hardware
IFS	Fuser	Miscellaneous Hardware
IIS	Input Sensor	Mechanical/Chassis
ILC	Left Cover	Mechanical/Chassis
IMD	Main Drive Motor	Miscellaneous Hardware
IMR	Multi Purpose Roller	Miscellaneous Hardware
IO2	Operator panel w/ buttons	Mechanical/Chassis
IOP	Panel, Front I/O (Audio)	Mechanical/Chassis
IPH	Print Head Assembly	Miscellaneous Hardware
IPR	Pickup Roller	Miscellaneous Hardware
IPS	Photo Sensor	Mechanical/Chassis
IRB	Rotor Controller board	Controller Cards
IRC	Rear Cover	Mechanical/Chassis
IRS	Rotor Sensor	Mechanical/Chassis
ISP	Speakers, Internal	Speakers
IT2	Transfer Roller	Miscellaneous Hardware
ITS	Toner Sensor	Mechanical/Chassis
KBD	Keyboard, Desktop	Keyboards and Mice
KBN	Keyboard, Portable Internal	Keyboards and Mice
LCC	LCD, Cable only	LCD Plastics, Covers, Accessor
LCD	LCD, Kit	LCD/Display Assembly Service K
LCG	LCD, Hinge	LCD Plastics, Covers, Accessor
LCH	LCD, Latch Hook	LCD Plastics, Covers, Accessor
LCI	LCD, Inverter only	LCD/Display Assembly Service K
LCL	LCD, Latch	LCD Plastics, Covers, Accessor
LIO	I/O Riser/Daughterboard Card	Controller Cards
LPS	Low Volt Pwr Supply(LVPS)	Motherboards
LSD	Removable Storage, LS120	Tape Backup Unit/Zip Drive/Acc
MBD	System Board / Motherboard	Motherboards
MDD	Dongle, PC Card, Modem	PCMCIA Card
MDM	Expansion Card, Modem	Modems, Accessories
MEB	Memory Expansion Board	Memory

Part Code	Description	Type
MEM	Memory, SIMM/DIMM/CRIMM	Memory
MLT	Latch, Module Bay Latch	Bottom Plastic Assembly
MO3	Display, Monitor, 3008WFP	Displays
MON	Display, Monitor	Displays
MPF	Multi Purpose Feeder	Miscellaneous Hardware
MPT	Microprocessor Tray Kit	Processor Modules
MSE	Mouse	Keyboards and Mice
NIC	Expansion Card, Network (NIC)	Network Cards, Adapters
NID	Dongle, PC Card, Network	PCMCIA Card
OSS	Onsite Only Dispatch	Accessory
OTR	Other - please specify	Other – specify
PCC	PC Card/Mini PCI, Combo	Wireless
PCM	PC Card/Mini PCI/MDC, Modem	Modems, Accessories
PCN	PC Card/Mini PCI, Network	Network Cards, Adapters
PER	PERC Card	Controller Cards
PFF	Processor Fan	Heatsinks, Fans and Accessories
PLB	Plastics, Bottom Plastics	Bottom Plastic Assembly
PLC	Plastics, Cover above KB	LCD Plastics, Covers, Accessor
PLF	Plastics, FDD Bezel	Mechanical/Chassis
PLH	Plastics, Hinge Cover	LCD Plastics, Covers, Accessor
PLL	Plastics, LCD Bezel	LCD Plastics, Covers, Accessor
PLM	Plastics, Memory Door Cover	Bottom Plastic Assembly
PLO	Plastics, Optical Bezel	Mechanical/Chassis
PLT	Plastics, Top Cover	LCD Plastics, Covers, Accessor
PR2	Docking Station (C/D-Dock)	Docking Station/Port Replicator
PRA	Palm Rest (incl Touch Pad)	Palm rests
PSP	Power Supply (incl PSU Fan)	Motherboards
PT1	Paper Tray, 250 (Optional)	Accessory
PT2	Paper Tray, 500 (Optional)	Accessory
PT3	Paper Tray, 250 (Standard)	Accessory
PT4	Paper Tray, 500 (Standard)	Accessory
PWC	Power Cord (AC Adpt not incl)	Cables and Cords
RBT	Battery, Removable	Power Source
RDB	RAID Battery	Controller Cards
RRR	Rapid Rail	Rack Accessories
RSR	Expansion Card, Riser	Mechanical/Chassis
RTD	Return to Depot	Accessory
RVR	Versa Rail	Rack Accessories

Part Code	Description	Type
SCK	Screw, Keyboard (K)	Screws
SCL	Screw, LCD (D)	Screws
SCP	Screw, Palm Rest (P)	Screws
SCS	Expansion Card, SCSI	Controller Cards
SER	Expansion Card, Serial Port	Controller Cards
TPD	Removable Storage, Tape Drive	Tape Backup Unit/Zip Drive/Acc
TRA	Tray Assy (LCD/KBD/INPUT)	Rack Accessories
VCD	Expansion Card, Video	Video Card
VMM	Memory, Video	Video Card
WIR	Card, Wireless	Wireless
ZIP	Removable Storage, ZIP	Tape Backup Unit/Zip Drive/Acc

8   Field Length Limits

The following contains a list of filed names along with their corresponding max length

Field Names	Max Length
AddressBookName	255
CountryISOCode	30
City	30
State	50
ZipPostalCode	10
Address1	100
Address2	100
Address3	100
TimeZone	64
PrimaryContactName	255
AlternativeContactName	255

9   Valid TimeZones

The following attachment contain list of valid TimeZones.

TimeZones.txt