Technical Specification Document

Dispatch API

API Specification Document
Dell Inc.

1. Contents

Revision History

Date	Rev	Scope of Changes	Author
May 22, 2023	1.0	Initial Draft. Added REST API operations. Details of input output fields.	Deepa Chandra Vengurlekar
June 25, 2025	1.1	Added new inquiry endpoint, modified time format for inquiry	Sachith/Deepa

2. Pre-requisite

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>.

3. Document purpose

This document describes the technical specification for the Self-Dispatch RESTful API. The API is
a set of operations available for developers who want to interface with Dell using a REST. The
API provides below operations:

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

4. Register Account and User

API users must 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'.

5. Request Headers

Authorization: Bearer <token>

TDUser: <TechDirect account email>

Content-Type : application/json

6. Sandbox testing

Input details that are required during the sandbox testing can be found on your TechDirect
portal Manage API Keys page by clicking the "Show sandbox details" link.

Where to use :

1. Request Header "TDUser" = User ID
2. For Dispatch creation, in the request body, use the Group Name for input "branch", Customer Name for input "customer" and User ID for input "tech_email".

7. API Operations

a. company-info - Provides login profile. This API provides customer name, branch and track that is required to initiate a parts dispatch using the dispatches method.

Request:

Sandbox URI:

https://apigtwb2cnp.us.dell.com/td/sandbox/dispatch/**services/selfdispatch/company-info**

PROD URI:

https://apigtwb2c.us.dell.com/td/PROD/dispatch/**services/selfdispatch/company-info**

HTTP Method: GET

Authorization: Bearer <token>

TDUser: <TechDirect account email>

Content-Type : application/json

Response:

Format: JSON

Field	Content
company_id	Unique company ID
relationships	Returns the relationships established between the service provider and one or more end user customers. This information includes: Branch, Customer and Track details associated with a dispatching branch
branch_id	Unique branch ID
branch_description	The name associated with a dispatching branch
customer_id	Unique customer ID
customer_name	The name associated with the end user customer
track	The type of dispatching relationship (ie: Tier 1, Tier 2, etc)

b. dispatches – Used for submitting 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. Inquiry API call will be the primary method to track status of an WO and can also be used for querying more than one WO. For successful processing of a WO always submit –

(i) Service tag of the failed system
(ii) Contact information.
(iii) Shipping information
(iv) Parts or components information. Please note, if any data is passed for components, the parts info will be ignored.
(v) Troubleshooting notes and evidence of failure.

Request:

Sandbox URI:
https://apigtwb2cnp.us.dell.com/td/sandbox/dispatch/**services/selfdispatch/dispatches**

PROD URI:
https://apigtwb2c.us.dell.com/td/PROD/dispatch/**services/selfdispatch/dispatches**

HTTP Method: POST

Authorization: Bearer <token>

TDUser: <TechDirect account email>

Content-Type : application/json

Field	Content	Required
service_tag	Contains the service tag associated with the dispatch	Yes
customer	Contains the customer associated with the dispatch. Note that the customer must have a valid relationship with the branch to successfully dispatch	Yes
branch	Contains the branch associated with the dispatch. Note that the technician must be authorized to dispatch parts from this branch	Yes
track	Contains the track associated with the Branch to Customer relationship (this can be obtained via the company-info results)	Yes
tech_email	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
primary_contact_name	Contains the primary contact associated with the dispatch.	Yes
primary_contact_phone	Contains the primary contact phone number for the dispatch	Yes
primary_contact_email	Contains the primary contact email associated with the dispatch	Yes
primary_contact_phone_ext	Contains the primary contact phone number extension	No
alternative_contact_name	Contains an additional alternate contact name	No
alternative_contact_phone	Contains an additional alternate contact number	No
alternative_contact_email	Contains the additional alternate contact email associated with the dispatch	No
alternative_contact_phone_ext	Contains the additional alternate contact phone extension	No
address_book_name	Contains the name of a personal or company address book entry. If this is specified, the detail address parameters are not allowed (country_iso_code thru time_zone)	No
country_iso_code	Contains the ISO country code for the ship to address	Yes
city	Contains the ship to city	Yes
state	Contains the ship to state	Yes
zip_postal_code	Contains the ship to zip or postal code	Yes
address_line_1	Contains the first ship to address line	Yes
address_line_2	Contains the second ship to address line	No
address_line_3	Contains the third ship to address line	No
address_line_4	Contains the fourth ship to address line	No

Field	Content	Required
time_zone	Valid TimeZone format (eg. US/Central for Central America). Please refer Section 13 for list of valid TimeZones.	Yes
request_complete_care	A true/false parameter indicating if accidental damage applies to this dispatch	Yes
request_return_to_depot	A true/false parameter indicating if return to depot applies to this dispatch	Yes
request_on_site_technician	A true/false parameter indicating if an onsite technician has been requested	Yes
reference_po_number	An optional purchase order or internal reference number	No
troubleshooting_note	Contains troubleshooting notes, limited to 1000 characters	Yes
problem_description	Short description of the problem	Yes
federal_specialized_services	A true/false parameter indicating if federal specialized service	No
epsa_validation_code	ePSA validation code	No
epsa_code	ePSA error code	No
customer_arranged_date	Schedule Alternate Dispatch Date. Format "YYYYMMDD"	No
on_site_note	Field instructions for the DSP for onsite service	No
components	A collection of components information associated with the dispatch. This is limited to a maximum of 4 parts per dispatch. **Note:** If any data is passed for components, the parts info will be ignored.	Yes
commodity	Commodity name	No
component	Component name	Yes
subcomponent	Respective subcomponent	Yes
parts	A collection of part information associated with the dispatch. This is limited to a maximum of 4 parts per dispatch. **Note:** If any data is passed for components, the parts info will be ignored.	Yes
part_number	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
attachments	A collection of attachments associated with the dispatch.	No
description	Description of the attachment	No

Field	Content	Required
file_name	File name of the attachment	No
mime_type	Mime type associated with the attachment	No
data	Base 64 encoded attachment.	No

Response:

Format: JSON

Field	Content
id	Contains the globally unique identifier of the dispatch, only returned on a successful request
code	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

c. **inquiry** 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 9.

Status codes 'DSP' 'Issued' 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. If a WO is denied more than thrice then the WO is no more valid. User must start fresh with a new work order submission.

Request:

Sandbox URI:
https://apigtwb2cnp.us.dell.com/td/sandbox/dispatch/**services/selfdispatch/inquiry**

PROD URI:
https://apigtwb2c.us.dell.com/td/PROD/dispatch/**services/selfdispatch/inquiry**

HTTP Method: POST

Authorization: Bearer <token>

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TDUser: <TechDirect account email>

Content-Type : application/json

Field	Content	Required
offset	Offset for pagination	Yes
page_size	Used to limit number of records	Yes
code	Contains the Work Order number of the inquiry	Yes
additional_fields	One can request for additional details on the submitted Work Order (CreateTimestamp thru UpdateTimeLocal)	No
CreateTimestamp	Date time when Work Order was created.	No
Description	Given description of the problem	No
Customer.FullName	The customer associated with the dispatch	No
Group.Description	The branch associated with the dispatch	No
ScheduledEmployeeFullName	The primary contact associated with the dispatch	No
StatusDescription	Contains description of the dispatch status	No
Unit.Serial	Contains service tag of the asset	No
UpdateTimeLocal	Contains WO update date and time.	No

Response:

Format: JSON

Field	Content
code	Contains the Work Order number of the request
status	Contains the status of the work order
dell_dispatch_number	Contains the DPS number associated with the work order
dps_number	Same as Dell Dispatch number
order_denied_reason	If the Work Order was denied this will contain the denial reason assigned by the processor
doa	A true/false parameter indicating dead on arrival
epsa_error_code	ePSA error code
epsa_validation_code	ePSA validation code
problem_description	Short description of the problem
troubleshooting_notes	Contains troubleshooting notes
waybill	Contains the waybill number of the dispatch once it is approved
parts	Collection of part information associated with the dispatch
part_number	Contains the DOSD Commodity part
part_description	Contains the part description
part_type	Contains DOSD commodity part type
ppid	Contains a PPID associated with the part being replaced.
quantity	Contains the quantity of part requested

part_cru_fru	Displays whether it is a Customer Replaceable Unit or Field Replaceable Unit.
override_part_number	Contains available part number
serializable	A true/false value indicating if part is serializable. True for Monitors, Batteries and Port Replicators.
properties	Provides the requested additional details on the WO
CreateTimestamp	Date time when Work Order was created. Format "YYYYMMDDhhmmss"
Description	Given description of the problem
Customer.FullName	The customer associated with the dispatch
Group.Description	The branch associated with the dispatch
ScheduledEmployeeFullName	The primary contact associated with the dispatch
StatusDescription	Contains description of the dispatch status
Unit.Serial	Contains service tag of the asset
UpdateTimeLocal	Contains WO update date and time. Format "YYYYMMDDhhmmss"

d. **BulkInquiry** - Use the same **inquiry** operation to pull the status for a batch of work orders. The total number of cases is provided at the end of the response.

Request:

Sandbox URI:

https://apigtwb2cnp.us.dell.com/td/sandbox/dispatch/**services/selfdispatch/inquiry_ex**

PROD URI:

https://apigtwb2c.us.dell.com/td/PROD/dispatch/**services/selfdispatch/inquiry_ex**

HTTP Method: POST

Authorization: Bearer <token>

TDUser: <TechDirect account email>

Content-Type : application/json

Field	Content	Required
offset	Offset for pagination	Yes
page_size	Used to limit number of records	Yes
created_from_date	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-DD ▪ YYYY is a four-digit year MM is a two-digit numeral that represents the month.	Yes

	▪ DD is a two-digit numeral that represents the day. a valid sample timestamp is 2011-07-01	
scope	Available for future expansion, in current version default "All"	Yes
in_statuses	Contains a list of statuses used to limit the results returned	No
additional_fields	One can request for additional details on the submitted Work Order (CreateTimestamp thru UpdateTimeLocal)	No
CreateTimestamp	Date time when Work Order was created.	No
Description	Given description of the problem	No
Customer.FullName	The customer associated with the dispatch	No
Group.Description	The branch associated with the dispatch	No
ScheduledEmployee FullName	The primary contact associated with the dispatch	No
StatusDescription	Contains description of the dispatch status	No
Unit.Serial	Contains service tag of the asset	No
UpdateTimeLocal	Contains WO update date and time. Format "YYYYMMDDhhmmss"	No

Response:

Format: JSON

Field	Content
code	Contains the Work Order number of the request
status	Contains the status of the work order
dell_dispatch_number	Contains the DPS number associated with the work order
dps_number	Same as Dell Dispatch number
order_denied_reason	If the Work Order was denied this will contain the denial reason assigned by the processor
doa	A true/false parameter indicating dead on arrival
epsa_error_code	ePSA error code
epsa_validation_code	ePSA validation code
problem_description	Short description of the problem
troubleshooting_notes	Contains troubleshooting notes
waybill	Contains the waybill number of the dispatch once it is approved
parts	Collection of part information associated with the dispatch
part_number	Contains the DOSD Commodity part
part_description	Contains the part description
part_type	Contains DOSD commodity part type
ppid	Contains a PPID associated with the part being replaced.
quantity	Contains the quantity of part requested

part_cru_fru	Displays whether it is a Customer Replaceable Unit or Field Replaceable Unit.
override_part_number	Contains available part number
serializable	A true/false value indicating if part is serializable. True for Monitors, Batteries and Port Replicators.
properties	Provides the requested additional details on the WO
CreateTimestamp	Date time when Work Order was created. Format "YYYYMMDDhhmmss"
Description	Given description of the problem
Customer.FullName	The customer associated with the dispatch
Group.Description	The branch associated with the dispatch
ScheduledEmployeeFullName	The primary contact associated with the dispatch
StatusDescription	Contains description of the dispatch status
Unit.Serial	Contains service tag of the asset
UpdateTimeLocal	Contains WO update date and time. Format "YYYYMMDDhhmmss"
total_count	Returns the total number of Service Requests raised by the TDUser since the specified creation date.

e. **parts by servicetag** provide 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 dispatches operation. The service tag needs to be sent in the request query parameter.

Request:

Sandbox URI:
https://apigtwb2cnp.us.dell.com/td/sandbox/dispatch/**services/selfdispatch/parts?service_tag=<servicetag>**

PROD URI:
https://apigtwb2c.us.dell.com/td/PROD/dispatch/**services/selfdispatch/parts?service_tag=<servicetag>**

HTTP Method: GET

Authorization: Bearer <token>

TDUser: <TechDirect account email>

Content-Type : application/json

Response:

Format: JSON

Field	Content
service_tag	Contains the service tag associated with the dispatch
model_code	Contains Model code
model_description	Contains Model description
line_of_business	Line of business
parts	Collection of parts
part_type_code	Contains a valid DOSD commodity part type
part_number	Contains a valid DOSD Commodity part. Use this value for "part_number" in dispatches operation
part_description	Contains Part description
serializable	A true/false value indicating if part is serializable.

f. **parts by model** 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 dispatches operation. The model code needs to be sent in the request query parameter.

Request:

Sandbox URI:
https://apigtwb2cnp.us.dell.com/td/sandbox/dispatch/**services/selfdispatch/parts?model_code=<model_code>**

PROD URI:
https://apigtwb2c.us.dell.com/td/PROD/dispatch/**services/selfdispatch/parts?model_code=<model_code>**

HTTP Method: GET

Authorization: Bearer <token>

TDUser: <TechDirect account email>

Content-Type : application/json

Response:

Format: JSON

Field	Content
service_tag	Contains the service tag associated with the dispatch
model_code	Contains Model code
model_description	Contains Model description
line_of_business	Line of business
parts	Collection of parts
part_type_code	Contains a valid DOSD commodity part type
part_number	Contains a valid DOSD Commodity part. Use this value for "part_number" in dispatches operation
part_description	Contains Part description

g. components provide the list of all replaceable components 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 dispatches operation. The service tag needs to be sent in the request query parameter.

Request:

Sandbox URI:

https://apigtwb2cnp.us.dell.com/td/sandbox/dispatch/**services/selfdispatch/components?service_tag=<service_tag>**

PROD URI:

https://apigtwb2c.us.dell.com/td/PROD/dispatch/**services/selfdispatch/components?service_tag=<service_tag>**

HTTP Method: GET

Authorization: Bearer <token>

TDUser: <TechDirect account email>

Content-Type : application/json

Response:

Format: JSON

Field	Content
service_tag	Contains the service tag associated with the dispatch
model_code	Contains Model code
model_description	Contains Model description
line_of_business	Line of business
components	A collection of components

commodity	The commodity name
component	The component name
subcomponent	Respective sub-component
part_number	Contains a valid DOSD Commodity part. Use this value for "part_number" in dispatches operation.
part_description	Contains Part description
is_battery	A true/false value indicating if component is a battery.
eligible_for_dispatch	A true/false value indicating if part is eligible for dispatch.
require_serial	A true/false value indicating if part requires a serial number for dispatch

8. Attachment

The API allows file upload for up to 40MB. Please note the entire input request payload cannot exceed 40MB.

9. Failure Response codes

Request	Response code	Error message	Resolution
Invalid API credentials	400—Bad Request	No active self-dispatch API found for provided ClientID	Please use the API credentials generated for the Self-dispatch API
Invalid TD user	401— Unauthorized	Failed authentication for given TDUser	Enter valid TD account email
Missing TD user in request header	401— Unauthorized	TDUser not specified	Enter valid TD account email
Invalid URL/ Method	500-Internal Server Error	Invalid Operation	Ensure the URL and method selected for given operation is valid
Invalid bearer token	401— Unauthorized	Invalid Authentication	Enter a valid bearer token. Each token is valid for 60sec.
Missing service_tag in parts operation	400—Bad Request	Either service_tag or model_code is required	Enter a valid service tag/model code
Missing service_tag in dispatches operations	400—Bad Request	service_tag is required	Enter a valid service tag

10. Status Codes

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

Status Code	Description
Parts Review	**Request submitted to Dell and now under review**
Pending Request	**Request has not been submitted to Dell**
Unable to Process	**Dispatch denied**
Cancelled	**Request cancelled by user**
Under Review	**Request submitted to Dell and now under review**
Issued	**Request has been approved by Dell**
Issued Pending	**Request has been approved by Dell. Pending DPS creation**
Request Approved	**Dell review completed**
Parts Ordered	**WO created**
Preparing to ship part(s)	**Preparing for shipping parts**
Part Shipped	**Part shipped**
Parts Delivered	**Parts delivered**
Engineer Enroute	**Engineer on the way**
Service Complete	**All actions on SR was completed**
Shipping Materials Sent	**Shipping from Customer to Dell**
System Received by Dell	**Shipping from Customer to Dell**
System Diagnosis in Progress	**Depot repair process**
System Repair in Progress	**Depot repair process**
System Repaired and Returned	**Shipping from Dell to Customer**

11. Field Length Limits

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

Field Names	Max Length
address_book_name	255
country_iso_code	30
city	30
state	50
zip_postal_code	10
address_line_1	100 Note - For ABU the max length is 35
address_line_2	100
address_line_3	100
time_zone	64
primary_contact_name	255
alternative_contact_name	255
troubleshooting_note	1000
problem_description	255

12. Valid TimeZones

The sample payloads folder contains the list of valid TimeZones.