

## CLAIMS SUBMISSION

### 1. Claim Submit

This message allows Service Providers to SubmitClaims and gets a real-time response

- a. **Request** – BMS sends a claims request with all required data for the Service Administrator
- b. **Response** – ServiceBench returns a claims response corresponding to the data sent in the incoming claim request

### Claim Submit Request

No	Field Name	Max Repeat	Type	Length	Req	Notes and Values	Version
1.	<b>claimSubmitRequest</b>	<b>1</b>	<b>Container</b>	<b>NA</b>	<b>Yes</b>		<b>1.0</b>
2.	servicebenchID	1	Text	24	Yes	Assigned Id from SERVICEBench that identifies the Service Provider.	1.0
3.	userID	1	Text	24	Yes	This is an assigned Id from SERVICEBench that identifies the user. Different users may be used to control different access points.	1.0
4.	password	1	Text	48	Yes	Control password used to verify the ServicebenchID and user.	1.0
5.	version	1	Code	NA	Yes	Requested version of Request Note: You must specify version 1.0	1.0
6.	sourceSystemName	1	Text	80	Yes	Name of the system making the request. For example, "CDA" or "Mikes Homegrown System"	1.0
7.	sourceSystemVersion	1	Text	24	Yes	Version number of the system making the request. For example, "1.0"	1.0
8.	<b>claim</b>	<b>1</b>	<b>Container</b>	<b>NA</b>	<b>Yes</b>		<b>1.0</b>
9.	importFormatId	1	Text	2	Yes	Import Data format identified by a number. For Example, "19" is used for "ServiceBench Universal Claims – Delimited" format (See Appendix )	1.0
10.	serviceAdministratorId	1	Text	4	Yes	Service Administrator ID or EIA Code. For Example : "1" is Service Administrator ID for Acme or Manufacturer Code can be used Refer Appendix for Service Administrator codes	1.0
11.	saveOnly	1	Boolean	1	No	Y/N flag If Y, the claim will not be submitted for processing, but	1.4

						will go through the claim save validation. If Y or Null the claim will be submitted for adjudication	
12.	claimNumber	1	Text	24	No	If this field is populated and a saved claim for the service provider is found with the claim number, update the claim with the data provided in this request If this field is not populated or populated and a saved claim for that service provider is not found, the submit request will not be processed and an error message of "No saved claims was found" will be returned.	1.4
13.	referenceNumber	1	Text	16	No		1.0
14.	accountNumber	1	Text	20	Yes	Account Number for the Service Administrator. For Example : "52365"	1.0
15.	storeNumber	1	Text	8	No	Store Number for the manufacturer. For Example : "45142" or "BESTBUY"	1.0
16.	serviceAgreementNumber	1	Text	32	No	Service Agreement Number required for Extended Service Claims	1.0
17.	authorizationNumber	1	Text	20	No	Authorization Number required for Concession claims	1.0
18.	brand	1	Text	24	No	Valid Brand for the Service Administrator	1.0
19.	modelNumber	1	Text	20	Yes	Product Number	1.0
20.	customerLastName	1	Text	20	No	Customer's Last Name	1.0
21.	customerFirstName	1	Text	20	No	Customer's First Name	1.0
22.	customerCompanyName	1	Text	32	No	Customer's Company Name (if a business)	1.3
23.	customerAddressLine1	1	Text	40	No	Customer's Address Line1	1.0
24.	customerAddressLine2	1	Text	40		Customer's Address Line2	1.0
25.	customerAddressCity	1	Text	24	No	Customer's City	1.0
26.	customerAddressState	1	Text	2	No	Customer's State	1.0
27.	customerAddressZip	1	Text	10	No	Customer's Zip Code (5 digits or 5+4 digits). For Example: "11011" or "11011-1101"	1.0
28.	customerAddressCountry	1	Text	2	No	Customer's Country. For Example: "US" or "CA"	1.0
29.	customerPhone	1	Text	16	No	Customer's Phone	1.0
30.	customerPhoneAlternate	1	Text	16	No		1.3
31.	serialNumber	1	Text	32	Yes	Product's Serial Number	1.0
32.	purchaseDate	1	Date	10	No	Product's Purchase Date	1.0
33.	purchaseFrom	1	Text	32	No	Dealer Name Purchased From. For Example : BESTBUY	1.0
34.	purchaseFromAddress	1	Text	32	No	Product Purchased From Address	1.0

## Real-Time Integration Specification (Claims)

35.	purchaseFromState	1	Text	2	No	Product Purchased From State	1.0
36.	warrantyType	1	Text	2	No	Claim filed with Warranty Type. Warranty Types may vary for each Service Administrator Example : "01" – Standard Warranty or "S" – Stock Refer Appendix for codes	1.0
37.	customerComplaint	1	Text	80	No	Customer Complaint	1.0
38.	defectCode	1	Text	4	No	Customized for the Service Administrator	1.0
39.	dateServiceRequested	1	Date	10	Yes	Date Customer called for Service. For Example: "20110901"	1.0
40.	dateServiceCompleted	1	Date	10	Yes	Date Service Completed. For Example: "20110910"	1.0
41.	serviceExplanation	1	Text	80	No	Service Explanation	1.0
42.	servicePerformed	1	Text	2	No	Service Performed	1.0
43.	manufacturerRefCode	1	Text	4	No		1.0
44.	repairCategory	1	Text	5	No	Required based on the rules set by Service Administrator	1.0
45.	timeStarted	1	Text	8	No	Time Repair Started. ("HH:MM AM/PM"). Drop AM/PM suffix if in 24 hour format	1.0
46.	timeCompleted	1	Text	8	No	Time Repair Completed. ("HH:MM AM/PM"). Drop AM/PM suffix if in 24 hour format.	1.0
47.	timeOnJob	1	Numeric	4	No	Time on Job (HH/MM)	1.0
48.	laborAmount	1	Money	8	No	Labor Amount	1.0
49.	diagnosticFee	1	Money	8	No		1.0
50.	shippingAmount	1	Money	8	No		1.0
51.	freightAmount	1	Money	8	No		1.0
52.	mileageAmount	1	Money	8	No		1.0
53.	travelAmount	1	Money	8	No		1.0
54.	localTaxAmount	1	Money	8	No		1.0
55.	stateTaxAmount	1	Money	8	No		1.0
56.	otherAmount	1	Money	8	No		1.0
57.	otherItem1Amount	1	Money	8	No		1.0
58.	otherItem1Code	1	Text	12	No		1.0
59.	otherItem2Amount	1	Money	8	No		1.0
60.	otherItem2Code	1	Text	12	No		1.0
61.	travelHours	1	Numeric	4	No		1.0
62.	dispatchNumber	1	Text	20	No	Dispatch Number	1.0
63.	customerEmail	1	Text	80	No	Customer's Email Address	1.0
64.	technicianName	1	Text	32	No	If Service Administrator does not manage technicians in ServiceBench the name of the technician needs to be placed in this field.	1.1

65.	technicianID	1	Text	32	No	If Service Administrator manages technicians in ServiceBench the technician ID stored in ServiceBench needs to be placed in this field.	1.1
66.	dateServiceStarted	1	Date	10	No	Date the repair started	1.1
67.	comment	1	Text	255	No	External comment on the claim	1.3
68.	laborHours	1	Numeric	4	No		1.3
69.	<b>claimParts</b>	<b>1</b>	<b>Container</b>	<b>NA</b>	<b>Yes</b>		<b>1.0</b>
70.	<b>claimPart</b>	<b>20</b>	<b>Container</b>	<b>NA</b>	<b>Yes</b>		<b>1.0</b>
71.	failedPartNumber	1	Text	20	No		1.3
72.	failedPartQuantity	1	Numeric	3	No	Required if failedPartNumber is populated	1.3
73.	failedPartSerial	1	Text	16	No		1.3
74.	failedPartInstallDate	1	Date	10	No		1.3
75.	partNumber	1	Text	20	No	Required for the Part line to be processed.	1.0
76.	partDescription	1	Text	32	No	If Service Administrator does not have a Parts Master, this field will be available for the user to enter a part description to send back to the Service Administrator. Otherwise, the Parts Master will be utilized.	1.2
77.	partQuantity	1	Numeric	3	No		1.0
78.	partPrice	1	Money	8	No		1.0
79.	partReferenceNumber	1	Text	16	No		1.0
80.	partSerial Number	1	Text	16	No		1.3
81.	partInvoiceNumber	1	Text	16	No		1.0
82.	partDistributorNumber	1	Text	20	No		1.0
83.	<b>claimServices</b>	<b>1</b>	<b>Container</b>	<b>NA</b>	<b>Yes</b>		<b>1.0</b>
84.	<b>claimService</b>	<b>20</b>	<b>Container</b>	<b>NA</b>	<b>Yes</b>	Required for Services to be processed.	<b>1.0</b>
85.	serviceNumber	1	Text	2	No		1.1
86.	serviceQuantity	1	Text	3	No		1.1
87.	serviceTransactionNumber	1	Text	32	No		1.1
88.	serviceReferenceNumber	1	Text	32	No		1.1
89.	serviceTotalAmount	1	Money	8	No		1.1
90.	serviceStatus	1	Text	10	No		1.1

### Sample XML Request:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:typ="http://servicebench.com/serviceOrder/service/types">
  <soapenv:Header>
    <wsse:Security soapenv:mustUnderstand="1" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd">
```