



## Order Status API Mapping Specification

Learn to navigate  
Dell's Premier  
Order Status API

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## Purpose of Document

This document provides guidance and reference material to establish a connection with Dell's Order Status API. This API provides the information required to electronically retrieve or receive Dell order status updates. The Order Status API allows for streamlined order tracking including product information, order status, service tags and shipment tracking information.

Please refer to the [Dell Getting Started API Guide](#) for authentication details to access Dell's Procurement APIs. Also, refer to the [Appendices](#) for example JSON payloads.

## Order Status API Push vs Pull Overview

Order Status API updates can be pushed to a customer-defined endpoint or pulled from Dell's secure endpoint.

- **Order Status API Push:** Provides real-time status updates for individual Dell orders.
- **Order Status API Pull:** Supports customer-initiated retrieval of current orders status updates for one or more Dell orders, per request parameters.

## Order Status Hierarchy

Order status updates may include three status levels: Purchase Order, Line, Dell Order. Status at each level is calculated based on the least progressed Dell Order.

## Possible Order Status Values

Key Terms	Description
Received	PO has been received by Dell
Confirmed	Dell order(s) have been confirmed
Available	Final status for non-shipped items (e.g., software, warranty renewal)
In Production	Dell order(s) are in production
Build Complete	Dell order(s) are ready to be shipped
Shipped	All items have been assigned to carrier
Delivered	Dell order has been delivered by carrier
Cancelled	One or more items have been cancelled

## Resource URL

Version	Input Request Format	URL/Info
2.0	JSON	<b>Order Status API Pull (POST):</b> <a href="https://apigtwb2c.us.dell.com/PROD/order-status/api/search">https://apigtwb2c.us.dell.com/PROD/order-status/api/search</a>  <b>Order Status API Push (POST):</b> You will need to provide Dell with your authentication details: <ul style="list-style-type: none"><li>○ API Endpoint URL</li><li>○ Authentication Type:<ul style="list-style-type: none"><li>• Basic Auth: Username/Password</li><li>• OAuth 2.0: Token URL/Client ID/Client Secret</li><li>• Note: No Auth is not supported</li></ul></li></ul>

## Request Header

Key	Value	Description	Mandatory
Accepts-version	2.0	PO API version	Yes
Content-type	application/json	Content type	Yes

## Order Status Request Payload Specifications (for PULL)

JSON Order Status Payload Field	Comment
{	
"searchParameter": [	This is one example of the request payload. Other options are also available
{"key": "po_numbers",	
"values": [	The values array must contain at least one search item but can contain up to 10 per request
"PO12345",	
"PO67890"	
]	
}	
]	
}	

## Order Status Payload Specifications

JSON Order Status Payload Field	Comment
{	
"purchaseOrderDetails": [	
{	
"purchaseOrderNumber": "204297",	From the purchase order (PO)
"purchaseOrderDate": "2022-09-28T15:46:28Z",	Only included when order is submitted through the B2B/API process
"purchaseOrderStatus": "Shipped",	<p>Based on least progressed lineStatus value for all lines or orderStatus values, if purchaseOrderLines is null</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• <b>Received By Dell</b> - PO has been received by Dell</li> <li>• <b>Confirmed</b> - Dell order(s) have been confirmed</li> <li>• <b>Available</b> - Final status for non-shipped items (e.g., software, warranty renewal)</li> <li>• <b>In Production</b> - Dell order(s) are in production</li> <li>• <b>Build Complete</b> - Dell order(s) are ready to be shipped</li> <li>• <b>Shipped</b> - All items have shipped</li> <li>• <b>Delivered</b> - Item has been delivered</li> <li>• <b>Cancelled</b> - One or more items have been cancelled</li> </ul>
"dellOrders": [	
{	
"orderNumber": "999999999",	Dell order number: Push API will only send one per post; Pull will include all associated order numbers with a PO when request is by PO number
"dellPurchaseId": "9999143717255",	Dell Purchase ID; typically, one per purchase order

## Order Status Payload Specifications

Continuation:	
JSON Order Status Payload Field	Comment
"orderStatus": "Delivered",	<p>Dell order status</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• <b>Received By Dell</b> - PO has been received by Dell</li> <li>• <b>Confirmed</b> - Dell order(s) have been confirmed</li> <li>• <b>Available</b> - Final status for non-shipped items (e.g., software, warranty renewal)</li> <li>• <b>In Production</b> - Dell order is in production</li> <li>• <b>Build Complete</b> - Dell order is ready to be shipped</li> <li>• <b>Shipped</b> - All items have shipped</li> <li>• <b>Delivered</b> - Item has been delivered</li> <li>• <b>Cancelled</b> - One or more items have been cancelled</li> </ul>
"statusDateTime": "2022-10-10T18:29:42Z",	Timestamp for Dell order status
"productInfo": [	
{	
"skuNumber": "210-BBCK",	Dell product SKU
"description": "Dell 27 Monitor - 2722H, 68.6cm (27\")",	Dell product description; may differ from the description on the PO
"serviceTags": [	Comma separated list of service tags for items shipped with this order; empty for items without service tags (e.g., soundbar, keyboard, mouse, etc.)
"99YV1M3", "99XV1M3"	
]	
}	
],	
"invoiceNumber": "99920610034",	Invoice number associated with this order
"invoiceDate": "2022-09-29T19:34:12Z",	Invoice date associated with this order
"actualShipmentDate": "2022-10-01T20:34:02Z",	Date item(s) shipped, as indicated by carrier

## Order Status Payload Specifications

Continuation:	
JSON Order Status Payload Field	Comment
"actualDeliveryDate": "2022-10-03T16:04:00Z",	Date item(s) delivered, as indicated by carrier
"estimatedShipmentDate": "2022-09-28T00:00:00Z",	Original estimated ship date
"estimatedDeliveryDate": "2022-10-05T06:00:00Z",	Original estimated delivery date
"revisedShipmentDate": null,	Latest estimated ship date
"revisedDeliveryDate": null,	Latest estimated delivery date
"revisedEstimatedOrDeliveryDateChange": false,	Indicates if this update reflects a change to a previously provided delivery date; only applicable for PUSH API
"trackingInformation": [	List of shipment details as received from carrier; normally available as part of Shipped & Delivered status updates
{	
"carrierName": "FEDEX GROUND",	Carrier used to deliver the product
"waybill": "999999587865",	Waybill (AKA: Tracking) Number
"carrierMileStone": "DELIVERED",	Optional delivery status category when provided by the carrier
"carrierTrackingURL": "https://www.fedex.com/fedextrack/?trknbr=999999587865",	Full tracking status URL to simplify direct access to carrier's tracking data
"milestoneStatusChange": false,	Boolean value indicating if this update reflects a change in carrier milestone
"milestoneEventDescription": "Completed Unloading at Delivery Location"	Optional delivery status detail within the milestone category
}	
],	
"shipToInformation": {	Shipping address used by Dell to deliver the order
"companyName": "COMPANY NAME",	Shipping Contact Company Name (30-character limit)
"contactName": "JOHN SMITH",	Shipping Contact Name as appears on order



## Order Status Payload Specifications

Continuation:	
JSON Order Status Payload Field	Comment
"contactAddress1": "123 W 3RD ST",	Shipping Address Line 1
"contactAddress2": "STE 110",	Shipping Address Line 2
"city": "CHICAGO",	Shipping City
"stateProvince": "Illinois",	Shipping State or Providence
"postalCode": "60609-1401",	Shipping Postal/Zip Code
"country": "United States"	Shipping Country
},	
"purchaseOrderLines": [	Only included when the PO is submitted through B2B/API process
{	
"lineNumber": "3",	From PO
"buyerPartNumber": "9997832638491\3",	From PO (PartIDExt/SupplierPartAuxilliaryID)
"dellPartNumber": "9997832638491\3",	From PO (PartID/SupplierPartID)
"description": "Dell 27 Monitor-P2722H: Dell 27 Monitor - P2722H, 68.6cm (27");Dell 27 Monitor - P2722H, 68.6cm (27)"",	Description as provided on the PO
"unitPrice": 399.99,	Unit Price as provided on PO
"quantityOrdered": "2",	Quantity as provided on PO



## Order Status Payload Specifications

Continuation:	
JSON Order Status Payload Field	Comment
"lineStatus": "Delivered"	<p>Based on least progressed order Status value for all associated orders</p> <p><b>Possible Values:</b></p> <ul style="list-style-type: none"> <li>• <b>Received By Dell</b> - PO has been received by Dell</li> <li>• <b>Confirmed</b> - Dell order(s) have been confirmed</li> <li>• <b>Available</b> - Final status for non-shipped items (e.g., software, warranty renewal)</li> <li>• <b>In Production</b> - Dell order(s) are in production</li> <li>• <b>Build Complete</b> - Dell order(s) are ready to be shipped</li> <li>• <b>Shipped</b> - All items have shipped</li> <li>• <b>Delivered</b> - Item has been delivered</li> <li>• <b>Cancelled</b> - One or more items have been cancelled</li> </ul>
}	
]	
}	
]	
}	
]	
}	

## Response Status Codes (for PULL)

Code	HTTP Status	Description
200	OK	Order Status is available for this customer
400	Bad request	Invalid or empty parameters
401	Unauthorized	Invalid API Key for given customer
403	Forbidden	Internal error, contact admin
404	Not found	Not found
500	Internal server error	Data validation issue or temporary API outage

## Have questions or need help?

Please contact your Dell Global Integration Architect or email: [Global\\_B2B\\_Support@dell.com](mailto:Global_B2B_Support@dell.com)

## **Appendices – Sample Order Status Payloads (PULL and PUSH)**

## Appendix 1 – Order Status of “Received by Dell” (PULL)

```
{
  "purchaseOrderDetails": [
    {
      "purchaseOrderNumber": "DELL-275555",
      "purchaseOrderDate": null,
      "purchaseOrderStatus": "Received by Dell",
      "dellOrders": [
        {
          "orderNumber": "999012345",
          "dellPurchaseId": "9999223344657",
          "orderStatus": "Received by Dell",
          "statusDateTime": null,
          "productInfo": [
            {
              "skuNumber": "210-BDVE",
              "description": "XPS 13 Plus (9320)",
              "itemQuantity": "1",
              "serviceTags": []
            }
          ],
          "invoiceNumber": null,
          "invoiceDate": null,
          "actualShipmentDate": null,
          "actualDeliveryDate": null,
          "estimatedShipmentDate": "2022-12-2T06:00:00Z",
          "estimatedDeliveryDate": "2022-12-16T06:00:00Z",
          "revisedShipmentDate": null,
          "revisedDeliveryDate": null,
          "trackingInformation": [],
          "shipToInformation": {
            "companyName": "COMPANY INC",
            "contactName": "JEFF SMITH",
            "contactAddress1": "ADDRESS LINE 1",
            "contactAddress2": "ADDRESS LINE 2",
            "city": "ORLANDO",
            "stateProvince": "FL",
            "postalCode": "32819-9032",
            "country": "US"
          },
          "purchaseOrderLines": []
        }
      ]
    }
  ]
}
```

## Appendix 2 – Order Status of “Confirmed” (PULL)

```
{
  "purchaseOrderDetails": [
    {
      "purchaseOrderNumber": "DELL-275555",
      "purchaseOrderDate": "2022-11-17T22:14:52Z",
      "purchaseOrderStatus": "Confirmed",
      "dellOrders": [
        {
          "orderNumber": "999012345",
          "dellPurchaseId": "9999223344657",
          "orderStatus": "Confirmed",
          "statusDateTime": "2022-12-1T23:25:49Z",
          "productInfo": [
            {
              "skuNumber": "210-BDVE",
              "description": "XPS 1",
              "itemQuantity": "1",
              "serviceTags": []
            }
          ]
        },
        {
          "invoiceNumber": null,
          "invoiceDate": null,
          "actualShipmentDate": null,
          "actualDeliveryDate": null,
          "estimatedShipmentDate": "2022-12-2T06:00:00Z",
          "estimatedDeliveryDate": "2022-12-16T06:00:00Z",
          "revisedShipmentDate": null,
          "revisedDeliveryDate": null,
          "trackingInformation": [],
          "shipToInformation": {
            "companyName": "COMPANY INC",
            "contactName": "JEFF SMITH",
            "contactAddress1": "ADDRESS LINE 1",
            "contactAddress2": "ADDRESS LINE 2",
            "city": "ORLANDO",
            "stateProvince": "FL",
            "postalCode": "32819-9032",
            "country": "US"
          }
        },
        {
          "purchaseOrderLines": [
            {
              "lineNumber": "1",
              "buyerPartNumber": "9990133333333.1",
              "dellPartNumber": "9990133333333.1",
              "description": null,
              "unitPrice": 1910.24,
```

```
        "quantityOrdered": "1",  
        "lineStatus": "Confirmed"  
    }  
]  
}  
]
```

## Appendix 3 – Order Status of “Shipped” (PULL)

```
{
  "purchaseOrderDetails": [
    {
      "purchaseOrderNumber": "DELL-275555",
      "purchaseOrderDate": null,
      "purchaseOrderStatus": "Shipped",
      "dellOrders": [
        {
          "orderNumber": "999012345",
          "dellPurchaseId": "9999223344657",
          "orderStatus": "Shipped",
          "statusDateTime": "2022-12-12T22:54:06Z",
          "productInfo": [
            {
              "skuNumber": "210-BDVE",
              "description": "XPS 13 Plus (9320)",
              "itemQuantity": "1",
              "serviceTags": [
                "9TGVOU3"
              ]
            }
          ]
        },
        {
          "invoiceNumber": null,
          "invoiceDate": null,
          "actualShipmentDate": "2022-12-12T22:34:05Z",
          "actualDeliveryDate": null,
          "estimatedShipmentDate": "2022-12-12T00:00:00Z",
          "estimatedDeliveryDate": "2022-12-16T06:00:00Z",
          "revisedShipmentDate": "2022-12-13T03:45:13Z",
          "revisedDeliveryDate": "2022-12-19T06:00:00Z",
          "trackingInformation": [
            {
              "carrierName": "FEDEX GROUND",
              "waybill": "999647855555",
              "carrierMileStone": null,
              "carrierTrackingURL":
                "https://www.fedex.com/fedextrack/?trknbr=999647855555",
              "milestoneStatusChange": false,
              "milestoneEventDescription": null
            }
          ]
        },
        {
          "shipToInformation": {
            "companyName": "COMPANY INC",
            "contactName": "JEFF SMITH",
            "contactAddress1": "ADDRESS LINE 1",
            "contactAddress2": "ADDRESS LINE 2",

```



```

        "city": "ORLANDO",
        "stateProvince": "Florida",
        "postalCode": "32819-9032",
        "country": "United States"
    },
    "purchaseOrderLines": [
        {
            "lineNumber": "1",
            "buyerPartNumber": "9990133333333.1",
            "dellPartNumber": "9990133333333.1",
            "description": null,
            "unitPrice": 1910.24,
            "quantityOrdered": "1",
            "lineStatus": "Confirmed"
        }
    ]
}

```

## Appendix 4 – Order Status of “Delivered” (PULL)

```
{
  "purchaseOrderDetails": [
    {
      "purchaseOrderNumber": "DELL-275555",
      "purchaseOrderDate": null,
      "purchaseOrderStatus": "Delivered",
      "dellOrders": [
        {
          "orderNumber": "999012345",
          "dellPurchaseId": "9999223344657",
          "orderStatus": "Delivered",
          "statusDateTime": "2022-12-12T23:24:49Z",
          "productInfo": [
            {
              "skuNumber": "210-BDVE",
              "description": "XPS 13 Plus (9320)",
              "itemQuantity": "1",
              "serviceTags": [
                "JTGVOU3"
              ]
            }
          ],
          "invoiceNumber": "99937759999",
          "invoiceDate": "2022-12-12T06:00:00Z",
          "actualShipmentDate": "2022-12-12T22:34:05Z",
          "actualDeliveryDate": "2022-12-15T16:31:00Z",
          "estimatedShipmentDate": "2022-12-12T00:00:00Z",
          "estimatedDeliveryDate": "2022-12-16T06:00:00Z",
          "revisedShipmentDate": "2022-12-13T03:45:13Z",
          "revisedDeliveryDate": "2022-12-19T06:00:00Z",
          "trackingInformation": [
            {
              "carrierName": "FEDEX GROUND",
              "waybill": "999647855555",
              "carrierMileStone": "DELIVERED",
              "carrierTrackingURL":
                "https://www.fedex.com/fedextrack/?trknbr=999647855555",
              "milestoneStatusChange": false,
              "milestoneEventDescription":
                "Completed Unloading at Delivery Location"
            }
          ],
          "shipToInformation": {
            "companyName": "COMPANY INC",
            "contactName": "JEFF SMITH",
            "contactAddress1": "ADDRESS LINE 1",
```

```

        "contactAddress2": "ADDRESS LINE 2",
        "city": "ORLANDO",
        "stateProvince": "Florida",
        "postalCode": "32819-9032",
        "country": "United States"
    },
    "purchaseOrderLines": [
        {
            "lineNumber": "1",
            "buyerPartNumber": "9990133333333.1",
            "dellPartNumber": "9990133333333.1",
            "description": null,
            "unitPrice": 1910.24,
            "quantityOrdered": "1",
            "lineStatus": "Confirmed"
        }
    ]
}

```

## Appendix 5 – Order Status of “Received by Dell” (PUSH)

```
{
  "purchaseOrderDetails": [
    {
      "purchaseOrderNumber": "DELL-88888",
      "purchaseOrderDate": "2022-11-21T22:14:52Z",
      "purchaseOrderStatus": "Received by Dell",
      "dellOrders": [
        {
          "orderNumber": "995433333",
          "dellPurchaseId": "9999428666666",
          "orderStatus": "Received by Dell",
          "statusDateTime": "2022-11-21T23:05:59Z",
          "productInfo": [
            {
              "skuNumber": "210-AZYQ",
              "description": "PowerEdge R750xs",
              "itemQuantity": "2",
              "serviceTags": []
            }
          ],
          "invoiceNumber": null,
          "invoiceDate": null,
          "actualShipmentDate": null,
          "actualDeliveryDate": null,
          "estimatedShipmentDate": "2022-12-9T06:00:00Z",
          "estimatedDeliveryDate": "2023-01-05T06:00:00Z",
          "revisedShipmentDate": null,
          "revisedDeliveryDate": null,
          "revisedEstimatedOrDeliveryDateChange": false,
          "trackingInformation": [],
          "shipToInformation": {
            "companyName": "COMPANY INC",
            "contactName": "JOHN SMITH",
            "contactAddress1": "ADDRESS LINE 1",
            "contactAddress2": null,
            "city": "HOUSTON",
            "stateProvince": "TX",
            "postalCode": "77015",
            "country": "US"
          },
          "purchaseOrderLines": []
        }
      ]
    }
  ]
}
```

## Appendix 6 – Order Status of “Confirmed” (PUSH)

```
{
  "purchaseOrderDetails": [
    {
      "purchaseOrderNumber": "DELL-88888",
      "purchaseOrderDate": "2022-11-21T22:14:52Z",
      "purchaseOrderStatus": "Confirmed",
      "dellOrders": [
        {
          "orderNumber": "995433333",
          "dellPurchaseId": "9999428666666",
          "orderStatus": "Confirmed",
          "statusDateTime": "2022-11-21T23:21:09Z",
          "productInfo": [
            {
              "skuNumber": "210-AZYQ",
              "description": "PowerEdge R750xs Server",
              "itemQuantity": "2",
              "serviceTags": []
            }
          ],
          "invoiceNumber": null,
          "invoiceDate": null,
          "actualShipmentDate": null,
          "actualDeliveryDate": null,
          "estimatedShipmentDate": "2022-12-9T00:00:00Z",
          "estimatedDeliveryDate": "2023-01-05T06:00:00Z",
          "revisedShipmentDate": null,
          "revisedDeliveryDate": null,
          "revisedEstimatedOrDeliveryDateChange": false,
          "trackingInformation": [],
          "shipToInformation": {
            "companyName": "COMPANY INC",
            "contactName": "JOHN SMITH",
            "contactAddress1": "ADDRESS LINE 1",
            "contactAddress2": null,
            "city": "HOUSTON",
            "stateProvince": "Texas",
            "postalCode": "77015-6586",
            "country": "United States"
          },
          "purchaseOrderLines": [
            {
              "lineNumber": "1",
              "buyerPartNumber": "9990134444444.1",
              "dellPartNumber": "9990134444444.1",
              "description": null,
```

```
        "unitPrice": 8516.85,  
        "quantityOrdered": "2",  
        "lineStatus": "Confirmed"  
      }  
    ]  
  }  
]  
}
```

## Appendix 7 – Order Status of “Shipped” (PUSH)

```
{
  "purchaseOrderDetails": [
    {
      "purchaseOrderNumber": "DELL-88888",
      "purchaseOrderDate": "2022-11-21T22:14:52Z",
      "purchaseOrderStatus": "Shipped",
      "dellOrders": [
        {
          "orderNumber": "995433333",
          "dellPurchaseId": "9999428666666",
          "orderStatus": "Shipped",
          "statusDateTime": "2022-11-24T20:44:49Z",
          "productInfo": [
            {
              "skuNumber": "210-AZYQ",
              "description": "PowerEdge R750xs Server",
              "itemQuantity": "2",
              "serviceTags": [
                "997HST5",
                "997TGT5"
              ]
            }
          ],
          "invoiceNumber": null,
          "invoiceDate": null,
          "actualShipmentDate": "2022-11-24T20:34:02Z",
          "actualDeliveryDate": null,
          "estimatedShipmentDate": "2022-12-29T00:00:00Z",
          "estimatedDeliveryDate": "2023-01-05T06:00:00Z",
          "revisedShipmentDate": "2022-11-25T10:47:20Z",
          "revisedDeliveryDate": "2022-11-30T10:47:20Z",
          "revisedEstimatedOrDeliveryDateChange": false,
          "trackingInformation": [
            {
              "carrierName": "FEDEX GROUND",
              "waybill": "999947999999",
              "carrierMileStone": "LABEL CREATED",
              "carrierTrackingURL":
                "https://www.fedex.com/fedextrack/?trknbr=999947999999",
              "milestoneStatusChange": false,
              "milestoneEventDescription": "Shipment Acknowledged"
            },
            {
              "carrierName": "FEDEX GROUND",
              "waybill": "999947999999",
              "carrierMileStone": null,

```





## Appendix 8 – Order Status of “Delivered” (PUSH)

```
{
  "purchaseOrderDetails": [
    {
      "purchaseOrderNumber": "DELL-88888",
      "purchaseOrderDate": "2022-11-21T22:14:52Z",
      "purchaseOrderStatus": "Delivered",
      "dellOrders": [
        {
          "orderNumber": "999433333",
          "dellPurchaseId": "9999428666666",
          "orderStatus": "Delivered",
          "statusDateTime": "2022-11-24T21:12:46Z",
          "productInfo": [
            {
              "skuNumber": "210-AZYQ",
              "description": "PowerEdge R750xs Server",
              "itemQuantity": "2",
              "serviceTags": [
                "997HST5",
                "997TGT5"
              ]
            }
          ],
          "invoiceNumber": "99631911659",
          "invoiceDate": "2022-11-24T06:00:00Z",
          "actualShipmentDate": "2022-11-24T20:34:02Z",
          "actualDeliveryDate": "2022-11-28T06:00:00Z",
          "estimatedShipmentDate": "2022-12-29T00:00:00Z",
          "estimatedDeliveryDate": "2023-01-05T06:00:00Z",
          "revisedShipmentDate": "2022-11-25T10:47:20Z",
          "revisedDeliveryDate": "2022-11-30T10:47:20Z",
          "revisedEstimatedOrDeliveryDateChange": false,
          "trackingInformation": [
            {
              "carrierName": "FEDEX GROUND",
              "waybill": "913947999999",
              "carrierMileStone": "ESTIMATED DELIVERY DATE",
              "carrierTrackingURL":
                "https://www.fedex.com/fedextrack/?trknbr=913947999999",
              "milestoneStatusChange": false,
              "milestoneEventDescription": "Estimated Delivery"
            },
            {
              "carrierName": "FEDEX GROUND",
              "waybill": "913947999999",
              "carrierMileStone": "ESTIMATED DELIVERY DATE",
```

