

A	Code	"E"
B	Call Ref	Up to 8 characters, mandatory and unique.
C	Customer Ref	Up to 40 characters. (Customer must exist.)
D	Product Ref	Up to 40 characters. (Product must exist.)
E	Version Ref	Up to 16 characters. (Product Version must exist.)
F	Category Type	Up to 32 characters. Category must exist.
G	Category Status	Up to 32 characters. Category must exist.
H	Category Priority	Up to 32 characters. Category must exist.
I	Category Level	Up to 32 characters. Category must exist.
J	Owner's Ref	User Tag. Up to 40 characters, mandatory. (User must exist.)
K	Open Date	10 characters. (Default today's date)
L	Open Time	5 characters HH:MM, 24-hour clock. (Default current time)
M	Close Date	10 characters. (If omitted, Ticket is open.)
N	Close Time	5 characters HH:MM, 24-hour clock.
O	Subject	Up to 2000 characters
P	Customer Contact	Up to 40 characters
Q	Assignee	User Tag. Up to 40 characters, default to Owner's Ref. (User must exist.)
R	Customer's Own Ref	Up to 40 characters.
S	Medium	Numeric
T-X	Extra Fields (pre 2002)	5 fields of up to 16 characters each
Y	Serial No	Up to 120 characters
Z	Action	Up to 32 characters
AA	Action Date	10 characters

AB	Action Time	5 characters HH:MM, 24-hour clock.
AC	Cost	10 numeric characters, 2 decimal places.
AD	Web Flag	Numeric
AE	Warning Date	10 characters
AF	Warning Time	5 characters HH:MM, 24-hour clock.
AG	E-mail	120 characters
AH	Phone	40 characters
AI-AL		Leave blank
AM	Contact ID	Numeric
AN	Inventory ID	Numeric
AO	Support Level	Eg "First Line"
AP-AQ	Actual Action Date & Time	
AR-AS	Target Response Date & Time	
AT - AU	Actual Response Date & Time	
AV	Department	Up to 120 characters
AW	Location	Up to 40 characters
AX	Estimated Elapse time	Up to 16 characters
AY	Action resolved	Up to 16 characters
AZ	Folder	Numeric
BA	Contract	Up to 25 characters
BB	Sub Type	Numeric
BC	Resolved by	Up to 40 characters
BD	Group	Up to 40 characters
BE-BG		Leave Blank
BH	PO	Up to 40 characters

BI	Escalation date	10 characters (date)
BJ	Escalation time	5 characters HH:MM, 24-hour clock.
BK	Urgency	Numeric
BL	Counter date	10 characters (date)
BM	Counter time	5 characters HH:MM, 24-hour clock.
BN	Counter duration	Up to 16 characters
BO	Outage date	10 characters (date)
BP	Outage time	5 characters HH:MM, 24-hour clock.
BQ	Outage duration	Up to 16 characters
BR	Project	Up to 40 characters
BS	Sales order	Up to 40 characters
BT	RMA	Up to 40 characters
BU	Value	Numeric
BV	Website	Up to 120 characters
BW	Service	Up to 40 characters
BX-BY		Leave Blank
BZ	Counter	Numeric
CA	Service ID	Numeric
CB	Time zone	Numeric
CC	Org	Numeric
CD	Org	Up to 120 characters
CE	Config	Numeric
CF	Config	Up to 120 characters
CG-CI	STC Date, time, duration	
CJ-CO	Scheduled rate, time, start date, weekdays, stop date, day	

CP	No parents	Numeric
CQ	No children	Numeric
CR	Sort	Up to 250 characters
CS	Script ID	Numeric
CT-CY		Leave blank
CZ	Last note	Numeric
DA		Leave blank
DB	Ticker	Numeric
DC	Title 2	Up to 250 characters
DD-DI	End date, end time, end duration, elapse time, date last updated, time last updated	
DJ-DM		Leave blank
DN	Sort	Numeric