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Documentation →

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Overview

Once Vendors submitted a listing request and Distributors marked this listing as *completed*, customer can order specified *product items*. In this case, the system generates a subscription and fulfillment request that should be processed by Vendors. Therefore, the subscription processing is a part of the Order Flow, in which Vendors are required to accept or reject a generated fulfillment request.

The following instructions demonstrate how to *process fulfillment request* and consequently *activate subscriptions* on the CloudBlue Connect platform.

Prerequisites

Make sure that the following requirements are met:

- Vendor Portal is activated and the program contract is signed.
- Distribution agreement and distribution contract are *Active*.
- Product definition operation is complete and public product version is saved.
- Submitted listing request is *marked as completed* by Distributors.

Processing Fulfillment Requests

The following scenario showcases the *Front Street Inc* vendor organization that should process a generated fulfillment request and provide a license activation key to customers. Note that the guidelines below can also be used to process created preview or test subscriptions.

> Your partner action is required!
>
> Your partner's commerce system should generate subscriptions and fulfillment requests on the Connect platform for production scenarios. Otherwise, Vendors cannot process requests and subscriptions. Note, however, that Vendors can generate preview subscriptions for testing scenarios.

1. Locate a pending request

Navigate to the **Subscriptions** module and access the **Fulfillment** section to locate a pending fulfillment request.

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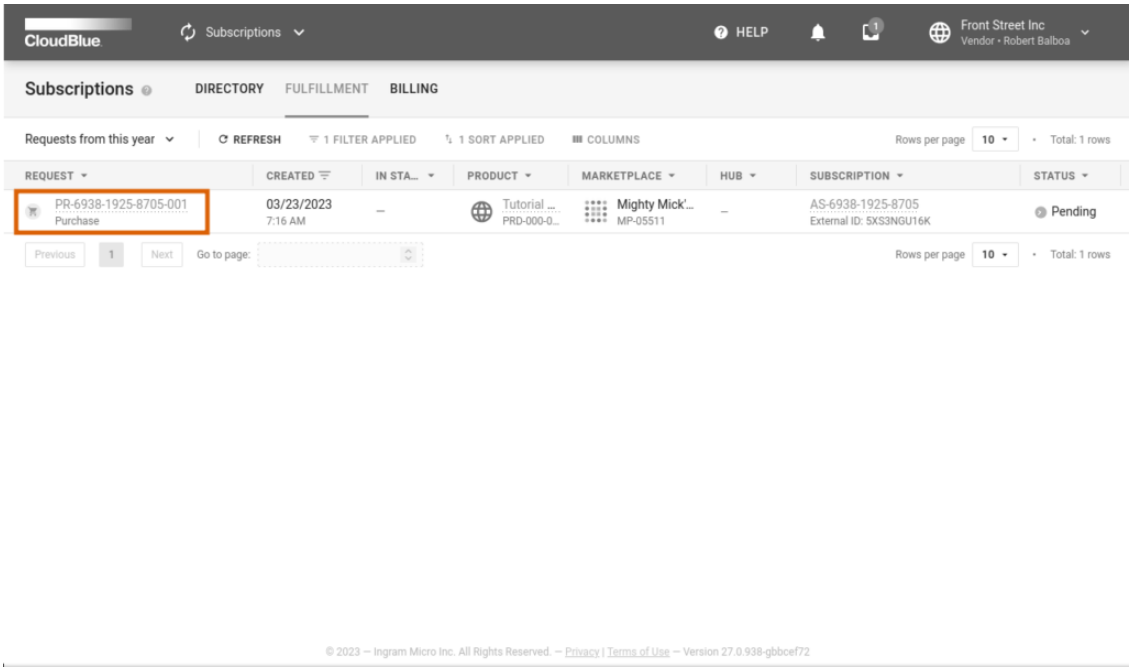

Thereafter, click on the fulfillment request ID to access the *Fulfillment request details* screen.

2. Review your request

The *Fulfillment request details* screen provides various request data within the following tabs:

- **Reservation**: This tab displays information on the ordered items.
- **Pay As You Go**: Contains ordered pay-as-you-go items.
- **Parameters**: Provides a list of selected product parameters.
- **Details**: Specifies various information like your Distributor, contract ID, creation date, etc.
- **Tiers**: This tab displays customer and reseller properties.
- **Request Chain:** Access request chain data via this tab.
- **Configuration**: This tab provides your specified configuration parameters.

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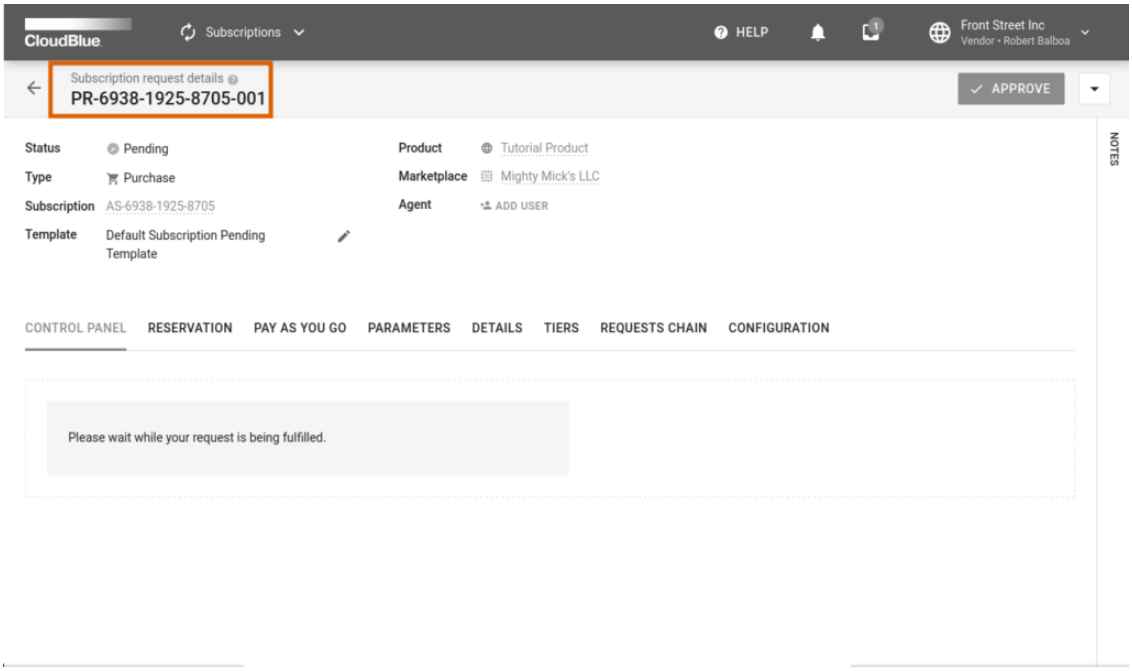
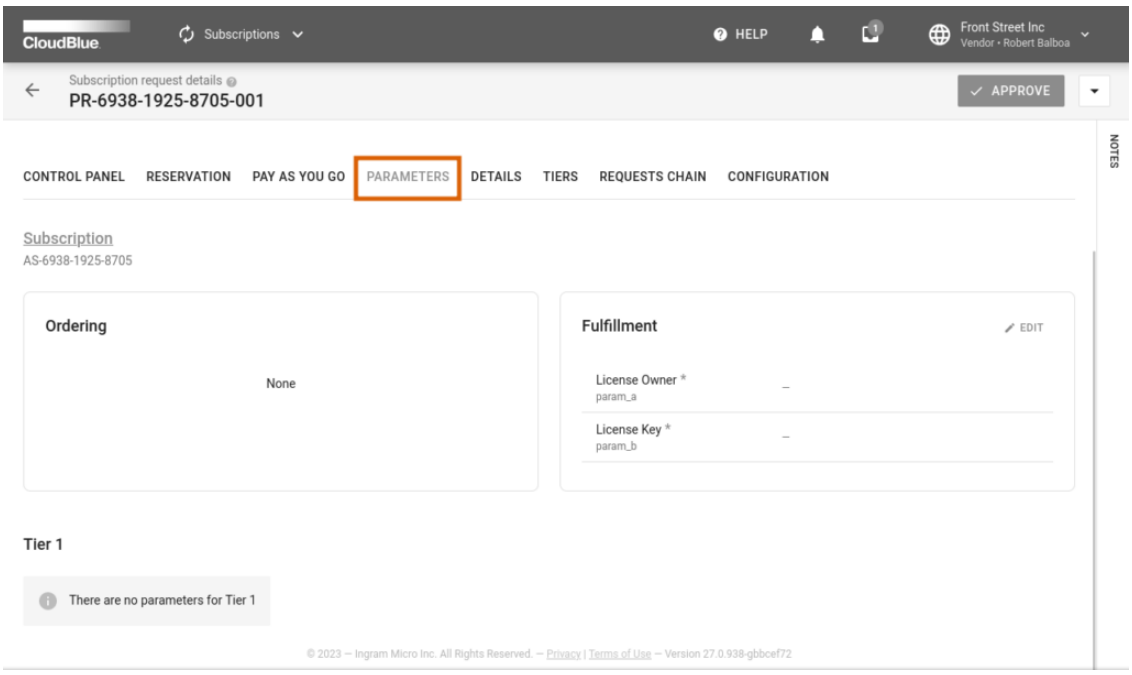


Therefore, Front Street Inc makes sure that fulfillment request information is correct and decides to

3. Locate product parameters

Proceed to the **Parameters** tab and locate your created product parameters. Click the **Edit** button to assign required values to your *fulfillment phase* parameters.



In this scenario, *Front Street Inc* should assign a unique license activation key as a parameter value.

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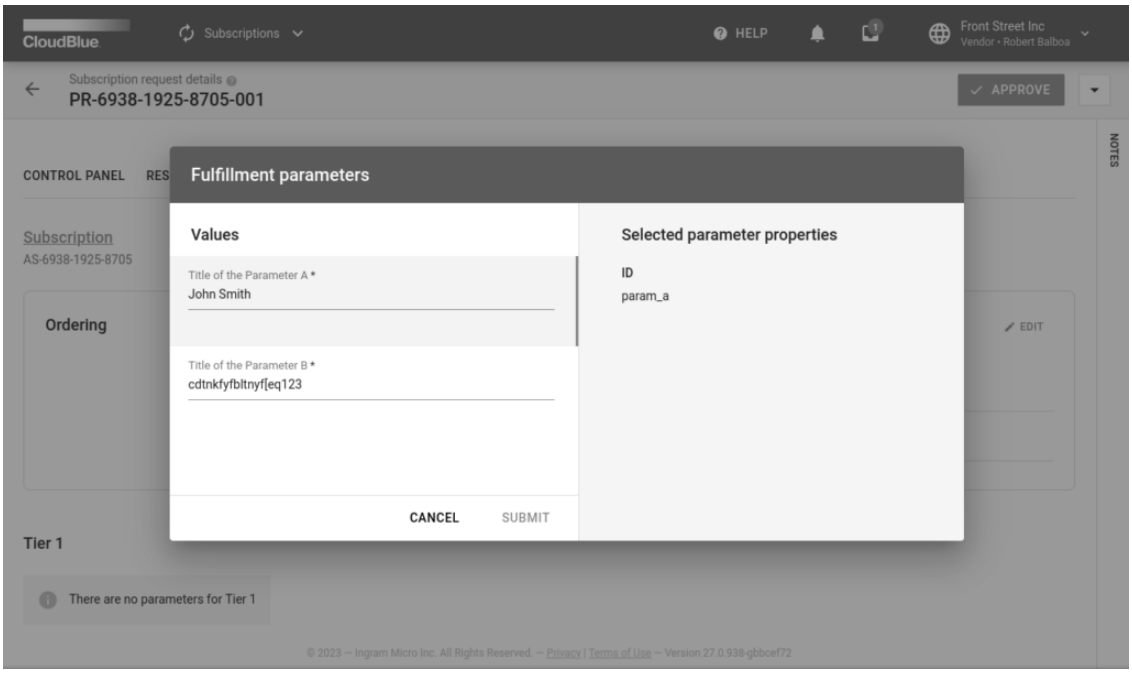
4. Specify parameter value

The system prompts Vendors to specify a parameter value in the following form. Note that this form varies depending on your *parameter type.*



Therefore, Front Street Inc provides a unique license activation key as the fulfillment parameter value.

Click the **Save** button to save your specified value.

5. Approve the request

Click the **Approve** button in case all provided information is correct and all required parameter values are assigned.

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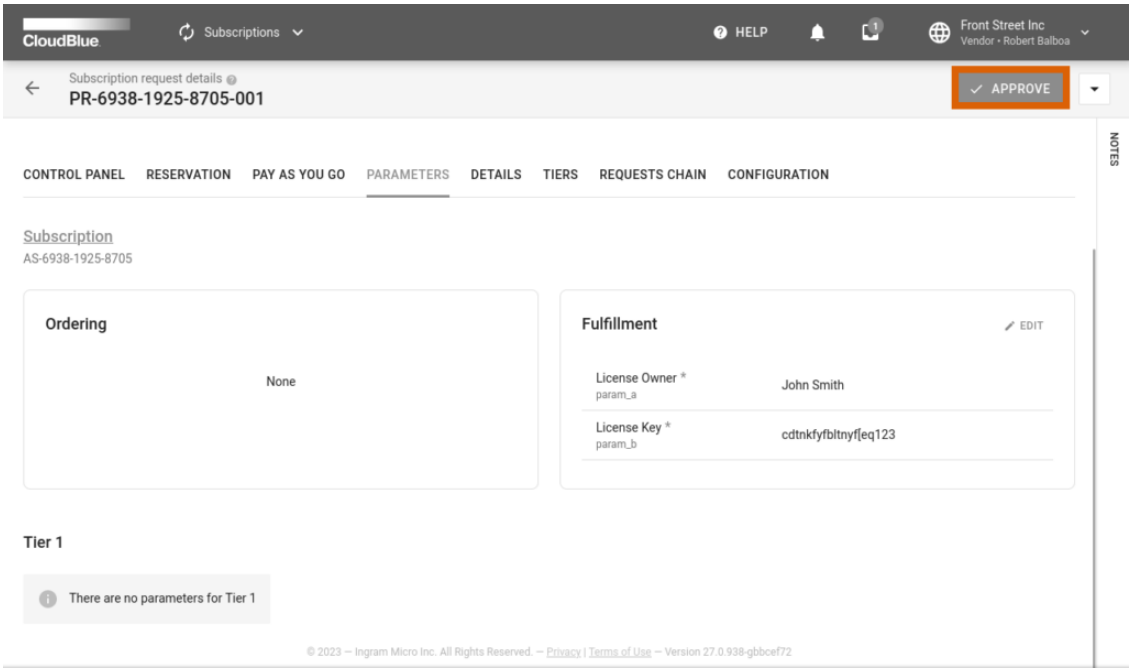

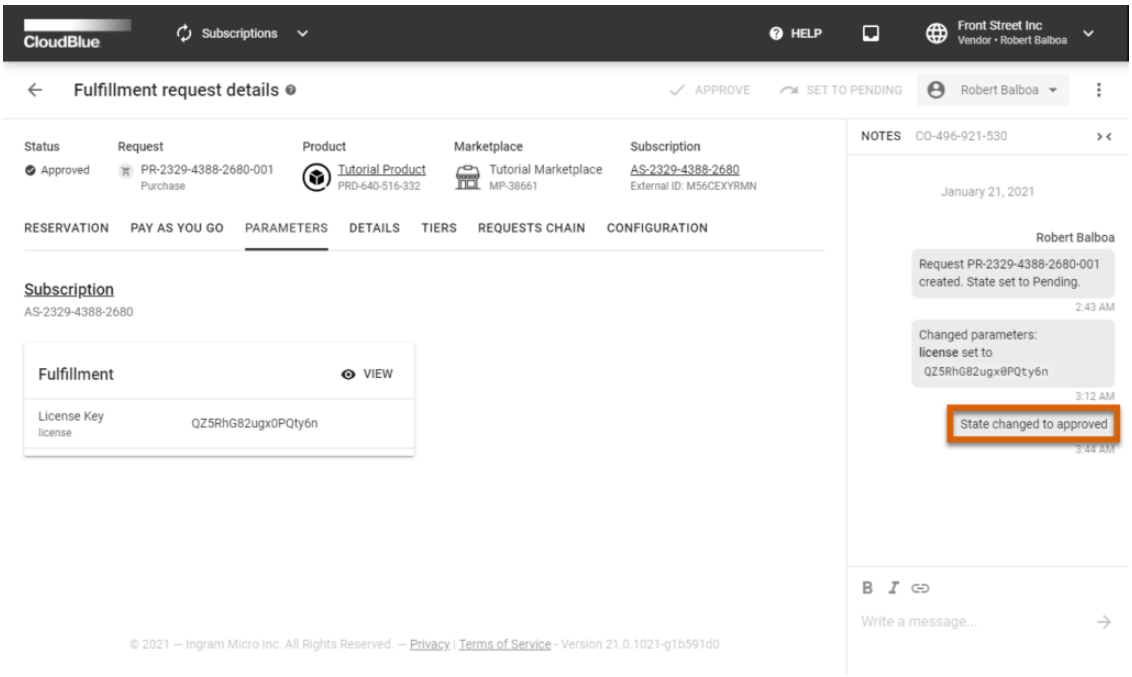

Click **OK** to confirm the decision in the pop-up window. Make sure that the request state is changed to **Approved**. The system also transfers the *processing subscription* that is associated with your approved fulfillment request to the *Active* state.

Therefore, Front Street Inc approved a request, activated subscription and provided a license activation key for a customer that purchased a license.

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Conclusion

As a result, the *Order Flow* for your created subscription will be successfully accomplished. Access the Subscription module documentation in case you want to learn more about subscriptions, fulfillment requires, their types and their states on the CloudBlue Connect platform.

By completing this tutorial, Vendors should acquire necessary skills to perform general operations on the CloudBlue Connect platform. Furthermore, the Vendor Tutorial showcased common scenarios and guidelines on how to collaborate with Distributors. Refer to the following articles of the Community page to find information on specific Connect module, SDK, and more.

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