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# Processing Fulfillment Requests



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Auto-generated at April 11, 2021

## Switch Point

You come here after the provider requested the product for a customer as instructed in [Ordering the Product in the Provider Tutorial](#).

## Process a Fulfillment Request



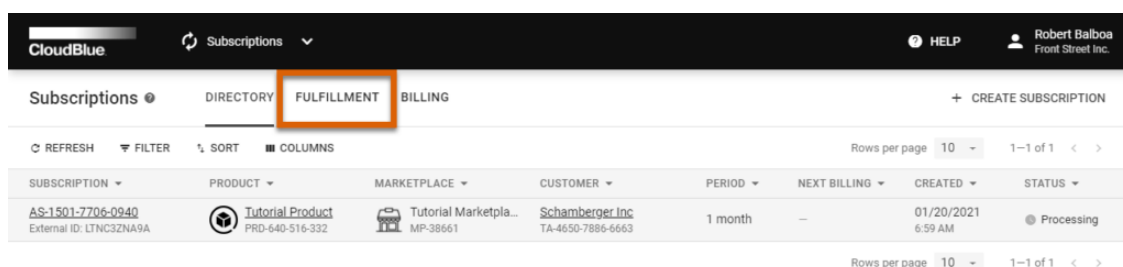
### Information

In this scenario, a representative of the vendor (Front Street Inc.) must access a pending request, generate a license key for the customer and approve the request.




The request processing is similar to the Fulfill the Product Request operation from the product preview.

### 1. Navigate to the Fulfillment section

Go to the **Subscription** module on the Vendor Portal:



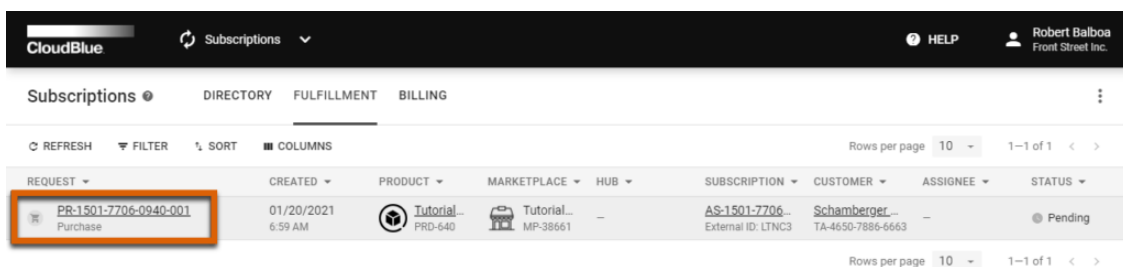
The screenshot shows the CloudBlue Vendor Portal interface. The top navigation bar includes the CloudBlue logo, a 'Subscriptions' dropdown menu, a 'HELP' icon, and the user profile 'Robert Balboa, Front Street Inc.'. Below the navigation bar, there are three tabs: 'Subscriptions', 'DIRECTORY', and 'FULFILLMENT' (which is highlighted with an orange box). To the right of these tabs is a '+ CREATE SUBSCRIPTION' button. Below the tabs, there are controls for 'REFRESH', 'FILTER', 'SORT', and 'COLUMNS'. The main content area displays a table with the following columns: SUBSCRIPTION, PRODUCT, MARKETPLACE, CUSTOMER, PERIOD, NEXT BILLING, CREATED, and STATUS. The table contains one row with the following data: SUBSCRIPTION: AS-1501-7706-0940 (External ID: LTNC3ZNA9A); PRODUCT: Tutorial Product (PRD-640-516-332); MARKETPLACE: Tutorial Marketpla... (MP-38661); CUSTOMER: Schamberger Inc (TA-4650-7886-6663); PERIOD: 1 month; NEXT BILLING: -; CREATED: 01/20/2021 6:59 AM; STATUS: Processing. At the bottom right of the table, there are controls for 'Rows per page' (set to 10) and '1-1 of 1' with navigation arrows.

SUBSCRIPTION	PRODUCT	MARKETPLACE	CUSTOMER	PERIOD	NEXT BILLING	CREATED	STATUS
AS-1501-7706-0940 External ID: LTNC3ZNA9A	 Tutorial Product PRD-640-516-332	 Tutorial Marketpla... MP-38661	 Schamberger Inc TA-4650-7886-6663	1 month	-	01/20/2021 6:59 AM	Processing

Proceed to the **Fulfillment** section.

## 2. Locate a fulfillment request

Locate a pending fulfillment request and click on its ID:



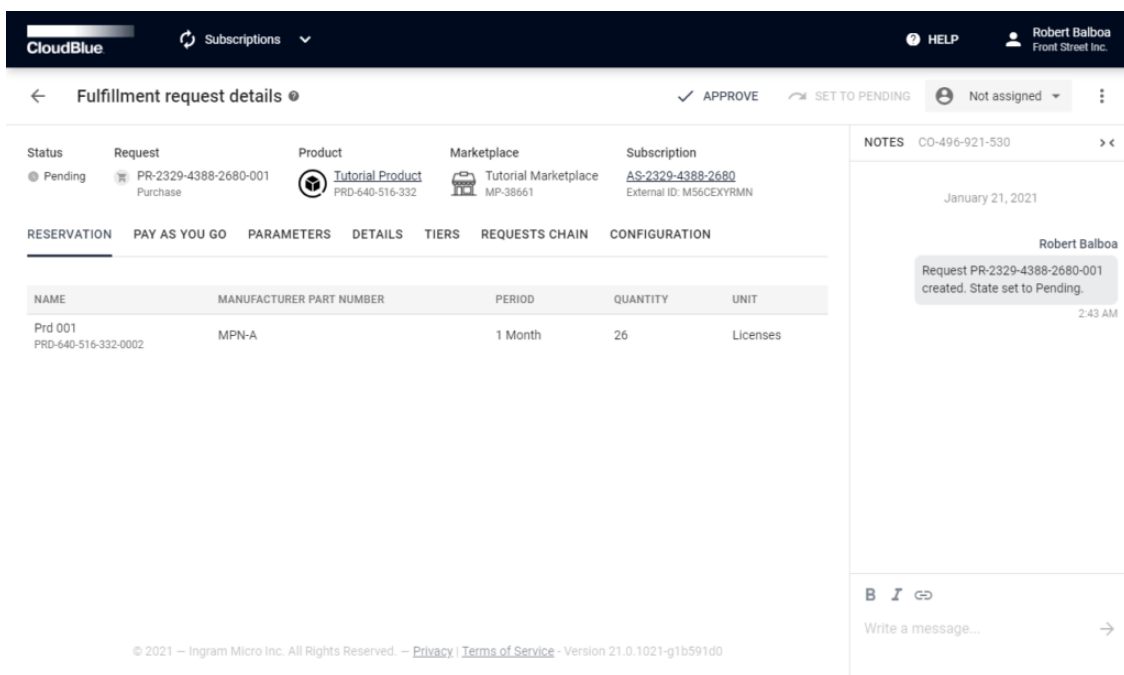
REQUEST	CREATED	PRODUCT	MARKETPLACE	HUB	SUBSCRIPTION	CUSTOMER	ASSIGNEE	STATUS
PR-1501-7706-0940-001 Purchase	01/20/2021 6:59 AM	Tutorial... PRD-640	Tutorial... MP-38661	-	AS-1501-7706... External ID: LTNC3	Schamberger... TA-4650-7886-6663	-	Pending

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## 2. Review your request

The **Request details** screen provides the following request data:

- The **Reservation** tab displays the information on the ordered items.
- The **Parameters** tab contains a list of configured product parameters.
- The **Tiers** tab displays the customer and reseller properties.



CloudBlue Subscriptions HELP Robert Balboa  
Front Street Inc.

← Fulfillment request details APPROVE SET TO PENDING Not assigned

Status: Pending Request: PR-2329-4388-2680-001 Purchase Product: Tutorial Product PRD-640-516-332 Marketplace: Tutorial Marketplace MP-38661 Subscription: AS-2329-4388-2680 External ID: M56CEXYRMN

RESERVATION PAY AS YOU GO PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

NAME	MANUFACTURER PART NUMBER	PERIOD	QUANTITY	UNIT
Prd 001 PRD-640-516-332-0002	MPN-A	1 Month	26	Licenses

NOTES CO-496-921-530

January 21, 2021

Robert Balboa  
Request PR-2329-4388-2680-001 created. State set to Pending. 2:43 AM

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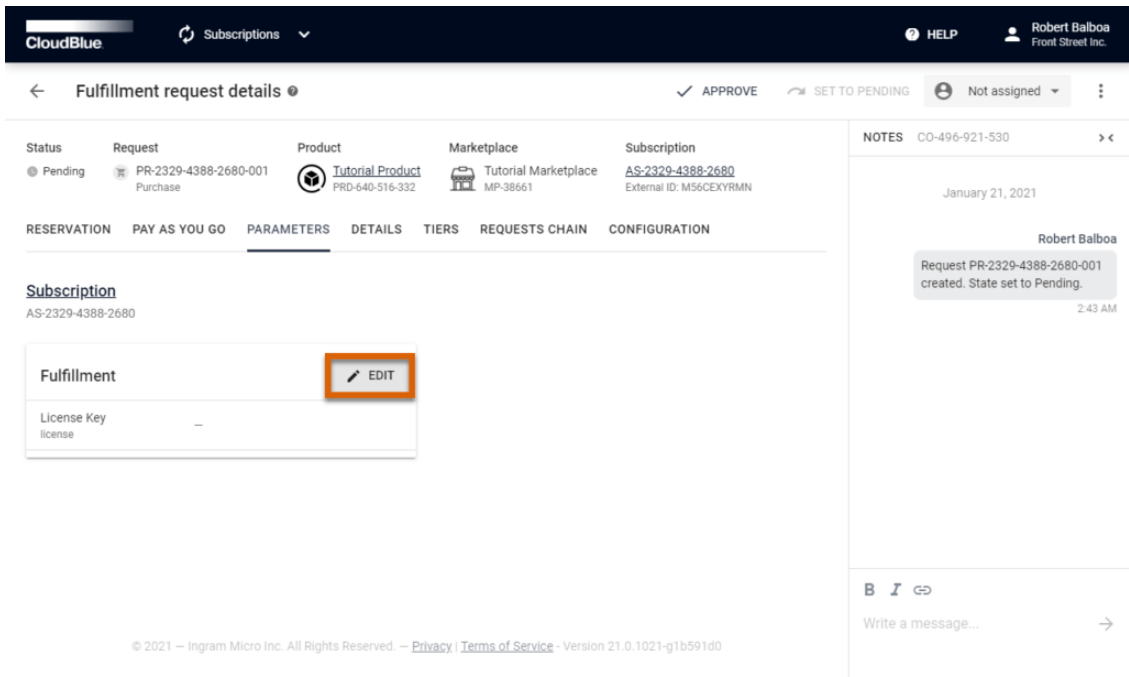
Write a message...

### 3. Locate product parameters

#### Information

In the fulfillment phase, a vendor must specify the product fulfillment parameters. In this scenario, a vendor generates a product license for the customer as a fulfillment parameter.

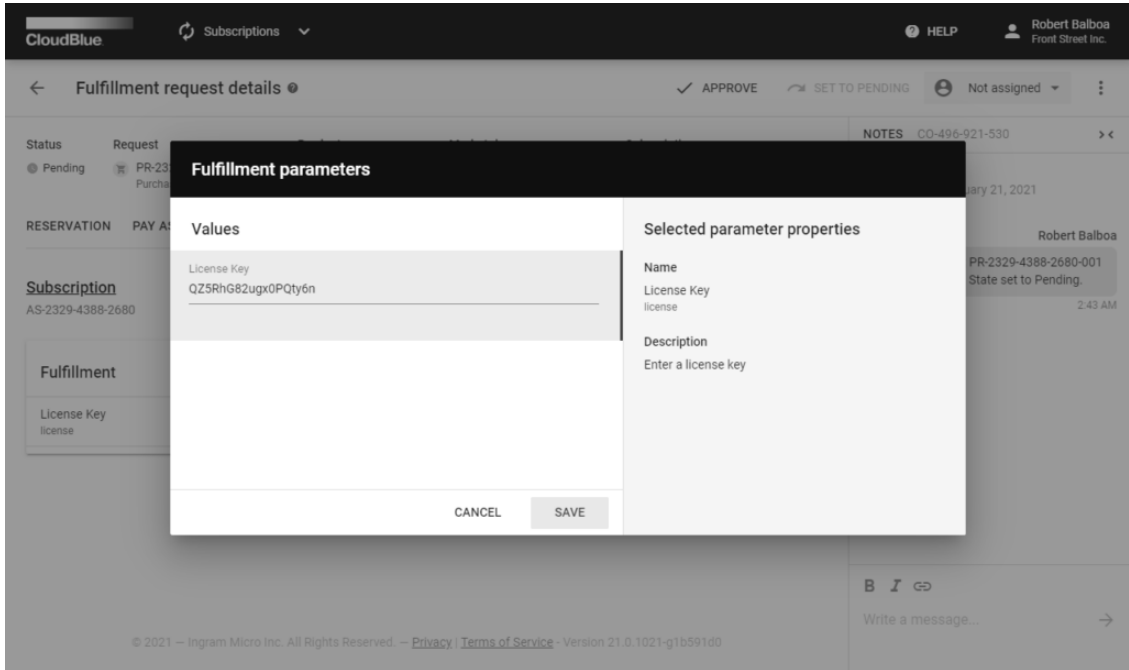
Proceed to the Parameters tab and locate your product parameter:



Click the **Edit** button next to your created parameter.

#### 4. Specify parameter values

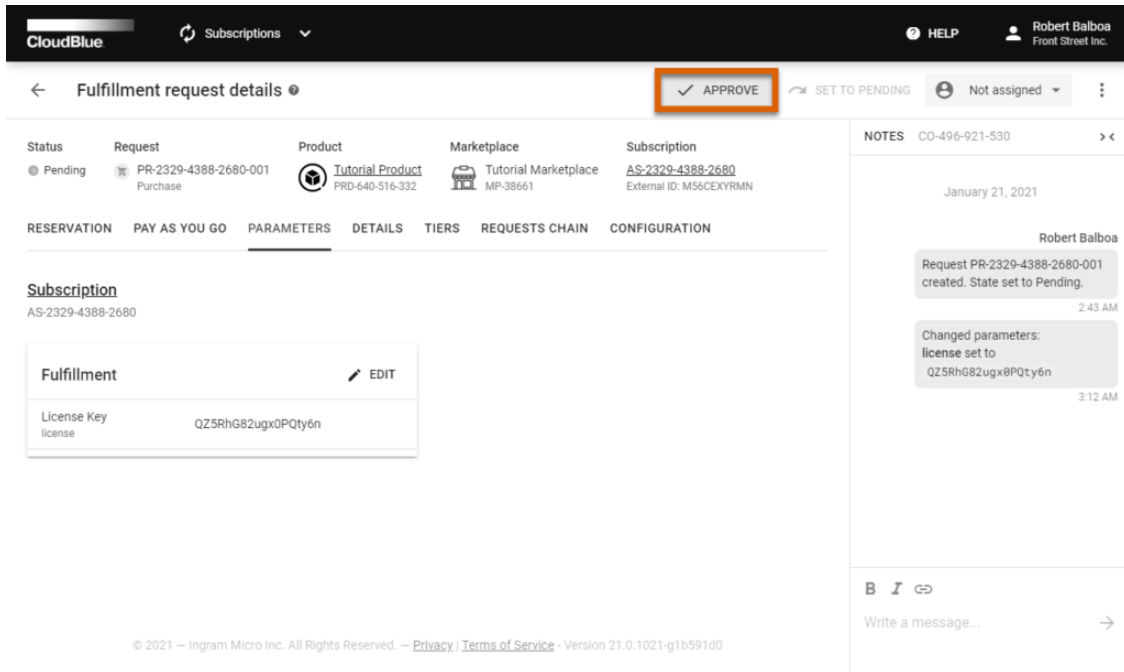
Specify your parameter value in the following form:



In this scenario, a unique license key will be provided as the fulfillment parameter value. Click the **Save** button to save your specified value.

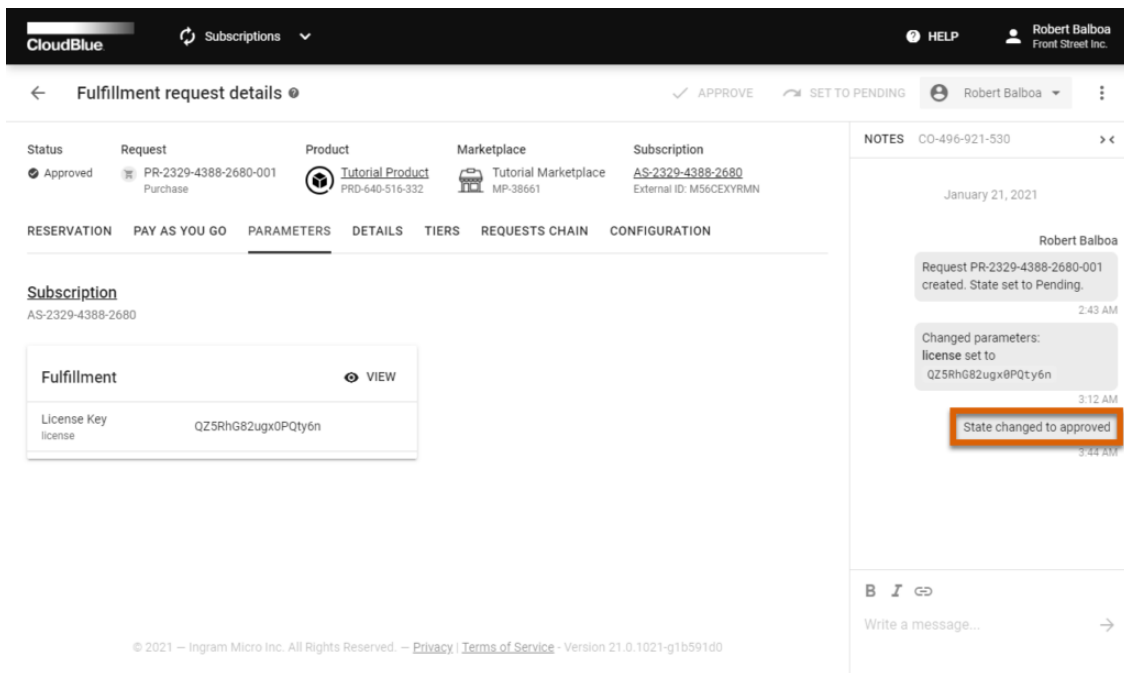
## 5. Approve the request

Click the **Approve** button on the Fulfillment request details screen.



The screenshot shows the 'Fulfillment request details' page in the CloudBlue interface. The status is 'Pending'. The 'APPROVE' button is highlighted with an orange box. The page includes a header with 'Subscriptions', 'HELP', and the user 'Robert Balboa'. The main content area shows details for the request, including the product 'Tutorial Product' and the subscription 'AS-2329-4388-2680'. A 'Fulfillment' section shows the license key 'QZ5RhG82ugx0PQty6n'. The right sidebar contains a 'NOTES' section with a message from Robert Balboa at 2:43 AM stating 'Request PR-2329-4388-2680-001 created. State set to Pending.' and another message at 3:12 AM stating 'Changed parameters: license set to QZ5RhG82ugx0PQty6n'. The bottom of the page has a footer with copyright information: '© 2021 - Ingram Micro Inc. All Rights Reserved. - Privacy | Terms of Service - Version 21.0.1021-g1b591d0'.

In the pop-up window, click **OK** to confirm the decision. The request state will be changed to **Approved**.



The screenshot shows the 'Fulfillment request details' page after the request has been approved. The status is now 'Approved'. The 'APPROVE' button is no longer visible. The right sidebar contains a new note at 3:44 AM stating 'State changed to approved', which is highlighted with an orange box. The rest of the page content, including the header, main details, and footer, remains the same as in the previous screenshot.

#### Switch Point

As a result, Provider receives a notification about the approved fulfillment request. Refer [Verify the Product Request Fulfillment](#) from the Provider Tutorial to verify your fulfillment status and access specified parameter values.

## Conclusion

You went through a simple product request fulfillment process. After this process, the customer that requested the product receives the generated license key that will be used to access the vendor product.