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Asset Requests



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Auto-generated at April 11, 2021

Overview

In order to process asset requests of any type, vendors require information not only relative to the specific product but also about the buyer, supply chain, environment where that request has been originated, etc.

Some of this information may be considered generic, in other words, most of the Vendors require it and due to it, Connect provides it on each request. Additionally, vendors may define additional parameters that will be exclusive for a concrete product.

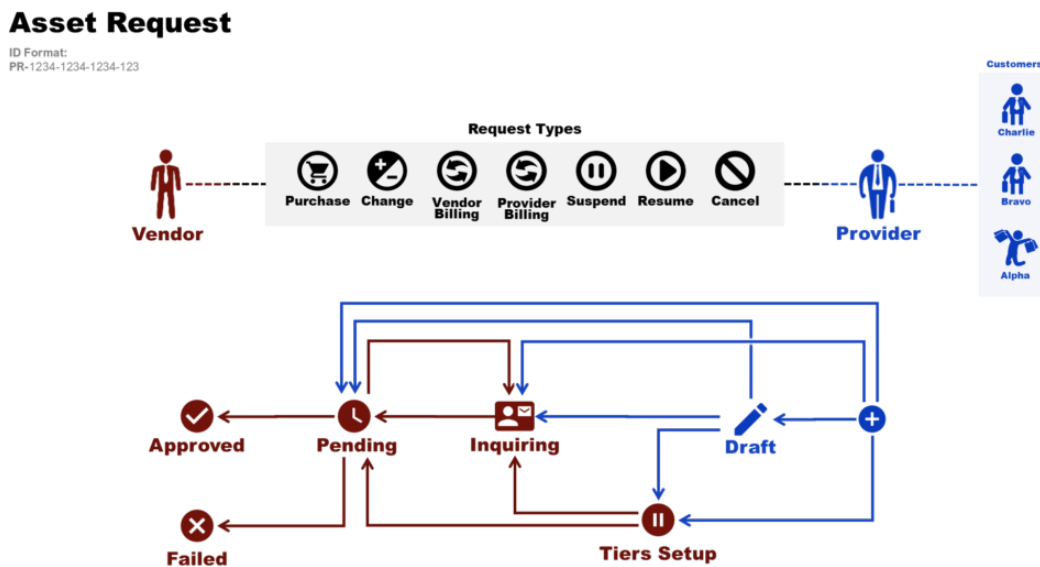
In this article we will be describing the generic information provided to vendors in a generic manner, this information will be available on fulfillment user interface and also available in the Assets API.

For additional parameters that vendor can define, there is an article for reference: Product Parameters

This article assumes that you are familiar with the assets module in Connect.

Types and Workflow

Each request is assigned one of the following types and workflow:



With each type summarized in the following table:

| # | Type | Icon | Description | Requests x Asset |
|---|------|------|-------------|------------------|
|---|------|------|-------------|------------------|

| | | | | |
|---|------------------|--|--|------------|
| 1 | Purchase | | Initial purchase of the items that forms the asset object. | 1 |
| 2 | Change | | Change of quantities of the items in the asset | 0 ... many |
| 3 | Vendor Billing | | Billing of the item to the next period calculated by Connect on behalf of the Vendor | 0 ... many |
| 4 | Provider Billing | | Billing of the item to the next period calculated by the systems of Provider | 0 ... many |
| 5 | Suspend | | Switch of the asset into the administrative hold state | 0 ... many |
| 6 | Resume | | Resume of the asset from the administrative hold state | 0 ... many |
| 7 | Cancel | | Cancellation of the asset and its items | 1 |

Note that only Purchase request currently supports the inquiry status.

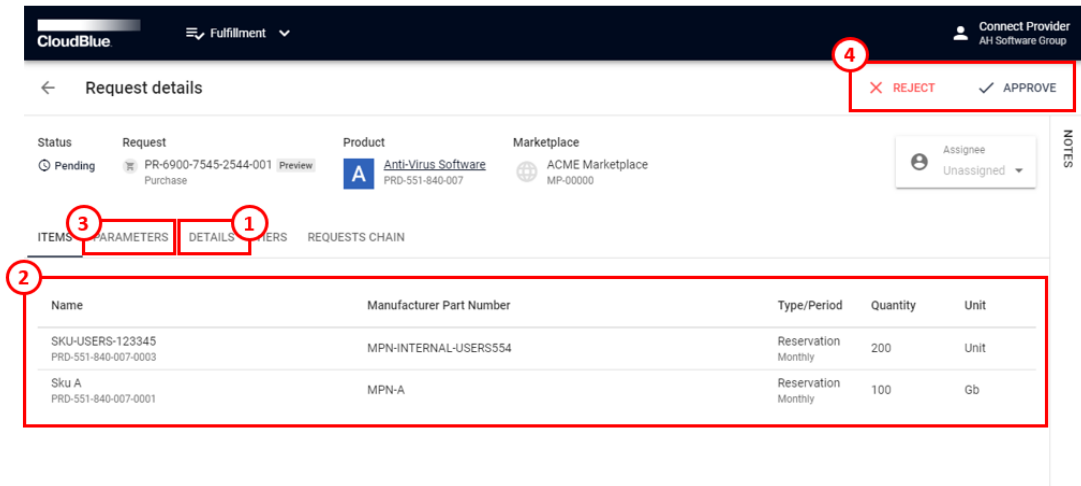
Request Statuses

Where each status represents a particular stage in the fulfillment process:

1. **Draft** - optional transient state that can be used by the Provider to store temporal state while capturing the order
2. **Inquiring** - transient state of the request assigned when additional / corrected information is required to proceed with the Request fulfillment. Normally, no additional actions are required other than waiting for the information to be provided.
3. **Pending** - transient state assigned to the request when fulfillment is pending. Depending on the vendor actions, might transition back to the Inquiring state, be Approved upon successful completion or Failed in case of unrecoverable errors on the vendor side
4. **Approved** - terminal state assigned to the request by the vendor upon the successful completion of the request.
5. **Failed** - terminal state assigned to the request by the vendor upon unsuccessful completion of the request (should only be used for unrecoverable errors).

Request Details

Each request represents the following key data attributes and actions, as schematically summarized in the following screenshot:



- Details** – general information, like globally unique Request ID, Type and Status.
- Items** – list of items with unit types and quantities as well as SKU and MPN identifiers.
- Parameters** – all of the parameters currently assigned to the Request (might be in different statuses depending on the current status of the Request itself).
- Actions** – provide ability to perform transition between different Request statuses as described earlier in this article.

Generic Contact Information

Each request sent to vendor will contain:

- Customer Contact Information
- Supply Chain Contact information: In case that vendor activated on the product parameters the option to obtain “Resellers information”, vendor will obtain for the Tier 1 (seller who sold the asset to the customer) and optionally Tier-2 (in case that reseller belongs to another reseller)

The supplied contact information for either customer or any of the tiers will contain:

Generic Information

| Parameter Name | Optional | Example | Description |
|----------------|----------|------------------|---|
| Company name | No | Cool Enterprises | Company Name of the buyer of the asset if this defined as a Business type account on the commerce system, in case that is a personal account typically will contain the first name and last name of the buyer |
| Account ID | No | 1000218 | Unique account id that identifies the customer on the commerce system |

Postal Address information

| Parameter Name | Optional | Example | Description |
|------------------|----------|------------------|---|
| Street address | No | 10 Hordon Street | Main address defined on the account on the commerce system |
| Extended address | Yes | Door 2A | This field may contain additional information about the address, the value may be blank |
| Locality | No | Wrights | Locality or city |
| Region | No | California | Region / State / Province of the account |
| Postal code | No | 12345 | Postal Code of the account |
| Country name | No | us | 2 digit code of the country related with the account as defined in ISO 3166-1 alpha-2 |

Technical Contact information

| Parameter Name | Optional | Example | Description |
|----------------|----------|-------------------|---|
| Given name | No | John | First name of the technical contact of the account |
| Family name | No | Doe | Family name or surname of the technical contact |
| Email | No | john.doe@null.com | Email address provided by commerce system relative to the technical contact |
| Telephone | No | +11234567890 | Phone number where technical contact can be reached |

Provider information

Provider is the owner of the commerce system that over the supply chain sold the asset to the end customer. Provider information is known by vendors due fact that they signed an agreement with them to distribute vendor's product. Since vendors may have relation with more than one provider, minimal information is delivered on each individual request:

| Parameter Name | Example | Description |
|----------------|--------------|---|
| ID | PA-425-033 | Unique identifier of provider, this identifier is generated by Connect platform |
| Name | ServicePro | Name of provider account as defined in Connect platform |
| Hub | ServicePro | Hub name that represents the system that generated the request |
| Hub ID | HB-0309-9389 | Unique identifier that represents such commerce system on the Connect platform |

Connection Information

Each commerce system will have at least a connection for a given product, vendors may identify this value with a contract between provider and them and from programmatically standpoint of view, a set of credentials to be used to complete the request on vendor's systems. Each connection will be identified with:

| Parameter Name | Example | Description |
|----------------|--------------|---|
| ID | CT-1234-5634 | Unique identifier of the connection |
| Mode | Prod | Connection is identified with a type in order to understand if this request is from a real customer (production), a test customer or coming from a preview when vendors defines their product on vendor portal |

Basic asset Information

Each asset is identified in unique manner in Connect in order to let vendors have a mapping between all systems.

| Parameter Name | Example | Description |
|----------------|------------------|--|
| Name | Product X Basic | Name that seller has set for assets that contains the product (and items) requested in the request |
| ID | AS-318-064-698-0 | Unique identifier of the asset in the Connect platform, this identifier is unique globally |

| | | |
|-------------|---------|---|
| External ID | 1000628 | Unique identifier of the asset on the concrete HUB that originated the request, this identifier may not be unique in case that vendor has relation with more than one provider, or provider has more than one hub |
|-------------|---------|---|

Additional Information available on the request

On each single request, apart from the generic information and the parameters defined by vendor for a concrete product, we can also find:

1. List of all items that are requested with the request, in case of a purchase request, this ones are the initially purchased, in case of a change request, also the deltas and old quantities that was on the asset before processing the request are displayed
2. List of all requests from the same asset: Vendors and providers may access from a single request the relation of all requests that was generated for the same asset over time, having with this the historical and chronological data of the life cycle of the asset