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# Fulfilment Requests



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## Overview

Fulfillment requests represent product orders that are originated from Provider's commerce system and sent to Vendor. Fulfillment requests are also interconnected with subscriptions and stored in the Subscriptions module. Thus, for instance, purchase requests create subscriptions, while cancel requests terminate them.



### Information

Fulfillment request can also be created manually to preview a product and for various test scenarios. Create a fulfillment request via the **Directory** tab and the **Create Subscription** button. Refer to Subscription Creation for more details.

To process fulfillment requests, Vendors require information not only relative to their product, but also about the customer, supply chain, marketplaces, etc. Therefore, the Connect platform displays such data via fulfillment request details within each request. Access fulfillment request details via the user interface (as described below) or via the Connect API.



### Advice

Vendors are able to create product parameters that can be necessary to fulfill a request. Refer to Product Parameters for more information.

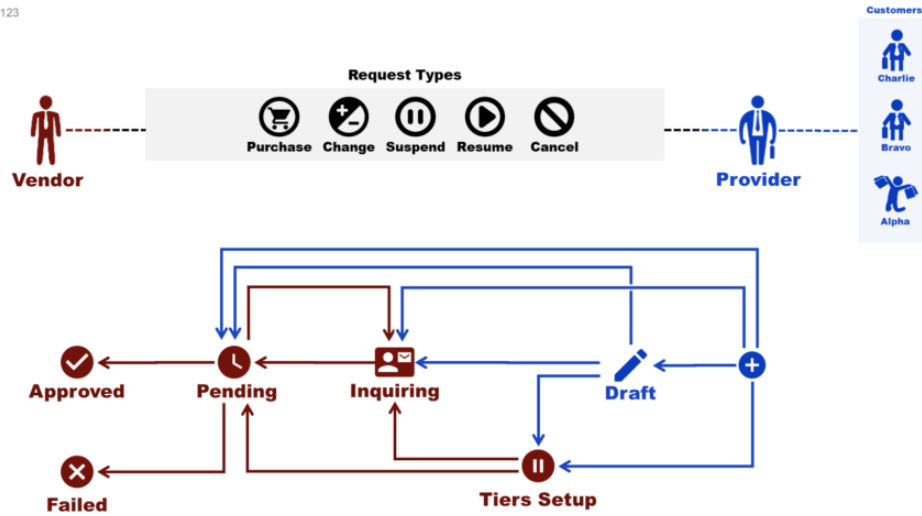
The following describes fulfillment request types, request statuses, how to access request details and how approve, inquire or reject a request.

## Request Types

Each request is assigned to one of the following types:

## Fulfillment Request

ID Format:  
PR-1234-1234-1234-123



With each type summarized in the following table:

#	Type	Description	Requests : Subscriptions
1	Purchase	Initial purchase of specified items that creates a request and a subscription.	1:1
2	Change	Adjustments of included items and item unit quantity in a subscription.	any number of requests per a subscription
3	Suspend	Requests that are switched to the administrative hold state.	any number of requests per a subscription
4	Resume	Requests that are switched back from the administrative hold state.	any number of requests per a subscription
5	Cancel	Cancellation of a request and a subscription. In case a cancel request is submitted and not approved, associated subscription will be switched to “terminating” state.	1:1

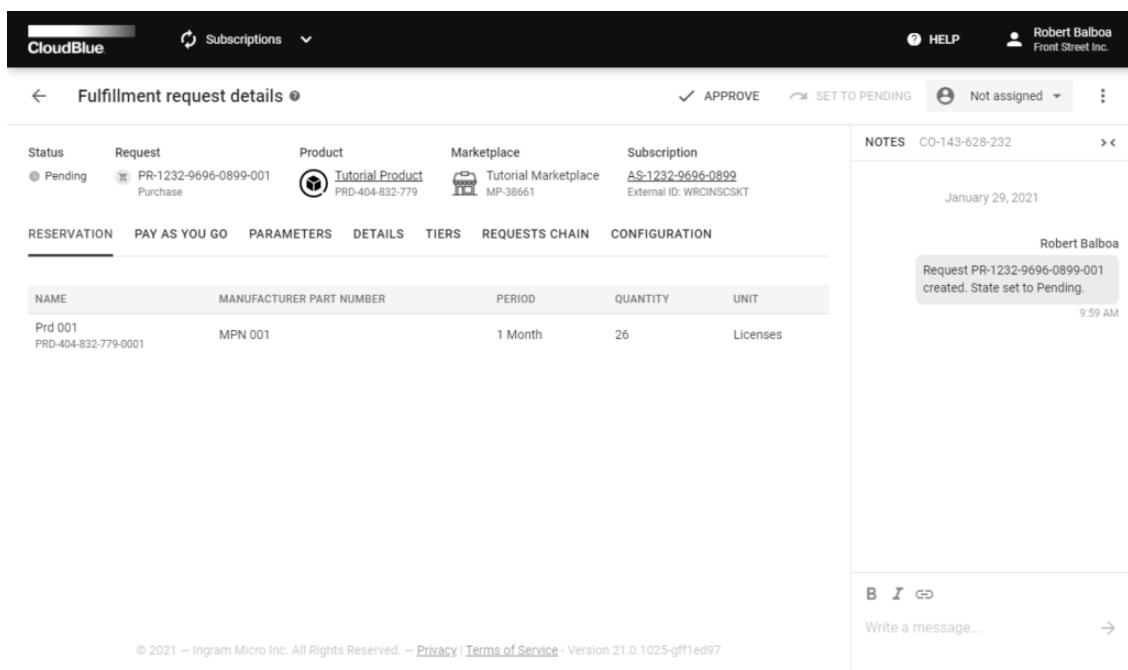
## Request Statuses

Each request status represents a particular stage in the fulfillment processing. Request statuses usually correlate with a particular subscription status. The following table covers all request statuses and provides their description:

#	Status	Description	Subscription Status
1	Inquiring	Transient state of a request in case additional / corrected information is required.	Processing
2	Tiers Setup	Transient state of a request in case tier setup is required.	Processing
3	Pending	Transient state assigned to a request when product fulfillment is pending. Depending on Vendor actions, a request can be switched to the "Inquiring" state, to the "Approved" state, or to the "Failed" state in case of an error.	Processing
4	Approved	Terminal state assigned to a request in case a Vendor approved this request.	Active
5	Failed	Terminal state assigned to a request in case a Vendor rejected this request. It is recommended to reject a request only in case of unrecoverable errors.	Terminated
6	Draft	Optional transient state that can be used by a Provider to indicate temporal state while processing the order.	-

## Request Details

Click on a request ID from the **Fulfillment** tab to access fulfillment request details screen.



**CloudBlue** Subscriptions HELP Robert Balboa  
Front Street Inc.

← Fulfillment request details APPROVE SET TO PENDING Not assigned

Status: Pending Request: PR-1232-9696-0899-001 Purchase Product: Tutorial Product PRD-404-832-779 Marketplace: Tutorial Marketplace MP-38661 Subscription: AS-1232-9696-0899 External ID: WRCINCSKT

RESERVATION PAY AS YOU GO PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

NAME	MANUFACTURER PART NUMBER	PERIOD	QUANTITY	UNIT
Prd 001 PRD-404-832-779-0001	MPN 001	1 Month	26	Licenses

NOTES CO-143-628-232

January 29, 2021

Robert Balboa  
Request PR-1232-9696-0899-001 created. State set to Pending.  
9:59 AM

Write a message...

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The fulfillment request details screen provides general information like associated product, marketplace, subscription, and

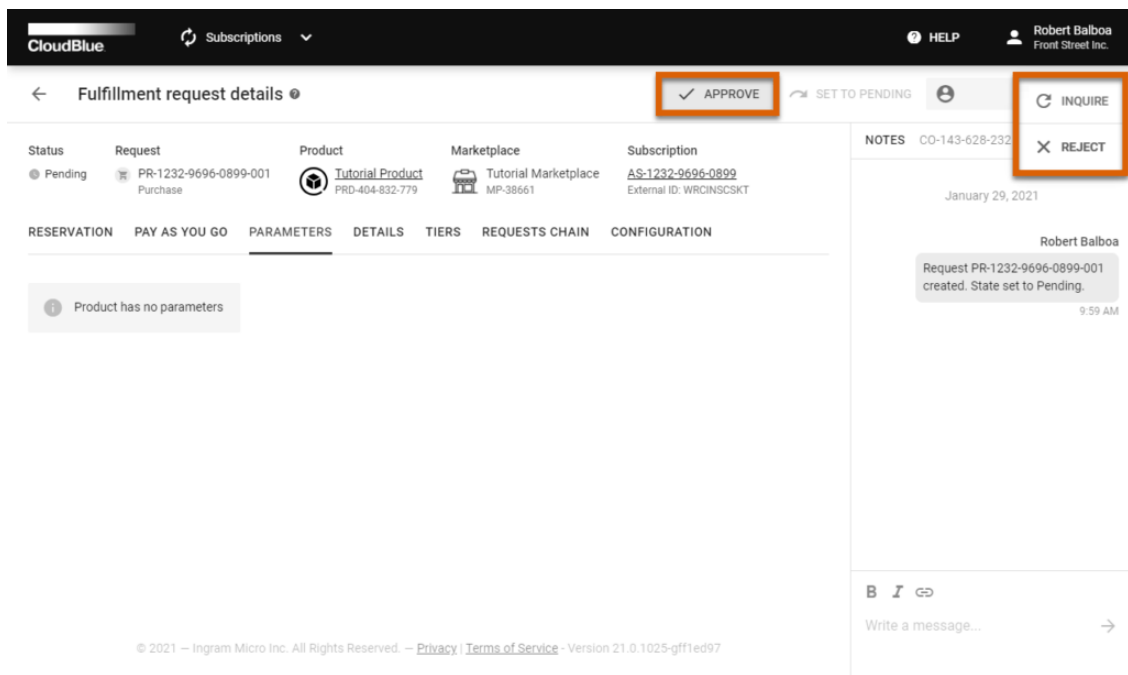
status.

Furthermore, this screen contains various data within the following tabs:

- **Reservation:** This tab displays defined reservation items.
- **Pay as You Go:** This tab displays created pay-as-you-go items.
- **Parameters:** Access product parameters through this tab.
- **Details:** This tab specifies dates, associated contracts, a commerce system and a provider.
- **Tiers:** This tab contains customer account and reseller account information.
- **Requests Chain:** This tab contains product available request chains.
- **Configuration:** Access available configuration parameters via this tab.

## Processing Fulfillment Requests

The fulfillment request details screen enables Vendors to process requests via the following buttons on the user interface:



The screenshot shows the 'Fulfillment request details' screen in the CloudBlue interface. At the top, there is a navigation bar with a back arrow, the title 'Fulfillment request details', and four action buttons: 'APPROVE' (with a checkmark icon), 'SET TO PENDING' (with a flag icon), 'INQUIRE' (with a refresh icon), and 'REJECT' (with an 'X' icon). Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'Status' section showing 'Pending' and a 'Request' section with ID 'PR-1232-9696-0899-001' and type 'Purchase'. The 'Product' section shows 'Tutorial Product' with ID 'PRD-404-832-779'. The 'Marketplace' section shows 'Tutorial Marketplace' with ID 'MP-38661'. The 'Subscription' section shows 'AS-1232-9696-0899' with 'External ID: WRCINCSKT'. Below these sections are tabs for 'RESERVATION', 'PAY AS YOU GO', 'PARAMETERS', 'DETAILS', 'TIERS', 'REQUESTS CHAIN', and 'CONFIGURATION'. A message box indicates 'Product has no parameters'. On the right, there is a 'NOTES' section with a note from 'Robert Balboa' dated 'January 29, 2021' stating 'Request PR-1232-9696-0899-001 created. State set to Pending.' at '9:59 AM'. At the bottom, there is a text input field for writing a message.

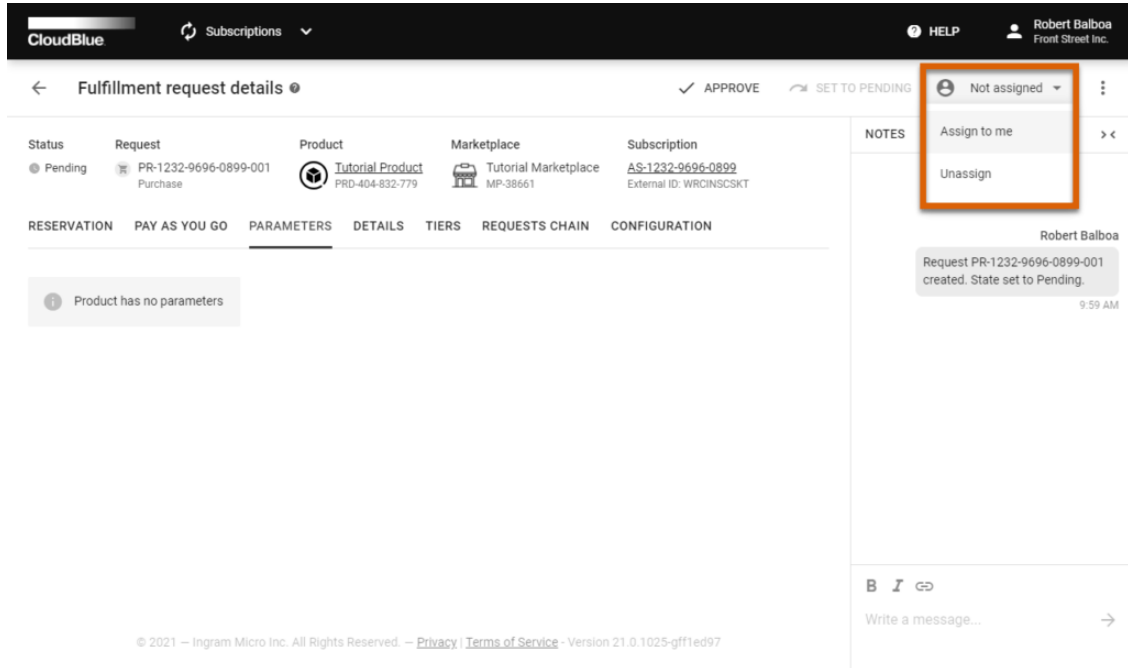
- **Approve:** Approve provided fulfillment request by clicking this button. Note that approving a fulfillment request is followed by your subscription activation template specified within the Embedding section.
- **Inquire:** Click this button in case more information is required. This button is available in case at least one required parameter is presented.
- **Reject:** Reject provided fulfillment request by clicking this button.



Advice

Click on ellipsis ( ⋮ ) icon to access Inquire and Reject buttons.

Click on the **Not Assigned** field to assign the fulfillment request to a specific user account.



The screenshot shows the 'Fulfillment request details' page in the CloudBlue interface. At the top right, the user 'Robert Balboa' is logged in. The page title is 'Fulfillment request details'. There are two buttons: 'APPROVE' and 'SET TO PENDING'. A dropdown menu is open, showing 'Not assigned' with a dropdown arrow, and two options: 'Assign to me' and 'Unassign'. The 'Assign to me' option is highlighted with an orange box. Below the dropdown, there is a note from Robert Balboa: 'Request PR-1232-9696-0899-001 created. State set to Pending.' at 9:59 AM. At the bottom, there is a message input field with the text 'Write a message...' and a send button.

Status	Request	Product	Marketplace	Subscription
Pending	PR-1232-9696-0899-001 Purchase	Tutorial Product PRD-404-832-779	Tutorial Marketplace MP-38661	AS-1232-9696-0899 External ID: WRCINCSKT

RESERVATION PAY AS YOU GO PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

Product has no parameters

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In case a request is approved and not assigned, the system will assign this fulfillment request automatically.