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Requests Management



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Auto-generated at June 25, 2022

Overview

Fulfillment requests are originated from specified marketplace and consequently sent to the CloudBlue Connect platform. Therefore, Vendors can review and manage provided fulfillment requests via the provided graphical user interface.

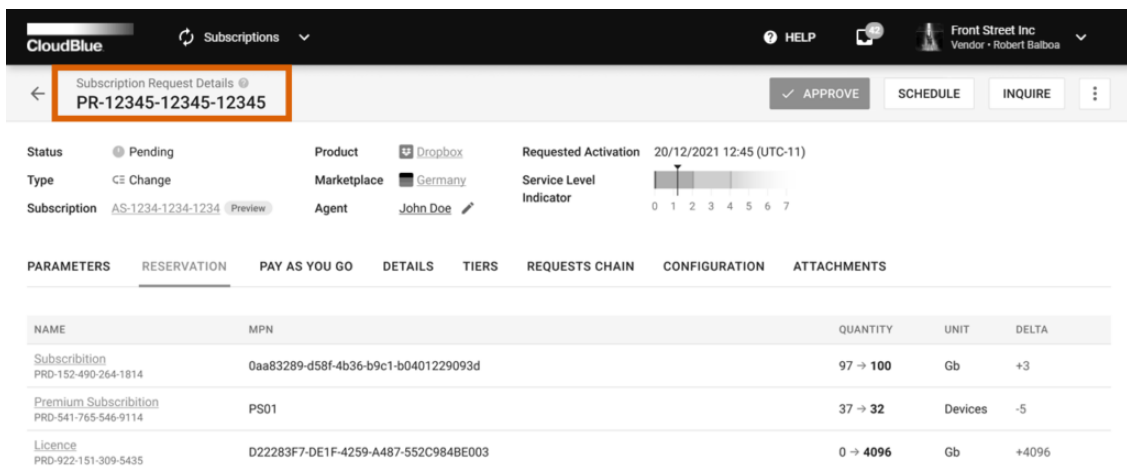
Fulfillment requests are also interconnected with subscriptions and stored in the Subscriptions module. Thus, for instance, purchase requests create subscriptions, while cancel requests terminate them. Fulfillment requests can be also generated manually by following the Subscription Creation guidelines.

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

The following showcases how to access your request details and how to process a request.

Request Details

Click on a request ID from the Fulfillment tab to access the **Subscription Request Details** screen.



Subscription Request Details
PR-12345-12345-12345

APPROVE SCHEDULE INQUIRE

Status Pending Product Dropbox Requested Activation 20/12/2021 12:45 (UTC-11)
 Type Change Marketplace Germany Service Level Indicator 0 1 2 3 4 5 6 7
 Subscription AS-1234-1234-1234 Agent John.Doe

PARAMETERS RESERVATION PAY AS YOU GO DETAILS TIERS REQUESTS CHAIN CONFIGURATION ATTACHMENTS

NAME	MPN	QUANTITY	UNIT	DELTA
Subscription PRD-152-490-264-1814	0aa83289-d58f-4b36-b9c1-b0401229093d	97 → 100	Gb	+3
Premium Subscription PRD-541-765-546-9114	PS01	37 → 32	Devices	-5
Licence PRD-922-151-309-5435	D22283F7-DE1F-4259-A487-552C9848E003	0 → 4096	Gb	+4096

The Subscription Request Details screen provides general information like associated product, marketplace, subscription, request type, activation date and request status.

This screen is also used to access your *service level indicator*. This indicator, as its name implies, displays the rating of your service on a scale of 1 to 7.

Furthermore, the system provides various data within the following tabs:

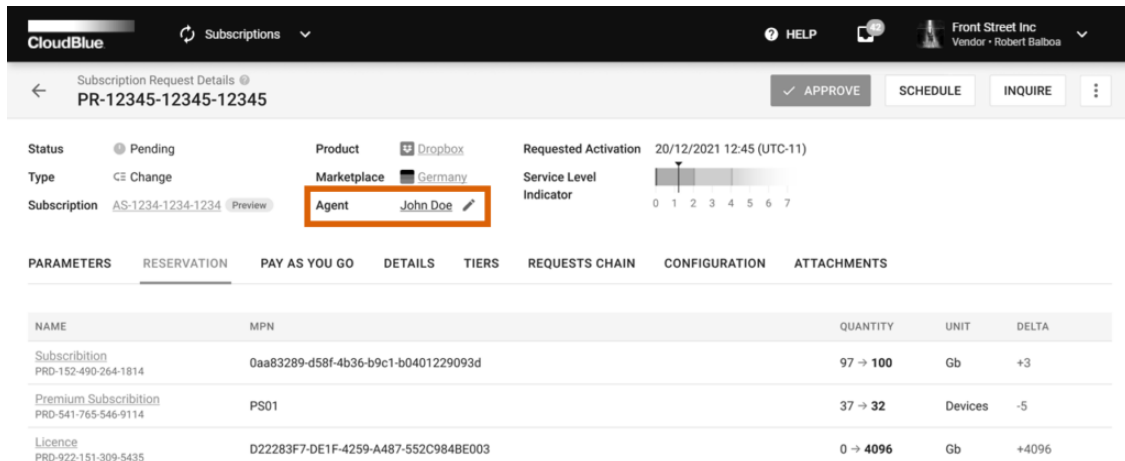
- **Parameters:** Access product parameters and the specified parameter values through this tab. In case provided parameter data is incorrect, use the provided interface
- **Reservation:** This tab displays required reservation items.
- **Pay as You Go:** This tab displays required pay-as-you-go items.
- **Details:** This tab specifies associated contracts, Distributor, Vendor and Reseller accounts. In addition, the system displays request creation date, request approval date and effective provisioning date.
- **Tiers:** This tab contains customer and reseller accounts information.
- **Requests Chain:** This tab contains available product request chains.
- **Configuration:** Access available configuration parameters via this tab.
- **Attachments:** Use this tab to upload attachments that are required for the request processing operations.

Processing Requests

The **Subscription Request Details** screen enables Vendors to process requests by approving, rejecting or scheduling the delayed activation of the fulfillment requests. In addition, the system allows inquiring parameter data and assigning a specific user of your account to process your fulfillment request. The instructions below showcase how to perform the aforementioned operations.

Assigning Agents

Use the *edit icon* next to the **Agent** field to select a user of your account as an agent for the selected request processing.



The screenshot shows the 'Subscription Request Details' page for request ID PR-12345-12345-12345. The 'Agent' field is highlighted with a red box and contains the name 'John Doe' with an edit icon. The page includes a navigation bar with 'CloudBlue', 'Subscriptions', and user information 'Front Street Inc Vendor - Robert Balboa'. Below the header, there are buttons for 'APPROVE', 'SCHEDULE', and 'INQUIRE'. The main content area displays details for the request, including Status (Pending), Product (Dropbox), Marketplace (Germany), and a Service Level Indicator (0-7). A table of parameters is shown below, with columns for NAME, MPN, QUANTITY, UNIT, and DELTA.

NAME	MPN	QUANTITY	UNIT	DELTA
Subscription PRD-152-490-264-1814	0aa83289-d58f-4b36-b9c1-b0401229093d	97 → 100	Gb	+3
Premium Subscription PRD-541-765-546-9114	PS01	37 → 32	Devices	-5
Licence PRD-922-151-309-5435	D22283F7-DE1F-4259-A487-552C984BE003	0 → 4096	Gb	+4096

In case this field remains empty and you approve, reject, schedule or transfer this request to the inquiring state, the system will assign you as an agent automatically.



Approving Requests

Click the **Approve** button to open a specific form that allows approving your fulfillment request in the *Pending* state.

Note

In case any of your required fulfillment parameters remain empty, the system reminds you to provide parameter data via the **Parameters** tab.

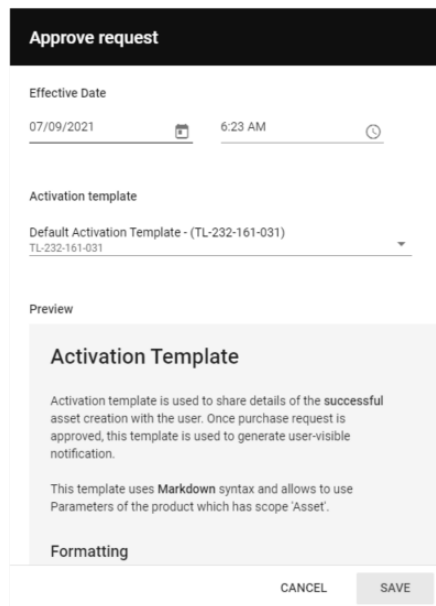
Subscription Request Details
PR-12345-12345-12345

APPROVE SCHEDULE INQUIRE

Status: Pending Product: Dropbox Requested Activation: 20/12/2021 12:45 (UTC-11)
Type: Change Marketplace: Germany Service Level Indicator: 1
Subscription: AS-1234-1234-1234 Agent: John.Doe

PARAMETERS RESERVATION PAY AS YOU GO DETAILS TIERS REQUESTS CHAIN CONFIGURATION ATTACHMENTS

NAME	MPN	QUANTITY	UNIT	DELTA
Subscription PRD-152-490-264-1814	0aa83289-d58f-4b36-b9c1-b0401229093d	97 → 100	Gb	+3
Premium Subscription PRD-541-765-546-9114	PS01	37 → 32	Devices	-5
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The aforementioned form enables Vendors to provide the **Effective Date** of the subscription activation. In some cases, the actual provisioning date differs from the request activation date. Therefore, the system enables Vendors to specify the *effective provisioning date* for their fulfillment requests. This allows Connect users to bill their customers by using the effective date timestamp. Note that effective date should be between the request creation date and your present time.

In addition, Vendors can select one of their subscription **Activation Templates** that are specified within the the Embedding section of your product profile page.

Schedule Delayed Activation

The Connect platform enables Vendors to schedule time and date for their request processing. Namely, this functionality is used to explicitly define a waiting period before approving or revoking **Cancel** and **Change** requests. Therefore, it allows businesses that collaborate on Connect to synchronize their workflows and avoid undesirable situations in which a subscription can be cancelled while Vendors could have made all necessary preparations.



Important

Note that the system cannot schedule delayed activation automatically. This functionality can, however, be implemented by Vendors via the provided Subscription API.

Click the **Schedule** button at the top-right corner of the *fulfillment request details* screen to open a specific form.

Subscription Request Details **PR-12345-12345-12345**

Status: Pending Product: Dropbox Requested Activation: 20/12/2021 12:45 (UTC-11)
 Type: Change Marketplace: Germany Service Level Indicator: 0 1 2 3 4 5 6 7
 Subscription: AS-1234-1234-1234 Agent: John Doe

PARAMETERS RESERVATION PAY AS YOU GO DETAILS TIERS REQUESTS CHAIN CONFIGURATION ATTACHMENTS

NAME	MPN	QUANTITY	UNIT	DELTA
Subscription PRD-152-490-264-1814	0aa83289-d58f-4b36-b9c1-b0401229093d	97 → 100	Gb	+3
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Schedule Delayed Activation

Your request will be transitioned to the Scheduled state and will switch back to Pending at the time stamp defined by you

Choose when to switch this Scheduled request back to Pending

Timezone
Pacific/Midway (UTC -11:00)
Using timezone from your profile settings

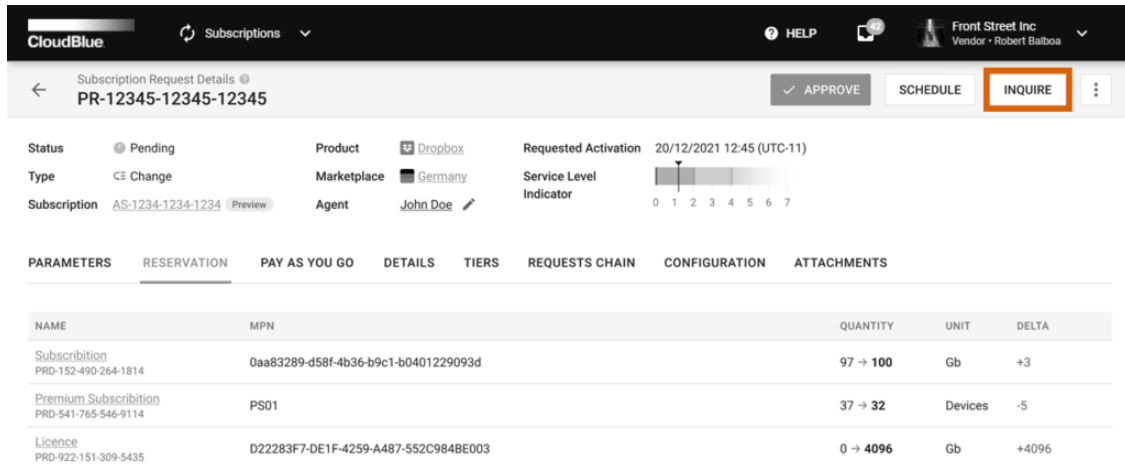
Date	Time	UTC
29/12/2020	13:00	30/12/2020 00:00

CANCEL
SCHEDULE

Use the provided **Schedule Delayed Activation** form to select time and date for your fulfillment request processing. Once your time and date are specified, click the **Schedule** button to confirm your decision. Thus, the system transfers the selected fulfillment request object to the *Scheduled* status. Thereafter, a fulfillment request can be assigned to the *Revoking* state by Distributors or Resellers and subsequently to the *Revoked* state once Vendors confirm the revoking operation. Otherwise, scheduled requests can be assigned back to the *Pending* status.

Inquire Parameter Data

Click on the ellipsis (**:**) icon and select the **Inquire** option in case some of the provided ordering parameter data is not valid or outdated. The system allows inquiring parameter data only in case your fulfillment request is assigned to the *Pending* status.



Subscription Request Details **PR-12345-12345-12345**

Status: Pending | Product: Dropbox | Requested Activation: 20/12/2021 12:45 (UTC-11)
 Type: Change | Marketplace: Germany | Service Level Indicator: 1
 Subscription: AS-1234-1234-1234 | Agent: John Doe

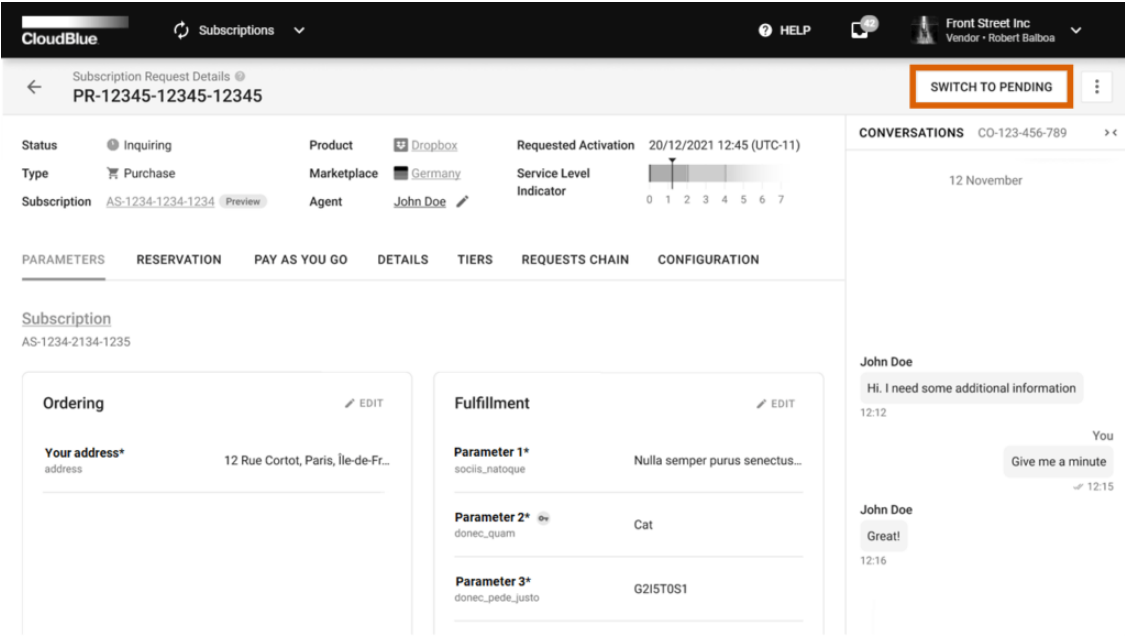
PARAMETERS | RESERVATION | PAY AS YOU GO | DETAILS | TIERS | REQUESTS CHAIN | CONFIGURATION | ATTACHMENTS

NAME	MPN	QUANTITY	UNIT	DELTA
Subscription PRD-152-490-264-1814	0aa83289-d58f-4b36-b9c1-b0401229093d	97 → 100	Gb	+3
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Mark ordering parameters that should be changed via the **Parameters** tab. Thereafter, the system will allow Vendors to inquire parameter data and consequently transfer the request to the *Inquiring* state.

Set Request to Pending State

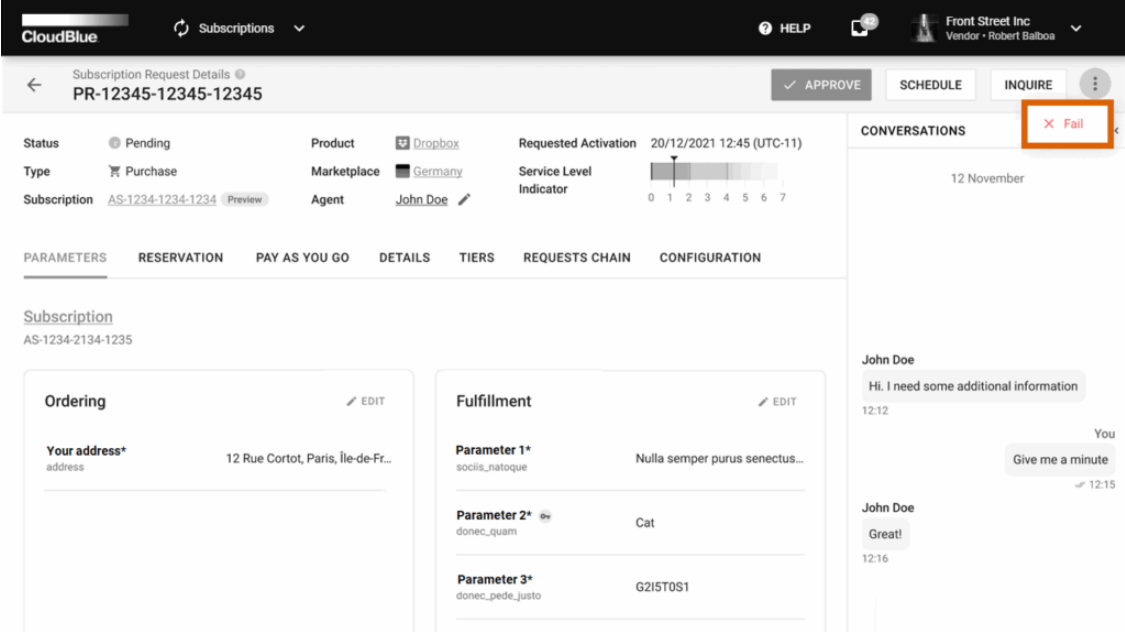
In case your request is assigned in the *Inquiring* state and it is necessary to transfer it back to the *Pending* state, click the **Set to Pending** button on the provided interface.



This button can be helpful in various scenarios. For example, in case more ordering parameters should be corrected or updated.

Rejecting Requests

Click on the vertical ellipsis (⋮) icon and select the **Fail** option to reject your selected request.



Fail request

Fail request *
Enter the reason here!

Please provide the reason for request failing.

CANCEL APPLY

The system prompts you to specify a reason for rejecting your selected request. Enter your message by using the provided field and clicking the **Apply** button to reject a request.