

Change or cancellation received for a purchase order in the context of public procurements in the supplier cockpit

The purchasers can change or cancel an order. The change of the order or the cancellation can be received by e-mail or directly via the supplier cockpit. In the supplier cockpit, suppliers can view the cancellation or order change and set a status.

Competent Department

- [Der Senator für Finanzen](#)

Basic information

Public administration purchasers may make an order change or order cancellation after placing an order from a framework agreement.

You can receive the purchase order change or cancellation by e-mail or directly via the supplier cockpit. In the Supplier Cockpit, you can view the cancellation or purchase order change and set a status. You also have the option of using the Supplier Cockpit to send information about the delivery and service provision to the purchaser.

Requirements

- You must have a valid framework agreement with the public administration.
- To use the Supplier Cockpit, your company must have set up an account in the "Uniform Company Account".
- To use the Supplier Cockpit, you need an ELSTER organization certificate.

Procedure

When orderers cancel an order:

- You receive an email generated by the Supplier Cockpit with the canceled purchase order or it is available in the Supplier Cockpit.
- You can view the (partial) cancellation directly in the Supplier Cockpit.
- You call up the Supplier Cockpit and log in with your user account.
- You call up the details of the canceled purchase order.
- You can send information about the delivery and service provision to the purchaser.

Legal bases

- [§ 34 Abs. 2 LHO](#)
- [§ 63 Abs. 1 LHO](#)
- [§ 70 LHO, Nr. 20.2.3 VV zu § 70](#)

More information

In addition to the supplier cockpit, you can receive order changes or cancellations from the public administration via conventional channels if this is contractually agreed.

What deadlines must be paid attention to?

There is no deadline.

How long does it take to process

The processing will be carried out immediately.

What are the costs?

Free of charge