

Confirm order in the context of public procurements in the supplier cockpit

When you receive an order, you can accept and view it directly in the supplier cockpit. As a response to an order, you confirm the delivery capability by setting an appropriate status (deliverable, undeliverable, or partially deliverable) in the supplier cockpit.

Competent Department

- [Der Senator für Finanzen](#)

Basic information

If you have a valid framework agreement with the public administration, then you can receive orders through the public administration.

You can receive and view the purchase order directly via the supplier cockpit. As a response to a purchase order, you confirm the delivery capability by setting a status in the Supplier Cockpit. The statuses to be selected are "Products are available", "Products are partially available" and "Products are not available". This delivery information is sent directly to the purchaser. If you select the status "Product not available", you must enter a reason in a free text field. You can also enter further comments and reasons in a free text field.

The order can be transferred as a PDF or as an XOrder directly to your supplier system. Optionally, you have the option of creating a consultation case or a contract fault message, if this makes sense on the basis of the status message.

Requirements

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

Procedure

When you receive an order from the public administration, you can accept and view it 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 purchase order.
- As a response to an order, you confirm the delivery capability by setting a status in the supplier cockpit. The statuses you can select are "Products are available", "Products are partially available" and "Products are not available".
- If you select the status "Product not available", you must enter a reason in a free text field.
- You can optionally enter further comments and reasons in a free text field.
- The delivery information is transmitted directly to the purchaser from the supplier cockpit.
- The order can be transferred as a PDF or directly into your supplier system as an XI order.
- Optionally, you can create a consulting case or a contract disturbance message, if this proves useful from the status.

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 public administration orders via conventional channels if this is contractually regulated and provided for.

What deadlines must be paid attention to?

There are no freists.

How long does it take to process

The processing will be carried out immediately.

What are the costs?

Free of charge