

# Consulting request for a purchase order received in the context of public procurements in the supplier cockpit

If you as a supplier have a valid framework agreement with the public administration, you can advise on call-off from the framework agreement on your product catalog. As a supplier, you will receive a request for advice if purchasers require additional information from you about a product.

## Competent Department

- [Der Senator für Finanzen](#)

## Basic information

Ordering parties from the public administration can submit consulting requests to you and ask you for advice.

If purchasers require additional information on one or more of your products, they can submit a consultation request to you. You receive the incoming consulting requests (via interface) via the supplier cockpit or via another channel from the ordering party. Consultancy requests that reach you outside the supplier cockpit can be transferred manually to the supplier cockpit. In this case, you have the option of creating a consulting case in the Supplier Cockpit. In the Supplier Cockpit, you receive a consultation request in purely textual form or additionally with a shopping cart template created by the purchaser. A shopping cart template is a shopping cart created by the purchaser for which the purchaser requires advice. All consultation requests are bundled and clearly displayed in the supplier cockpit.

A consultation request can reach you in all phases of procurement: during requirements determination, in the ordering process, and in the follow-up phase. In some circumstances, the option "no order without consultation" is provided, so that you first receive a consultation request for (complex) products before they may be ordered.

Another reason for receiving a consultation request may be the specific design of an order. The purchaser can then, for example, request additional information from you about the features, functionality, quantity, configuration or composition of the products.

In addition, you can be involved in the ordering process for consultation if the information stored in the catalog is not sufficient for the orderer.

## Requirements

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

## Procedure

If purchasers require additional information on one or more of your products, they can send you a consultation request.

- As a supplier, you receive a message about the existence of a consultation request via the Supplier Cockpit.
- If the request reaches you via other communication channels, you create a consulting case in the Supplier Cockpit.
- After logging in to the Supplier Cockpit via your user account, you will receive further information about the consultation request and, if applicable, access to the shopping cart template, if one was sent.

## Legal bases

- [§ 34 Abs. 2 Bundeshaushaltsordnung](#)
- [§ 63 Abs. 1 Bundeshaushaltsordnung](#)
- [§ 34 Abs. 2 Landeshaushaltsordnung](#)
- [§ 63 Abs. 1 Landeshaushaltsordnung](#)

## More information

Communication between you and purchasers can still take place outside the supplier cockpit.

Notes on data protection: Consultation requests contain personal data. To prevent this data from being permanently stored in the Supplier Cockpit, it will be deleted after 4 - 6 weeks. This time limit does not apply to consulting requests from the catalog system.

## What deadlines must be paid attention to?

There is no deadline.

## **How long does it take to process**

The consulting request is immediately available and can be answered. Consulting requests are only possible within the term of your framework agreement. The term of your framework agreement applies. The maximum term of framework agreements varies depending on the procurement regulation. The term may be divided into a guaranteed contract term and optional contract extensions.