

2.7 Fulfilment

Fulfilment is the collaboration in which the goods or services are transferred from the Despatch Party to the Delivery Party.

Document types in these processes are [Despatch Advice](#), [Receipt Advice](#), [Order Cancellation](#), [Order Change](#), and [Fulfilment Cancellation](#).

In common practice, fulfilment is either supported by a proactive Despatch Advice from the Despatch Party or by a reactive Receipt Advice from the Delivery Party.

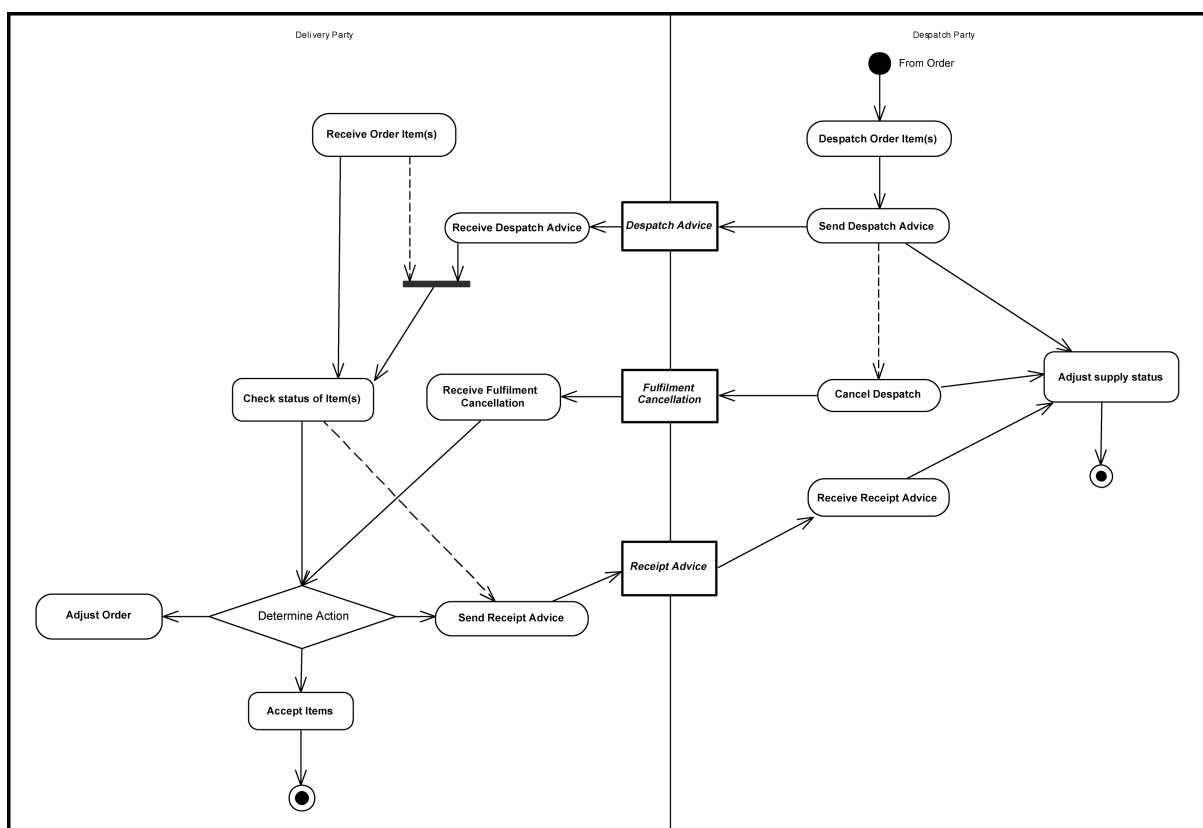
If the Customer is not satisfied with the goods or services, they may then cancel or change the order (see [Section 2.6, "Ordering"](#)). The Seller may have a fulfilment (or customer) service dealing with anomalies.

Cancellation of a Despatch Advice or Receipt Advice is accomplished using the Fulfilment Cancellation document (see [Section 2.7.3, "Fulfilment Cancellation Business Rules"](#)).

2.7.1 Despatch Advice Business Rules

The [Despatch Advice](#) is sent by the Despatch Party to the Delivery Party to confirm shipment of items.

Figure 18. Fulfilment with Despatch Advice Process



The Despatch Advice provides for two situations:

1. Organization of the delivery set of items by Transport Handling Unit(s) so that the Receiver can check the Transport Handling Unit and then the contained items. Quantities of the same item on the same Order Line may be separated into different Transport Handling Units and hence appear on separate Despatch Lines within a Transport Handling Unit.

- Organization of the delivery set of items by Despatch Line, annotated by the Transport Handling Unit in which they are placed, to facilitate checking against the [Order](#). For convenience, any Order Line split over multiple Transport Handling Units will result in a Despatch Line for each Transport Handling Unit they are contained in.

Additionally, in either case, the Despatch Advice may advise:

- Full Despatch—advising the Recipient and/or Buyer that all the items on the order will be, or are being, delivered in one complete consignment on a given date.
- Partial Despatch—advising the Recipient and/or Buyer that the items on the order will be, or are being, partially delivered in a consignment on a given date.

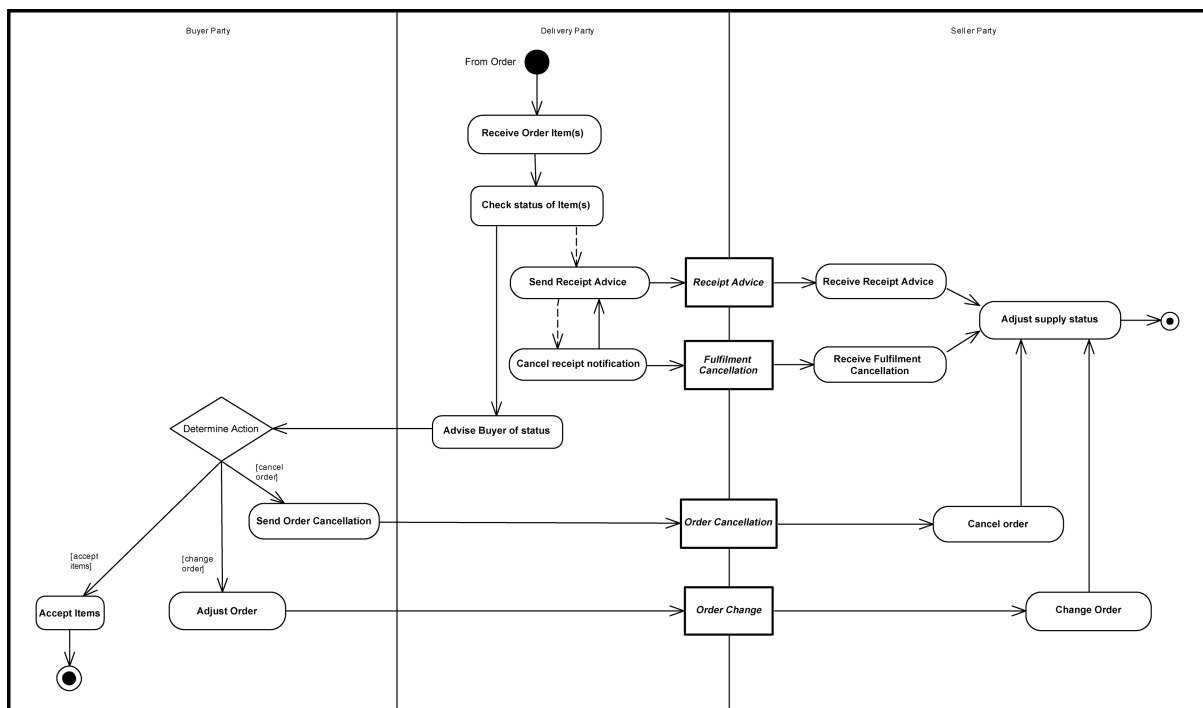
Despatch Lines of the Despatch Advice need not correspond one-to-one with Order Lines, and are linked by a reference. The information structure of the Despatch Advice may result in multiple Despatch Lines from one Order Line. Equally, partial despatch may result in some Order Lines not being matched by any Line in a Despatch Advice.

Within a Despatch Advice, an Item may also indicate the Country of Origin and the Hazardous nature of the Item.

2.7.2 Receipt Advice Business Rules

The [Receipt Advice](#) is sent by the Delivery Party to the Despatch Party to confirm receipt of items and is capable of reporting shortages or damaged items.

Figure 19. Fulfilment with Receipt Advice Process



The Receipt Advice provides for two situations. For ease of processing claimed receipt against claimed delivery, it must be organised in the same way as the corresponding [Despatch Advice](#):

- Indication of receipt by Transport Handling Unit(s) and contained Receipt Lines one-to-one with the Despatch Advice as detailed by the Seller party, or
- Indication of receipt by Receipt Lines annotated by Transport Handling Unit, one-to-one with the Despatch Advice as detailed by the Seller party.

The Receipt Advice allows the Delivery Party to state any shortages from the claimed despatch quantity and to state any quantities rejected for a given reason.

2.7.3 Fulfilment Cancellation Business Rules

In real life, the sender of a Despatch Advice or Receipt Advice sometimes needs to cancel the document after it has been sent. The [Fulfilment Cancellation](#) document is provided for this purpose.

For example, a Despatch Advice may later be cancelled by the Supplier when a problem with shipment prevents the delivery of goods, or the goods to be shipped are not available, or the order is cancelled; in these cases, the customer cancels receipt and adjusts the order accordingly (see [Figure 18, "Fulfilment with Despatch Advice Process"](#)).

Similarly, a Receipt Advice may later be cancelled by the customer (see [Figure 19, "Fulfilment with Receipt Advice Process"](#)) if the customer discovers an error in ordering (failure to follow formal contractual obligations, incorrect product identification, etc.) or a problem with a delivered item (malfunction, missing part, etc.). In this case, the billing and payment process may be put on hold.

2.8 Billing

In the Billing process, a request is made for payment for goods or services that have been ordered, received, or consumed. In practice, there are several ways in which goods or services may be billed.

Document types in these processes are [Invoice](#), [Credit Note](#), Debit Note, and [Application Response](#).

For UBL 2.1, we assume the following billing methods:

1. Traditional Billing
 - a. Using Credit Note
 - b. Using Debit Note
2. Self Billing (also known as billing on receipt)
 - a. Using Credit Note
 - b. Using Self Billed Credit Note

2.8.1 Billing Business Rules

An [Invoice](#) defines the financial consequences of a business transaction. The Invoice is normally issued on the basis of one despatch event triggering one Invoice. An Invoice may also be issued for pre-payment on a whole or partial basis. The possibilities are:

- Prepayment invoice (payment expected)
- Pro-forma invoice (pre advice, payment not expected)
- Normal Invoice, on despatch for despatched items
- Invoice after return of Receipt Advice

The Invoice only contains the information that is necessary for invoicing purposes. It does not reiterate any information already established in the [Order](#), [Order Change](#), [Order Response](#), [Despatch Advice](#), or [Receipt Advice](#) that is not necessary when invoicing. If necessary, the Invoice refers to the Order, Despatch Advice, or Receipt Advice by a Reference for those documents.