Decide and fulfill a request

Use the requested-items and approval tabs, then confirm what was actually delivered.

https://docs.qintoravacloud.com/guides/request-decisions/

Prepare the request

From **Requests**, select **New request** or open a saved request. In **Overview**, confirm request type, requester, requested-for person, and description. Open **Requested items** and verify the active catalog items or packages, quantities, target and needed-by date. Select the correct fulfillment path. A hardware stock request, new purchase, and software deployment have different downstream actions.

Decide and fulfill

1. Open **Approval & fulfillment** and inspect the current approval stage and eligible decision maker. Use the decision action. Verify the next stage, rejection or approval and retain the reason when required.
2. After approval, verify the resulting allocation, purchase, transfer, install or other fulfillment record. For hardware, compare count and custody. For software, verify rights and target. Use the workflow action to record completion.
3. Compare the final status with **My activity** for the requesting user. Resolve discrepancies against the saved fulfillment receipt and linked records.

Troubleshoot

A stage conflict indicates that the request changed after the form loaded. Refresh and inspect the completed decision before retrying. A missing fulfillment record after approval can be caused by another required approval, insufficient eligible stock or rights, or a provider failure. Use hardware fulfillment, software fulfillment, or ERP reconciliation to trace the specific path.