

Vendor: How to Review Orders

Last Modified on 03/10/2022 3:41 pm CST

What is the Vendor Portal?

The Vendor portal of WebCenter will allow you, a subcontractor vendor, to access important information and communicate with the staffing company you are partnered with. This includes having access to accept or decline order requests and submit candidates all in one place.

When we talk about subcontractor vendors we mean:

- 3rd party staffing agencies or other providers that are sending their employees to fill orders with a partnered staffing agency

Never logged in before? Check out [Vendor Portal Quickstart](#) first.

In this article we will talk about how to review order requests and accept or decline them.

Note This article is written for the Vendors. If you are a service representative looking for more information on how to distribute orders for your vendors, check out [Vendors - Distributing Orders to Subcontractors](#).

This article covers:

1. [Reviewing Orders & Statuses](#)
2. [Accepting or Declining an Order](#)

Reviewing Orders

Orders are requests for employees for a particular job. You will be able to find all the order requests on the order tab of the Vendor Webportal:

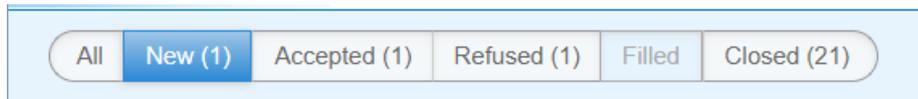


On the left of the orders window you will see options to change what kind of orders you want to view:

Job Title	Company	Assigned	Candidates Submitted	Pay Rate	
Details Warehouse Worker	Trees & Leaves	0	0 of 20	\$19.00 per hour	Accept Reject
No More Orders					

Order Statuses

Below is a brief explanation of each order status option you have to filter by:



- **All** - Shows all orders regardless of current status. This is great when you are searching for an order and aren't sure which status it is currently in.
- **New** - A new order is considered an order that has been sent to you that has not be accepted or rejected yet
- **Accepted** - Accepted orders have been accepted by your team and are ready for you to start submitting candidates for
- **Refused** - Refused orders have been rejected by your team and will not be filled with your help
- **Filled** - Filled orders no longer need any more employees.
- **Closed** - Closed orders have been filled and are now complete.

Note Want to receive an email notification when an order status changes? You can update your notification preferences under the "My Information" section in your web portal. Check out [Vendor Portal Quickstart](#) for more information:

Notifications

Place a check next to each notification that you would like to receive. Remove a check from each notification that you would like to be unsubscribed from. Then click "Update" to save the choices.

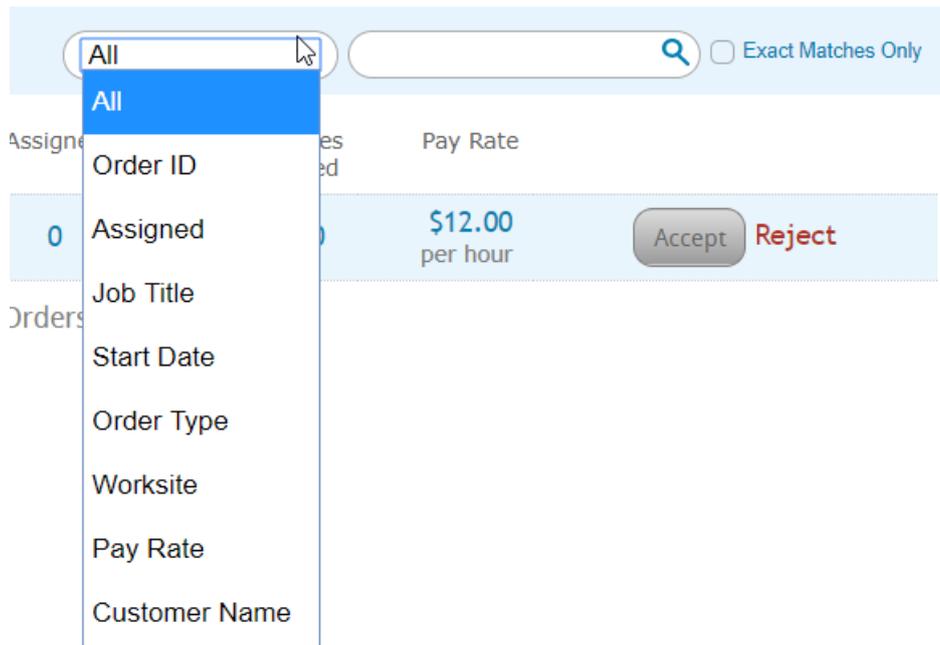
<input checked="" type="checkbox"/>	PasswordRequest	Sent when a user requests to change their password
<input checked="" type="checkbox"/>	UpdateCandidateStatus	Sent when a candidates status is updated
<input checked="" type="checkbox"/>	VendorOrderDistribution	Sent when a service rep sends a vendor an order from Enterprise
<input checked="" type="checkbox"/>	VendorOrderStatusChange	Sent when a vendor accepts or rejects an order or the order status is changed by a service rep from Enterprise
<input checked="" type="checkbox"/>	WebCenterInvitationForCustomer	Sent when a customer contact or vendor is given WebCenter login credentials by a service rep through Enterprise

Check All - Uncheck All

Update

Additional Filters:

If you have been partnering with a staffing agency for a while, you may have quite a few orders you have looked at in the past. If you need help finding the order you are looking for, you can use the additional filter options in the upper right:



Order Details

Note Depending on your permissions and system configurations, you may or may not see all the options listed below.

Once you select an order, you can click on the details button on the left to show more information. the details panel will open at the bottom of the page.

WebCenter 6 Home Orders Employees Reports Documents

All New (7) Accepted (1) Refused (1) **Filled (6)** Closed (13) All Exact Matches Only

Job Title	Company	Assigned	Candidates Submitted	Vendor Pay Rate	
11 Gold Express	SPAM	2	1 of 3	\$10.00 per hour	Filled
11 Gold Express	SPAM	0	0 of 3	\$10.00 per hour	Filled
Access Operator	SPAM	1	1 of 3	\$10.00 per hour	Filled
Access Operator	SPAM	2	2 of 3	\$11.00 per hour	Filled
 Accountant	SPAM	10	0 of 3	\$10.00 per hour	Filled
Unknown	SPAM	0	0 of 3	\$15.00 per hour	Filled

No More Orders

 Hide Details

Accountant

SPAM • Primary Department • Primary Worksite

Order 4295034412 (Filled)

Job Info	Shift: Evening	Date Created: 1/20/2017	Job Description: Accountant at SPAM. Arrive on time and dress in professional attire.
Employees	Start Time: 3:00 PM	Order Type: TE	
Candidates	End Time: 11:00 PM	Start Date:	
Contacts	Duration: Indef	Est End Date:	
Directions	Vendor Pay Rate: \$10.00/hr	Assigned: 35	
	Employee Pay Rate: \$8.00/hr	Candidates Submitted: 0 of 3	
	Safety Notes: Do not use the coffee machine past 5:00 PM	Dress Code: Business Professional	

You can select the different tabs on the left to see more information:

- **Job Info:** Shows basic information including start date, shift times, and a basic job description

 Hide Details

Accountant

SPAM • Primary Department • Primary Worksite

Order 4295034412 (Filled)

Job Info	Shift: Evening	Date Created: 1/20/2017	Job Description: Accountant at SPAM. Arrive on time and dress in professional attire.
Employees	Start Time: 3:00 PM	Order Type: TE	
Candidates	End Time: 11:00 PM	Start Date:	
Contacts	Duration: Indef	Est End Date:	
Directions	Vendor Pay Rate: \$10.00/hr	Assigned: 35	
	Employee Pay Rate: \$8.00/hr	Candidates Submitted: 0 of 3	
	Safety Notes: Do not use the coffee machine past 5:00 PM	Dress Code: Business Professional	

- **Employees:** Will show any of your employees who have been assigned to this order already (if applicable)

Sales

Uncle Scrooge's Lawn Care • Human Resources Department • Primary Worksite

Order 429

Job Info	Pay Rate	Start Date	End Date	Item ID	
Employees	Wu, Henry	\$0.00	4/29/2019	9/27/2019	4301406368
Candidates					
Contacts					
Directions					

- **Candidates:** Will show any employees you have submitted to the staffing company

Sales

Uncle Scrooge's Lawn Care • Human Resources Department • Primary Worksite

Order 4295091173 (Closed)

Job Info	Status	Date Added	Comment	Messages	Save Candidate(s)
Employees	Johnson, Jessica	VCandidate	7/15/2019	No Messages	
Candidates		Select...			
Contacts	Wu, Henry	Placed	7/15/2019	No Messages	
Directions					

- **Contacts:** Will show any relevant contacts for this order

Warehouse Worker

Trees & Leaves • Primary Department • Site 100 Worksite

Order 4295091173

Job Info	Supervisor	Name	Phone #
Employees		Ash Timber	621/123/4568
Candidates			
Contacts			
Directions			

- **Directions:** Will show address and any additional directions needed for your employees.

Warehouse Worker

Trees & Leaves • Primary Department • Primary Worksite

Job Info	Address:
Employees	123 Leaf St Shorewood, MN 55331 - Google Maps
Candidates	
Contacts	
Directions	Directions:

Accepting or Rejecting an Order Request

When a new order comes in, you will have the option to accept or reject the request.

Receiving Notification

You can choose to receive an email any time a new order is available for your team to review. Notification preferences are found under "My Information" section. Check out [Vendor Portal Quickstart](#) for more information.

Notifications

Place a check next to each notification that you would like to receive. Remove a check from each notification that you would like to be unsubscribed from. Then click "Update" to save the choices.

- PasswordRequest Sent when a user requests to change their password
- UpdateCandidateStatus Sent when a candidates status is updated
- VendorOrderDistribution Sent when a service rep sends a vendor an order from Enterprise
- VendorOrderStatusChange Sent when a vendor accepts or rejects an order or the order status is changed by a service rep from Enterprise
- WebCenterInvitationForCustomer Sent when a customer contact or vendor is given WebCenter login credentials by a service rep through Enterprise

Check All - Uncheck All

Update

Finding New Orders:

New orders have not been accepted or rejected by your team yet. You can filter these orders by selecting the New tab under Orders:

The screenshot shows the WebCenter 6 interface. At the top, there are navigation icons for Home, Orders, Employees, Reports, and Documents. Below the navigation bar, there are tabs for 'All', 'New (1)', 'Accepted', 'Refused (2)', 'Filled', and 'Closed (21)'. The 'New (1)' tab is selected. A search bar and a dropdown menu are also visible. The main content area displays a table with the following columns: Job Title, Company, Assigned, Candidates Submitted, and Pay Rate. The table contains one row: 'Warehouse Worker' (Job Title), 'Trees & Leaves' (Company), '0' (Assigned), '0 of 20' (Candidates Submitted), and '\$19.00 per hour' (Pay Rate). To the right of the table, there are 'Accept' and 'Reject' buttons. The 'Accept' button is highlighted with a red box.

Accepting an Order

Once you have reviewed an order that you want to accept, you will be able to select the Accept button next to the order. This means that you are accepting the request and will start to submit candidates to fill this order and send employees.

This screenshot is identical to the previous one, showing the 'New (1)' tab selected. The 'Accept' button is now highlighted with a red box and a mouse cursor is pointing at it.

Accepted orders will be available for review under the "Accepted" tab

Rejecting an Order

Maybe the request seems incomplete or the rate isn't high enough or you just don't have the employees to spare at the moment. Whatever the reason, you can choose to reject an order which will let the staffing company staff know that you will not be submitting candidates on that order.

To reject, select the red reject button on the right of the order:

All New (1) Accepted Refused (2) Filled Closed (21)					All	Exact Matches
Job Title	Company	Assigned	Candidates Submitted	Pay Rate		
Details Warehouse Worker	Trees & Leaves	0	0 of 20	\$19.00 per hour	Accept	Reject

When you choose reject, you will be asked to select a reason for your rejection:

Details Gardener	Trees & Leaves	0	0 of 20	\$12.00 per hour	Select a reason	Cancel
Details Warehouse Worker	Trees & Leaves	0	0 of 20	\$19.00 per hour	Select a reason... Refused Low Bill Refused No Candidate Refused Insufficient Information	
No More Orders						

Rejected orders will be shown under the "Refused" tab.

Resetting an Order

Maybe you accepted before looking at all the details or you hastily rejected an order that you want to reconsider - in either case you can reset the order status if it has not be closed.

Navigate to the accepted or declined order and select the Reset button to move the order back into a new status. Here you will be able to Accept or Reject the order again.

					Submitted	
Details Gardener	Trees & Leaves	0	0 of 20	\$12.00 per hour	Rejected	Reset

Next Step

Now that you know how to review and accept an order request, you have one final step:

1. [Create and Submit Employee Candidates](#)

Related Articles