

Demand

In ZUGSEIL, **demand** is the trigger for fulfillment action. Filling demand is governed by the [supply chain management engine](#).

Demand types

Direct demand is created through these two demand creating objects:

- [internal orders](#) - An internal customer files demand by creating an internal order
- [customer orders](#) - An external customer files demand by creating a purchase order on his side, which creates a customer order on the supplier's side, after the supplier accepts it.

Indirect demand is raised through objects, which result in direct demand. Examples:

- [Production Orders](#) - They create a [production plan](#), which might require material for production. These material requirements boil down to [internal orders](#)
- Surgery plans - in health ecosystem a surgery may require goods (e.g. lenses, surgery kits) or 3rd party services (e.g. anesthetic services) to be at the surgery theater at the right point in time.
- Service requests - fulfilling service requestes may require material for service delivery

Demand definition

Each demand defining object has mandatory and optional information.

Mandatory information

- **Who** - Who filed the demand creating object?
- **Ordered products or services** - Which goods should delivered?
- **Cost coverage** - Depending on the order type, this is either internal billing information (costcenters, projects, ...) or customer billing information

Optional information

There can be a manyfold of additional information, which can enrich the mandatory information

- Further ordered product details:
 - variations - what variant of the product is ordered
 - state - which state should the ordered objects have (new / used)
 - alterations - should alterations be done on the product
 - configurations - building instructions for build-to-order contexts
- International commercial terms (INCOTERMS) - they clarify the obligations of buyers and sellers in foreign trade contract
- [Delivery request plan](#) - How, where and when and in which fractions should the delivery occur?
- Payment plans - How should the payment take place.

Related articles

- [Fulfillment](#)
- [Order Types and related objects](#)