



§ Manual de Usuario

Programar el aprovisionamiento de una suscripción





Manual de Usuario—

Programar el aprovisionamiento de una suscripción

Introducción

Intcomex Cloud Operations





Programar el aprovisionamiento de una suscripción: Introducción

Programe la creación de una suscripción en una determinada fecha de su elección, sin tener que crear recordatorios para ello.

Validación del servicio programado

- En la fecha prevista, el pedido se creará en ICP. Sin embargo, el pedido se valida **antes** de la creación de la suscripción, para lo siguiente:
 - Si la cuenta principal aún está activa.
 - Si el servicio es accesible, es decir, activo y con términos y condiciones aceptados a nivel de lista de precios.
 - Si el mismo servicio ya existe en la cuenta de destino (aplicable a servicios que solo se pueden solicitar una vez por cuenta).
 - Si ya hay suscripciones dependientes en la cuenta (por ejemplo, Microsoft Business Standard Premium no se puede aprovisionar a menos que la cuenta ya tenga un tenant).
 - Si algún campo de la suscripción deberá validarse mediante la integración del vendedor.

Si la validación falla en cualquiera de estos escenarios, verá aparecer un mensaje de error con el motivo del error del pedido en la pantalla “**My imports**” de ICP.





Manual de Usuario—

Programar el aprovisionamiento de una suscripción

Procedimiento





Programar el aprovisionamiento de una suscripción: Procedimiento

Como primer paso hacemos clic sobre el cliente donde deseamos programar el aprovisionamiento.

INTCOMEX PERU S.A.C. > ABBIE BOX S.A.C. > ERITECH PERU S.A. (466158)

ERITECH PERU S.A.

OVERVIEW AVAILABLE SERVICES CUSTOM CHARGE BILLING PROVISIONING SECURITY AUDIT LOG

COMPANY STRUCTURE

All companies

Search

- ERITECH PERU S.A.
- (NCE) Exchange Online Kiosk (1)
- Azure Plan (Eritech Perú)
- Microsoft Organization tenant (eritechperu.onmicrosoft.com)

COMPANY DETAILS

Company name	ERITECH PERU S.A.
Domain	eritechperu.com
Numeric ID	793131
VAT ID	EMPTY
Parent numeric ID	734772

ACCOUNT INFORMATION

Language	English
Sales Manager	
Marketplaces	ABBIE BOX - Marketplace
Send to backend	true
CreateUserIdService	false

CONTRACT DETAILS

Contract ID	
Customer ID	
Company contract end date	2024-04-02 00:47 (UTC)

CONTACT DETAILS

Address	Av. Las Cascadas254
City	Lima
Country	Peru
Zip code	15494
Email	arturo.bejarano@eritechperu.com
Contact phone	933564412
Contact person	Arturo Bejarano
Technical contact	
Technical Account Manager	
Technical contact email	

PAYMENT DETAILS

Billing start date	2024-04-01 23:40 (UTC)
Is billable	true
Currency	USD
Bank name	
Bank Identifier Code	

+ NEW

RECREATE PROVISIONING NEW SERVICE TERMINATE EXPORT CREDENTIALS TO ALL USERS



Programar el aprovisionamiento de una suscripción: Procedimiento

Luego seleccionamos la opción "new service"

INTCOMEX PERU S.A.C. > ABBIE BOX S.A.C. > ERITECH PERU S.A. (466158)

ERITECH PERU S.A.

OVERVIEW AVAILABLE SERVICES CUSTOM CHARGE BILLING PROVISIONING SECURITY AUDIT LOG

COMPANY STRUCTURE

All companies

Search

- ERITECH PERU S.A.
- (NCE) Exchange Online Kiosk (1)
- Azure Plan (Eritech Perú)
- Microsoft Organization tenant (eritechperu.onmicrosoft.com)

COMPANY DETAILS

Company name	ERITECH PERU S.A.
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CONTRACT DETAILS

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Company contract end date	2024-04-02 00:47 (UTC)

CONTACT DETAILS

Address	Av. Las Cascadas254
City	Lima
Country	Peru
Zip code	15494
Email	arturo.bejarano@eritechperu.com
Contact phone	933564412
Contact person	Arturo Bejarano
Technical contact	
Technical Account Manager	
Technical contact email	

PAYMENT DETAILS

Billing start date	2024-04-01 23:40 (UTC)
Is billable	true
Currency	USD
Bank name	
Bank Identifier Code	

+ NEW

RECREATE PROVISIONING NEW SERVICE TERMINATE EXPORT CREDENTIALS TO ALL USERS



Programar el aprovisionamiento de una suscripción: Procedimiento

Ahora buscamos y seleccionamos el producto que deseamos programar el aprovisionamiento, seguido de la opción "next".

The screenshot shows the Intcomex portal interface. The top navigation bar includes 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports'. The main content area is titled 'Order service' and is divided into four tabs: 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Select service' tab is active, showing a search bar and a list of services. The service '(NCE) Microsoft 365 Business Basic' is highlighted. The right panel displays details for this service, including the vendor (Microsoft), category (Communication & Office), and tags (Base subscription, NCE, PROMO, E-Mail, Cloud Storage, File Management, Audio-Video Conferencing). A 'Next' button is located at the bottom right of the modal.





Programar el aprovisionamiento de una suscripción: Procedimiento

Lea los Términos y condiciones, haga clic en Aceptar en la esquina inferior izquierda. Una vez que haya aceptado los términos, haga clic en "next". [Nota: Si ya aceptó los términos a nivel de lista de precios, puede omitir este paso.]

The screenshot shows the 'Configuration' step in the Intcomex interface for a Microsoft 365 Business Basic subscription. The main content area displays the following text:

(NCE) Microsoft 365 Business Basic (Microsoft)

(NCE) Microsoft 365 Business Basic

SPECIAL PRODUCT TERMS
Microsoft New Commerce Experience
(English Version - Below is the Spanish Version)

In addition to any other End User License Agreement, Terms of Use, Privacy Policy, and/or policies issued by Microsoft and/or Software Brokers of America, Inc. ("Intcomex"), the following additional Special Product Terms apply to the Microsoft New Commerce Experience ("NCE") for licensed-based subscriptions (e.g., Office 365, Dynamics 365, Microsoft 365, etc.) (the "License(s)" and/or "Subscription(s)"). In view of the foregoing, these Special Product Terms, provided by Microsoft, will govern the relationship between Microsoft, the resellers (the "Intcomex Reseller"), and the end users (the "End Users") concerning the Microsoft products. Any term not defined herein shall have the definition set forth on the Intcomex Cloud Platform Agreement.

It is the Intcomex Reseller's responsibility to carefully review this document and understand the new functionalities the NCE offers, as well as the new options and policies related to the management, terms, and payment of the Subscription.

This document summarizes some of the key changes to your subscription under the NCE. By purchasing these products, the Intcomex Reseller hereby agrees to these Special Product Terms.

Special prices for Microsoft 365 Business Basic for Mexico:

The special prices for the Microsoft 365 Business Basic service for México only apply as long as the end customer's tenant is registered in México, otherwise the prices with a 20% increase will be applied automatically.

Subscription Term:

- 1-month Subscription (Monthly Commitment)
 - Intcomex Reseller may change the number of Licenses month to month
 - Pricing is 20% higher than the 12-month Subscription
 - Price protection for only 1 month (starting when Intcomex Reseller subscribes to the service)

A yellow confirmation bar at the bottom of the terms area states: "You have accepted these Terms and Conditions." The "Next" button is highlighted in yellow.



Programar el aprovisionamiento de una suscripción: Procedimiento

Ingresamos la información requerida en cada campo según configuración del producto/vendedor, seguido de la opción "next"

The screenshot displays the 'Order review' step in the INTCOMEX portal for configuring a subscription. The main content area is titled '(NCE) Microsoft 365 Business Basic (Microsoft)'. It features a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. Below the title, there are two summary boxes: 'Cost' showing a monthly fee of 4.82 \$ (with a total of 57.81 \$ per 12 months) and 'Selling price' showing a monthly fee of 6.02 \$ (with a total of 72.26 \$ per 12 months). The configuration is divided into three sections: 'Order details', 'Technical details', and 'Billing'. 'Order details' includes fields for 'Subscription Name', 'Quantity' (set to 1), 'Billing Type' (Monthly with 1-year commitment), 'Subscription end date alignment', 'Microsoft Tenant Id', and 'MPN ID (Reseller)'. 'Technical details' includes 'Send to backend' (checked), 'Notify me' (unchecked), and 'Billing' details such as 'Billing start date' (2024-07-18 22:01), 'Is billable' (checked), 'Contract ID', and 'Quoteld' (60477104-bf82-4de1-8f98-090ec558e054). At the bottom right, there are 'Back' and 'Next' buttons.

Section	Field	Value
Order details	Subscription Name	(NCE) Microsoft 365 Business Basic
	Quantity *	1
	Billing Type *	Monthly (with 1-year commitment) - P1Y
	Subscription end date alignment	—
	Microsoft Tenant Id	e0d72b05-fb92-4d65-9424-7b58ea99d5d3
	MPN ID (Reseller)	
Technical details	Send to backend *	<input checked="" type="checkbox"/>
	Notify me	<input type="checkbox"/>
Billing	Billing start date *	2024-07-18 22:01
	Is billable *	<input checked="" type="checkbox"/>
	Contract ID	
	Quoteld	60477104-bf82-4de1-8f98-090ec558e054



Programar el aprovisionamiento de una suscripción: Procedimiento

En esta pantalla de "Order Review", ingresamos una fecha y hora (UTC) en la que se debe crear la suscripción en ICP y luego hacemos clic en "Schedule provisioning". El pedido se creará en el momento que usted especifique.

The screenshot displays the 'Order Review' screen in the INTCOMEX system. The main content area shows the configuration for '(NCE) Microsoft 365 Business Basic (Microsoft)'. A table provides billing information, including a monthly fee of 6.02175 \$ and a total 12-month commitment of 72.261 \$.

Attributes	Quantity	Fee type	Selling price
Billing Type	Monthly (with 1-year commitment) - P1Y	1 (Quantity)	Monthly fee
Total (Monthly)			6.02175 \$
Total (12 month commitment)			72.261 \$

Below the table, a warning message states: "You will have 7 day cancellation window from the time of provisioning (with pro-rated credit). After that you will be billed monthly starting from your next invoice. Price is protected for 1 year. Subscription will auto-renew by default."

A 'Schedule provisioning (UTC)' field is set to '2024-08-01 10:00'. At the bottom right, there are 'Back' and 'Schedule provisioning' buttons.





Programar el aprovisionamiento de una suscripción: Procedimiento

IMPORTANTE: Su factura se basa en el precio de la suscripción el día de su creación, no en el momento en que programa el aprovisionamiento.

The screenshot displays the INTCOMEX portal interface for configuring a subscription. The main window is titled "(NCE) Microsoft 365 Business Basic (Microsoft)". The navigation tabs include "Select service", "Terms and Conditions", "Configuration", and "Order review".

Billing information (expand table)

Attributes	Fee type	Selling price
Billing Type	Monthly (with 1-year commitment) - P1Y 1 (Quantity)	Monthly fee 6.02175 \$
Total (Monthly)		6.02175 \$
Total (12 month commitment)		72.261 \$

Notification: You will have 7 day cancellation window from the time of provisioning (with pro-rated credit). After that you will be billed monthly starting from your next invoice. Price is protected for 1 year. Subscription will auto-renew by default.

Schedule provisioning (UTC) 2024-08-01 10:00

Buttons: Back, Schedule provisioning

Footer: + NEW, RECREATE PROVISIONING, NEW SERVICE, TERMINATE, EXPORT, CREDENTIALS TO ALL USERS



Programar el aprovisionamiento de una suscripción: Procedimiento

Se le enviará una notificación por correo electrónico para informarle una vez que se cree el pedido.

Your import is completed



noreply@marketplacepe.intcomexcloud.com

Para [redacted]

Este remitente noreply@marketplacepe.intcomexcloud.com es externo a la organización.

Si hay problemas con el modo en que se muestra este mensaje, haga clic aquí para verlo en un explorador web.
Haga clic aquí para descargar imágenes. Para ayudarle a proteger su confidencialidad, Outlook ha impedido la descarga automática de algunas imágenes en este mensaje.

Traducir mensaje a: Español | No traducir nunca del: Inglés | Preferencias de traducción

Responder | Responder a todos | Re

YOUR IMPORT IS COMPLETED

Dear user [redacted],

Your import is completed. You can now review it [here](#).

Check out the detail below:

- **Created By:** [redacted]
- **Date created:** 22.07.2024 15:24 (UTC)
- **Import Type:** Product 100113_Micros365BusineBasic_14991
- **Completed accounts:** 1
- **Failed accounts:** 0

Note: Some email notifications are mandatory.



Manual de Usuario—

Programar el aprovisionamiento de una suscripción

Gestiona tus pedidos programados





Programar el aprovisionamiento de una suscripción: Gestiona tus pedidos programados

Podemos revisar o cancelar el pedido programado fácilmente desde ICP.

Como primer paso hacemos clic en "Orders" en la barra de navegación y seleccionamos "My imports"

The screenshot shows the ICP user management interface. The top navigation bar includes 'INTCOMEX', 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports'. A search bar is present with the text 'Search by account, service name...'. The user is logged in as 'Impersonated'. The left sidebar shows the 'COMPANY STRUCTURE' with a search bar and a list of users under 'ABBIE BOX S.A.C.', including 'admin@abbiebox.com', 'billing@abbiebox.com', 'Marketplace Branding (store.marketplacelatam.cloud)', 'Microsoft Organization tenant (abbiebox.onmicrosoft.co)', and 'test.whatfixx@abbiebox.com'. The main content area displays the user profile for 'admin@abbiebox.com' with tabs for 'USER INFO', 'ADDITIONAL INFORMATION', 'AVAILABLE SERVICES', 'NOTIFICATIONS', 'SECURITY', 'AUDIT LOG', and 'USER LOG'. The 'USER INFO' tab is active, showing details for 'NAME' and 'CONTACT INFORMATION'. The 'LOGIN INFORMATION' tab is also visible, showing details for 'LOGIN INFORMATION'.

NAME	
First name	mirna
Last name	gomez
Email	mirna.gomez@intcomex.com

CONTACT INFORMATION	
Address	Ca. Los Negocios 448
City	Surquillo
Country	Peru
Zip code	15494
Phone	
Manager	
Fax	
Mobile	
Department	
Office	
Phone (home)	
Job title	

LOGIN INFORMATION	
Username	admin@abbiebox.com
Primary identity	Internal
Change password in next login	false
Password expiration date	
Last login	2023-09-08 16:50 (UTC)

At the bottom of the interface, there is a dark bar with a '+ NEW' button and several action icons: 'NEW SERVICE', 'TERMINATE', 'MOVE', 'CREDENTIALS TO THIS USER', 'RENAME', and 'RESET PASSWORD'.



Programar el aprovisionamiento de una suscripción: Gestiona tus pedidos programados

La pantalla "My imports" contiene información sobre cualquier cuenta (es decir, empresas, servicios o usuarios) que haya importado o cualquier servicio para el que haya programado un pedido. También proporciona detalles sobre el estado, la fecha en que se creó el pedido y la fecha en que se producirá la importación o el aprovisionamiento programado del servicio.

My Imports IMPORT ACCOUNTS

Import name	Account type	Source	Date created UTC ↓	Import schedule date (UTC)	Imported accounts (No.)	Status	Errors (No.)	Creator
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:15:43	31/7/24 - 31/7/24	0	Pending	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	3/7/24, 17:03:42	3/7/24 - 3/7/24	1	Completed	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	19/6/24, 14:19:02	1/7/24 - 1/7/24	1	Completed	0	
-	Products	Import	27/10/23, 16:39:34	27/10/23 - 27/10/23	3	Completed	0	
-	Products	Import	27/10/23, 16:33:18	27/10/23 - 27/10/23	3	Completed	0	
-	Companies	Import	27/10/23, 16:23:27	27/10/23 - 27/10/23	3	Completed	0	
-	Companies	Import	27/10/23, 16:07:07	27/10/23 - 27/10/23	1	Completed	0	
-	Products	Import	29/9/23, 14:51:15	29/9/23 - 29/9/23	3	Completed	0	
-	Products	Import	29/9/23, 14:45:08	29/9/23 - 29/9/23	3	Completed	0	
-	Products	Import	16/4/21, 21:40:30		1	Completed	0	

Rows per page: 10 | 1-10 of 10 | < > 1 > |

+ NEW Imprint



Programar el aprovisionamiento de una suscripción: Gestiona tus pedidos programados

Además, podemos saber el nombre del cliente, producto y id del pedido, una vez se complete el pedido

The screenshot shows the INTCOMEX web application interface. At the top, there is a navigation bar with tabs for 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports'. A search bar is located to the right of the navigation. Below the navigation, the main content area is titled 'My Imports' and features a table of import records. A button labeled 'IMPORT ACCOUNTS' is visible in the top right corner of the main content area.

Import name	Account type	Source	Import schedule date	Status	Creator			
(NCE) Microsoft 365 Business Basic(Microsoft)	Products	Scheduled provisioning	22/7/24, 15:24:28	22/7/24 - 22/7/24	1	Completed	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:53:29	22/7/24 - 22/7/24	1	Completed	0	

Completed

Parent Account Id	Import type	Parent account start date	Parent display name	Account Id	Product name	Is direct payment	Import schedule date (UTC) ↓
466158	Product	1/4/24, 23:40:47	ERITECH PERU S.A.	493796	100113_ExchanOnlineKiosk_61893	false	22/7/24, 15:00:00

(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:15:43	31/7/24 - 31/7/24	0	Cancelled	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	3/7/24, 17:03:42	3/7/24 - 3/7/24	1	Completed	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	19/6/24, 14:19:02	1/7/24 - 1/7/24	1	Completed	0	
-	Products	Import	27/10/23, 16:39:34	27/10/23 - 27/10/23	3	Completed	0	
-	Products	Import	27/10/23, 16:33:18	27/10/23 - 27/10/23	3	Completed	0	

+ NEW Imprint



Manual de Usuario—

Programar el aprovisionamiento de una suscripción

Cancelar un pedido programado





Programar el aprovisionamiento de una suscripción: Cancelar un pedido programado

Puede cancelar la solicitud de aprovisionamiento programado haciendo clic en el icono X o Cancelar en el lado derecho de la pantalla.

The screenshot shows the 'My Imports' section of the INTCOMEX interface. At the top right, there is a button labeled 'IMPORT ACCOUNTS'. Below it is a table with columns: Import name, Account type, Source, Import schedule date, Status, and Creator. The first row is highlighted and has a yellow 'X' icon in the right margin, indicating it is the target for cancellation. The table contains 10 rows of data, with the first row being 'Pending' and the others 'Completed'.

Import name	Account type	Source	Import schedule date	Status	Creator
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	31/7/24 - 31/7/24	Pending	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	3/7/24 - 3/7/24	Completed	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	1/7/24 - 1/7/24	Completed	
-	Products	Import	27/10/23 - 27/10/23	Completed	
-	Products	Import	27/10/23 - 27/10/23	Completed	
-	Companies	Import	27/10/23 - 27/10/23	Completed	
-	Companies	Import	27/10/23 - 27/10/23	Completed	
-	Products	Import	29/9/23 - 29/9/23	Completed	
-	Products	Import	29/9/23 - 29/9/23	Completed	
-	Products	Import	16/4/21	Completed	

Rows per page: 10 | 1-10 of 10 | < < 1 > >

+ NEW Imprint



Programar el aprovisionamiento de una suscripción: Cancelar un pedido programado

Haga clic en "Yes, do it"

The screenshot shows the Intcomex web application interface. At the top, there is a navigation bar with the Intcomex logo, menu items like 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports', a search bar, and user settings. The main content area is titled 'My Imports' and contains a table of import records. A modal dialog box is open over the first row, which is in a 'Pending' state. The dialog asks 'Are you sure you want to cancel the import?' and provides 'NO' and 'YES, DO IT' buttons. The table below has the following data:

Import name	Account type	Source	Import schedule date	Status	Creator			
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:15:43	31/7/24 - 31/7/24	0	Pending	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	31/7/24, 17:03:42	31/7/24 - 31/7/24	1	Completed	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning					0	
-	Products	Import					0	
-	Products	Import					0	
-	Companies	Import	27/10/23, 16:23:27	27/10/23 - 27/10/23	3	Completed	0	
-	Companies	Import	27/10/23, 16:07:07	27/10/23 - 27/10/23	1	Completed	0	
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-	Products	Import	29/9/23, 14:45:08	29/9/23 - 29/9/23	3	Completed	0	
-	Products	Import	16/4/21, 21:40:30		1	Completed	0	

At the bottom of the table, there is a pagination control showing 'Rows per page 10' and '1-10 of 10'.





Programar el aprovisionamiento de una suscripción: Cancelar un pedido programado

El estado cambiará entonces a "Cancelado".

INTCOMEX Explore Marketplaces Quotes Orders Reports English

My Imports IMPORT ACCOUNTS

Import name	Account type	Source	Import schedule date	Status	Creator			
Import name	Account type	Source	Date created UTC ↓	Import schedule date (UTC)	Imported accounts (No.)	Status	Errors (No.)	Creator
▼ (NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:15:43	31/7/24 - 31/7/24	0	Cancelled	0	
▼ (NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	3/7/24, 17:03:42	3/7/24 - 3/7/24	1	Completed	0	
▼ (NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	19/6/24, 14:19:02	1/7/24 - 1/7/24	1	Completed	0	
▼ -	Products	Import	27/10/23, 16:39:34	27/10/23 - 27/10/23	3	Completed	0	
▼ -	Products	Import	27/10/23, 16:33:18	27/10/23 - 27/10/23	3	Completed	0	
▼ -	Companies	Import	27/10/23, 16:23:27	27/10/23 - 27/10/23	3	Completed	0	
▼ -	Companies	Import	27/10/23, 16:07:07	27/10/23 - 27/10/23	1	Completed	0	
▼ -	Products	Import	29/9/23, 14:51:15	29/9/23 - 29/9/23	3	Completed	0	
▼ -	Products	Import	29/9/23, 14:45:08	29/9/23 - 29/9/23	3	Completed	0	
▼ -	Products	Import	16/4/21, 21:40:30		1	Completed	0	aridro.bejarano@intcomex.pe

Rows per page 10 1-10 of 10 |< < 1 > >|

+ NEW Imprint

