



§ Manual de Usuario

Aprovisionamiento de una suscripción NCE





Manual de Usuario—

Aprovisionamiento de una suscripción NCE

Introducción

Intcomex Cloud Operations





Aprovisionamiento de una suscripción NCE: Introducción

El aprovisionamiento de una suscripción de la oferta New Commerce Experience (NCE) en el portal Intcomex Cloud Platform (ICP) es un procedimiento simple en el cual solo debemos de tener en consideración algunos puntos relevantes.

Este manual nos permitirá obtener un mayor conocimiento sobre los requerimientos y distintos campos que se muestran durante el proceso.





Aprovisionamiento de una suscripción NCE: Introducción

Para efectuar el aprovisionamiento de una suscripción NCE se requiere:

- 1. Una compañía creada**
Cualquier aprovisionamiento debe realizarse bajo una compañía creada en ICP.
- 2. El servicio Microsoft Organization tenant provisionado**
Las ofertas Microsoft bajo el esquema CSP siempre requieren de un tenant para poder asociarlas.
- 3. El servicio requerido habilitado**
Los servicios se mostrarán disponibles durante el proceso de aprovisionamiento siempre y cuando estos hayan sido habilitados en el marketplace asignado a la compañía.





Manual de Usuario— Aprovisionamiento de una suscripción NCE Procedimiento

Intcomex Cloud Operations





Aprovisionamiento de una suscripción NCE: Procedimiento

Como primer paso, hacemos clic sobre el nombre de la compañía del cliente final. Luego, hacemos clic en el botón **New Service** o **Nuevo Servicio**.

The screenshot displays the Intcomex Cloud management interface. The top navigation bar includes the Intcomex logo, a search bar, and user profile options. The left sidebar shows the 'COMPANY STRUCTURE' with a search filter and a list of companies, where 'XING AIR FORCE' is selected. The main content area shows the details for 'XING AIR FORCE' (469808), including tabs for Overview, Available Services, Billing, Security, and Audit Log. The 'COMPANY DETAILS' section includes fields for Company name, Domain, Numeric ID, VAT ID, and Parent numeric ID. The 'ACCOUNT INFORMATION' section includes Language, Sales Manager, Marketplaces, and CreateUserIdService. The 'CONTACT DETAILS' section includes Address, City, Country, Zip code, Email, Contact phone, Contact person, and Technical contact. The bottom navigation bar features a '+ NEW' button and icons for 'NEW SERVICE', 'TERMINATE', 'EXPORT', and 'CREDENTIALS TO ALL USERS'.

COMPANY DETAILS	
Company name	XING AIR FORCE
Domain	xingaf.com
Numeric ID	793978
VAT ID	EMPTY
Parent numeric ID	734772

ACCOUNT INFORMATION	
Language	English
Sales Manager	
Marketplaces	ABBIE BOX - Marketplace
CreateUserIdService	false

CONTACT DETAILS	
Address	Av. Las Azucenas 294, San Borja
City	Lima
Country	Peru
Zip code	15454
Email	arturo.bejarano@xingaf.com
Contact phone	924950856
Contact person	Arturo Bejarano
Technical contact	
Technical Account Manager	
Technical contact	



Aprovisionamiento de una suscripción NCE: Procedimiento

En la pestaña **Select service**, buscamos el servicio requerido y lo seleccionamos. Luego, hacemos clic en el botón **Next** o **Siguiente**.

The screenshot displays the INTCOMEX portal interface. At the top, there are navigation tabs: "Select service" (active), "Terms and Conditions", and "Order review". Below the tabs, a search bar contains the text "(NCE) Microsoft 365 E3". Underneath the search bar, there are filter options: "Show by names", "All categories", "All vendors", and "All tags". A single search result is displayed: "(NCE) Microsoft 365 E3" with a mouse cursor hovering over it. At the bottom right of the modal, there is a blue "Next" button with a right-pointing arrow. The background shows a sidebar with "COMPANY STRUCTURE" and a list of companies, including "XING AIR FORCE" and "Microsoft Organiza".



Aprovisionamiento de una suscripción NCE: Procedimiento

En la pestaña **Terms and Conditions**, aceptamos los términos y condiciones del servicio. Luego, hacemos clic en el botón **Next** o **Siguiente**.

The screenshot displays the Intcomex Cloud Platform interface during the provisioning process. The top navigation bar includes the Intcomex logo, a search bar, and a language dropdown set to English. The main navigation tabs are 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Terms and Conditions' tab is active, showing a modal window for '(NCE) Microsoft 365 E3 (Microsoft)'. The modal contains the following text:

(NCE) Microsoft 365 E3

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

You have accepted these Terms and Conditions.

At the bottom of the modal, there are 'Back' and 'Next' buttons. The background interface shows a sidebar with 'COMPANY STRUCTURE' and a list of companies, including 'XING AIR FORCE' and 'Microsoft Organiza'.



Aprovisionamiento de una suscripción NCE: Procedimiento

En la pestaña Configuration, escogemos la configuración que tendrá la suscripción a aprovisionar.

The screenshot shows the 'Configuration' tab of a service configuration window for '(NCE) Microsoft 365 E3 (Microsoft)'. The window is divided into several sections:

- Cost:** 37.32 \$ Monthly fee (Per 1 month(s))
- Selling price:** 43.20 \$ Monthly fee (Per 1 month(s))
- Order details:**
 - Subscription Name:** (NCE) Microsoft 365 E3
 - Quantity *:** 1 (Min: 1, Max: 10000000)
 - Billing Type *:** Monthly (with 1-month commit...)
- Technical details:**
 - Notify me:** Notify when provisioning will be completed
 - Billing:**
 - Billing start date *:** 2024-04-18 17:28
 - Contract ID:** (Empty field)

Navigation buttons 'Back' and 'Next' are located at the bottom right of the configuration window.



Aprovisionamiento de una suscripción NCE: Procedimiento

En el campo **Subscription Name**, ingresamos (opcionalmente) un nombre para nuestra suscripción. Es sugerible que esta información no sea modificada.

The screenshot displays the 'Order review' step of a subscription configuration process. The main configuration window is titled '(NCE) Microsoft 365 E3 (Microsoft)'. It includes the following sections:

- Cost:** 37.32 \$ Monthly fee (Per 1 month(s))
- Selling price:** 43.20 \$ Monthly fee (Per 1 month(s))
- Order details:**
 - Subscription Name:** (NCE) Microsoft 365 E3. A note explains: 'Usually the name of the subscription is equal to the productname, but you may adjust the name to distinguish the subscriptions in O365 admin portal'.
 - Quantity:** 1 (Min: 1, Max: 10000000)
 - Billing Type:** Monthly (with 1-month commit...)
- Technical details:**
 - Notify me:** Notify when provisioning will be completed
- Billing:**
 - Billing start date:** 2024-04-18 17:28 (When the billing will start (UTC))
 - Contract ID:** (Empty field for custom contract ID)

Navigation buttons 'Back' and 'Next' are visible at the bottom of the configuration window.



Aprovisionamiento de una suscripción NCE: Procedimiento

En el campo **Quantity**, ingresamos la cantidad de asientos.

The screenshot displays the 'Order review' step of a subscription configuration process. The main window title is '(NCE) Microsoft 365 E3 (Microsoft)'. It shows pricing information: Cost of 37.32 \$ Monthly fee and Selling price of 43.20 \$ Monthly fee, both per 1 month(s). The 'Order details' section includes a 'Subscription Name' field with '(NCE) Microsoft 365 E3' and a 'Quantity' field with the value '1' highlighted in yellow. The 'Billing Type' is set to 'Monthly (with 1-month commit...'. The 'Technical details' section has a 'Notify me' checkbox and a 'Billing' section with a 'Billing start date' of 2024-04-18 17:28. At the bottom, there are 'Back' and 'Next' navigation buttons.

Field	Value
Cost	37.32 \$ Monthly fee
Selling price	43.20 \$ Monthly fee
Subscription Name	(NCE) Microsoft 365 E3
Quantity *	1
Billing Type *	Monthly (with 1-month commit...)
Billing start date *	2024-04-18 17:28



Aprovisionamiento de una suscripción NCE: Procedimiento

En el campo **Billing Type**, seleccionamos el tipo de facturación y el compromiso deseado.

The screenshot displays the 'Configuration' step of the provisioning process for a Microsoft 365 E3 subscription. The interface includes a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The main content area is titled '(NCE) Microsoft 365 E3 (Microsoft)' and contains the following details:

Field	Value
Cost	37.32 \$ Monthly fee 37.32 \$ Per 1 month(s)
Selling price	43.20 \$ Monthly fee 43.20 \$ Per 1 month(s)
Subscription Name	(NCE) Microsoft 365 E3
Quantity *	1 (Min: 1, Max: 10000000)
Billing Type *	Monthly (with 1-month commit...)
Billing start date *	2024-04-18 17:28
Contract ID	

The 'Billing Type' field is highlighted in yellow, indicating it is a required or important field. The 'Billing start date' is set to 2024-04-18 17:28. The 'Contract ID' field is currently empty. At the bottom of the configuration window, there are 'Back' and 'Next' buttons.



Aprovisionamiento de una suscripción NCE: Procedimiento

En el campo **Subscription end date alignment**, no es necesario seleccionar algún valor. Solo en caso deseemos utilizar la funcionalidad cotérmino, la cual se indica más adelante, haremos uso de esta opción.

The screenshot displays the 'Configuration' tab of the Intcomex portal for a Microsoft 365 E3 subscription. The interface includes a top navigation bar with the Intcomex logo and a search bar. The main content area is divided into four tabs: 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Configuration' tab is active, showing the following details:

- Service:** (NCE) Microsoft 365 E3 (Microsoft)
- Cost:** 37.32 \$ Monthly fee (Per 1 month(s))
- Selling price:** 43.20 \$ Monthly fee (Per 1 month(s))
- Subscription end date alignment:** A dropdown menu with a yellow background. Below it, a text box explains: "You can coterminate your subscription with an existing non-trial NCE subscription to align the end date. You will be charged a prorated amount."
- Microsoft Tenant Id:** 799b70b5-7ddd-4068-af3e-1e70aff84
- MPN ID (Reseller):** An empty text input field.

At the bottom of the configuration form, there are 'Back' and 'Next' buttons. The background shows a sidebar with 'COMPANY STRUCTURE' and a list of companies, including 'XING AIR FORCE' and 'Microsoft Organiza'.



Aprovisionamiento de una suscripción NCE: Procedimiento

En el campo **MPN ID (Reseller)** ingresamos el MPN ID que Microsoft nos proporcionó al enrolarnos como revendedores CSP de Intcomex. En caso este se encuentre aún en proceso de emisión, podemos dejar este campo en blanco. Posteriormente, hacemos clic sobre el botón **Next** o **Siguiente**.

The screenshot displays the 'Order review' step in the Intcomex portal for a Microsoft 365 E3 subscription. The interface includes a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The main content area shows the following details:

Field	Value
Cost	37.32 \$ Monthly fee
Selling price	43.20 \$ Monthly fee
Subscription end date alignment	[Dropdown menu]
Microsoft Tenant Id	799b70b5-7ddd-4068-af3e-1e70aff84
MPN ID (Reseller)	6395980

At the bottom of the form, there are 'Back' and 'Next' buttons. The background shows a sidebar with 'COMPANY STRUCTURE' and a list of companies including 'XING AIR FORCE' and 'Microsoft Organiza'.



Aprovisionamiento de una suscripción NCE: Procedimiento

A continuación, en la pestaña **Order review**, validamos la información de la suscripción a provisionarse. De encontrarnos conformes, hacemos clic sobre el botón **Finish** o **Finalizar**.

The screenshot displays the 'Order review' tab in the INTCOMEX system. The main content area shows the following details for the subscription:

(NCE) Microsoft 365 E3 (Microsoft)

Billing information [expand table](#)

Attributes	Fee type	Selling price
Billing Type	Monthly (with 1-month commitment) - P1M 1 (Quantity)	Monthly fee 43.20 \$
Total (Monthly)		43.20 \$
Total (1 month commitment)		43.20 \$

Warning: 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 month. Subscription will auto-renew by default.

Navigation buttons: **Back** and **Finish**.



Aprovisionamiento de una suscripción NCE: Procedimiento

Finalmente, luego de unos pocos minutos, la suscripción NCE se visualiza aprovisionada bajo la compañía respectiva.

The screenshot displays the Intcomex Cloud management interface. The top navigation bar includes the Intcomex logo, a search bar, and user profile options. The left sidebar shows the 'COMPANY STRUCTURE' with a search filter for 'XING AIR FORCE' and a selected item '(NCE) Microsoft 365 E3 (1)'. The main content area shows the subscription details for '(NCE) Microsoft 365 E3' under the account 'ABBIE BOX S.A.C. > XING AIR FORCE > (NCE) Microsoft 365 E3 (469836)'. A blue banner at the top of the main area indicates 'This account has price protection till 2024-05-18 00:00 UTC'. Below this, the subscription name '(NCE) Microsoft 365 E3' is displayed. Two price boxes are shown: 'Cost' at 37.32 \$ Monthly fee and 'Selling price' at 43.20 \$ Monthly fee. Below the prices are tabs for 'CONFIGURATION', 'SERVICE INFO', 'AVAILABLE SERVICES', and 'AUDIT LOG'. The 'ORDER DETAILS' section includes a table with the following information:

Subscription Name	(NCE) Microsoft 365 E3
Quantity	1
Billing Type	Monthly (with 1-month commitment) - P1M
Microsoft Tenant Id	799b70b5-7ddd-4068-af3e-1e70aff847c2
MPN ID (Reseller)	6395965
OfferId	CFQ7TTC0LFLX:0001:Co mmercial

The 'CANCELLATION' section includes 'About cancellation' (Subscription cancellation is only allowed within 7 days from purchase moment or subscription renewal) and 'Cancel until' (2024-04-25 17:56 (UTC)). The 'LICENSE REDUCTION' section includes 'About license reduction' (License reduction is only allowed within 7 days of purchasing new licenses on the subscription. View the total quantity). At the bottom, there is a navigation bar with icons for '+ NEW', 'NEW SERVICE', 'TERMINATE', 'RESET PRICE PROTECTION', 'MOVE', 'CHANGE STATUS', 'RENEW', and 'UPGRADE'.



Manual de Usuario—

Aprovisionamiento de una suscripción NCE

Posibles errores

Intcomex Cloud Operations





Aprovisionamiento de una suscripción NCE : Posibles errores

El mensaje de error que se visualiza en la imagen se origina debido a que no se ha realizado la vinculación correspondiente entre el tenant respectivo e Intcomex.

Para solucionar este impase, solicite el enlace de relacionamiento al PM de Intcomex asignado para que luego este sea aceptado por un administrador global del tenant del cliente final.

The screenshot displays the Intcomex portal interface for provisioning a service. The main window is titled "(NCE) Microsoft 365 E3 (Microsoft)". It shows a progress bar with four steps: "Select service", "Terms and Conditions", "Configuration", and "Order review". The "Order review" step is currently active. Below the progress bar, there are two summary boxes: "Cost" showing a monthly fee of 31.10 \$ and a total of 373.20 \$ per 12 months, and "Selling price" showing a monthly fee of 36.00 \$ and a total of 432.00 \$ per 12 months. The "Order details" section includes a "Subscription Name" field with the value "(NCE) Microsoft 365 E3" and a "Quantity" dropdown set to 1. A prominent red error message is displayed over the quantity field, stating: "CSP relationship not established, please click here, or being processed by Microsoft. Try again in 15 minutes." The "Technical details" section includes a "Notify me" checkbox (unchecked) and a "Billing" section with a "Billing start date" field set to 2024-04-18 19:05 and a "Contract ID" field. At the bottom of the window, there are "Back" and "Next" buttons.



Aprovisionamiento de una suscripción NCE : Posibles errores

El mensaje de error que se visualiza en la imagen se origina debido a que el servicio seleccionado califica para una oferta promocional.

Para solucionar este impase, seleccione la oferta promocional en el campo **Billing Type**.

The screenshot shows the 'Order review' step of a subscription provisioning process. The main heading is '(NCE) Microsoft 365 E3 (Microsoft)'. Below this, there are two boxes for pricing: 'Cost' at 31.10 \$ Monthly fee (373.20 \$ Per 12 month(s)) and 'Selling price' at 36.00 \$ Monthly fee (432.00 \$ Per 12 month(s)).

The 'Order details' section includes a 'Subscription Name' field with '(NCE) Microsoft 365 E3' and a 'Quantity *' dropdown set to '1'. A red error message box is overlaid on the quantity field, stating: 'Your order qualifies for a promo pricing please select the corresponding PROMO option - **PROMO Monthly (with 1-year commitment) - P1Y**'. The 'Billing' section shows a 'Billing start date *' of 2024-04-18 17:28 and a 'Contract ID' field.

Navigation buttons 'Back' and 'Next' are visible at the bottom of the modal.



Aprovisionamiento de una suscripción NCE : Posibles errores

El mensaje de error que se visualiza en la imagen se origina debido a que el acuerdo Microsoft Partner Agreement (MPA) relacionado al MPN ID del reseller ingresado no ha sido aprobado por Microsoft.

Para solucionar este impase, debe contactarse con el equipo de soporte de Microsoft o dejar en blanco el campo MPN ID (Reseller) para continuar con el aprovisionamiento mientras se escale el caso.

The screenshot shows the 'Order review' step in the Intcomex portal. The main content area displays the following information:

- Service:** (NCE) Microsoft 365 E3 (Microsoft)
- Cost:** 37.32 \$ Monthly fee (Per 1 month(s))
- Selling price:** 43.20 \$ Monthly fee (Per 1 month(s))
- MPN ID (Reseller):** 6390061 (with a red error message overlay)
- Offerid:** CFQ7TTCOLFLX:0001:Commercial

The error message, displayed in a red box, reads: "Microsoft Partner Agreement (MPA) validation has failed for MPN ID 6390061. Agreement status should be reviewed in Microsoft Partner Center. For clarification please contact your support team." Below the error message is a text input field containing the value "6390061" and a warning icon.

Navigation buttons at the bottom of the modal include "Back" and "Next".



Aprovisionamiento de una suscripción NCE : Posibles errores

El mensaje de error que se visualiza en la imagen se origina debido a que el acuerdo MPN ID del reseller ingresado no es uno válido o ha expirado..

Para solucionar este impase, debe contactarse con el equipo de soporte de Microsoft o dejar en blanco el campo MPN ID (Reseller) para continuar con el aprovisionamiento mientras se escale el caso.

The screenshot shows the 'Order review' step of a subscription process in the INTCOMEX portal. The product is '(NCE) Microsoft 365 E3 (Microsoft)'. The cost is 37.32 \$ Monthly fee and the selling price is 43.20 \$ Monthly fee. The error message is displayed in a red box:

MPN ID (Reseller)
Microsoft Partner Network Identifier (MPN ID) of the transacting reseller

MPN ID (Reseller) 6395990

OfferId CFQ7TTCOLFLX:0001:Commercial

Segment Commercial

Buttons: Back, Next

