

# Manual de Usuario

## Funcionalidad Migrate to NCE

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Intcomex Cloud Operations





# Manual de Usuario— Funcionalidad Migrate to NCE Introducción

Intcomex Cloud Operations





# Funcionalidad Migrate to NCE: Introducción

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En ciertas ocasiones pueden suscitarse escenarios en cual necesitemos que una suscripción Legacy sea trasladada o migrada hacia la nueva oferta New Commerce Experience (NCE). Para ello, desde ICP disponemos de la funcionalidad MIGRATE TO NCE la cual nos permitirá migrar inmediatamente y de forma permanente nuestra suscripción habiendo previamente seleccionado su nueva configuración (cantidad de asientos, tipo de facturación, alineamiento de fecha de expiración).





# Manual de Usuario— Funcionalidad Migrate to NCE Activación

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# Funcionalidad Migrate to NCE: Activación

Como primer paso, hacemos clic sobre el tenant en donde se encuentran las suscripciones Legacy que deseamos migrar hacia la oferta New Commerce Experience (NCE).

The screenshot displays the Intcomex Cloud management interface. On the left, the 'COMPANY STRUCTURE' sidebar shows a tree view under 'CLOUD SOUL S.A.' with three items: '(NCE) Microsoft 365 Business Basic (1)', '(NCE) Microsoft 365 Business Basic (1)', and 'Microsoft 365 Business Basic (1)'. The fourth item, 'Microsoft Organization tenant (intcomexperu.onmicrosoft.com)', is highlighted with a blue bar and a mouse cursor. The main content area shows the configuration for this tenant, including 'CUSTOMER RELATIONSHIPS' and 'TENANT DETAILS'.

**Microsoft Organization tenant**

CONFIGURATION | LICENSE ANALYTICS | SERVICE INFO | AVAILABLE SERVICES | AUDIT LOG

CUSTOMER RELATIONSHIPS		TENANT DETAILS	
<b>GDAPInvitation</b>	GDAP permissions for Cloud Marketplace base functionality have been granted.  Current approval status is: <b>Approved by endcustomer.</b>  Relationship Expires: 2025-05-21 19:04:16	<b>Existing Office 365 customer</b>	true
<b>Existing Office 365 customer invitation URL</b>	<a href="https://admin.microsoft.com/Adminportal/Home?invType=ResellerRelationship&amp;partnerId=846ee69c-d4ee-4e63-a8fd-187ccda109fe&amp;msppld=0&amp;DAP=false#/BillingAccounts/partner-invitation">https://admin.microsoft.com/Adminportal/Home?invType=ResellerRelationship&amp;partnerId=846ee69c-d4ee-4e63-a8fd-187ccda109fe&amp;msppld=0&amp;DAP=false#/BillingAccounts/partner-invitation</a>	<b>Primary domain name</b>	intcomexperu.onmicrosoft.com
		<b>Primary contact first name</b>	Xa
		<b>Primary contact last name</b>	Za
		<b>Phone</b>	098765
		<b>Primary Contact Email Address</b>	xa@za.com
		<b>Microsoft Tenant Id</b>	3e726146-dd8b-42d2-84af-7a4fde881ebb
		<b>Postal Code</b>	15494

**INDIRECT RESELLER INFO**

NEW SERVICE | TERMINATE | MOVE | ACCEPT MCA | CREATE GDAP INVITATION | MIGRATE TO NCE



# Funcionalidad Migrate to NCE: Activación

Luego, hacemos clic en el botón **MIGRATE TO NCE** ubicado en el banner inferior.

COMPANY STRUCTURE

← All companies

Search

☰ CLOUD SOUL S.A.

- (NCE) Microsoft 365 Business Basic (1)
- (NCE) Microsoft 365 Business Basic (1)
- Microsoft 365 Business Basic (1)
- Microsoft Organization tenant (intcomexperu.onmicrosoft.com)**

TERENCO E.I.R.L. > CLOUD SOUL S.A. > Microsoft Organization tenant (200553)

## Microsoft Organization tenant

CONFIGURATION | LICENSE ANALYTICS | SERVICE INFO | AVAILABLE SERVICES | AUDIT LOG

▼ CUSTOMER RELATIONSHIPS

GDAPInvitation	GDAP permissions for Cloud Marketplace base functionality have been granted.  Current approval status is: <b>Approved by endcustomer.</b>  Relationship Expires: 2025-05-21 19:04:16
Existing Office 365 customer invitation URL	<a href="https://admin.microsoft.com/Adminportal/Home?invType=ResellerRelationship&amp;partnerId=846ee69c-d4ee-4e63-a8fd-187ccda109fe&amp;msppId=0&amp;DAP=false#/BillingAccounts/partner-invitation">https://admin.microsoft.com/Adminportal/Home?invType=ResellerRelationship&amp;partnerId=846ee69c-d4ee-4e63-a8fd-187ccda109fe&amp;msppId=0&amp;DAP=false#/BillingAccounts/partner-invitation</a>

▼ TENANT DETAILS

Existing Office 365 customer	true
Primary domain name	intcomexperu.onmicrosoft.com
Primary contact first name	Xa
Primary contact last name	Za
Phone	098765
Primary Contact Email Address	xa@za.com
Microsoft Tenant Id	3e726146-dd8b-42d2-84af-7a4fde881ebb
Postal Code	15494

▼ INDIRECT RESELLER INFO

+ NEW

NEW SERVICE | TERMINATE | MOVE | ACCEPT MCA | CREATE GDAP INVITATION | **MIGRATE TO NCE**



# Funcionalidad Migrate to NCE: Activación

A continuación, se despliega una nueva ventana en donde seleccionaremos la configuración de la nueva suscripción NCE migrada.

The screenshot shows a 'Migrate to NCE' dialog box overlaid on a software interface. The dialog box is titled 'Migrate to NCE' and contains the following sections:

- About NCE migration:** A note stating, 'Please note that after migration a new NCE subscription with a full new term and the current NCE price will be created.' Below this, it lists 'Criteria to be eligible for migration:' with two bullet points: '-Corresponding NCE SKUs should be available in the customer marketplace' and '-The legacy SKUs should be older than 30 days'.
- Billing Type \*:** A dropdown menu is set to 'Monthly (with 1-year commitment) - P1Y'. Below the dropdown, it 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.'
- Eligible subscriptions \*:** A section with a search bar and two columns: 'Available items' and 'Selected items'. The 'Available items' column contains one entry: 'Microsoft 365 Business Basic (1)'. The 'Selected items' column is currently empty. Both columns have a 'Select all' link at the bottom.

At the bottom right of the dialog box, there are 'OK' and 'Cancel' buttons. The background interface shows a sidebar with 'COMPANY STRUCTURE' and a list of companies, including 'CLOUD SOUL S.A.' and several 'Microsoft 365' subscriptions.



# Funcionalidad Migrate to NCE: Activación

En el campo **About NCE Migration** se indica que, luego de haberse efectuado la migración, la nueva suscripción NCE tendrá un nuevo compromiso completo y el precio de la lista actual. Asimismo, también se detalla que, las ofertas deben estar habilitadas en el Marketplace respectivo y las suscripciones Legacy deben de tener una antigüedad mayor a 30 días para efectuar la migración.

The screenshot shows a 'Migrate to NCE' dialog box with the following sections:

- About NCE migration:** A yellow highlighted box containing the text: "Please note that after migration a new NCE subscription with a full new term and the current NCE price will be created." Below this, it lists "Criteria to be eligible for migration:" with two bullet points: "-Corresponding NCE SKUs should be available in the customer marketplace" and "-The legacy SKUs should be older than 30 days".
- Billing Type \*:** A dropdown menu is set to "Monthly (with 1-year commitment) - P1Y". Below the dropdown, it 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."
- Eligible subscriptions \*:** A section with a search bar and a list of items. The list contains "Microsoft 365 Business Basic (1)". Below the list is a "Select all" link.
- Selected items:** A section with a search bar and an empty list. Below the list is a "Select all" link.

At the bottom right of the dialog are "OK" and "Cancel" buttons. The background shows a sidebar with "COMPANY STRUCTURE" and a list of companies including "CLOUD SOUL S.A.", "(NCE) Microsoft 365", and "Microsoft Organiza".





# Funcionalidad Migrate to NCE: Activación

En el segundo campo **Billing Type \*** seleccionamos el tipo de facturación y el nuevo compromiso que tendrá la nueva suscripción NCE. Luego de haberse efectuado la migración, solo dispondremos de 7 días calendarios para efectuar cualquier eventual cancelación o modificación de la suscripción un cargo prorrateado.

The screenshot shows the 'Migrate to NCE' dialog box. The background interface includes the 'INTCOMEX CLOUD' logo, 'COMPANY STRUCTURE', and a list of companies under 'CLOUD SOUL S.A.', including '(NCE) Microsoft 365 Business Basic (1)'. The dialog box has the following sections:

- About NCE migration:** Please note that after migration a new NCE subscription with a full new term and the current NCE price will be created.  
**Criteria to be eligible for migration:**
  - Corresponding NCE SKUs should be available in the customer marketplace
  - The legacy SKUs should be older than 30 days
- Billing Type \*:** Please select the desired billing option for the newly created migrated subscriptions. A dropdown menu is open, showing options: 'Monthly (with 1-year commitment) - P1Y' (selected), 'Monthly (with 1-year commitment) - P1Y', 'Prepaid (with 1-year commitment) - P1Y', and 'Monthly (with 1-month commitment) - P1M'.
- Eligible subscriptions \*:** The list will include only subscriptions that are eligible for migration to NCE. It is divided into two columns:
  - Available items:** Contains 'Microsoft 365 Business Basic (1)' and a 'Select all' link.
  - Selected items:** Currently empty and contains a 'Select all' link.

Buttons for 'OK' and 'Cancel' are located at the bottom right of the dialog box.



# Funcionalidad Migrate to NCE: Activación

En el tercer campo **Eligible subscriptions** \* seleccionaremos las suscripciones Legacy que deseamos migrar hacia la oferta NCE. Por ello, hacemos clic sobre las suscripciones requeridas para moverlas desde el cuadro **Available items** hacia el cuadro **Selected items**.

**Migrate to NCE**

**About NCE migration**

Please note that after migration a new NCE subscription with a full new term and the current NCE price will be created.

**Criteria to be eligible for migration:**

- Corresponding NCE SKUs should be available in the customer marketplace
- The legacy SKUs should be older than 30 days

**Billing Type \***

Please select the desired billing option for the newly created migrated subscriptions.

Monthly (with 1-year commitment) - P1Y

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.

**Eligible subscriptions \***

The list will include only subscriptions that are eligible for migration to NCE

**Available items** Search

Microsoft 365 Business Basic (1)

Select all

**Selected items** Search

Select all

OK Cancel



# Funcionalidad Migrate to NCE: Activación

Finalmente, hacemos clic en el botón **OK** para finalizar la migración.

The screenshot shows a 'Migrate to NCE' dialog box overlaid on a software interface. The dialog box contains the following sections:

- About NCE migration:** Please note that after migration a new NCE subscription with a full new term and the current NCE price will be created.  
**Criteria to be eligible for migration:**
  - Corresponding NCE SKUs should be available in the customer marketplace
  - The legacy SKUs should be older than 30 days
- Billing Type \*:** Please select the desired billing option for the newly created migrated subscriptions. A dropdown menu is set to 'Monthly (with 1-year commitment) - P1Y'. Below this, a note 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.'
- Eligible subscriptions \*:** The list will include only subscriptions that are eligible for migration to NCE. This section contains two columns:
  - Available items:** An empty list with a search bar and a 'Select all' link at the bottom.
  - Selected items:** A list containing 'Microsoft 365 Business Basic (1)' with a search bar and a 'Select all' link at the bottom.

At the bottom right of the dialog box, there are two buttons: 'OK' and 'Cancel'. A mouse cursor is pointing at the 'OK' button.



# Manual de Usuario—

Funcionalidad Migrate to NCE

## Posibles errores

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# Funcionalidad Migrate to NCE: Posibles errores

Si durante el proceso de migración se nos muestra un mensaje en el cual se indica que el MPN ID no es válido, solo se debemos actualizar nuestro MPN ID en la línea del tenant y volver a intentar nuevamente.

**Migrate to NCE**

**About NCE migration**

Please note that after migration a new NCE subscription with a full new term and the current NCE price will be created.

**Criteria to be eligible for migration:**

- Corresponding NCE SKUs should be available in the customer marketplace
- The legacy SKUs should be older than 30 days

**Billing Type \***

Monthly (with 1-year commitment) - P1Y

Please select the desired billing option for the newly created migrated subscriptions.

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.

**Eligible subscriptions \***

The list will include only subscriptions that are eligible for migration to NCE

**In order to trigger the NCE Migration a valid MPN ID should be provided, please provide valid MPN ID within the tenant product and then try initiating migration again.**

Available items	Selected items
<input type="text" value="Search"/>	<input type="text" value="Search"/>
	Microsoft 365 Business Basic (1)
<a href="#">Select all</a>	<a href="#">Select all</a>

OK Cancel

The logo features a square icon on the left containing a stylized white arrow pointing right, with a grid pattern behind it. To the right of the icon, the word "INTCOMEX" is written in a large, bold, white sans-serif font. Below "INTCOMEX", the word "CLOUD" is written in a smaller, white sans-serif font.

**INTCOMEX**  
CLOUD

