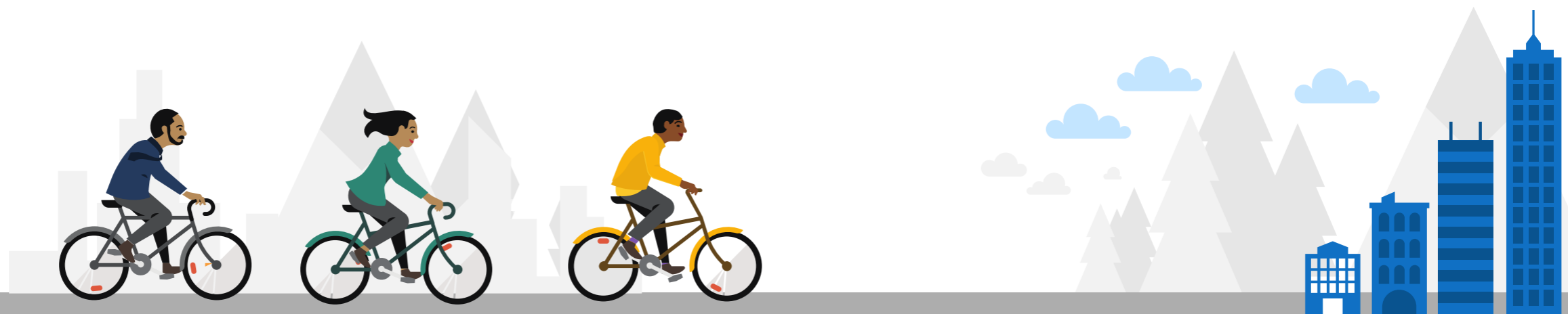


Intcomex Cloud Platform

Funcionalidad de Upgrade

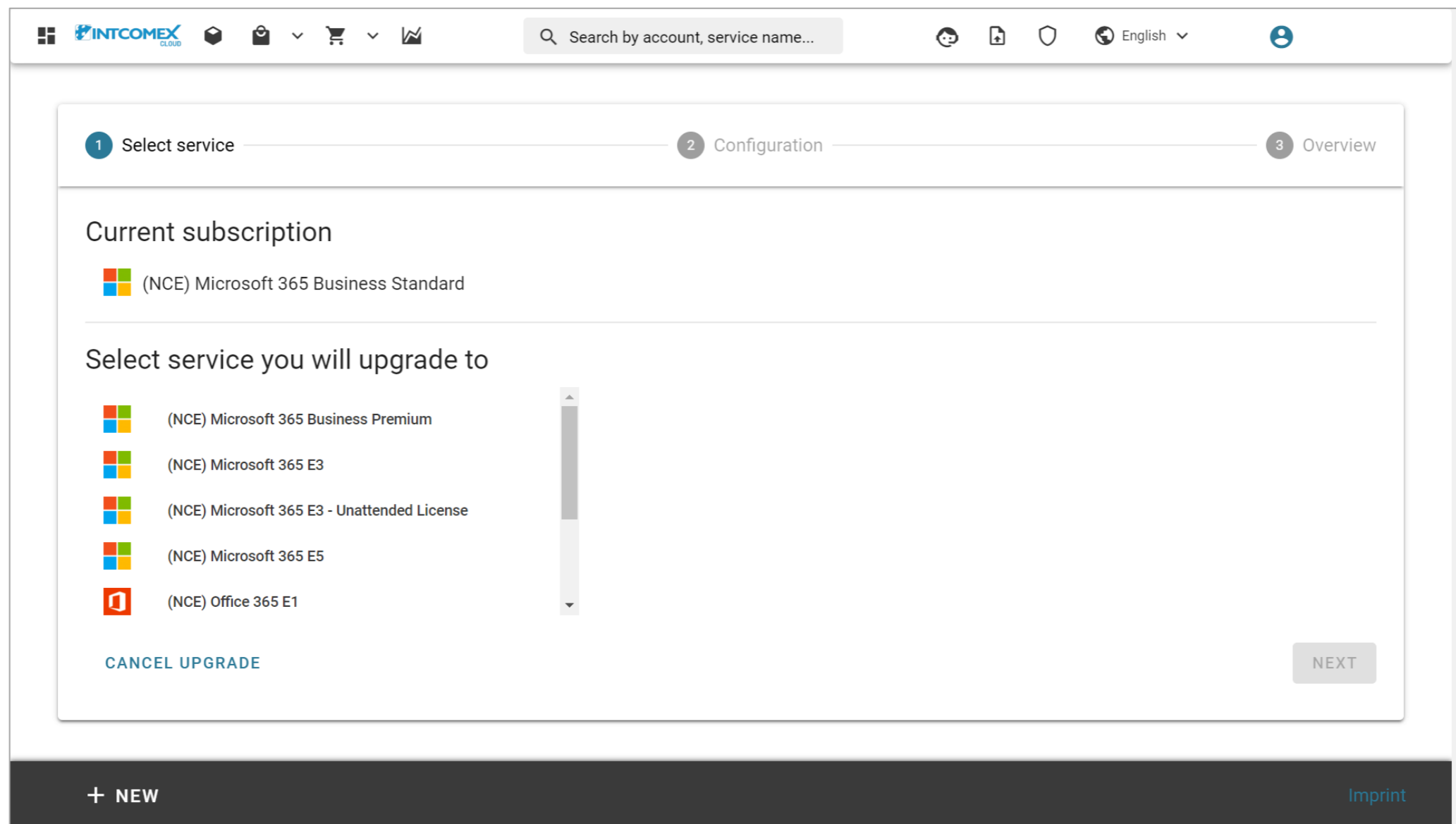


| Upgrade



NCE - Upgrade: Introducción

La funcionalidad de Upgrade permite cambiar, de forma irreversible, uno o varios asientos de una suscripción provisionada **bajo la oferta New Commerce Experience – NCE** (suscripción origen), por otra suscripción de nivel superior (suscripción destino). Para realizar ello, la suscripción destino (nueva o existente) deberá tener una fecha de renovación igual o posterior al de la suscripción origen. Asimismo, no siempre se permite realizar un upgrade desde una oferta hacia otra, esto dependerá de la lista de suscripciones aptas permitidas por el sistema



The screenshot displays the 'Upgrade' process in the NCE interface. At the top, there is a navigation bar with the INTCOMEX CLOUD logo, a search bar, and various utility icons. Below this, a progress indicator shows three steps: '1 Select service' (active), '2 Configuration', and '3 Overview'. The main content area is divided into two sections: 'Current subscription' and 'Select service you will upgrade to'. The 'Current subscription' section shows '(NCE) Microsoft 365 Business Standard'. The 'Select service you will upgrade to' section features a scrollable list of options: '(NCE) Microsoft 365 Business Premium', '(NCE) Microsoft 365 E3', '(NCE) Microsoft 365 E3 - Unattended License', '(NCE) Microsoft 365 E5', and '(NCE) Office 365 E1'. At the bottom of the main content area, there are two buttons: 'CANCEL UPGRADE' and 'NEXT'. The footer of the interface includes a '+ NEW' button on the left and the 'Imprint' link on the right.

NCE - Upgrade: Tipos

Existen dos tipos de upgrade de suscripciones NCE.

A continuación se muestra el detalle completo de cada uno:

Tipo de Upgrade	¿Qué sucede?	
Total	Suscripción Destino (nueva suscripción) Se crea una nueva suscripción, pero toma los siguientes atributos de la suscripción origen: <ul style="list-style-type: none">• ID de la suscripción• Compromiso• Frecuencia de facturación• Fecha fin de contrato Suscripción origen Se elimina la suscripción origen	Suscripción Destino (suscripción existente) Se adhieren todos los asientos y toman los siguientes atributos de la suscripción destino: <ul style="list-style-type: none">• ID de la suscripción• Compromiso• Frecuencia de facturación• Fecha fin de contrato Suscripción origen <ul style="list-style-type: none">• Se elimina la suscripción origen
Parcial	Suscripción Destino (nueva suscripción) Se crea una nueva suscripción, pero toma los siguientes atributos de la suscripción origen: <ul style="list-style-type: none">• Compromiso• Frecuencia de facturación• Fecha fin de contrato Suscripción origen La suscripción origen conserva los asientos que no se realizaron upgrade	Suscripción Destino (suscripción existente) Se adhieren todos los asientos y toman los siguientes atributos de la suscripción destino: <ul style="list-style-type: none">• ID de la suscripción• Compromiso• Frecuencia de facturación• Fecha fin de contrato Suscripción origen La suscripción origen conserva los asientos que no se realizaron upgrade

Upgrade:
Aprovisionamiento



NCE - Upgrade: Aprovisionamiento

Para iniciar el proceso de upgrade, debemos validar que la suscripción origen se encuentre correctamente aprovisionada bajo la nueva oferta NCE dado que este proceso no es válido para suscripciones aprovisionadas bajo la oferta Legacy

The screenshot displays the Intcomex Cloud portal interface. At the top, there is a navigation bar with the Intcomex Cloud logo, a search bar, and user settings. The main content area is divided into a left sidebar and a main panel. The sidebar shows the company structure, including 'MAGICDUST BOX' and its associated services. The main panel displays the details for the '(NCE) Microsoft 365 Business Standard' subscription, including pricing, configuration, and order details.

COMPANY STRUCTURE

- All companies
- Search
- MAGICDUST BOX
 - (NCE) Microsoft 365 Business Standard (1)**
 - Azure Plan (magicdustsa)
 - lfernandez@magicdustbox.com
 - Microsoft Organization tenant (magicdustbox.onmicrosoft.com)

Subscription Details:

- Account: ABBIE BOX S.A.C. > MAGICDUST BOX > (NCE) Microsoft 365 Business Standard (307722)
- Subscription Name: (NCE) Microsoft 365 Business Standard
- Quantity: 1
- Billing Type: PROMO Monthly (with 1-year commitment) - P1Y
- Microsoft Tenant Id: 98cea72b-720a-4411-ac6d-ac31ba900a92
- MPN ID (Reseller): 6395965
- OfferId: CFQ7TTC0LDPB:0001:C

Cost and Selling Price:

Cost	11.88 \$ Monthly fee	Selling price	11.88 \$ Monthly fee
	142.50 \$ Per 12 month(s)		142.50 \$ Per 12 month(s)

ORDER DETAILS

Subscription Name	(NCE) Microsoft 365 Business Standard
Quantity	1
Billing Type	PROMO Monthly (with 1-year commitment) - P1Y
Microsoft Tenant Id	98cea72b-720a-4411-ac6d-ac31ba900a92
MPN ID (Reseller)	6395965
OfferId	CFQ7TTC0LDPB:0001:C

CANCELLATION

About cancellation	Subscription cancellation is only allowed within 7 days from purchase moment or subscription renewal.
Cancel until	2022-02-14 15:13 (UTC)

LICENSE REDUCTION

About license reduction	License reduction is only allowed within 7 days of purchasing new licenses on the
-------------------------	---

Navigation Bar:

- + NEW
- NEW SERVICE
- TERMINATE
- RESET PRICE PROTECTION
- MOVE
- CHANGE STATUS
- UPGRADE
- Self Help
- 15

NCE - Upgrade: Aprovisionamiento

Una vez realizada la validación en el paso anterior, procedemos a seleccionar la suscripción origen y luego hacemos clic sobre la opción **Upgrade** ubicada en el la barra inferior de la pantalla

The screenshot displays the Intcomex Cloud portal interface. At the top, there is a navigation bar with the Intcomex Cloud logo, a search bar, and user profile information. The main content area is divided into a left sidebar and a main panel. The sidebar shows the 'COMPANY STRUCTURE' with a search bar and a list of services under 'MAGICDUST BOX', including '(NCE) Microsoft 365 Business Standard (1)'. The main panel shows the details for this subscription, including a notification about price protection, the subscription name, and pricing information. The 'ORDER DETAILS' table lists the subscription name, quantity, billing type, Microsoft Tenant Id, MPN ID (Reseller), and OfferId. The 'CANCELLATION' section provides information about cancellation policies and the cancellation date. The 'LICENSE REDUCTION' section provides information about license reduction policies. At the bottom, there is a navigation bar with icons for 'NEW SERVICE', 'TERMINATE', 'RESET PRICE PROTECTION', 'MOVE', 'CHANGE STATUS', and 'UPGRADE'.

COMPANY STRUCTURE

Search by account, service name...

English

This account has price protection till 2023-02-11 00:00 UTC

ABBIE BOX S.A.C. > MAGICDUST BOX > (NCE) Microsoft 365 Business Standard (307722)

(NCE) Microsoft 365 Business Standard

Cost: 11.88 \$ Monthly fee (1)
142.50 \$ Per 12 month(s) (1)

Selling price: 11.88 \$ Monthly fee (1)
142.50 \$ Per 12 month(s) (1)

CONFIGURATION SERVICE INFO AVAILABLE SERVICES AUDIT LOG

Self Help

Search

MAGICDUST BOX

- (NCE) Microsoft 365 Business Standard (1)
- Azure Plan (magicdustsa)
- lfernandez@magicdustbox.com
- Microsoft Organization tenant (magicdustbox.onmicrosoft.com)

ORDER DETAILS

Subscription Name	(NCE) Microsoft 365 Business Standard
Quantity	1
Billing Type	PROMO Monthly (with 1-year commitment) - P1Y
Microsoft Tenant Id	98cea72b-720a-4411-ac6d-ac31ba900a92
MPN ID (Reseller)	6395965
OfferId	CFQ7TTC0LDPB:0001:C

CANCELLATION

About cancellation	Subscription cancellation is only allowed within 7 days from purchase moment or subscription renewal.
Cancel until	2022-02-14 15:13 (UTC)

LICENSE REDUCTION

About license reduction	License reduction is only allowed within 7 days of purchasing new licenses on the
-------------------------	---

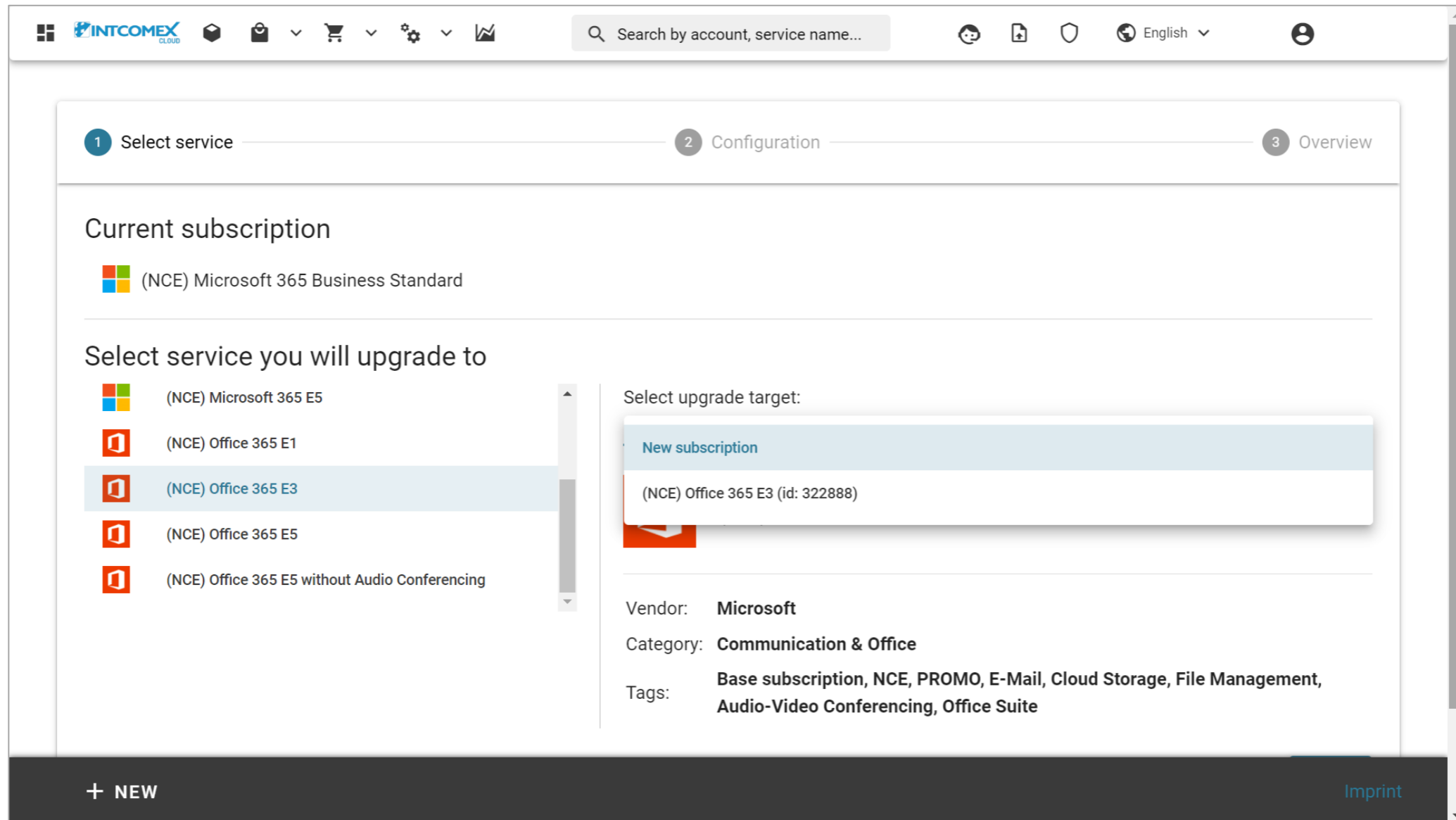
+ NEW

NEW SERVICE TERMINATE RESET PRICE PROTECTION MOVE CHANGE STATUS UPGRADE

15

NCE - Upgrade: Aprovisionamiento

En el módulo **Select Service**, visualizamos la suscripción origen bajo la sección **Current subscription** mientras que las opciones a realizar upgrade se detallan bajo la sección **Select service you will upgrade to**. De acuerdo con lo explicado, procedemos a seleccionar la suscripción destino a la cual deseamos realizar un upgrade



The screenshot displays the 'Select service' step of the upgrade process in the NCE interface. The breadcrumb navigation shows '1 Select service', '2 Configuration', and '3 Overview'. The 'Current subscription' section shows '(NCE) Microsoft 365 Business Standard'. The 'Select service you will upgrade to' section lists several options, with '(NCE) Office 365 E3' selected. A dropdown menu for 'Select upgrade target:' shows 'New subscription' and '(NCE) Office 365 E3 (id: 322888)'. Below this, the vendor is 'Microsoft', the category is 'Communication & Office', and the tags include 'Base subscription, NCE, PROMO, E-Mail, Cloud Storage, File Management, Audio-Video Conferencing, Office Suite'. The bottom of the interface features a '+ NEW' button and an 'Imprint' link.

1 Select service — 2 Configuration — 3 Overview

Current subscription

(NCE) Microsoft 365 Business Standard

Select service you will upgrade to

- (NCE) Microsoft 365 E5
- (NCE) Office 365 E1
- (NCE) Office 365 E3
- (NCE) Office 365 E5
- (NCE) Office 365 E5 without Audio Conferencing

Select upgrade target:

- New subscription
- (NCE) Office 365 E3 (id: 322888)

Vendor: **Microsoft**

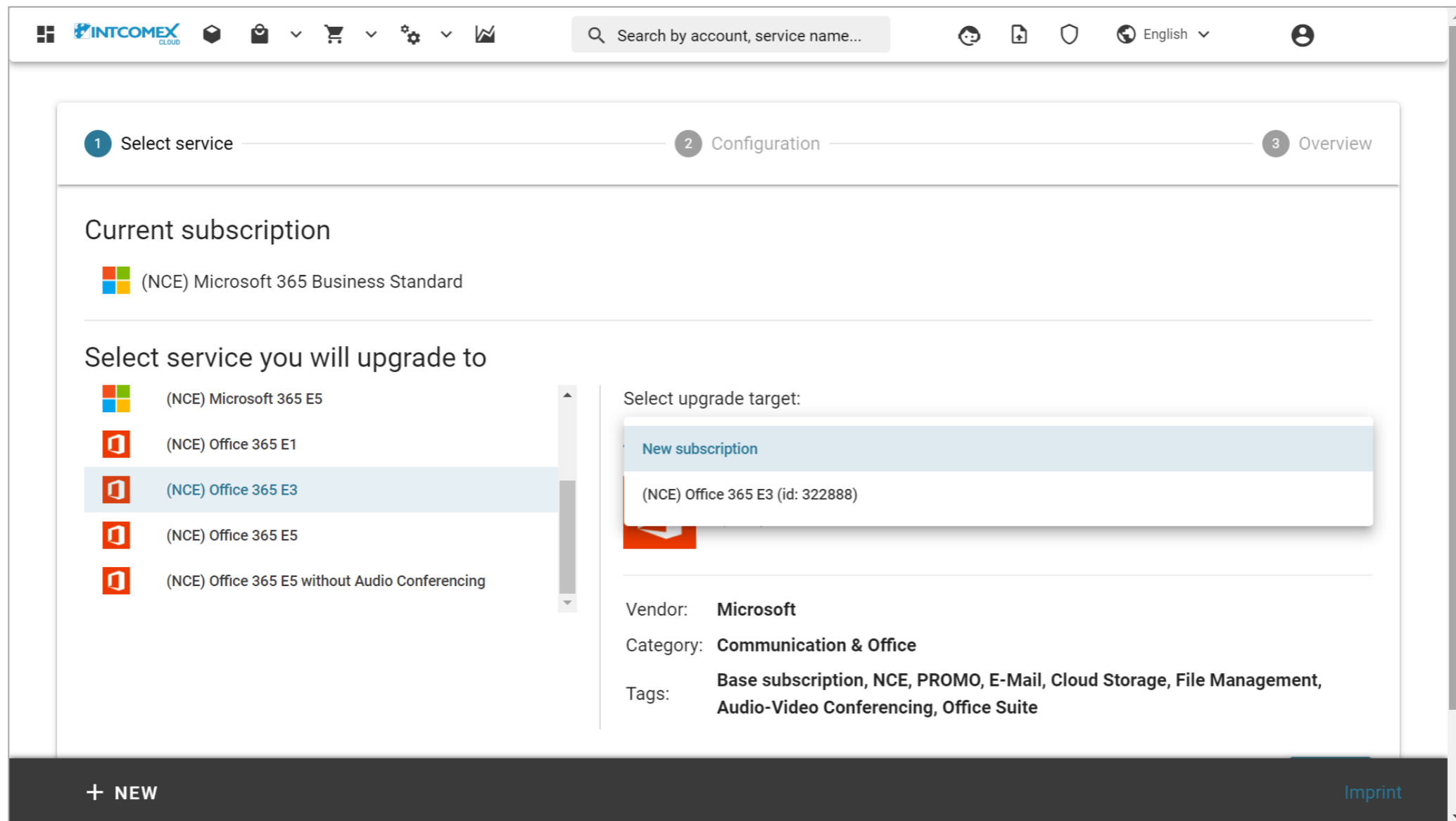
Category: **Communication & Office**

Tags: **Base subscription, NCE, PROMO, E-Mail, Cloud Storage, File Management, Audio-Video Conferencing, Office Suite**

+ NEW Imprint

NCE - Upgrade: Aprovisionamiento

En la sección **Select upgrade target**, escogemos la opción **New subscription** en caso deseemos realizar un upgrade hacia una nueva suscripción o escogemos una de las demás opciones que se listan en caso deseemos realizar upgrade hacia una suscripción existente. En esta ocasión seleccionamos la opción **New subscription** y luego hacemos clic en el botón **Next**



The screenshot displays the NCE upgrade interface. At the top, there is a navigation bar with the INTCOMEX logo, a search bar, and various utility icons. Below the navigation bar, a progress indicator shows three steps: '1 Select service', '2 Configuration', and '3 Overview'. The main content area is divided into two sections. The first section, 'Current subscription', shows '(NCE) Microsoft 365 Business Standard'. The second section, 'Select service you will upgrade to', features a list of options with a dropdown menu open. The dropdown menu highlights 'New subscription' and shows '(NCE) Office 365 E3 (id: 322888)'. Below the dropdown, the vendor is listed as 'Microsoft', the category as 'Communication & Office', and the tags as 'Base subscription, NCE, PROMO, E-Mail, Cloud Storage, File Management, Audio-Video Conferencing, Office Suite'. At the bottom left, there is a '+ NEW' button, and at the bottom right, there is an 'Imprint' link.

NCE - Upgrade: Aprovevisionamiento

En el campo **Quantity**, ubicado dentro del módulo **Configuration**, ingresamos la cantidad de asientos que deseamos realizar un upgrade. En esta parte debemos recordar que podemos hacer un **upgrade total** si ingresamos una cantidad asientos igual al de la suscripción origen o podemos hacer un **upgrade parcial** si solo ingresamos una cantidad de asientos menor al de la suscripción origen

The screenshot shows the 'Configuration' step of an upgrade process in the Intcomex Cloud portal. The page features a progress bar at the top with three steps: 'Select service' (completed), 'Configuration' (current), and 'Overview'. Below the progress bar, the 'Order details' section includes a 'Quantity (1 - 300)*' field with the value '1'. A text block explains the upgrade action, noting that billing type selection is only for new subscriptions and that upgrading from a longer term to a shorter one is not allowed. Below this, the 'Billing Type*' dropdown is set to 'Monthly (with 1-year commitment) - P1Y'. At the bottom of the form, there are 'CANCEL UPGRADE', 'BACK', and 'NEXT' buttons. The page also includes a 'Self Help' sidebar, a search bar, and a '+ NEW' button in the footer.

INTCOMEX CLOUD

Search by account, service name...

English

1 Select service 2 Configuration 3 Overview

Order details

Quantity (1 - 300)*
1

About upgrade action
The Billing Type selection will only be considered if you are upgrading to a new subscription. In case of making an upgrade to an existing subscription, billing type of the existing target subscription will not be affected. Please as well be aware that you are not allowed to make an upgrade from a longer billing term to a shorter one. i.e. upgrading from Annual term to a Monthly term will not be allowed.

Billing Type*
Monthly (with 1-year commitment) - P1Y

CANCEL UPGRADE BACK NEXT

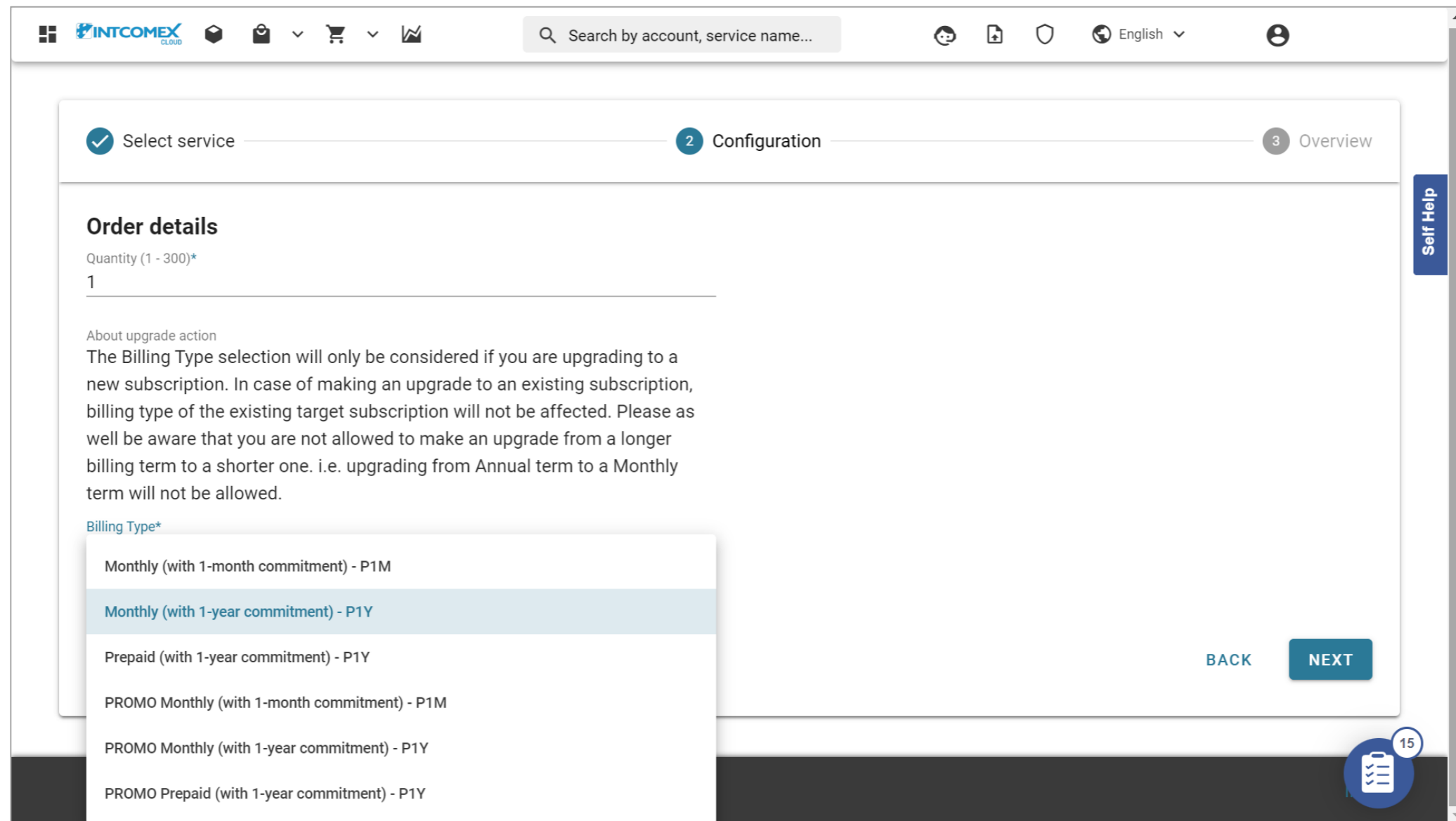
Self Help

+ NEW

15

NCE - Upgrade: Aprovisionamiento

En el campo **Billing Type**, seleccionamos el modo de compromiso y facturación que tendrá la nueva suscripción destino. Es importante tener en consideración que la configuración de la suscripción destino solo será válida si es que en el módulo **Select Service** se ha seleccionado la opción **New Subscription**. En caso hubiésemos seleccionado una suscripción existente como suscripción destino, la opción que escojamos en el campo **Billing Type** no será válida. Por otro lado, las opciones **PROMO** que se listan no serán efectivas si la suscripción destino es una nueva. Luego de haber realizado las configuraciones respectivas, hacemos clic en el botón **Next**



The screenshot displays the 'Configuration' step of the upgrade process. The breadcrumb trail shows 'Select service' (completed), 'Configuration' (current), and 'Overview'. The 'Order details' section shows a quantity of 1. A text block explains that the Billing Type selection is only considered for new subscriptions and that upgrading from a longer term to a shorter one is not allowed. The 'Billing Type*' dropdown menu is open, listing several options: 'Monthly (with 1-month commitment) - P1M', 'Monthly (with 1-year commitment) - P1Y' (highlighted), 'Prepaid (with 1-year commitment) - P1Y', 'PROMO Monthly (with 1-month commitment) - P1M', 'PROMO Monthly (with 1-year commitment) - P1Y', and 'PROMO Prepaid (with 1-year commitment) - P1Y'. 'BACK' and 'NEXT' buttons are visible at the bottom right of the configuration area. A 'Self Help' button is on the right side of the page, and a notification icon with the number 15 is in the bottom right corner.

NCE - Upgrade: Aprovisionamiento

En el módulo **Overview**, podemos revisar el detalle de los costos y precios que se están efectuando por el upgrade los cuales serán efectivos a partir del mes siguiente de haberlo realizado puesto que en el primer mes estos valores de facturación serán posiblemente prorrateados. En el lado izquierdo visualizamos el costo y precio actual de la suscripción origen mientras que en el lado derecho visualizamos los costos y precios que tendrán la suscripción origen y destino luego de completar el proceso de upgrade

The screenshot displays the 'Overview' stage of a subscription upgrade process. It compares the current subscription with the new one after the upgrade. The current subscription is for Microsoft 365 Business Standard, and the new one is for Microsoft 365 Business Premium. Both have a 1-year commitment. The current subscription has a selling price of 11.875\$ and a cost of 11.875\$. The new subscription has a selling price of 22.00\$ and a cost of 19.01\$. A blue information box states: 'After upgrade this subscription will be terminated and a new one will be created.' Navigation buttons include 'CANCEL UPGRADE', 'BACK', and 'FINISH'. The bottom navigation bar shows '+ NEW' and a notification icon with '15'.

Current subscription charges			Subscription charges after upgrade		
(NCE) Microsoft 365 Business Standard			(NCE) Microsoft 365 Business Premium (New)		
Billing information			Billing information		
Billing Type	Fee type	1 (Quantity)	Billing Type	Fee type	1 (Quantity)
PROMO Monthly (with 1-year commitment) - P1Y	Monthly Fee		Monthly (with 1-year commitment) - P1Y	Monthly Fee	
	Selling price	11.875\$		Selling price	22.00\$
	Cost	11.875\$		Cost	19.01\$
	Total (Monthly)	11.875 \$		Total (Monthly)	22.00 \$
	Cost Total (Monthly)	11.875 \$		Cost Total (Monthly)	19.01 \$

After upgrade this subscription will be terminated and a new one will be created.

CANCEL UPGRADE BACK FINISH

+ NEW 15

NCE - Upgrade: Aprovisionamiento

Después de haber validado la información mostrada, hacemos clic en el botón **FINISH** para finalizar el proceso de upgrade. En caso se requiera abortar la solicitud, podemos hacer clic en el botón **CANCEL UPGRADE** en cualquier momento

The screenshot displays the 'Configuration' step of the upgrade process. It compares the current subscription with the proposed upgrade. The current subscription is Microsoft 365 Business Standard at \$11.875/month. The upgrade is to Microsoft 365 Business Premium (New) at \$22.00/month. A blue box with an information icon states: 'After upgrade this subscription will be terminated and a new one will be created.' At the bottom, there are buttons for 'CANCEL UPGRADE', 'BACK', and 'FINISH'.

Current subscription charges			Subscription charges after upgrade		
(NCE) Microsoft 365 Business Standard			(NCE) Microsoft 365 Business Premium (New)		
Billing information			Billing information		
Billing Type	Fee type	1 (Quantity)	Billing Type	Fee type	1 (Quantity)
PROMO Monthly (with 1-year commitment) - P1Y	Monthly Fee		Monthly (with 1-year commitment) - P1Y	Monthly Fee	
	Selling price	11.875\$		Selling price	22.00\$
	Cost	11.875\$		Cost	19.01\$
Total (Monthly)		11.875 \$	Total (Monthly)		22.00 \$
Cost Total (Monthly)		11.875 \$	Cost Total (Monthly)		19.01 \$

After upgrade this subscription will be terminated and a new one will be created.

[CANCEL UPGRADE](#) [BACK](#) [FINISH](#)

Upgrade:
Restricciones



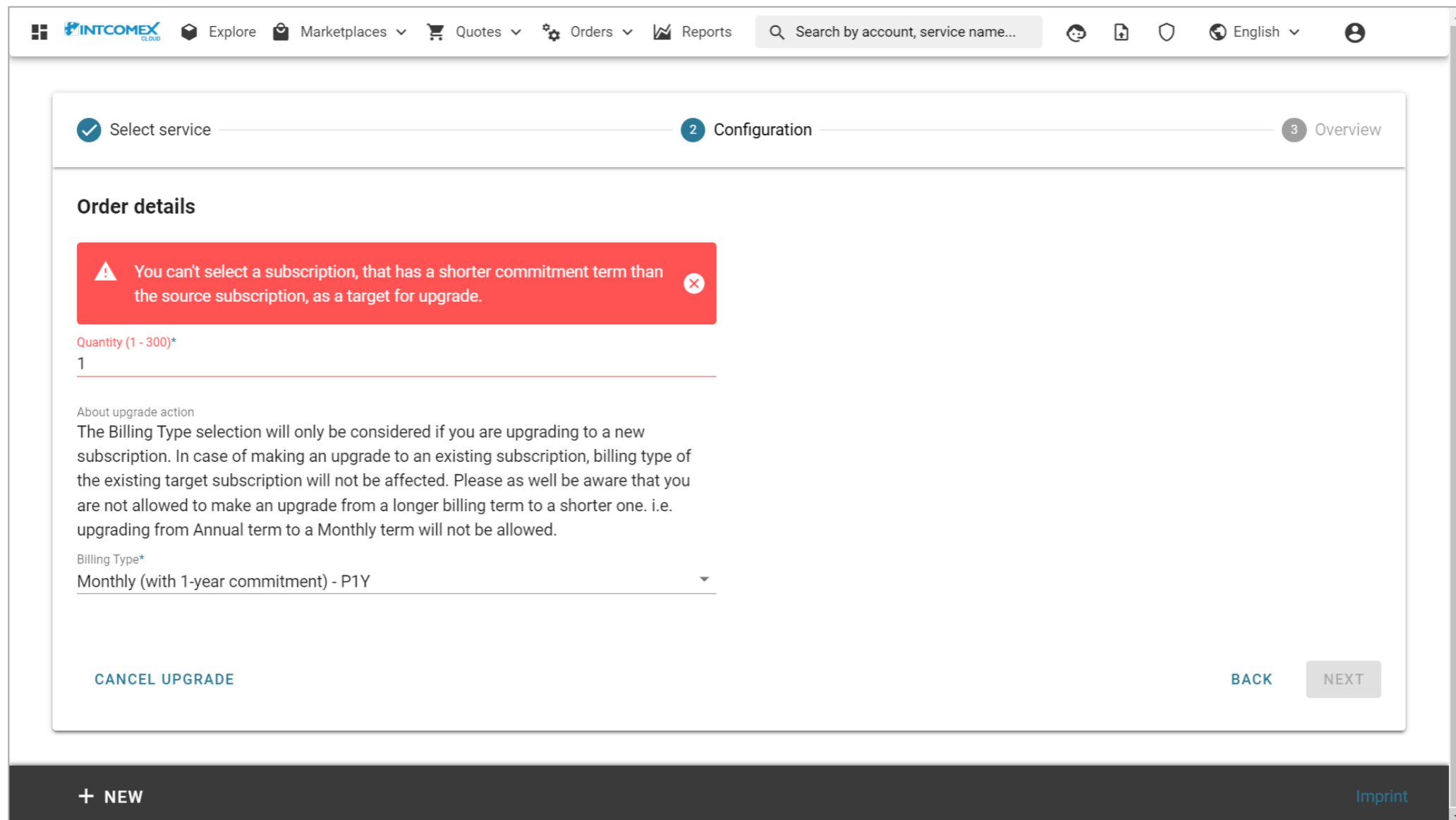
NCE - Upgrade: Restricciones

La primera restricción hace referencia a que no está permitido realizar un upgrade hacia una suscripción destino la cual aún se encuentre dentro de la ventana de cancelación. En caso se suscite un escenario como este, lo recomendable sería esperar que la suscripción destino sobrepase la fecha límite de la ventana de cancelación para poder proceder

The screenshot displays the 'Configuration' step of an upgrade process in the NCE interface. The breadcrumb trail shows 'Select service' (completed), 'Configuration' (current), and 'Overview'. A red warning banner at the top of the 'Order details' section states: 'Target subscription is still in 7 days windows.' Below this, the 'Quantity (1 - 300)*' is set to 1. A dropdown menu for 'Billing Type*' is currently set to 'PROMO Monthly (with 1-year commitment) - P1Y'. At the bottom left, there is a 'CANCEL UPGRADE' button, and at the bottom right, there are 'BACK' and 'NEXT' buttons. A 'Self Help' button is visible on the right side of the page. The footer contains a '+ NEW' button and a notification icon with the number 15.

NCE - Upgrade: Restricciones

La segunda restricción hace referencia a que no está permitido realizar un upgrade hacia una suscripción destino existente la cual tenga una fecha fin de compromiso anterior al de la suscripción origen. Por ejemplo, si tuviéramos una suscripción Microsoft 365 Apps for Business con fecha fin de compromiso el día 2023-04-12 00:00 (UTC), solo podríamos realizar upgrade hacia suscripciones destino existentes que posean una fecha fin de compromiso igual o posterior a la indicada (2023-04-12 00:00 (UTC))



The screenshot displays the INTCOMEX Cloud interface during an upgrade configuration process. The navigation bar at the top includes the INTCOMEX logo, navigation links (Explore, Marketplaces, Quotes, Orders, Reports), a search bar, and user settings (English, profile). The main content area shows a progress indicator with three steps: '1 Select service' (completed), '2 Configuration' (current), and '3 Overview'. Under the 'Order details' section, a red error message states: 'You can't select a subscription, that has a shorter commitment term than the source subscription, as a target for upgrade.' Below this, the 'Quantity (1 - 300)*' is set to 1. A section titled 'About upgrade action' provides details: 'The Billing Type selection will only be considered if you are upgrading to a new subscription. In case of making an upgrade to an existing subscription, billing type of the existing target subscription will not be affected. Please as well be aware that you are not allowed to make an upgrade from a longer billing term to a shorter one. i.e. upgrading from Annual term to a Monthly term will not be allowed.' The 'Billing Type*' dropdown is currently set to 'Monthly (with 1-year commitment) - P1Y'. At the bottom, there are buttons for 'CANCEL UPGRADE', 'BACK', and 'NEXT'. The footer contains '+ NEW' and 'Imprint'.

NCE - Upgrade: Restricciones

La tercera restricción hace referencia a que no está permitido hacer upgrade hacia una nueva suscripción destino con un compromiso de menor periodicidad que el de la suscripción origen. Por ejemplo, si tuviéramos una suscripción origen con un compromiso anual, no podríamos realizar upgrade hacia una nueva suscripción destino con un compromiso mensual. Solo se permitiría realizar upgrade hacia una nueva suscripción destino con un compromiso anual o trianual (en caso existiese la oferta)

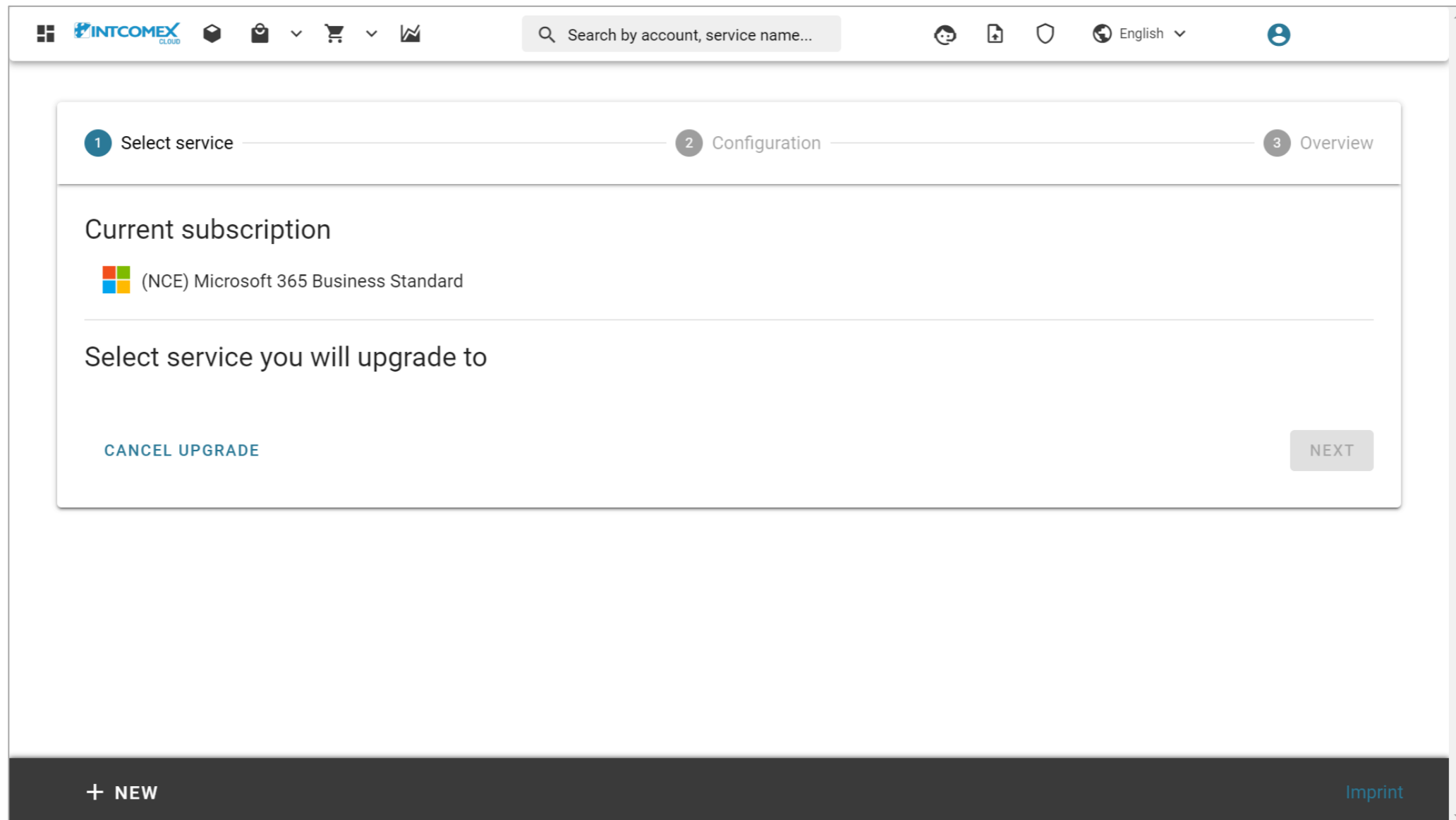
The screenshot displays the INTCOMEX Cloud interface during an upgrade configuration process. The top navigation bar includes the INTCOMEX logo, menu items like 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports', a search bar, and a language selector set to 'English'. The main content area shows a progress bar with three steps: '1 Select service' (completed), '2 Configuration' (current step), and '3 Overview'. Under the 'Order details' section, a prominent red warning box states: 'Upgrading from Annual term to Monthly term is not allowed. Please choose either Annual or Triennial term.' Below this, the quantity is set to '74'. A section titled 'About upgrade action' explains that billing type selection is only for new subscriptions and that upgrading from a longer term to a shorter one is prohibited. The 'Billing Type*' dropdown is currently set to 'Monthly (with 1-month commitment) - P1M'. At the bottom of the configuration area, there are buttons for 'CANCEL UPGRADE', 'BACK', and 'NEXT'. The footer contains a '+ NEW' button and an 'Imprint' link.

Upgrade:
Posibles Errores



NCE - Upgrade: Posibles Errores

El motivo por el cual durante el proceso de upgrade no se muestran opciones de suscripciones destino en la sección **Select Service** puede deberse a que las suscripciones destino aún no han sido agregadas al mismo marketplace de la suscripción origen. [Realice el siguiente procedimiento para solucionar este error](#)



The screenshot displays the NCE upgrade process interface. At the top, there is a navigation bar with the INTCOMEX CLOUD logo, a search bar, and user profile information. Below the navigation bar, a progress indicator shows three steps: 1. Select service (active), 2. Configuration, and 3. Overview. The main content area is divided into two sections: 'Current subscription' and 'Select service you will upgrade to'. The 'Current subscription' section shows the Microsoft 365 Business Standard logo and text. The 'Select service you will upgrade to' section is currently empty, indicating that no upgrade options are available. At the bottom of the main content area, there are two buttons: 'CANCEL UPGRADE' and 'NEXT'. The footer of the page contains a '+ NEW' button and an 'Imprint' link.

