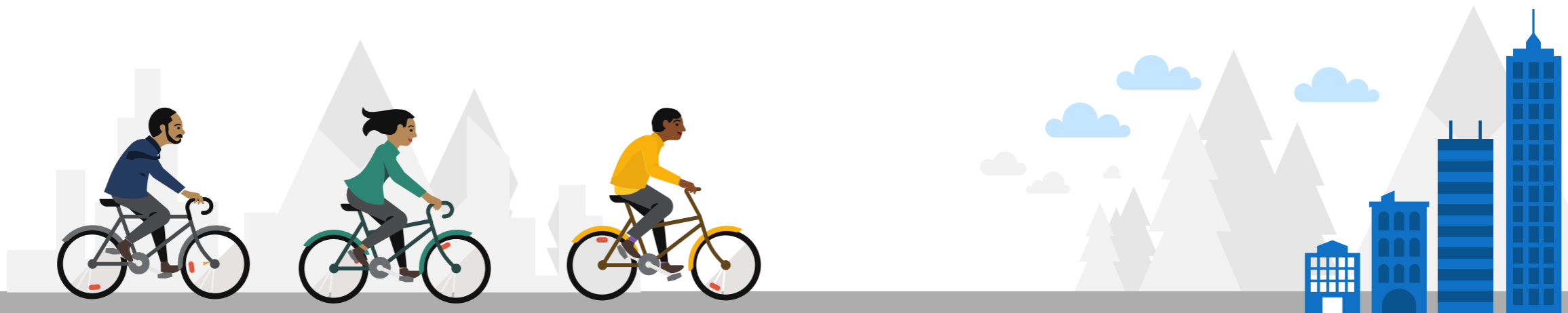


Intcomex Cloud Platform

Renovación de suscripciones New Commerce Experience (NCE)



Introducción



Renovación de suscripciones NCE: Introducción

Uno de los principales cambios que contrajo la nueva oferta comercial New Commerce Experience (NCE) ha sido la implementación de compromisos los cuales no pueden ser cancelados si es que se ha sobrepasado la ventana de cancelación. Por este motivo, uno de los puntos mas relevantes para evitar cualquier cobro no deseado (que posteriormente no podría ser revertido) es la adecuada gestión de las renovaciones.

En cuestión a las fechas de renovaciones de suscripciones NCE, es importante que tengamos en consideración que el portal Intcomex Cloud Platform (ICP) se administra con el estándar de tiempo: Coordinated Universal Time (UTC), por lo cual el horario de renovación definido por Microsoft posiblemente distará del horario local de cada país.



| Puntos Claves



Renovación de suscripciones NCE: Compromisos

Actualmente, las suscripciones NCE pueden ser aprovisionadas bajo tres diferentes tipos de compromisos. Estos son los siguiente: compromiso mensual (P1M), compromiso anual (P1Y) y compromiso trianual (P3Y). Dependerá de cuando se haya realizado el aprovisionamiento inicial de la suscripción NCE y el compromiso elegido para que se establezca una fecha fin de contrato.

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 options. The main content area is divided into a left sidebar and a main panel. The sidebar shows the 'COMPANY STRUCTURE' with a list of services under 'CLOUD SOUL S.A.', including '(NCE) Microsoft 365 Business Basic (1)', '(NCE) Microsoft Teams Rooms Standard (1)', '(NCE) Teams Rooms Premium (1)', 'Microsoft 365 Business Basic (1)', and 'Microsoft Organization tenant (intcomexperu.onmicrosoft.com)'. The main panel displays the details for '(NCE) Teams Rooms Premium' (ID: 334234). A blue banner at the top of the main panel indicates 'This account has price protection till 2023-06-07 00:00 UTC'. Below this, the subscription name and ID are shown. The 'Cost' is 518.40 \$ (prepaid for 12 months), and the 'Selling price' is 600.00 \$ (prepaid for 12 months). The 'Billing Type' is 'Prepaid (with 1-year commitment) - P1Y'. The 'Microsoft Tenant Id' is 3e726146-dd8b-42d2-84af-7a4fde881ebb, and the 'MPN ID (Reseller)' is empty. The 'OfferId' is CFQ7TTC0GZ16:0002:Commercial. The 'ORDER DETAILS' table is shown below. To the right, the 'CANCELLATION' section provides information about cancellation and the 'Cancel until' date: 2022-06-14 22:35 (UTC). The 'LICENSE REDUCTION' section provides information about license reduction. At the bottom, there is a navigation bar with icons for 'NEW SERVICE', 'TERMINATE', 'RESET PRICE PROTECTION', 'MOVE', 'CHANGE STATUS', 'RENEW', and 'UPGRADE'.

COMPANY STRUCTURE

Search by account, service name...

English

This account has price protection till 2023-06-07 00:00 UTC

TERENCO E.I.R.L. > CLOUD SOUL S.A. > (NCE) Teams Rooms Premium (334234)

(NCE) Teams Rooms Premium

Cost 518.40 \$ prepaid for 12 month(s)
518.40 \$ Per 12 month(s)

Selling price 600.00 \$ prepaid for 12 month(s)
600.00 \$ Per 12 month(s)

CONFIGURATION SERVICE INFO AVAILABLE SERVICES AUDIT LOG

ORDER DETAILS

| | |
|---------------------|--|
| Subscription Name | (NCE) Teams Rooms Premium |
| Quantity | 1 |
| Billing Type | Prepaid (with 1-year commitment) - P1Y |
| Microsoft Tenant Id | 3e726146-dd8b-42d2-84af-7a4fde881ebb |
| MPN ID (Reseller) | |
| OfferId | CFQ7TTC0GZ16:0002:Commercial |

CANCELLATION

| | |
|--------------------|---|
| About cancellation | Subscription cancellation is only allowed within 7 days from purchase moment or subscription renewal. |
| Cancel until | 2022-06-14 22:35 (UTC) |

LICENSE REDUCTION

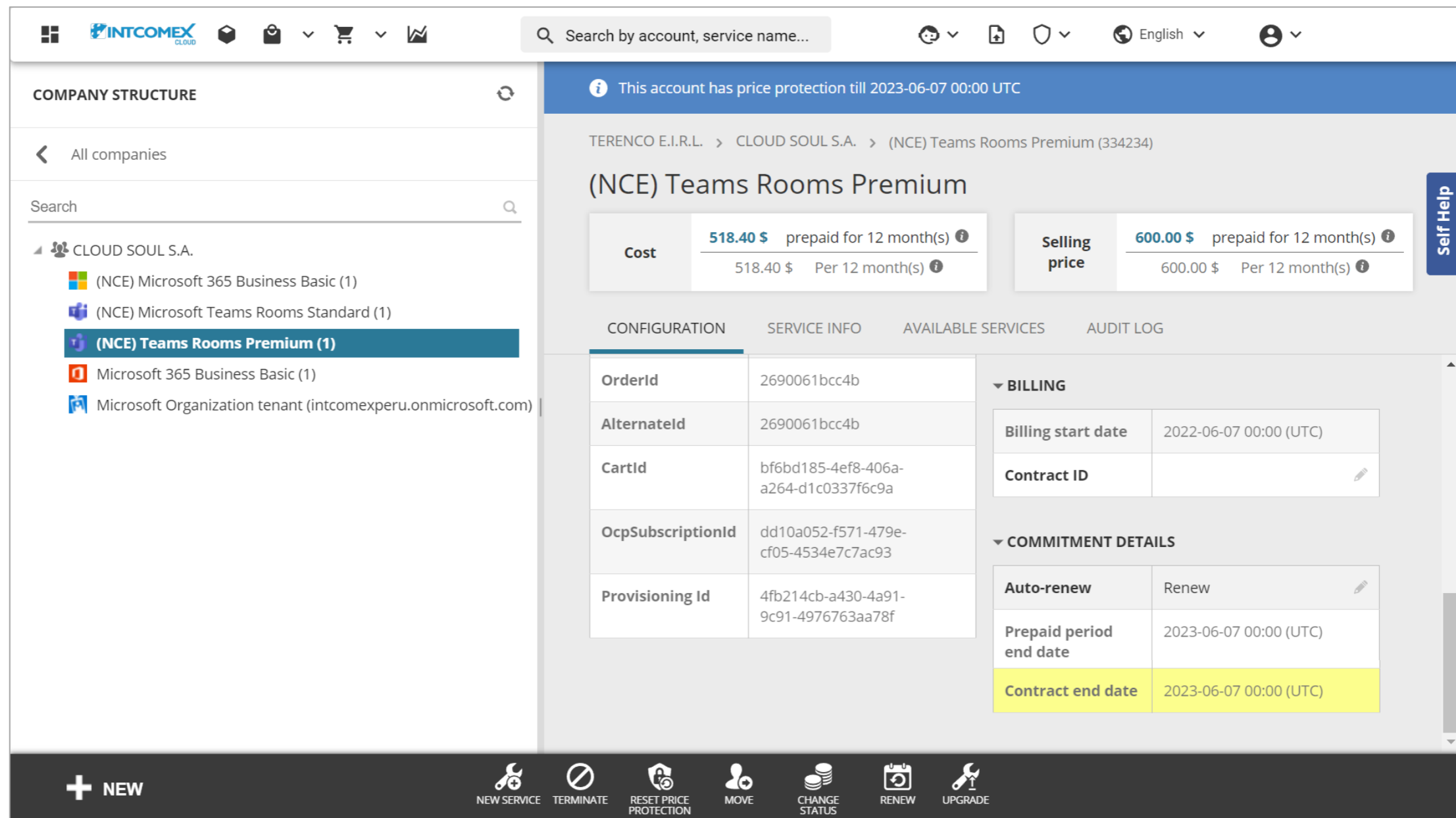
| | |
|-------------------------|--|
| About license reduction | License reduction is only allowed within 7 days of purchasing new licenses on the subscription. View |
|-------------------------|--|

+ NEW

NEW SERVICE TERMINATE RESET PRICE PROTECTION MOVE CHANGE STATUS RENEW UPGRADE

Renovación de suscripciones NCE: Contract End Date

Para visualizar la fecha fin de contrato de una suscripción NCE, solo debemos hacer clic sobre esta y luego ubicar el valor que se muestra en el campo **Contract end date**. Asimismo, es importante tener conocimiento que la fecha fin de contrato siempre finalizará a las 00:00 hrs (UTC time). Por ejemplo, si realizamos un aprovisionamiento con un compromiso anual el día 15-12-2023 a las 12:30 hrs (UTC), la fecha fin de contrato se efectuará el día 15-12-2024 a las 00:00 horas (UTC time).



The screenshot displays the Intcomex Cloud portal interface. On the left, a sidebar shows the company structure for 'CLOUD SOUL S.A.', with '(NCE) Teams Rooms Premium (1)' selected. The main content area shows the subscription details for '(NCE) Teams Rooms Premium (334234)'. A blue banner at the top indicates 'This account has price protection till 2023-06-07 00:00 UTC'. Below this, the subscription name is followed by cost and selling price information. The 'Contract end date' is highlighted in yellow in the 'COMMITMENT DETAILS' section.

| OrderId | 2690061bcc4b |
|-------------------|--------------------------------------|
| Alternateld | 2690061bcc4b |
| CartId | bf6bd185-4ef8-406a-a264-d1c0337f6c9a |
| OcpSubscriptionId | dd10a052-f571-479e-cf05-4534e7c7ac93 |
| Provisioning Id | 4fb214cb-a430-4a91-9c91-4976763aa78f |

| BILLING | |
|--------------------|------------------------|
| Billing start date | 2022-06-07 00:00 (UTC) |
| Contract ID | |

| COMMITMENT DETAILS | |
|--------------------------|-------------------------------|
| Auto-renew | Renew |
| Prepaid period end date | 2023-06-07 00:00 (UTC) |
| Contract end date | 2023-06-07 00:00 (UTC) |

Renovación de suscripciones NCE: Cancelación

Un punto importante respecto a las renovaciones de suscripciones NCE, es el límite de tiempo que se tiene permitido para efectuar alguna acción posterior a la renovación del compromiso. Al igual que los aprovisionamientos iniciales de suscripciones NCE, se dispone de 7 días calendarios para efectuar cualquier modificación o cancelación una vez que el compromiso haya sido renovado. Pasado este intervalo de tiempo, **NO SE PERMITIRÁ** bajo ninguna circunstancia realizar alguna cancelación.

The screenshot displays the Intcomex Cloud interface with a modal dialog titled "Subscription termination". The dialog contains the following information:

- Title:** Subscription termination
- Message:** You are about to terminate 1 subscription(s) of **CLOUD SOUL S.A.**. By terminating **(NCE) Teams Rooms Premium** you'll delete all subscription information.
- Warning:** (NCE) Teams Rooms Premium can't be terminated before **07 June 2023 00:00(UTC)** because it has or it contains 1 subscription(s) with a minimum contract period.
- Subscriptions to terminate:**
 - (NCE) Teams Rooms Premium (1) **Minimal Contract Period**
 - Minimal Contract End Date:** 07 June 2023 00:00(UTC)
- Options:** Terminate on **07 June 2023 00:00** Schedule termination
- Warning:** Once terminated, the subscription can't be restored and all the information will be deleted from servers! Recreating the same subscription will not bring back the content.
- Action:** Continue

The background interface shows the "COMPANY STRUCTURE" section with a search bar and a list of subscriptions for "CLOUD SOUL S.A.", including "(NCE) Microsoft 365 Business Basic", "(NCE) Microsoft Teams Rooms Standard", "(NCE) Teams Rooms Premium", "Microsoft 365 Business Basic (1)", and "Microsoft Organization tenant (int)". A "Self Help" button is visible on the right side of the interface.

Renovación de suscripciones NCE: Estado Suspendido

Por otro lado, en el caso que una suscripción NCE se encuentre con estado **SUSPENDED** o **SUSPENDIDO** al finalizar el compromiso, la configuración en el campo Auto-Renew no será necesaria puesto que esta se cancelará automáticamente.

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 options. The main content area shows the subscription details for "(NCE) Teams Rooms Premium" under the account "TERENCO E.I.R.L. > CLOUD SOUL S.A. > (NCE) Teams Rooms Premium (334234)".

A blue banner at the top of the main content area states: "This account has price protection till 2023-06-07 00:00 UTC".

The subscription details are as follows:

- Cost:** 518.40 \$ prepaid for 12 month(s). Per 12 month(s): 518.40 \$.
- Selling price:** 600.00 \$ prepaid for 12 month(s). Per 12 month(s): 600.00 \$.

The subscription status is "Suspended". The "PARTNER CENTER ORDER DETAILS" table is shown below:

| Subscription status | Suspended |
|---------------------|--------------------------------------|
| OrderId | 2690061bcc4b |
| Alternateld | 2690061bcc4b |
| CartId | bf6bd185-4ef8-406a-a264-d1c0337f6c9a |
| OcpSubscriptionId | dd10a052-f571-479e-cf05-4534e7c7ac93 |
| Provisioning Id | 4fb214cb-a430-4a91-9c91-4976763aa78f |

Additional details include:

- Licenses available for reduction:** Total quantity: 1 (1 seats by 2022-06-14 22:35 (UTC)).
- BILLING:** Billing start date: 2022-06-07 00:00 (UTC). Contract ID is present but redacted.
- COMMITMENT DETAILS:** Auto-renew: Renew. Prepaid period: 2023-06-07 00:00 (UTC).

The bottom navigation bar includes icons for: NEW SERVICE, TERMINATE, RESET PRICE PROTECTION, MOVE, CHANGE STATUS, RENEW, and UPGRADE.

| Configuración



Renovación de suscripciones NCE: Configuración

Dentro del portal ICP podemos gestionar las renovaciones de suscripciones NCE mediante dos opciones diferentes:

- **Configuración del campo Auto-renew o Acción después de expirar:** Esta opción nos permitirá programar la acción que se efectuará sobre la suscripción NCE al finalizar el compromiso actual. En caso la suscripción ya haya sido renovada, la configuración realizada será recién aplicada para el siguiente compromiso
- **Configuración del botón Renew:** Esta opción nos permitirá programar la cantidad de asientos que se requiere renovar para el próximo compromiso



Configuración del campo Auto-renew

Para configurar la no auto renovación automática de una suscripción NCE, primero debemos hacer clic suscripción respectiva y luego hacer clic sobre sobre el ícono de lápiz en el campo **Auto-Renew** o **Acción después de Expirar**.

The screenshot displays the Intcomex Cloud management interface. On the left, a sidebar shows the 'COMPANY STRUCTURE' with a search bar and a list of services under 'CLOUD SOUL S.A.', including '(NCE) Teams Rooms Premium (1)'. The main content area shows the details for this subscription, including a warning about price protection, breadcrumb navigation, and pricing information. A table lists various identifiers like OrderId, Alternateld, CartId, OcpSubscriptionId, and Provisioning Id. Below this, there are sections for 'BILLING' and 'COMMITMENT DETAILS'. In the 'COMMITMENT DETAILS' section, the 'Auto-renew' field is highlighted in yellow, and a pencil icon is visible next to the 'Renew' value, indicating it can be edited. At the bottom, a navigation bar contains icons for 'NEW SERVICE', 'TERMINATE', 'RESET PRICE PROTECTION', 'MOVE', 'CHANGE STATUS', 'RENEW', and 'UPGRADE'.

INTCOMEX CLOUD

Search by account, service name...

English

COMPANY STRUCTURE

All companies

Search

CLOUD SOUL S.A.

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

This account has price protection till 2023-06-07 00:00 UTC

TERENCO E.I.R.L. > CLOUD SOUL S.A. > (NCE) Teams Rooms Premium (334234)

(NCE) Teams Rooms Premium

Cost 518.40 \$ prepaid for 12 month(s) 518.40 \$ Per 12 month(s)

Selling price 600.00 \$ prepaid for 12 month(s) 600.00 \$ Per 12 month(s)

CONFIGURATION SERVICE INFO AVAILABLE SERVICES AUDIT LOG

| | |
|-------------------|--------------------------------------|
| OrderId | 2690061bcc4b |
| Alternateld | 2690061bcc4b |
| CartId | bf6bd185-4ef8-406a-a264-d1c0337f6c9a |
| OcpSubscriptionId | dd10a052-f571-479e-cf05-4534e7c7ac93 |
| Provisioning Id | 4fb214cb-a430-4a91-9c91-4976763aa78f |

BILLING

| | |
|--------------------|------------------------|
| Billing start date | 2022-06-07 00:00 (UTC) |
| Contract ID | |

COMMITMENT DETAILS

| | |
|-------------------------|------------------------|
| Auto-renew | Renew |
| Prepaid period end date | 2023-06-07 00:00 (UTC) |
| Contract end date | 2023-06-07 00:00 (UTC) |

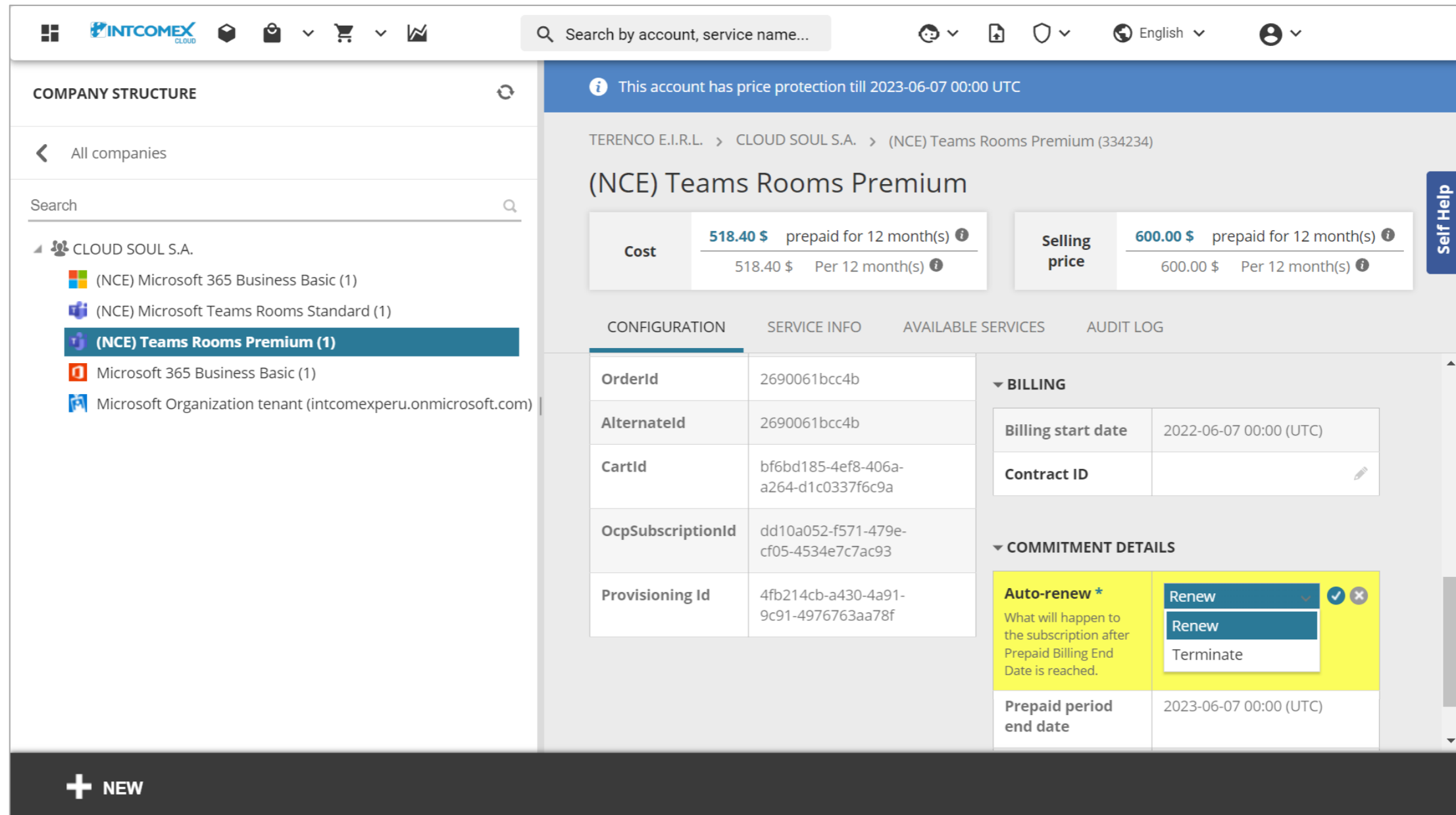
+ NEW

NEW SERVICE TERMINATE RESET PRICE PROTECTION MOVE CHANGE STATUS RENEW UPGRADE

Self Help

Configuración del campo Auto-renew

En la lista desplegable que se muestra seleccionamos la opción **Terminate** o **Cancelar**. Posteriormente, marcamos el botón de **Check** para continuar con el proceso.



The screenshot displays the Intcomex Cloud interface for configuring a subscription. The main content area shows the details for '(NCE) Teams Rooms Premium' with a cost of 518.40 \$ and a selling price of 600.00 \$, both prepaid for 12 months. The 'Auto-renew' dropdown menu is open, showing 'Renew' and 'Terminate' options. The 'Prepaid period end date' is 2023-06-07 00:00 (UTC).

COMPANY STRUCTURE

- All companies
- Search
- Cloud Soul S.A.
 - (NCE) Microsoft 365 Business Basic (1)
 - (NCE) Microsoft Teams Rooms Standard (1)
 - (NCE) Teams Rooms Premium (1)**
 - Microsoft 365 Business Basic (1)
 - Microsoft Organization tenant (intcomexperu.onmicrosoft.com)

TERENCO E.I.R.L. > CLOUD SOUL S.A. > (NCE) Teams Rooms Premium (334234)

(NCE) Teams Rooms Premium

Cost 518.40 \$ prepaid for 12 month(s) **Selling price** 600.00 \$ prepaid for 12 month(s)

518.40 \$ Per 12 month(s) 600.00 \$ Per 12 month(s)

CONFIGURATION SERVICE INFO AVAILABLE SERVICES AUDIT LOG

| | |
|-------------------|--------------------------------------|
| OrderId | 2690061bcc4b |
| AlternateId | 2690061bcc4b |
| CartId | bf6bd185-4ef8-406a-a264-d1c0337f6c9a |
| OcpSubscriptionId | dd10a052-f571-479e-cf05-4534e7c7ac93 |
| Provisioning Id | 4fb214cb-a430-4a91-9c91-4976763aa78f |

BILLING

| | |
|--------------------|------------------------|
| Billing start date | 2022-06-07 00:00 (UTC) |
| Contract ID | |

COMMITMENT DETAILS

Auto-renew * What will happen to the subscription after Prepaid Billing End Date is reached.

Renew (selected) Terminate

| | |
|-------------------------|------------------------|
| Prepaid period end date | 2023-06-07 00:00 (UTC) |
|-------------------------|------------------------|

Self Help

+ NEW

Configuración del campo Auto-renew

Finalmente, para guardar el cambio hacemos clic en el botón **SAVE** o **GUARDAR** (ícono de disquete) ubicado en la parte inferior de la pantalla. En caso desearamos renovar el compromiso, solo debemos revertir los cambios realizado mediante el mismo proceso

The screenshot displays the Intcomex Cloud portal interface for configuring a service. The main content area shows the configuration for "(NCE) Teams Rooms Premium" under the account "TERENCO E.I.R.L. > CLOUD SOUL S.A. > (NCE) Teams Rooms Premium (334234)".

Cost: 518.40 \$ prepaid for 12 month(s) (Per 12 month(s))

Selling price: 600.00 \$ prepaid for 12 month(s) (Per 12 month(s))

CONFIGURATION | SERVICE INFO | AVAILABLE SERVICES | AUDIT LOG

| | |
|-------------------|--------------------------------------|
| OrderId | 2690061bcc4b |
| Alternateld | 2690061bcc4b |
| CartId | bf6bd185-4ef8-406a-a264-d1c0337f6c9a |
| OcpSubscriptionId | dd10a052-f571-479e-cf05-4534e7c7ac93 |
| Provisioning Id | 4fb214cb-a430-4a91-9c91-4976763aa78f |

BILLING

| | |
|--------------------|------------------------|
| Billing start date | 2022-06-07 00:00 (UTC) |
| Contract ID | |

COMMITMENT DETAILS

| | |
|-------------------------|------------------------|
| Auto-renew | Terminate |
| Prepaid period end date | 2023-06-07 00:00 (UTC) |
| Contract end date | 2023-06-07 00:00 (UTC) |

At the bottom of the screen, there are buttons for **+ NEW**, **SAVE** (disquete icon), and **CANCEL** (X icon).

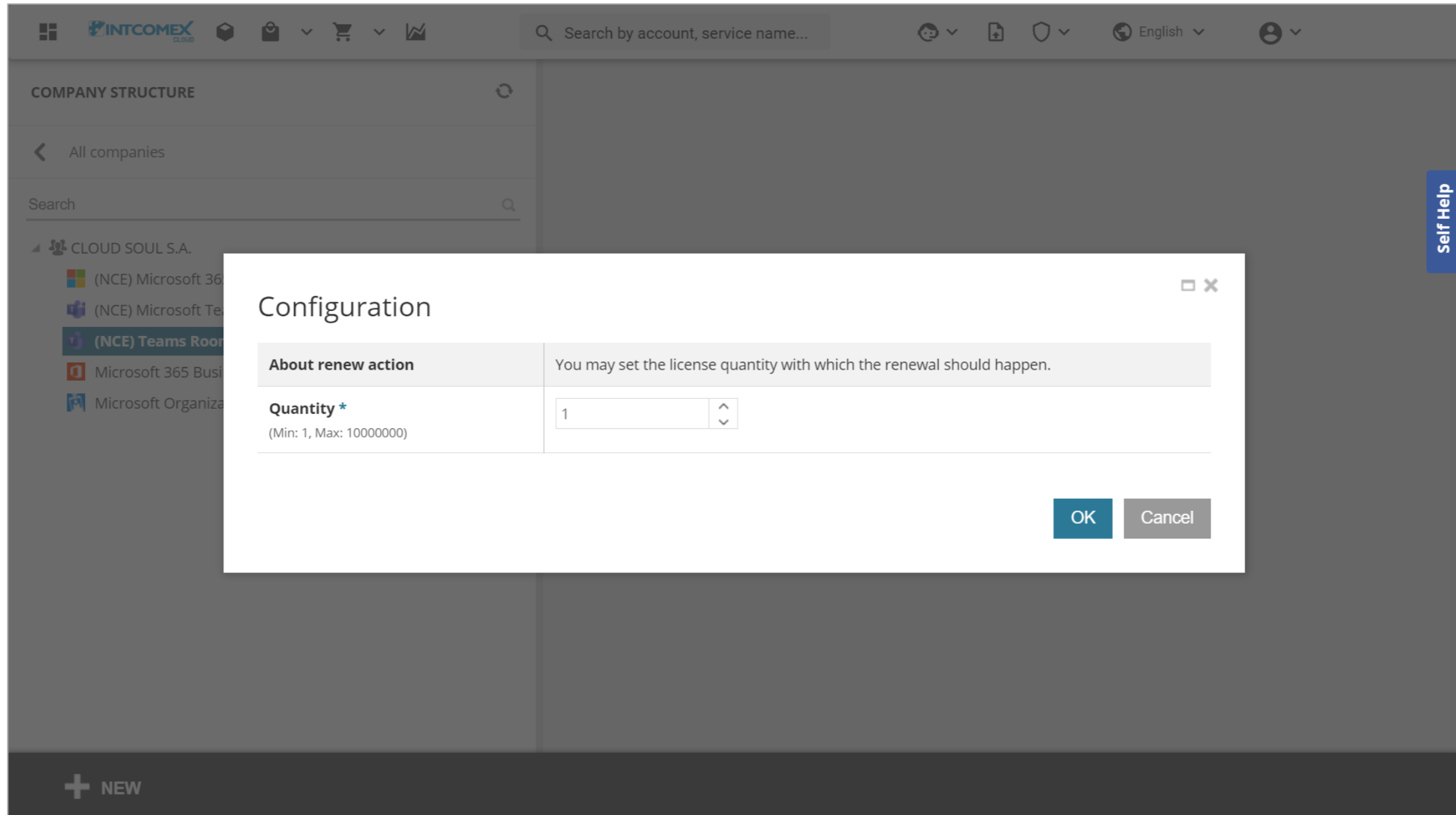
Configuración del botón Renew

En el escenario que quisiéramos renovar una suscripción NCE, pero con una cantidad de asientos para el siguiente compromiso, podemos hacer uso de la funcionalidad **RENEW**. Para realizar ello, solo debemos hacer clic sobre la suscripción NCE deseada y luego hacemos clic en el botón RENEW ubicado en la parte inferior de la pantalla.

The screenshot displays the Intcomex Cloud management interface. The top navigation bar includes the Intcomex Cloud logo, a search bar, and user profile options. The left sidebar shows the 'COMPANY STRUCTURE' with a search bar and a list of services under 'CLOUD SOUL S.A.', including '(NCE) Teams Rooms Premium (1)'. The main content area shows the details for '(NCE) Teams Rooms Premium' with a blue banner indicating price protection until 2023-06-07. The 'Cost' is 518.40 \$ and the 'Selling price' is 600.00 \$, both prepaid for 12 months. The interface includes tabs for CONFIGURATION, SERVICE INFO, AVAILABLE SERVICES, and AUDIT LOG. The 'ORDER DETAILS' section shows the subscription name, quantity (1), billing type (Prepaid), Microsoft Tenant Id, MPN ID (Reseller), and OfferId. The 'CANCELATION' section shows the cancellation policy and the cancellation date (2022-06-14 22:35 UTC). The 'LICENSE REDUCTION' section shows the license reduction policy. The bottom navigation bar includes buttons for NEW SERVICE, TERMINATE, RESET PRICE PROTECTION, MOVE, CHANGE STATUS, RENEW (highlighted), and UPGRADE.

Configuración del botón Renew

A continuación, digitamos **la cantidad de asientos** con la cual deseamos que se renueve el compromiso la nueva suscripción NCE. Seguidamente hacemos clic en el botón **OK**.



The screenshot displays the Intcomex Cloud user interface. A 'Configuration' dialog box is open, allowing the user to set the license quantity for renewal. The dialog box contains the following information:

| About renew action | You may set the license quantity with which the renewal should happen. |
|--|--|
| Quantity * (Min: 1, Max: 10000000) | <input type="text" value="1"/> |

At the bottom right of the dialog box, there are two buttons: **OK** and **Cancel**.

The background interface shows a sidebar with 'COMPANY STRUCTURE' and a list of companies including 'CLOUD SOUL S.A.', '(NCE) Microsoft 365', '(NCE) Microsoft Te...', '(NCE) Teams Roo...', 'Microsoft 365 Busi...', and 'Microsoft Organiza...'. The top navigation bar includes the Intcomex Cloud logo, a search bar, and user profile options. A 'Self Help' button is visible on the right side of the interface.

Configuración del botón Renew

Finalmente, podemos validar que la configuración ha sido correctamente aplicada cuando se muestra la notificación "This subscription is configured for **renew**".

The screenshot displays the Intcomex Cloud management interface. The top navigation bar includes the Intcomex Cloud logo, a search bar, and user profile options. The left sidebar shows the company structure, with "CLLOUD SOUL S.A." expanded to show several subscriptions, including "(NCE) Teams Rooms Premium (1)".

The main content area displays the details for the "(NCE) Teams Rooms Premium" subscription. A blue notification banner at the top states: "This subscription is configured for **renew**". Below this, the subscription path is shown: "TERENCO E.I.R.L. > CLLOUD SOUL S.A. > (NCE) Teams Rooms Premium (334234)".

The subscription details are as follows:

| Cost | 518.40 \$ | prepaid for 12 month(s) |
|------|-----------|-------------------------|
| | 518.40 \$ | Per 12 month(s) |

| Selling price | 600.00 \$ | prepaid for 12 month(s) |
|---------------|-----------|-------------------------|
| | 600.00 \$ | Per 12 month(s) |

Navigation tabs include CONFIGURATION, SERVICE INFO, AVAILABLE SERVICES, and AUDIT LOG.

Two sections are visible: ORDER DETAILS and CANCELATION.

| ORDER DETAILS | |
|-------------------|--|
| Subscription Name | (NCE) Teams Rooms Premium |
| Quantity | 1 |
| Billing Type | Prepaid (with 1-year commitment) - P1Y |

| CANCELATION | |
|-------------------|---|
| About cancelation | Subscription cancellation is only allowed within 7 days from purchase moment or subscription renewal. |
| Cancel until | 2022-06-14 22:35 (UTC) |

The bottom navigation bar contains icons for NEW SERVICE, TERMINATE, RESET PRICE PROTECTION, MOVE, CHANGE STATUS, RENEW, and UPGRADE.

