



🔗 User guide

Provisioning a tenant in ICP





User guide—

Provisioning a tenant in ICP

Steps to follow

Intcomex Cloud Operations





Provisioning a tenant in ICP – Steps to follow

First, click on the company where you want to set up the service

The screenshot displays the Intcomex Cloud management interface. On the left, a 'COMPANY HIERARCHY' sidebar shows a tree structure under 'ABBIE BOX S.A.C.' with sub-items: 'CLOUDY TEAM', 'ECOSITIO MARKET' (highlighted with a mouse cursor), 'MAGICDUST BOX', and 'OINSAMED GROUP'. The main content area shows the details for 'ECOSITIO MARKET (435348)'. The breadcrumb path is 'ABBIE BOX S.A.C. > ECOSITIO MARKET (435348)'. The page title is 'ECOSITIO MARKET' with tabs for 'OVERVIEW', 'AVAILABLE SERVICES', 'BILLING', 'SECURITY', and 'AUDIT LOG'. The 'OVERVIEW' tab is active, displaying two tables: 'COMPANY DETAILS' and 'CONTACT DETAILS'. Below these are sections for 'ACCOUNT INFORMATION' and 'PAYMENT DETAILS'. At the bottom, a navigation bar includes a '+ NEW' button and icons for 'NEW SERVICE', 'TERMINATE', 'EXPORT', and 'CREDENTIALS TO ALL USERS'.

COMPANY DETAILS	
Company name	ECOSITIO MARKET
Domain	ecositio.pe
Numeric ID	784923
VAT ID	EMPTY
Parent numeric ID	734772

CONTACT DETAILS	
Address	Ca. Los Negocios 448, Surquillo
City	Lima
Country	Peru
Zip code	15464
Email	arturo.bejarano@intcomex.com
Contact phone	924950856
Contact person	Arturo Bejarano
Technical contact	
Technical Account Manager	
Technical contact	

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

PAYMENT DETAILS	
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Provisioning a tenant in ICP – Steps to follow

Next, click on the **New Service** option located in the bottom banner

The screenshot displays the Intcomex Cloud management console. The top navigation bar includes the Intcomex Cloud logo, a search bar, and various utility icons. The left sidebar shows the 'COMPANY STRUCTURE' menu with a search bar and a list containing 'ECOSITIO MARKET'. The main content area is titled 'ECOSITIO MARKET' and shows the breadcrumb 'ABBIE BOX S.A.C. > ECOSITIO MARKET (435348)'. Below the title are tabs for 'OVERVIEW', 'AVAILABLE SERVICES', 'BILLING', 'SECURITY', and 'AUDIT LOG'. The 'OVERVIEW' tab is active, displaying three sections: 'COMPANY DETAILS', 'ACCOUNT INFORMATION', and 'PAYMENT DETAILS'. The 'CONTACT DETAILS' section is also visible on the right side of the main content area.

COMPANY DETAILS	
Company name	ECOSITIO MARKET
Domain	ecositio.pe
Numeric ID	784923
VAT ID	EMPTY
Parent numeric ID	734772

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

CONTACT DETAILS	
Address	Ca. Los Negocios 448, Surquillo
City	Lima
Country	Peru
Zip code	15464
Email	arturo.bejarano@intcomex.com
Contact phone	924950856
Contact person	Arturo Bejarano
Technical contact	
Technical Account Manager	
Technical contact	

At the bottom of the console, there is a dark banner with several action buttons: '+ NEW', 'NEW SERVICE' (with a hand icon), 'TERMINATE' (with a stop icon), 'EXPORT' (with a document icon), and 'CREDENTIALS TO ALL USERS' (with a key icon).



Provisioning a tenant in ICP – Steps to follow

In the **Select Service** tab, type **Microsoft Organization Tenant** in the search box. Then, click the **Next** button.

The screenshot displays the ICP interface with a modal window titled "Order service" open. The modal has a search bar containing "Microsoft Organization tenant" and a list of search results. The first result, "Microsoft Organization tenant", is highlighted with a mouse cursor. To the right of the list, a detailed view of the selected service is shown, including the vendor name "Microsoft", category "Others", and tags "Admin Tools". At the bottom right of the modal, there is a blue "Next" button with a right-pointing arrow. The background interface shows the "Select service" tab selected, and the "COMPANY STRUCTURE" sidebar on the left.



Provisioning a tenant in ICP – Steps to follow

In the **Terms and Conditions** tab, accept the general terms of the **Microsoft Cloud Agreement (MCA)**. Then, click the **Next** button.

The screenshot displays the ICP provisioning interface. The top navigation bar includes the INTCOMEX logo, a search bar, and tabs for 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Terms and Conditions' tab is active, showing a modal window for 'Microsoft Organization tenant (Microsoft)'. The modal contains the following text:

Microsoft Organization tenant

Microsoft Cloud Agreement

This Microsoft Cloud Agreement is entered into between the entity you represent, or, if you do not designate an entity in connection with a Subscription purchase or renewal, you individually ("Customer"), and Microsoft Ireland Operations Limited ("Microsoft"). It consists of the terms and conditions below, Use Rights, SLA, and all documents referenced within those documents (together, the "agreement"). It is effective on the date that your Reseller provisions your Subscription. Key terms are defined in Section 10.

1. Grants, rights and terms.

All rights granted under this agreement are non-exclusive and non-transferable and apply as long as neither Customer nor any of its Affiliates is in material breach of this agreement.

a. Software. Upon acceptance of each order, Microsoft grants Customer a limited right to use the Software in the quantities ordered.

(i) Use Rights. The Use Rights in effect when Customer orders Software will apply to Customer's use of the version of the

You have accepted these Terms and Conditions.

At the bottom of the modal, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted in blue, indicating it is the recommended action.



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Provisioning a tenant in ICP

Procedure: Existing tenant





Provisioning a tenant – Procedure: Existing tenant

In the **Configuration** tab, two different scenarios may arise:

The first occurs when the end customer already has an existing tenant and needs to provision Microsoft services within it. The second occurs when the end customer does not have a tenant. In both cases, the required information must be registered to proceed with the tenant provisioning process.

If an end customer informs us that they already have a tenant where they manage their Microsoft 365 licenses, we must request their support in accepting a commercial relationship link with Intcomex. Once the end customer accepts the invitation, Intcomex gains basic permissions that allow only license provisioning.

To complete this process, the reseller must request the corresponding link from the assigned Intcomex PM. This link can be used for any other customer in the same country.





Provisioning a tenant – Procedure: Existing tenant

Once the end customer has accepted the relationship link, you can proceed with the provisioning process. To do this, check the **Existing Office 365 Customer** box.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' provisioning page in the Intcomex Cloud interface. The page is divided into four tabs: 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Configuration' tab is active, showing the 'TENANT DETAILS' section. The 'Existing Office 365 customer' checkbox is checked, indicating that the customer already has Office 365. Below this, there is a text box for the 'Primary domain name' and a dropdown menu for the domain, currently set to 'onmicrosoft.com'. The 'Require password' checkbox is also checked. At the bottom of the configuration window, there are 'Back' and 'Next' buttons.

COMPANY STRUCTURE

All companies

Search

ECOSITIO MARKET

Search by account, service nam...

English

Select service Terms and Conditions Configuration Order review

Microsoft Organization tenant (Microsoft)

TENANT DETAILS

Existing Office 365 customer *
Mark if customer already has Office 365. Copy CSP invitation URL in to an email and send to your customer (URL will be visible in the field below after order is submitted)

Primary domain name *
Please ensure Microsoft domain <DomainName>.onmicrosoft.com is available before ordering! Your client will use it to sign in to Microsoft Cloud services. Only letters and numbers are allowed. No hyphens, periods or underscores.

Require password *

Back Next



Provisioning a tenant – Procedure: Existing tenant

Next, in the **Primary Domain Name** field, enter the primary domain of the end customer's tenant, which always follows the syntax <PrimaryDomain>.onmicrosoft.com. As a best practice, it's recommended to always request a screenshot of the domains configured in the customer's tenant to verify the information.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page. The page is divided into several sections:

- Navigation:** 'COMPANY STRUCTURE' sidebar with 'All companies' and 'ECOSITIO MARKET' options. Top navigation includes 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'.
- TENANT DETAILS:**
 - Existing Office 365 customer ***: A checkbox is checked. Below it, instructions state: 'Mark if customer already has Office 365. Copy CSP invitation URL in to an email and send to your customer (URL will be visible in the field below after order is submitted)'. A text input field is present but empty.
 - Primary domain name ***: A text input field contains 'ecositiomarket' and a dropdown menu shows 'onmicrosoft.com'. Below this, instructions state: 'Please ensure Microsoft domain <DomainName>.onmicrosoft.com is available before ordering! Your client will use it to sign in to Microsoft Cloud services. Only letters and numbers are allowed. No hyphens, periods or underscores.'
- INDIRECT RESELLER INFO:** A section header with a downward arrow, currently collapsed.
- Buttons:** 'Back' and 'Next' buttons at the bottom right.



Provisioning a tenant – Procedure: Existing tenant

Next, in the **Microsoft Partner ID** field, enter your organization's MPN ID. If you don't have a valid MPN ID yet because it's still in process, you can leave this field blank.

The screenshot shows the 'Order review' step in the Intcomex portal. The main heading is 'Microsoft Organization tenant (Microsoft)'. The form is divided into several sections:

- INDIRECT RESELLER INFO**: Contains a 'Microsoft partner ID' field with the value '6395965'. Below the field is the instruction: 'Enter your Microsoft partner ID to associate you with the subscriptions in this order.'
- CUSTOMER CONTACT INFORMATION**: Contains a 'State' field.
- Technical details**: Contains a 'Notify me' checkbox, which is currently unchecked. Below it is the text: 'Notify when provisioning will be completed'.
- Billing**: This section is currently collapsed.

At the bottom of the form, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted in blue. The background shows the Intcomex interface with a search bar and navigation tabs like 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'.



Provisioning a tenant – Procedure: Existing tenant

Next, in the **State** field, enter the state or region where the end customer's company is located. Then, click the **Next** button.

The screenshot shows the 'Order review' step of a provisioning process in the Intcomex system. The main window is titled 'Microsoft Organization tenant (Microsoft)'. It contains several sections for data entry:

- INDIRECT RESELLER INFO:** A field for 'Microsoft partner ID' with the value '6395965'. Below it is a note: 'Enter your Microsoft partner ID to associate you with the subscriptions in this order.'
- CUSTOMER CONTACT INFORMATION:** A 'State' dropdown menu with 'Lima' selected.
- Technical details:** A 'Notify me' checkbox, which is currently unchecked. Below it is a note: 'Notify when provisioning will be completed'.
- Billing:** This section is partially visible at the bottom.

At the bottom right of the form, there are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted in blue, indicating it is the recommended action.



Provisioning a tenant – Procedure: Existing tenant

Finally, click the **Finish** button to initiate the provisioning event.

The screenshot shows the Intcomex Cloud provisioning interface. The main window is titled "Microsoft Organization tenant (Microsoft)". It has a navigation bar with tabs: "Select service", "Terms and Conditions", "Configuration", and "Order review". The "Configuration" tab is active. Below the title, there is a "Billing information" section with an "expand table" link. A table with the following structure is displayed:

Attributes	Fee type	Selling price
This service is free of charge		

At the bottom of the configuration window, there are two buttons: "Back" and "Finish". The "Finish" button is highlighted in blue. The background shows a sidebar with "COMPANY STRUCTURE" and "ECOSITIO MARKET" sections, and a top navigation bar with a search bar and user profile.



User guide—

Provisioning a tenant in ICP

Procedure: New tenant





Provisioning a tenant – Procedure: New tenant

If an end customer does not have a tenant, you can create one for them free of charge. First, uncheck the **Existing Office 365 customer** box.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page. The 'Existing Office 365 customer' checkbox is unchecked. The 'Primary domain name' is set to 'onmicrosoft.com'. The 'Language' is set to 'Local'. The interface includes a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review' tabs. A sidebar on the left shows 'COMPANY STRUCTURE' and 'ECOSITIO MARKET'. At the bottom, there are buttons for 'Back' and 'Next'.

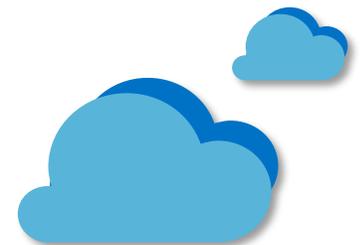
Microsoft Organization tenant (Microsoft)	
TENANT DETAILS	
Existing Office 365 customer * Mark if customer already has Office 365. Copy CSP invitation URL in to an email and send to your customer (URL will be visible in the field below after order is submitted)	<input type="checkbox"/>
Primary domain name * Please ensure Microsoft domain <DomainName>.onmicrosoft.com is available before ordering! Your client will use it to sign in to Microsoft Cloud services. Only letters and numbers are allowed. No hyphens, periods or underscores.	<input type="text"/> . onmicrosoft.com
Language *	Local



Provisioning a tenant – Procedure: New tenant

Next, in the **Primary Domain Name** field, enter the primary domain the end customer wants.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page in the Intcomex portal. The page is divided into sections: 'Existing Office 365 customer' (with an unchecked checkbox), 'Primary domain name' (with a text input field containing 'ecositiomarketsa' and a dropdown menu showing 'onmicrosoft.com'), and 'Language' (with a dropdown menu showing 'Local'). The 'Primary domain name' section includes instructions: 'Please ensure Microsoft domain <DomainName>.onmicrosoft.com is available before ordering! Your client will use it to sign in to Microsoft Cloud services. Only letters and numbers are allowed. No hyphens, periods or underscores.' The page also features a 'Back' button and a 'Next' button at the bottom right.





Provisioning a tenant – Procedure: New tenant

In the **Language** field, select the language for the tenant.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page in the 'Order review' step. The 'Language' field is highlighted with a dropdown menu showing 'Local' and 'English' options. The 'Special Qualifications' field is also visible, along with 'Require password change' and 'Default GDAP Opt-in' checkboxes.

Language *

- Local
- Local
- English

Special Qualifications *
Reseller can sell to Educational institutions. Selecting Education value means this customer is a valid and qualified educational institution.

Require password change
If the checkbox is unchecked you will not be asked to change password upon initial login

DEFAULT GDAP ROLES

Default GDAP Opt-in
Selecting Opt-in creates a customer with default GDAP

Buttons: Back, Next



Provisioning a tenant – Procedure: New tenant

Next, in the **Require password change** field, check the box if you want the end customer to change their default administrator password after logging into the Office portal for the first time.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page in the Intcomex portal. The page is divided into several sections:

- Select service**: Microsoft Organization tenant (Microsoft)
- Require password change**: A checkbox is checked. Below it, a note states: "If the checkbox is unchecked you will not be asked to change password upon initial login".
- DEFAULT GDAP ROLES**: A section with a dropdown arrow.
- Default GDAP Opt-in**: A checkbox is checked. Below it, a note states: "Selecting Opt-in creates a customer with default GDAP with below listed Microsoft Entra roles without customer consent. Not selecting Opt-in creates a customer without GDAP".
- About default GDAP roles**: A table with the following content:

Duration	180 Days
Microsoft Entra roles	

At the bottom of the configuration window, there are 'Back' and 'Next' buttons. The background shows the Intcomex portal interface with a search bar and navigation tabs.



Provisioning a tenant – Procedure: New tenant

In the **DEFAULT GDAP ROLES** section, there is a checkbox that you can select if you want Intcomex to have basic support permissions for the tenant being created. The granted roles are displayed in the **About default GDAP roles** field. These permissions are valid for 180 days. After this period, the end customer must accept a new GDAP link to continue receiving support services.

The screenshot displays the 'Microsoft Organization tenant (Microsoft)' configuration page. The 'DEFAULT GDAP ROLES' section is expanded, showing the following configuration:

Default GDAP Opt-in Selecting Opt-in creates a customer with default GDAP with below listed Microsoft Entra roles without customer consent. Not selecting Opt-in creates a customer without GDAP.	<input checked="" type="checkbox"/>
About default GDAP roles	Duration 180 Days Microsoft Entra roles Directory Readers, Directory Writers, License Administrator, Service Support Administrator, User Administrator, Privileged Role Administrator, Privileged Authentication Administrator, Helpdesk Administrator, Cloud Application Administrator, Application Administrator, Global Reader
Auto extend Set the auto extension of the default GDAP relationship on or off.	<input checked="" type="checkbox"/>

Navigation buttons: [Back](#) and [Next](#)



Provisioning a tenant – Procedure: New tenant

Next, in the **Microsoft Partner ID** field, enter your organization's MPN ID. If you don't have a valid MPN ID yet because it's still being processed, you can leave this field blank.

The screenshot shows the 'Order review' step in the Intcomex Partner Center. The main heading is 'Microsoft Organization tenant (Microsoft)'. Below this, there are two sections: 'INDIRECT RESELLER INFO' and 'CUSTOMER CONTACT INFORMATION'. The 'INDIRECT RESELLER INFO' section contains a 'Microsoft partner ID' field with the value '6395965'. The 'CUSTOMER CONTACT INFORMATION' section contains fields for 'Country' (Peru), 'State' (Lima), 'Primary contact first name', 'Primary contact last name', and 'Phone'. At the bottom right of the form, there are 'Back' and 'Next' buttons.

INDIRECT RESELLER INFO	
Microsoft partner ID	6395965

CUSTOMER CONTACT INFORMATION	
Country	Peru
State	Lima
Primary contact first name *	
Primary contact last name *	
Phone *	



Provisioning a tenant – Procedure: New tenant

Then, check the **Accept MCA** box to confirm that you agree to the terms and conditions of the Microsoft Customer Agreement. If you want more details, you can click the links displayed in the **Information** field.

The screenshot shows the Intcomex portal interface. The top navigation bar includes the Intcomex logo, a search bar, and various utility icons. The main content area is titled 'Microsoft Organization tenant (Microsoft)' and is divided into several sections:

- Select service**: A tab at the top of the configuration window.
- Terms and Conditions**: The active tab, showing the 'Accept MCA' checkbox, which is checked.
- Information**: A section containing text about contractual changes and a link to the MCA webpage.
- Agreement URL**: A text input field containing 'https://aka.ms/customeragreement'.
- First Name ***: A text input field.

At the bottom of the configuration window, there are 'Back' and 'Next' buttons. The background shows a sidebar with 'COMPANY STRUCTURE' and 'ECOSITIO MARKET' sections.



Provisioning a tenant – Procedure: New tenant

Next, fill in the **First Name**, **Last Name**, **Email Address**, and **Phone Number** fields with the information of the end customer's user who agrees to the terms and conditions of the MCA. Then, enter the date of acceptance in the **Date of Acceptance** field. Afterward, click the **Next** button.

The screenshot shows the Intcomex portal interface. The top navigation bar includes the Intcomex logo, a search bar, and various utility icons. The main content area is a modal window titled "Microsoft Organization tenant (Microsoft)". The modal has a tabbed interface with "Terms and Conditions" selected. The form contains the following fields:

Field Name	Value
Agreement URL	https://aka.ms/customeragreement
First Name *	Arturo
Last Name *	Bejarano
Email Address *	arturo.bejarano@intcomex.com
Phone Number	924950856
Date of Acceptance *	01.08.2022

At the bottom of the modal, there are "Back" and "Next" buttons. The background shows a sidebar with "COMPANY STRUCTURE" and "ECOSITIO MARKET" sections.



Provisioning a tenant – Procedure: New tenant

Finally, click the **Finish** button to initiate the provisioning process.

The screenshot shows the Intcomex Cloud provisioning interface. The main navigation bar includes 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The current step is 'Configuration' for a 'Microsoft Organization tenant (Microsoft)'. The 'Billing information' section shows a table with columns for 'Attributes', 'Fee type', and 'Selling price'. The table content indicates that the service is free of charge. At the bottom of the configuration window, there are 'Back' and 'Finish' buttons.

Attributes	Fee type	Selling price
This service is free of charge		

