



## 🔗 User guide

# Schedule subscription provisioning





# User guide—

Schedule subscription provisioning

## Overview

Intcomex Cloud Operations





# Schedule subscription provisioning: Overview

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Schedule the creation of a subscription on a date you choose, without needing reminders.

## **Service validation on scheduled date**

On the set date, the order will be generated in ICP, but before the subscription is created, the order goes through a validation process to check the following:

- The main account is still active.
- The service is available, meaning it's active and the terms and conditions are accepted at the price list level.
- The same service doesn't already exist in the target account (this applies to services that can only be requested once per account).
- There are no required subscriptions already present (e.g., Microsoft Business Standard Premium can't be provisioned unless the account already has a tenant).
- Any subscription fields that need to be validated through vendor integration are checked.

If the validation fails for any of these reasons, an error message will appear in the 'My Imports' section of ICP, explaining the issue with the order.





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# Schedule subscription provisioning: Steps to follow

First, click on the client where you want to schedule the provisioning.

The screenshot shows the INTCOMEX PERU S.A.C. management interface. The breadcrumb trail is INTCOMEX PERU S.A.C. > ABBIE BOX S.A.C. > ERITECH PERU S.A. (466158). The main heading is ERITECH PERU S.A. with tabs for OVERVIEW, AVAILABLE SERVICES, CUSTOM CHARGE, BILLING, PROVISIONING, SECURITY, and AUDIT LOG. The left sidebar shows the COMPANY STRUCTURE with a search bar and a list of companies, including ERITECH PERU S.A. (selected), (NCE) Exchange Online Kiosk (1), Azure Plan (Eritech Perú), and Microsoft Organization tenant (eritechperu.onmicrosoft.com). The main content area is divided into three sections: COMPANY DETAILS, ACCOUNT INFORMATION, and CONTRACT DETAILS. The CONTACT DETAILS and PAYMENT DETAILS sections are also visible.

COMPANY DETAILS	
Company name	ERITECH PERU S.A.
Domain	eritechperu.com
Numeric ID	793131
VAT ID	EMPTY
Parent numeric ID	734772

ACCOUNT INFORMATION	
Language	English
Sales Manager	
Marketplaces	ABBIE BOX - Marketplace
Send to backend	true
CreateUserIdService	false

CONTRACT DETAILS	
Contract ID	
Customer ID	
Company contract end date	2024-04-02 00:47 (UTC)

CONTACT DETAILS	
Address	Av. Las Cascadas254
City	Lima
Country	Peru
Zip code	15494
Email	arturo.bejarano@eritechperu.com
Contact phone	933564412
Contact person	Arturo Bejarano
Technical contact	
Technical Account Manager	
Technical contact email	

PAYMENT DETAILS	
Billing start date	2024-04-01 23:40 (UTC)
Is billable	true
Currency	USD
Bank name	
Bank Identifier Code	

At the bottom of the interface, there is a navigation bar with a '+ NEW' button and several action icons: RECREATE PROVISIONING, NEW SERVICE, TERMINATE, EXPORT, and CREDENTIALS TO ALL USERS.



# Schedule subscription provisioning: Steps to follow

Next, click on the 'New Service' option.

The screenshot displays the INTCOMEX PERU S.A.C. user interface. The top navigation bar includes 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports', along with a search bar and language settings. The main content area is titled 'ERITECH PERU S.A.' and is divided into several sections:

- COMPANY STRUCTURE:** A sidebar on the left showing a list of companies, with 'ERITECH PERU S.A.' selected.
- COMPANY DETAILS:** A table listing company information such as name, domain, and IDs.
- ACCOUNT INFORMATION:** A table listing account settings like language, sales manager, and marketplaces.
- CONTRACT DETAILS:** A table listing contract information such as ID, customer ID, and end date.
- CONTACT DETAILS:** A table listing contact information like address, city, country, and email.
- PAYMENT DETAILS:** A table listing payment-related information such as billing start date, currency, and bank name.

At the bottom of the interface, there is a dark navigation bar with several icons: '+ NEW', 'RECREATE PROVISIONING', 'NEW SERVICE' (highlighted in yellow), 'TERMINATE', 'EXPORT', and 'CREDENTIALS TO ALL USERS'.



# Schedule subscription provisioning: Steps to follow

Next, look for and select the product you want to provision, and then click 'Next'.

The screenshot shows the Intcomex portal interface. The top navigation bar includes 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports'. The main content area is titled 'Order service' and is divided into four tabs: 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Configuration' tab is active, showing a list of services on the left and a configuration panel on the right. The service '(NCE) Microsoft 365 Business Basic' is selected and highlighted in green. The configuration panel on the right shows the following details:

- Vendor: Microsoft
- Category: Communication & Office
- Tags: Base subscription, NCE, PROMO, E-Mail, Cloud Storage, File Management, Audio-Video Conferencing

A 'Next' button is visible at the bottom right of the configuration panel.





# Schedule subscription provisioning: Steps to follow

Read the Terms and Conditions, then click 'Accept' in the lower-left corner. After you've accepted the terms, click "Next." [Note: If you've already accepted the terms at the price list level, feel free to skip this step.]

The screenshot shows the Intcomex portal interface. The top navigation bar includes 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports'. The main content area is titled '(NCE) Microsoft 365 Business Basic (Microsoft)'. Below this, there is a section for 'SPECIAL PRODUCT TERMS' for 'Microsoft New Commerce Experience'. The terms text is as follows:

**SPECIAL PRODUCT TERMS**  
**Microsoft New Commerce Experience**  
**(English Version - Below is the Spanish 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 products, the Intcomex Reseller hereby agrees to these Special Product Terms.

**Special prices for Microsoft 365 Business Basic for Mexico:**

The special prices for the Microsoft 365 Business Basic service for México only apply as long as the end customer's tenant is registered in México, otherwise the prices with a 20% increase will be applied automatically.

**Subscription Term:**

- 1-month Subscription (Monthly Commitment)
  - Intcomex Reseller may change the number of Licenses month to month
  - Pricing is 20% higher than the 12-month Subscription
  - Price protection for only 1 month (starting when Intcomex Reseller subscribes to the service)

At the bottom of the terms window, there is a checked checkbox that says 'You have accepted these Terms and Conditions.' and a 'Next' button.





# Schedule subscription provisioning: Steps to follow

Fill in the required information in each field based on the product/vendor setup, then click 'Next'.

The screenshot displays the 'Order review' step in the INTCOMEX system for provisioning a Microsoft 365 Business Basic 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 Business Basic (Microsoft)' and contains the following sections:

- Cost:** 4.82 \$ Monthly fee (57.81 \$ Per 12 month(s))
- Selling price:** 6.02 \$ Monthly fee (72.26 \$ Per 12 month(s))
- Order details:**
  - Subscription Name:** (NCE) Microsoft 365 Business Basic
  - Quantity:** 1 (Min: 1, Max: 300)
  - Billing Type:** Monthly (with 1-year commitment) - P1Y
  - Subscription end date alignment:** --
  - Microsoft Tenant Id:** e0d72b05-fb92-4d65-9424-7b58ea99d5d3
  - MPN ID (Reseller):** (empty field)
- Technical details:**
  - Send to backend:**  (If checked, will sync with backend)
  - Notify me:**  (Notify when provisioning will be completed)
- Billing:**
  - Billing start date:** 2024-07-18 22:01 (When the billing will start (UTC))
  - Is billable:**  (Include this account in billing)
  - Contract ID:** (empty field) (Custom contract ID for an account. Used in Online Bill (XLS))
  - Quoteld:** 60477104-bf82-4de1-8f98-090ec558e054

At the bottom right, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted in yellow.



# Schedule subscription provisioning: Steps to follow

On the 'Order Review' screen, input the **date and time** (UTC) for when you'd like the subscription to be created in ICP, then click 'Schedule Provisioning.' **The order will be processed at the time you specified.**

The screenshot displays the 'Order Review' interface for the service '(NCE) Microsoft 365 Business Basic (Microsoft)'. The interface includes a navigation menu on the left, a top navigation bar with tabs for 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review', and a main content area. The main content area shows the following details:

- Billing information:** expand table
- Attributes:** Billing Type
- Fee type:** Monthly (with 1-year commitment) - P1Y
- Quantity:** 1 (Quantity)
- Fee type:** Monthly fee
- Selling price:** 6.02175 \$
- Total (Monthly):** 6.02175 \$
- Total (12 month commitment):** 72.261 \$

A yellow warning banner 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."

The 'Schedule provisioning (UTC)' field is set to '2024-08-01 10:00'. A 'Schedule provisioning' button is highlighted in blue.



# Schedule subscription provisioning: Steps to follow

**IMPORTANT:** Your invoice will be based on the subscription price at the time of creation, not when you schedule the provisioning.

The screenshot shows the INTCOMEX portal interface. The top navigation bar includes 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports'. The main content area is titled '(NCE) Microsoft 365 Business Basic (Microsoft)'. Below this, there is a 'Billing information' section with a table of attributes.

Attributes	Fee type	Selling price
Billing Type	Monthly (with 1-year commitment) - P1Y	6.02175 \$
Total (Monthly)		6.02175 \$
Total (12 month commitment)		72.261 \$

Below the table, there is a warning message: '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.'

At the bottom, there is a 'Schedule provisioning (UTC)' button with a date and time selector set to '2024-08-01 10:00'. There are also 'Back' and 'Schedule provisioning' buttons.





# Schedule subscription provisioning: Steps to follow

You'll get an email notification as soon as the order is created.

Your import is completed



noreply@marketplacepe.intcomexcloud.com

Para [redacted]

Este remitente noreply@marketplacepe.intcomexcloud.com es externo a la organización.

Si hay problemas con el modo en que se muestra este mensaje, haga clic aquí para verlo en un explorador web.  
Haga clic aquí para descargar imágenes. Para ayudarle a proteger su confidencialidad, Outlook ha impedido la descarga automática de algunas imágenes en este mensaje.

Traducir mensaje a: Español | No traducir nunca del: Inglés | Preferencias de traducción

Responder | Responder a todos | Re

## YOUR IMPORT IS COMPLETED

Dear user ([redacted]),

Your import is completed. You can now review it [here](#).

Check out the detail below:

- **Created By:** [redacted]
- **Date created:** 22.07.2024 15:24 (UTC)
- **Import Type:** Product 100113\_Micros365BusineBasic\_14991
- **Completed accounts:** 1
- **Failed accounts:** 0

Note:Some email notifications are mandatory.



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Schedule subscription provisioning

Manage your scheduled orders

Intcomex Cloud Operations





# Schedule subscription provisioning: Manage your scheduled orders

You can easily **review or cancel** your scheduled order from ICP.

To start, click on 'Orders' in the navigation bar and then select 'My Imports.'

The screenshot shows the ICP user management interface. The navigation bar at the top includes 'Orders' and 'My Imports' (highlighted in yellow). The user profile for 'admin@abbiebox.com' is displayed, with tabs for 'USER INFO', 'ADDITIONAL INFORMATION', 'AVAILABLE SERVICES', 'NOTIFICATIONS', 'SECURITY', 'AUDIT LOG', and 'USER LOG'. The 'USER INFO' tab is active, showing details for 'mirna.gomez' with an email of 'mirna.gomez@intcomex.com'. The 'CONTACT INFORMATION' section shows an address in Peru. The 'LOGIN INFORMATION' section shows the user's last login on 2023-09-08. A bottom toolbar contains icons for 'NEW SERVICE', 'TERMINATE', 'MOVE', 'CREDENTIALS TO THIS USER', 'RENAME', and 'RESET PASSWORD'.

NAME	
First name	mirna
Last name	gomez
Email	mirna.gomez@intcomex.com

CONTACT INFORMATION	
Address	Ca. Los Negocios 448
City	Surquillo
Country	Peru
Zip code	15494
Phone	
Manager	
Fax	
Mobile	
Department	
Office	
Phone (home)	
Job title	

LOGIN INFORMATION	
Username	admin@abbiebox.com
Primary identity	Internal
Change password in next login	false
Password expiration date	
Last login	2023-09-08 16:50 (UTC)



# Schedule subscription provisioning: Manage your scheduled orders

The 'My Imports' screen shows information about any accounts (like companies, services, or users) you've imported or any services for which you've scheduled an order. It also provides details on the order status, the date the order was created, and when the import or scheduled provisioning of the service is set to take place.

**My Imports** IMPORT ACCOUNTS

Import name	Account type	Source	Import schedule date	Status	Creator			
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:15:43	31/7/24 - 31/7/24	0	Pending	0	mirna.gomez@intcomex.pe
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	3/7/24, 17:03:42	3/7/24 - 3/7/24	1	Completed	0	mirna.gomez@intcomex.pe
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	19/6/24, 14:19:02	1/7/24 - 1/7/24	1	Completed	0	mirna.gomez@intcomex.pe
-	Products	Import	27/10/23, 16:39:34	27/10/23 - 27/10/23	3	Completed	0	Aldo.Barrios@intcomex.pe
-	Products	Import	27/10/23, 16:33:18	27/10/23 - 27/10/23	3	Completed	0	Aldo.Barrios@intcomex.pe
-	Companies	Import	27/10/23, 16:23:27	27/10/23 - 27/10/23	3	Completed	0	Aldo.Barrios@intcomex.pe
-	Companies	Import	27/10/23, 16:07:07	27/10/23 - 27/10/23	1	Completed	0	mirna.gomez@intcomex.pe
-	Products	Import	29/9/23, 14:51:15	29/9/23 - 29/9/23	3	Completed	0	mirna.gomez@intcomex.pe
-	Products	Import	29/9/23, 14:45:08	29/9/23 - 29/9/23	3	Completed	0	mirna.gomez@intcomex.pe
-	Products	Import	16/4/21, 21:40:30		1	Completed	0	(terminated) arturo.bejarano@intcomex.pe

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+ NEW Imprint



# Schedule subscription provisioning: Manage your scheduled orders

Also, you'll be able to view the client's name, product, and order ID once the order is complete.

The screenshot displays the Intcomex web application interface. At the top, there is a navigation bar with the Intcomex logo, menu items like 'Explore', 'Marketplaces', 'Quotes', 'Orders', and 'Reports', a search bar, and user settings. The main content area is titled 'My Imports' and features a table of import records. A detailed view of a completed import is shown below, with a table containing the following data:

Parent Account Id	Import type	Parent account start date	Parent display name	Account Id	Product name	Is direct payment	Import schedule date (UTC) ↓
466158	Product	1/4/24, 23:40:47	ERITECH PERU S.A.	493796	100113_ExchanOnlineKiosk_61893	false	22/7/24, 15:00:00

Below the detailed view, a list of other import records is visible, including one with a 'Cancelled' status and several with 'Completed' status. The interface includes a '+ NEW' button at the bottom left and an 'Imprint' link at the bottom right.





# User guide—

Schedule subscription provisioning

Canceling a scheduled order





# Schedule subscription provisioning: Canceling a scheduled order

You can cancel the scheduled provisioning request by clicking the X icon or the Cancel button on the right side of the screen.

The screenshot shows the 'My Imports' section of the INTCOMEX interface. The table lists various import orders with columns for Import name, Account type, Source, Date created UTC, Import schedule date, Imported accounts (No.), Status, Errors (No.), and Creator. The first row, representing a pending scheduled provisioning request, is highlighted in yellow and has a yellow 'X' icon in the rightmost column, indicating it can be canceled.

Import name	Account type	Source	Date created UTC	Import schedule date (UTC)	Imported accounts (No.)	Status	Errors (No.)	Creator
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:15:43	31/7/24 - 31/7/24	0	Pending	0	[Redacted]
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	3/7/24, 17:03:42	3/7/24 - 3/7/24	1	Completed	0	[Redacted]
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	19/6/24, 14:19:02	1/7/24 - 1/7/24	1	Completed	0	[Redacted]
-	Products	Import	27/10/23, 16:39:34	27/10/23 - 27/10/23	3	Completed	0	[Redacted]
-	Products	Import	27/10/23, 16:33:18	27/10/23 - 27/10/23	3	Completed	0	[Redacted]
-	Companies	Import	27/10/23, 16:23:27	27/10/23 - 27/10/23	3	Completed	0	[Redacted]
-	Companies	Import	27/10/23, 16:07:07	27/10/23 - 27/10/23	1	Completed	0	[Redacted]
-	Products	Import	29/9/23, 14:51:15	29/9/23 - 29/9/23	3	Completed	0	[Redacted]
-	Products	Import	29/9/23, 14:45:08	29/9/23 - 29/9/23	3	Completed	0	[Redacted]
-	Products	Import	16/4/21, 21:40:30		1	Completed	0	[Redacted]

+ NEW

Imprint



# Schedule subscription provisioning: Canceling a scheduled order

Click on 'Yes, do it'.

The screenshot shows the 'My Imports' section of the Intcomex application. A table lists various import orders with columns for name, account type, source, date created, schedule date, status, errors, and creator. A modal dialog box is open over the table, asking for confirmation to cancel an import.

Import name	Account type	Source	Date created UTC	Import schedule date (UTC)	Imported accounts (No.)	Status	Errors (No.)	Creator
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:15:43	31/7/24 - 31/7/24	0	Pending	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	3/7/24, 17:03:42	3/7/24 - 3/7/24	1	Completed	0	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning					0	
-	Products	Import					0	
-	Products	Import					0	
-	Companies	Import	27/10/23, 16:23:27	27/10/23 - 27/10/23	3	Completed	0	
-	Companies	Import	27/10/23, 16:07:07	27/10/23 - 27/10/23	1	Completed	0	
-	Products	Import	29/9/23, 14:51:15	29/9/23 - 29/9/23	3	Completed	0	
-	Products	Import	29/9/23, 14:45:08	29/9/23 - 29/9/23	3	Completed	0	
-	Products	Import	16/4/21, 21:40:30		1	Completed	0	

**Are you sure you want to cancel the import?**

You are about to cancel the import

NO YES, DO IT

+ NEW

Imprint



# Schedule subscription provisioning: Canceling a scheduled order

The status will then be updated to 'Canceled.'

**My Imports** IMPORT ACCOUNTS

Import name	Account type	Source	Import schedule date	Status	Creator
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	22/7/24, 14:15:43	Cancelled	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	3/7/24, 17:03:42	Completed	
(NCE) Exchange Online Kiosk(Microsoft)	Products	Scheduled provisioning	19/6/24, 14:19:02	Completed	
-	Products	Import	27/10/23, 16:39:34	Completed	
-	Products	Import	27/10/23, 16:33:18	Completed	
-	Companies	Import	27/10/23, 16:23:27	Completed	
-	Companies	Import	27/10/23, 16:07:07	Completed	
-	Products	Import	29/9/23, 14:51:15	Completed	
-	Products	Import	29/9/23, 14:45:08	Completed	
-	Products	Import	16/4/21, 21:40:30	Completed	arturo.bejarano@intcomex.pe

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+ NEW Imprint

