INTCOMEX CLOUD

User guide

Schedule subscription provisioning

Last updated: July 22nd, 2024

Intcomex Cloud Operations

User guide—

Schedule subscription provisioning

Overview

Intcomex Cloud Operations

Schedule subscription provisioning: Overview

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

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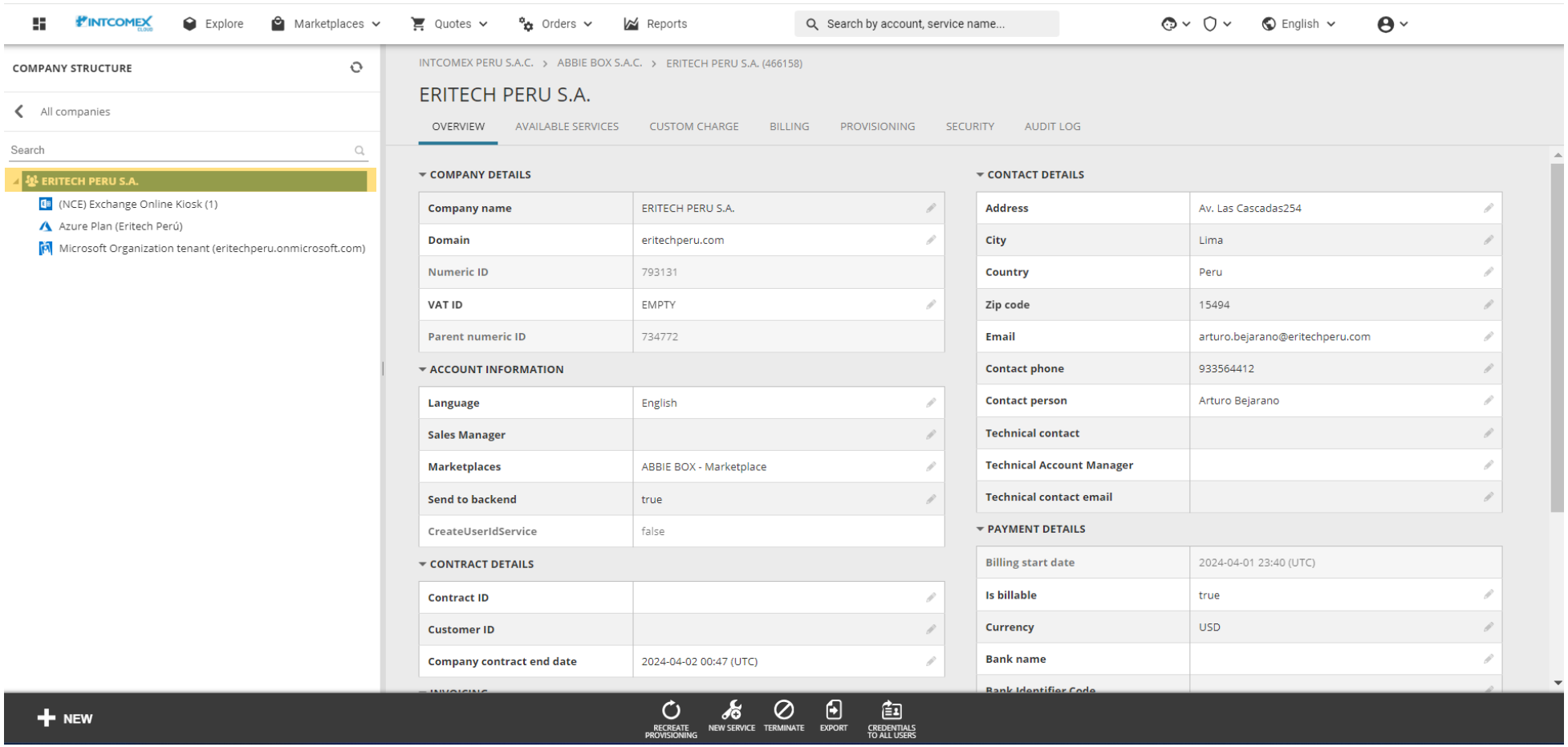
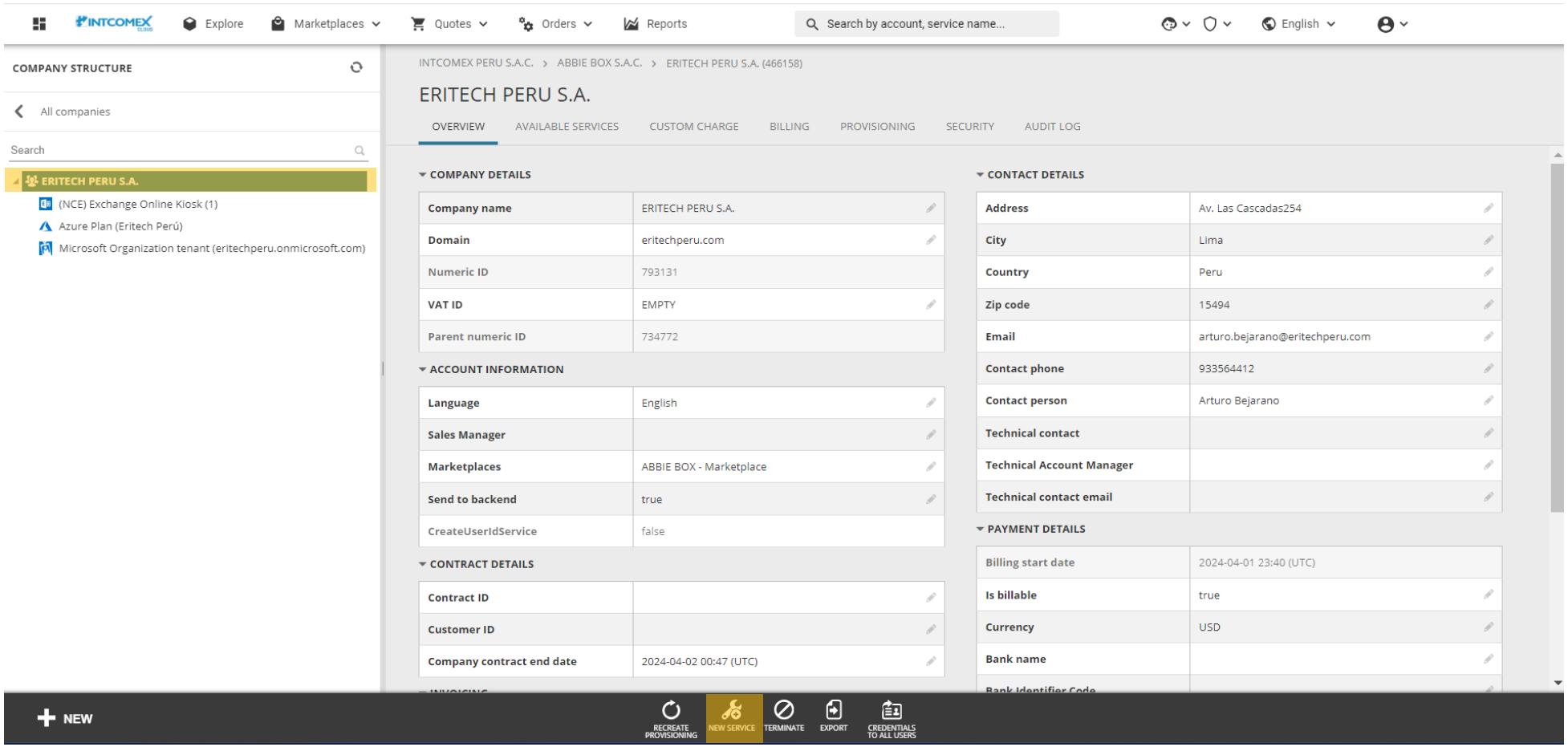
Schedule subscription provisioning: Steps to follow

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



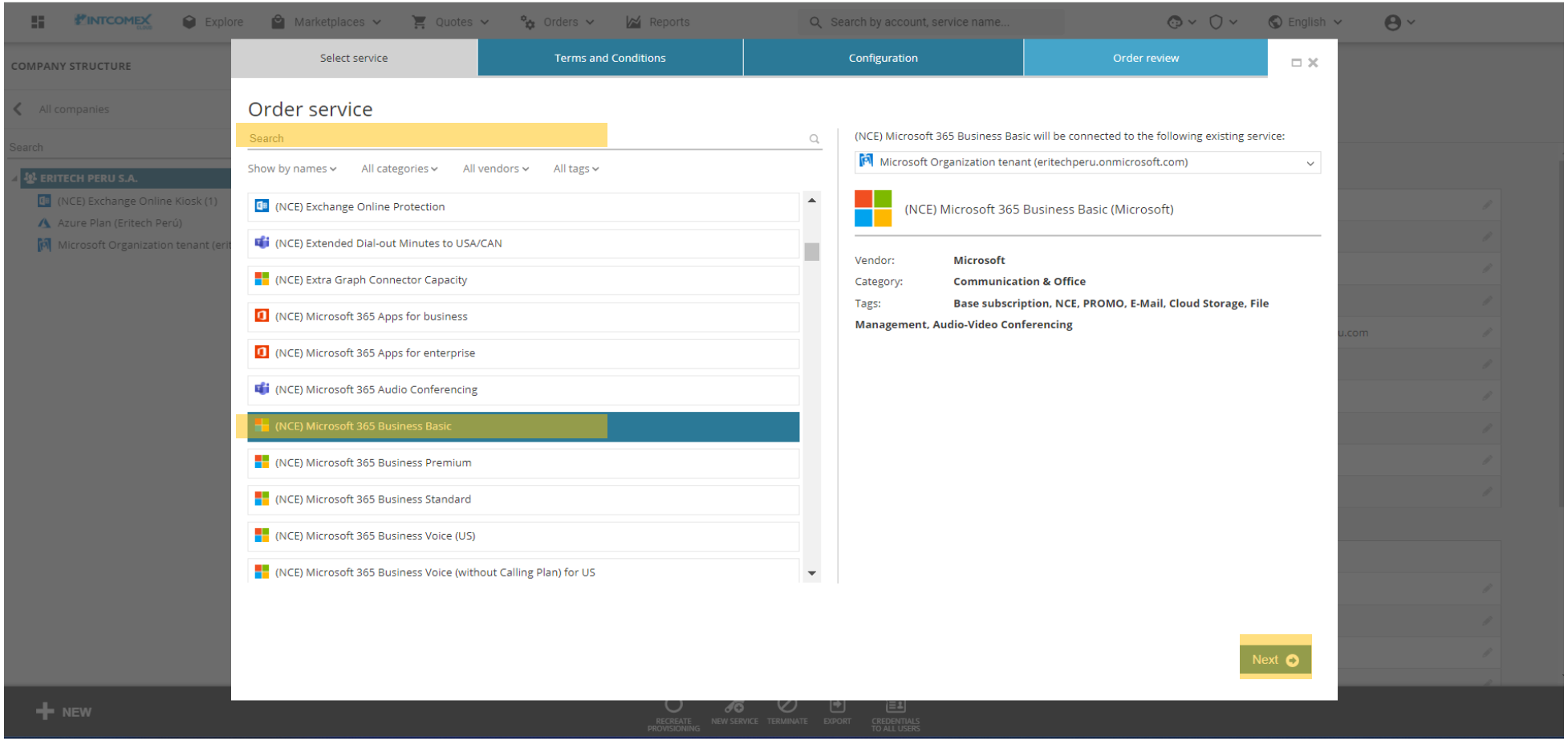
Schedule subscription provisioning: Steps to follow

Next, click on the ‘New Service’ option.



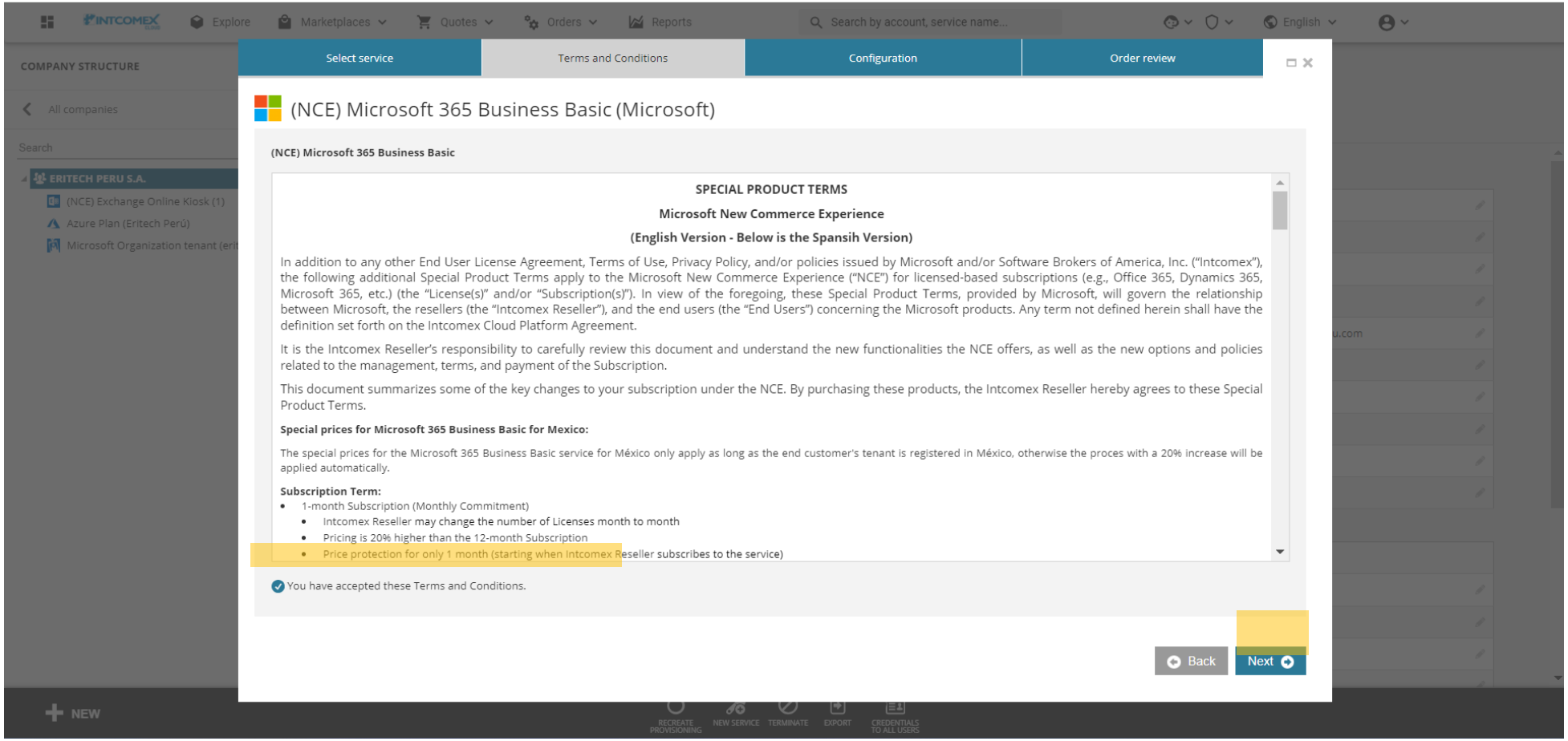
Schedule subscription provisioning: Steps to follow

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



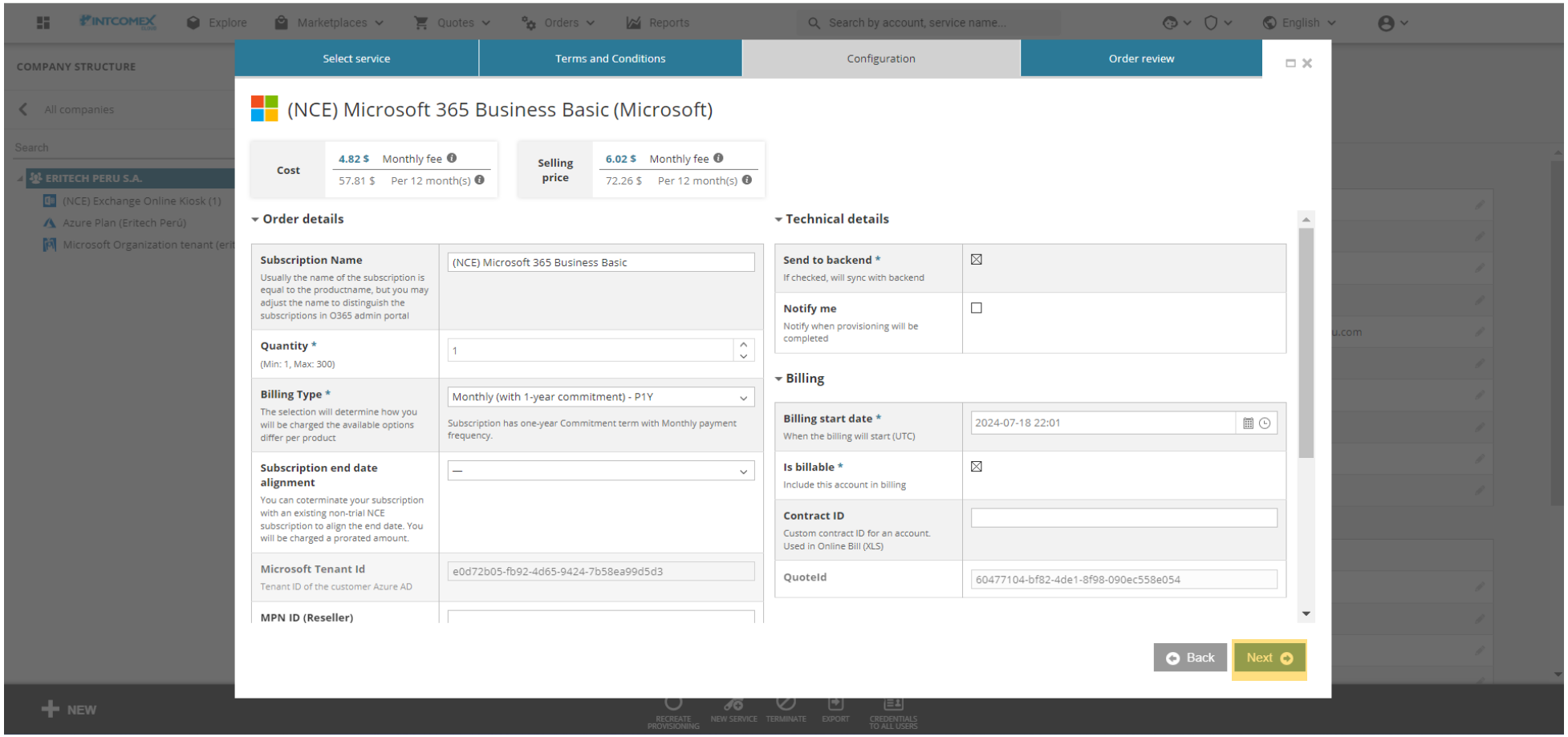
Schedule subscription provisioning: Steps to follow

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.]



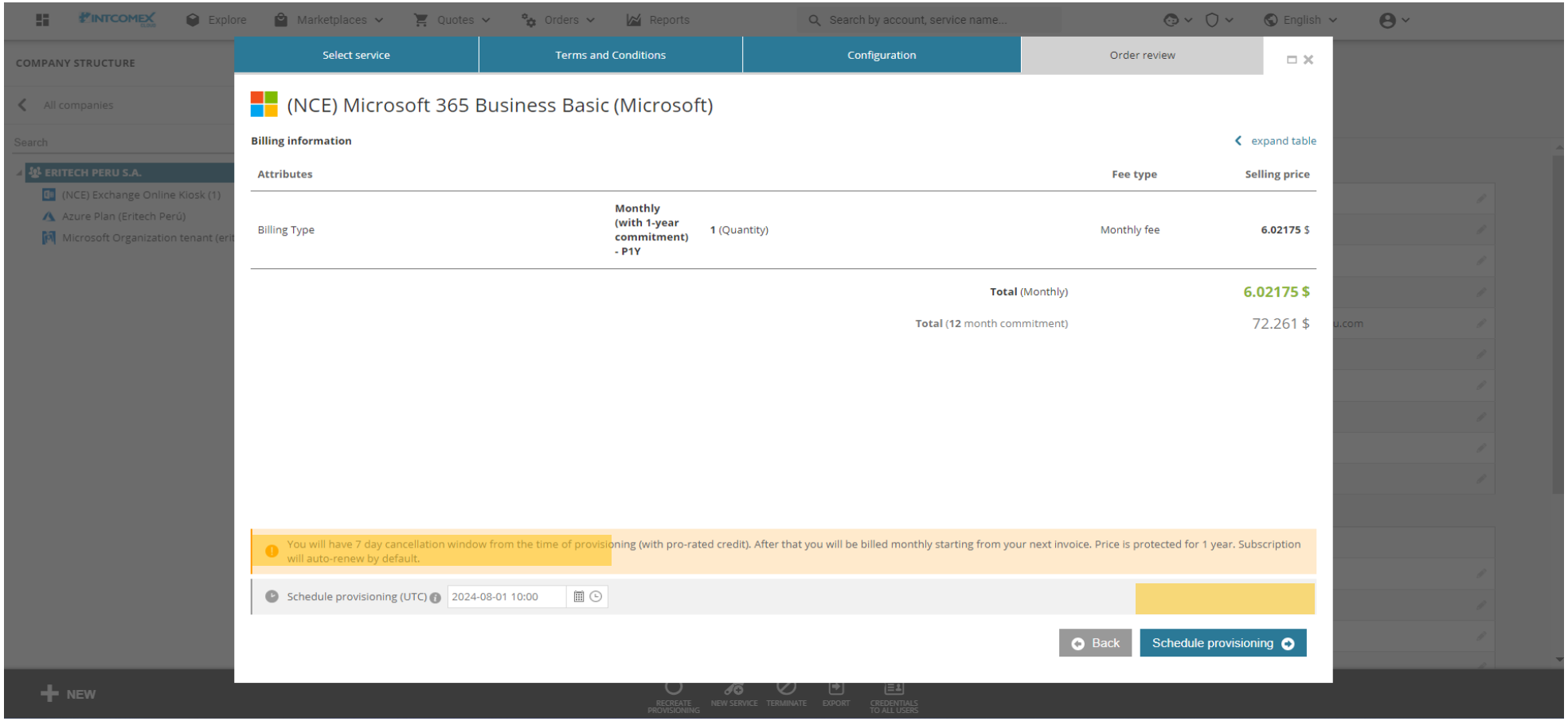
Schedule subscription provisioning: Steps to follow

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



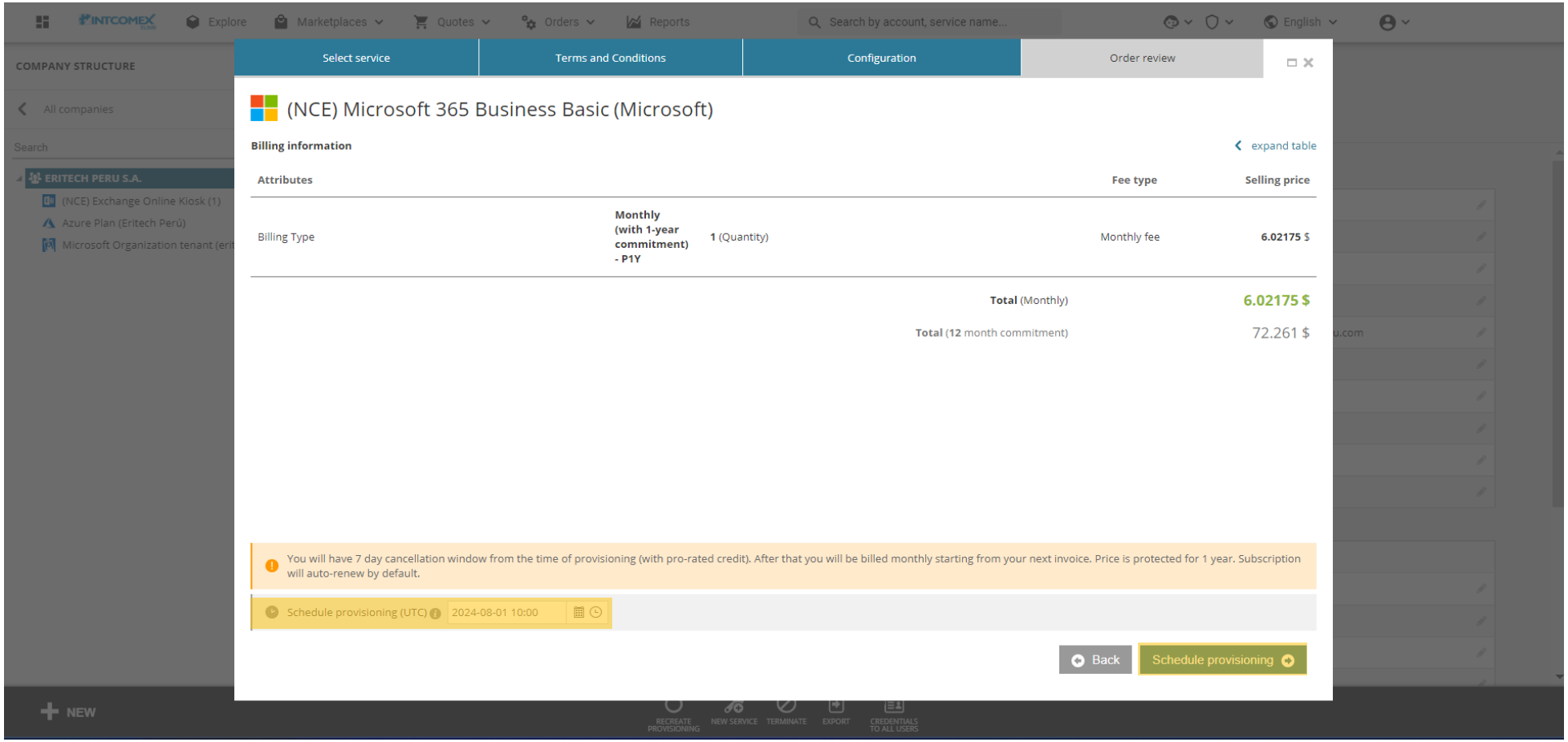
Schedule subscription provisioning: Steps to follow

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.**



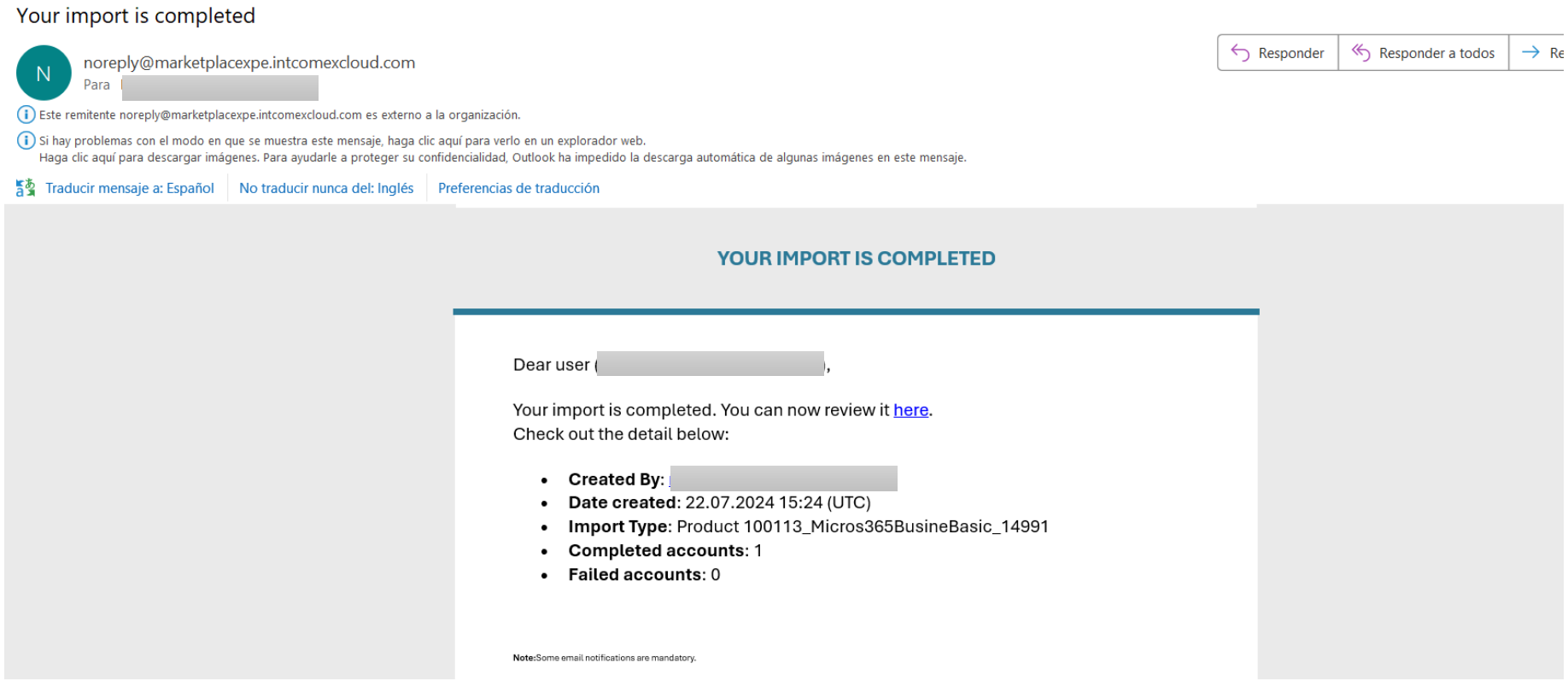
Schedule subscription provisioning: Steps to follow

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



Schedule subscription provisioning: Steps to follow

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



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Manage your scheduled orders

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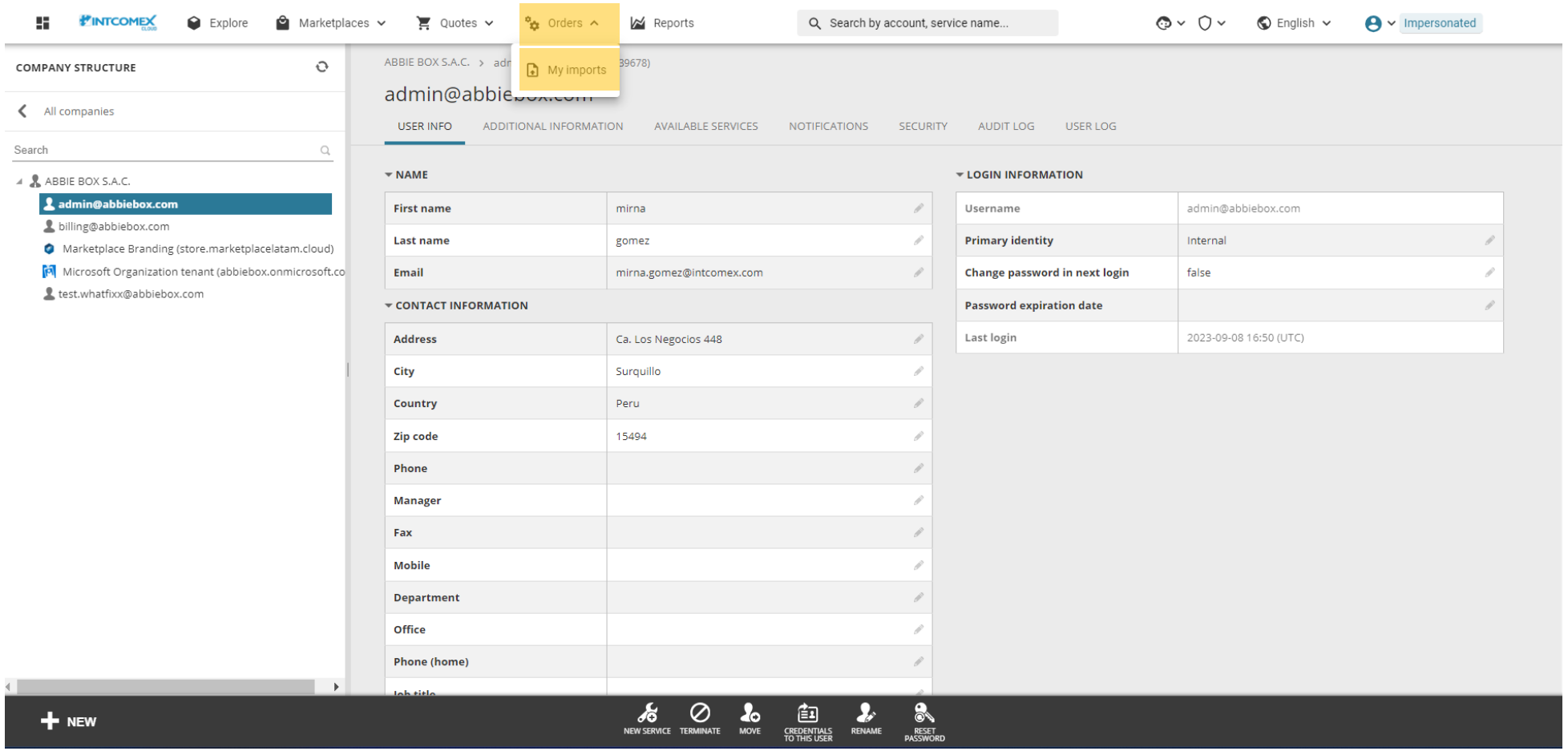
Schedule subscription provisioning: Manage your scheduled orders

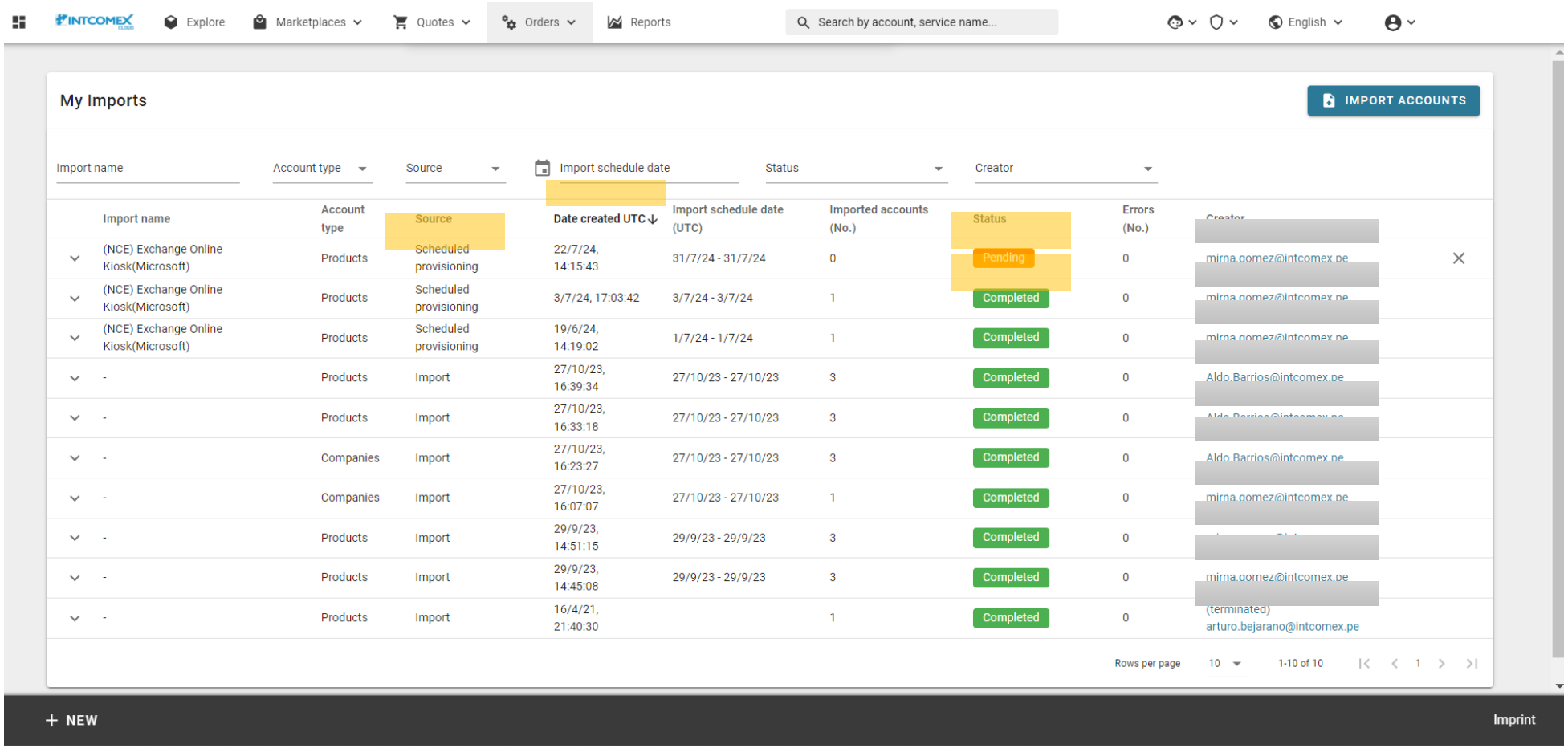
You can easily **review or cancel** your scheduled order from ICP.

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



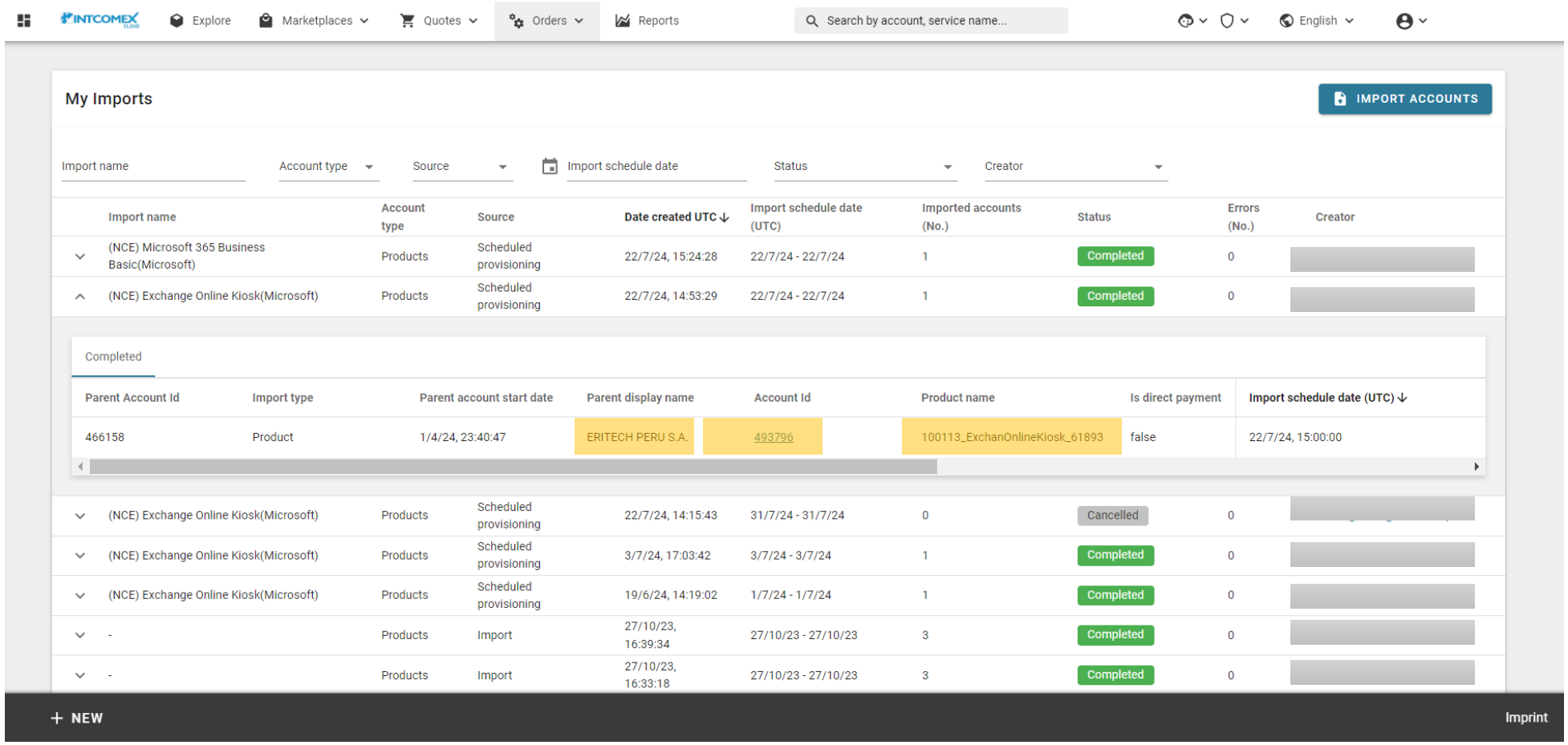
Schedule subscription provisioning: Manage your scheduled orders

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.



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.



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Canceling a scheduled order

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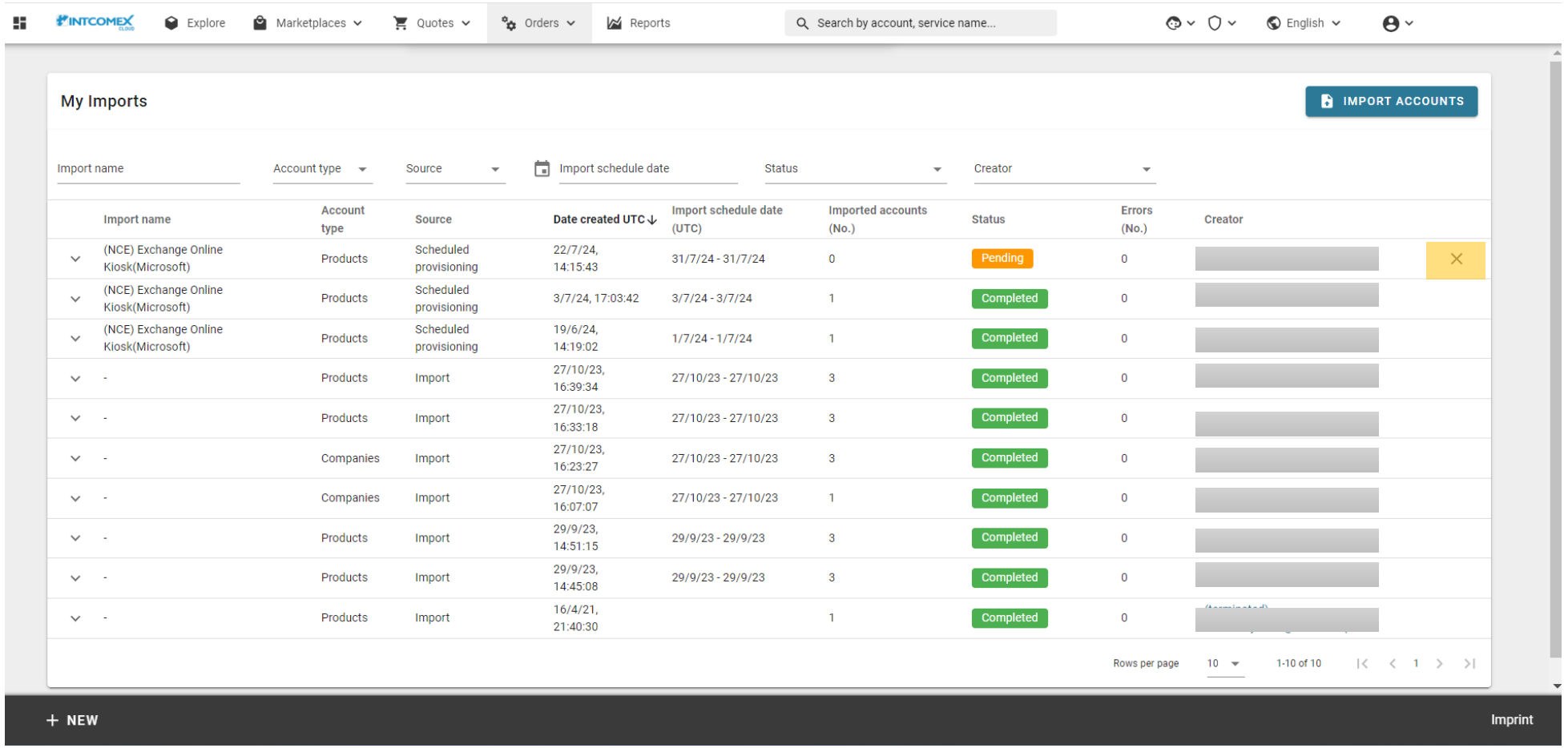
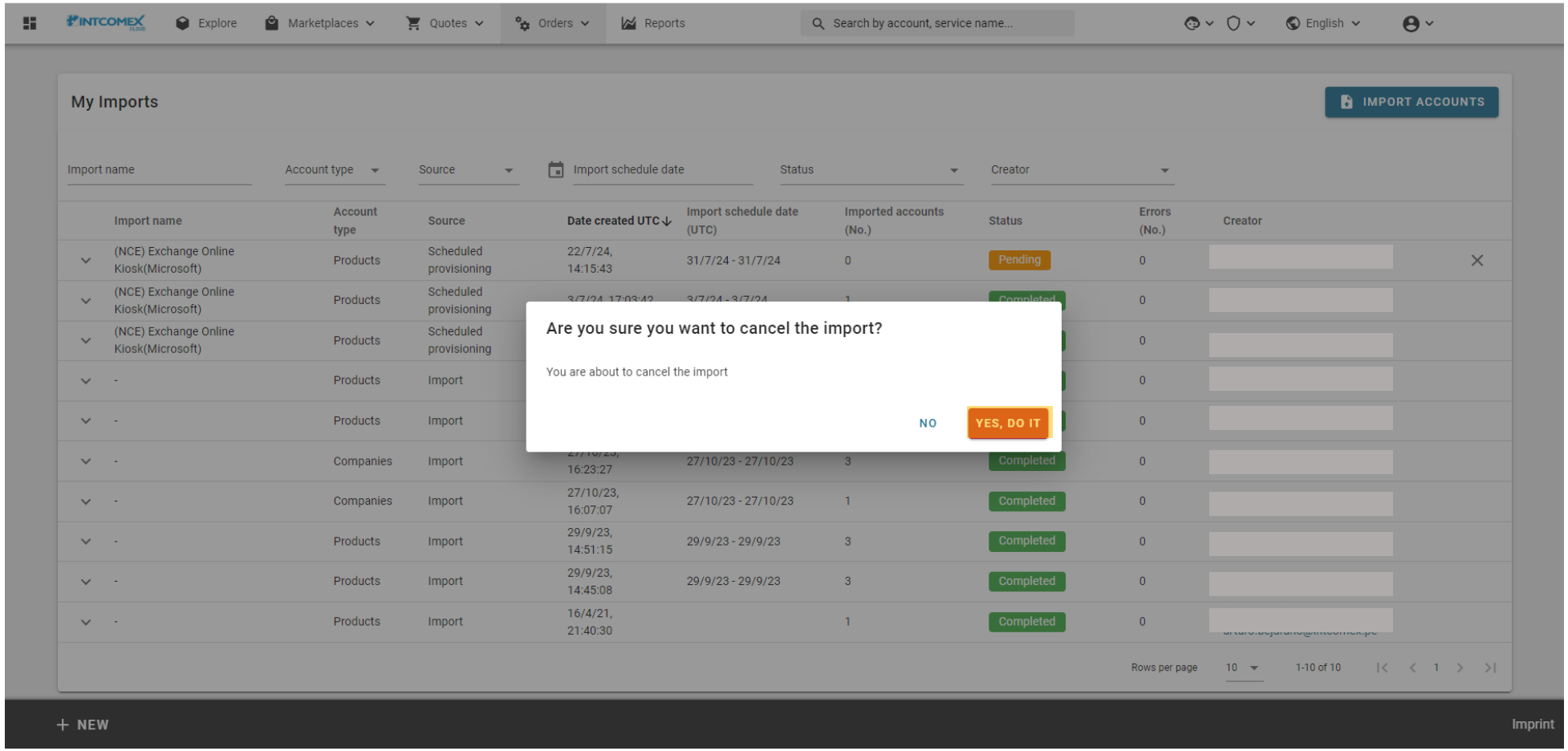
Schedule subscription provisioning: Canceling a scheduled order

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



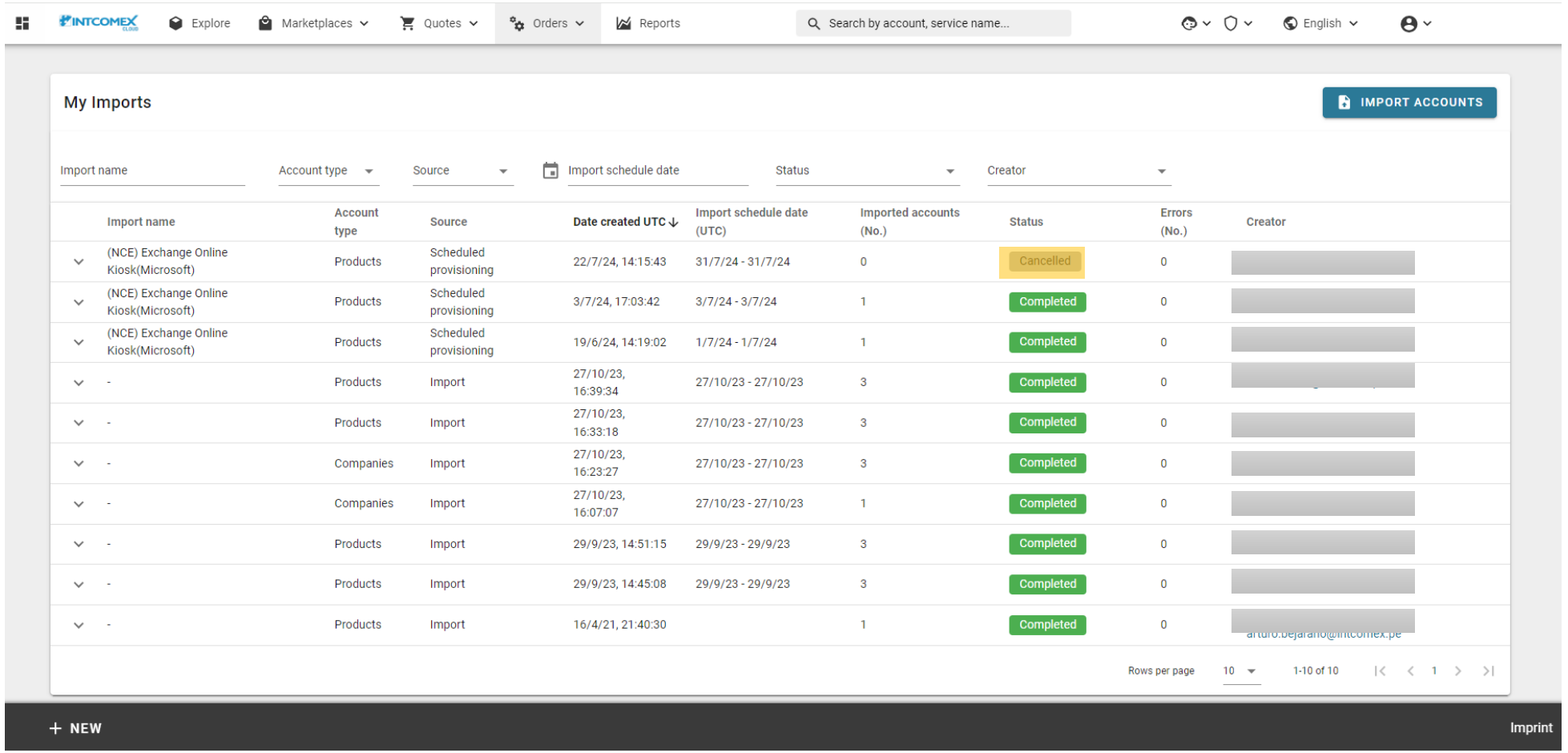
Schedule subscription provisioning: Canceling a scheduled order

Click on ‘Yes, do it’.



Schedule subscription provisioning: Canceling a scheduled order

The status will then be updated to ‘Canceled.’



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