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Service Contracts



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Overview

Service contracts are created by Distributors to invite Resellers into the CloudBlue Connect platform. Thus, signed service contracts enable Distributors to collaborate with Resellers and consequently create *syndication contracts*. Furthermore, by signing a service contract, Resellers can activate their Reseller Portal on the Connect platform. Alternatively, Distributors can generate service agreements and service contracts during the Reseller-type Partner account creation. Once a new service contract is created by a Distributor, the system transfers this contract to the *Pending* state until it is signed and *activated* by a Reseller. Note that Distributors can delete a pending service contract. Therefore, the system removes the deleted contract from the database. Distributors can also terminate active contracts. In contrast, Connect stores *terminated* contracts and enables users to view the contract data.

Additional Information

Please refer to the Partners Management Module documentation for more information.

 Follow the workflow by clicking on the different transitions represented in the image

