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Customers Interface



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The following describes user interface and general operations with the Customers module on the CloudBlue Connect platform. The general operations include creating a new tier account, editing account data, accepting tier requests, and more.

Creating Tier Accounts

Proceed to **Customers** module and click the **Add Customer** button from the **Directory** tab to launch a *Tier Account Creation* wizard.

CloudBlue

Customers

HELP

Mighty Mick's LLC

Distributor • Michael Goldmill

Customers

DIRECTORY

REQUESTS

+ ADD CUSTOMER

Custom

REFRESH

1 FILTER APPLIED

SORT

COLUMNS

SEARCH

Rows per page 10

1–1 of 1

ACCOUNT	PARENT ACCOU	CREATED	TECHNICAL CONTACT	ADDRESS	CITY	HUB	
Roob - O'Keefe TA-9505-9336-1683 • 11216	–	01/13/2021 10:58 AM	Adonis Creed donnie@acreed.com	Nicolas Rapids Mueller Motorway	Baldwin Alabama, United States	–	

Rows per page 10

1–1 of 1



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Information

Note that tier accounts can also be generated via an external system (e.g., CloudBlue Commerce).

Follow the wizard steps to successfully create a new customer or reseller account.

1. Type

Select a customer or reseller account type.



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DIRECTORY REQUESTS

+ ADD CUSTOMER

Custom REFRESH 1 FILTER APPLIED SORT COLUMNS SEARCH Rows per page 10 1-1 of 1

ACCOUNT

Rooib - O'Keefe
TA-9505-9336-1683 • 11216

Create tier account – Step 1

1 Type

2 Parent account

3 Account data

4 Summary

Select type

☐ Customer
Customer account type

☒ Reseller
Reseller account type

CANCEL BACK NEXT

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Click the **Next** button to continue.

2. Parent account

Specify a parent account for your new account. Note that only a reseller account can be selected as a parent account.

In case reseller account type is selected, you can select **None** to create a direct reseller.

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DIRECTORY REQUESTS

+ ADD CUSTOMER

Custom REFRESH 1 FILTER APPLIED SORT COLUMNS SEARCH Rows per page 10 1-1 of 1

ACCOUNT

Rooib - O'Keefe
TA-9505-9336-1683 • 11216

Create tier account – Step 2

1 Type

2 Parent account

3 Account data

4 Summary

Select parent account

Only reseller accounts can be selected

Search for Name and ID

None
none

Bogisch - Schultz
TA-5108-8563-4354

Douglas, Becker and Kub
TA-7173-4986-0219

Hayes Inc
TA-5804-7616-2378

Killback - Reichel
TA-8696-4279-4105

Kirlin - Conroy
TA-0000-2019-7285

CANCEL BACK NEXT

Once a required option is selected, click the **Next** button to continue.



3. Account data

Fill out the following account data form:

- **General:** Specify general account information like an organization name, external UUID/ID, and tax ID. Note that GUI ID will be generated automatically.
- **Address:** Provide address information for your new account, such as a country, city, zip code and so on.
- **Technical Contact:** Specify a technical contact for your account. Provide your contact last and first names, an email and a phone number.

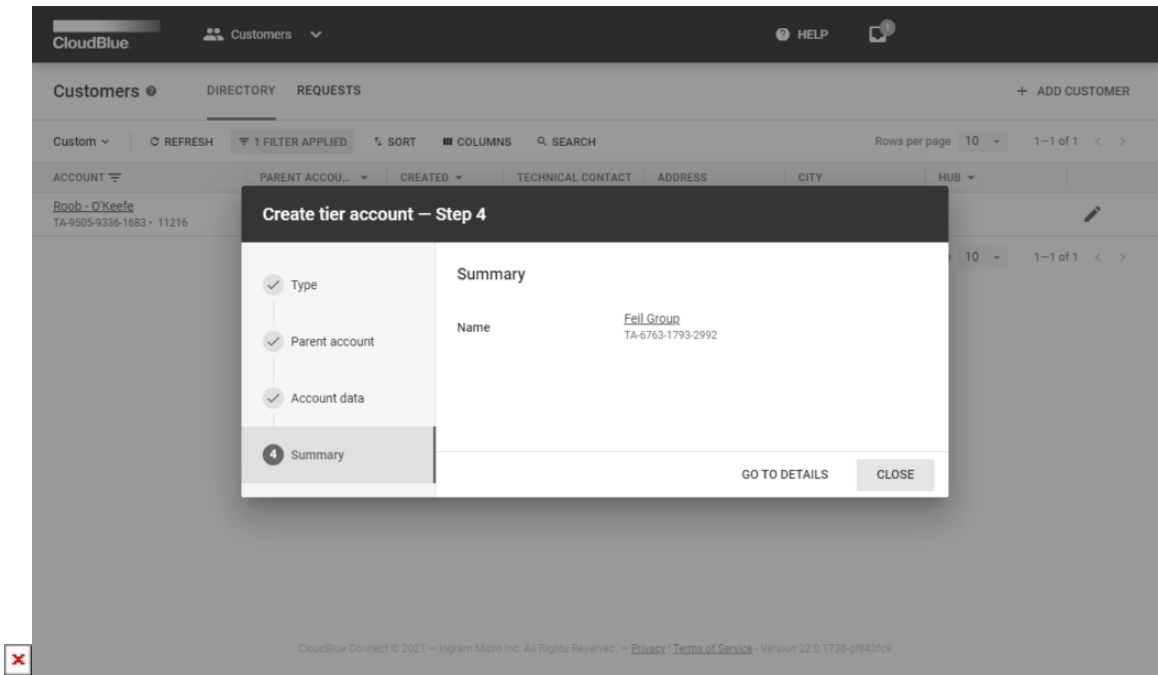
Note that you can also fill out all fields with random data by clicking the **Randomize** button.

Click the **Clear** button to clear out all provided fields.

Click the **Create** button to finalize your tier account creation.

4. Summary

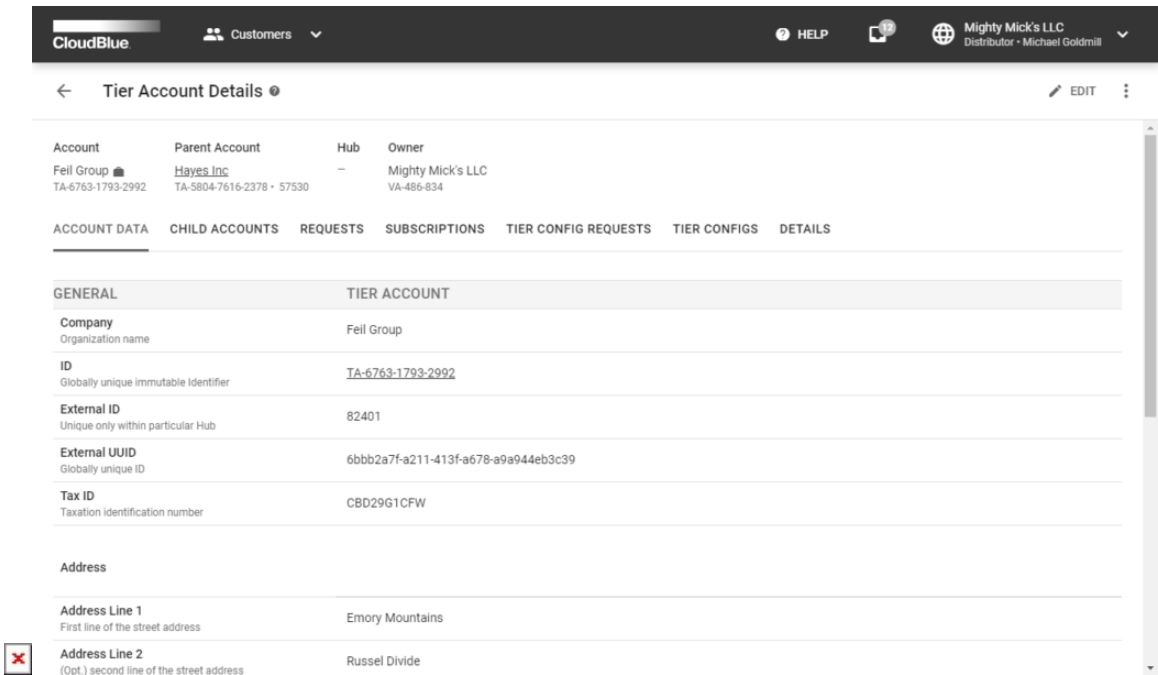
As a result, the system provides a summary once your tier account is successfully created.



Click **Go to Details** to access your created account details screen. Click the **Close** button to close the summary.

Tier Account Details

Click on a tier account name from the **Directory** tab to access the **Tier Account Details** screen.



Use the **Tier Account Details** screen to edit or delete your tier accounts. This screen also allows reviewing account, parent account, hub, and owner information.



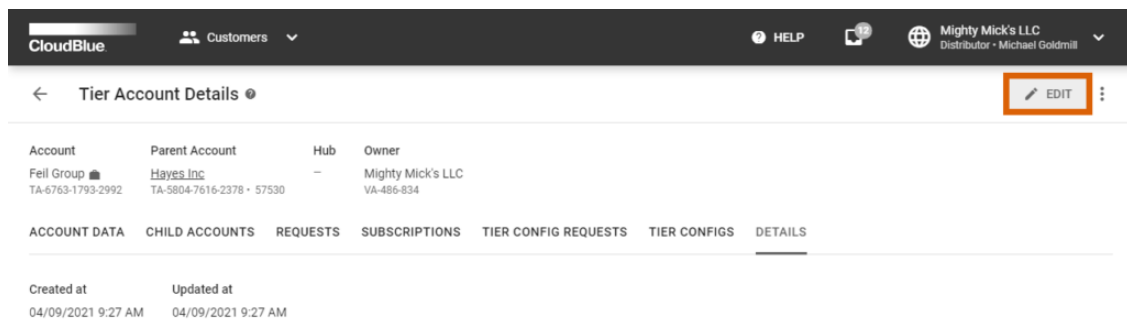
Furthermore, this screen provides various data within the following tabs:

- **Account Data:** This tab displays general account information, address data, and a technical contact.
- **Child Accounts:** Access child tier accounts of this account via this tab.
- **Requests:** View fulfillment requests that are associated with this tier account.
- **Subscriptions:** This tab provides interconnected subscriptions.
- **Tier Config Requests:** View associated tier configuration requests.
- **Tier Configs:** Access associated tier configurations via this tab.
- **Details:** This tab displays update and creation date of your tier account.

Editing Tier Accounts

Vendors and Providers can edit tier accounts to update specified account information. In case any account data is edited, the system generates a tier account request that can be approved or ignored by Vendors via **Tier Account Details** screen. Edit your tier account data by following the steps below.

1. Click the **Edit** button from the **Tier Account Details** screen to launch the Tier Account Update wizard.



2. Update your tier account information within the **Account data** form.



Note

It is possible to specify a parent account and change your tier account type by clicking **Back** and editing information within the provided wizard steps.



CloudBlue Customers

Update tier account – Step 3

Account Parent Account
Feil Group Hayes Inc
TA-6763-1793-2992 TA-5804-7616

ACCOUNT DATA CHILD ACCOUNT DATA

Created at Updated at
04/09/2021 9:27 AM 04/09/2021 9:27 AM

1 Type
2 Parent account
3 Account data
4 Summary

Account Data RANDOMIZE CLEAR

General

Company * Feil and Son Group ID (will be auto-generated)
Organization Name Globally Unique Immutable Identifier
External ID 82401 External UUID * 6bbb2a7f-a211-413f-a678-a9a944eb3c
Unique Only Within Particular Hub
Tax ID CBD29G1CFW
Taxation identification number

Address

Address Line 1 * Emory Mountains Address Line 2 Russel Divide
First Line Of The Street Address Second Line Of The Street Address

CANCEL BACK SAVE

Click the **Save** button to edit your tier account and generate a tier account request.

Note that this tier account is successfully updated once your tier account request is approved.

Deleting Tier Accounts

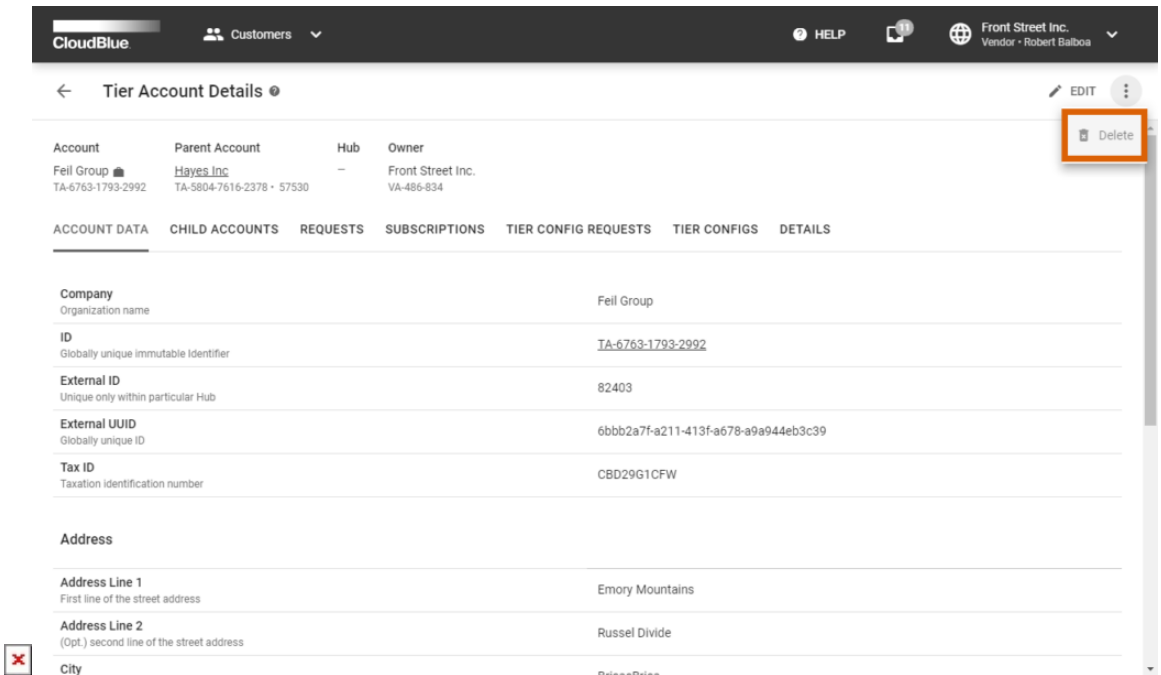
Vendors and Providers can remove a tier account by accessing the **Tier Account Details** screen. Note that deleted tier account data cannot be restored. The following steps showcase how to delete a tier account on the Connect platform.



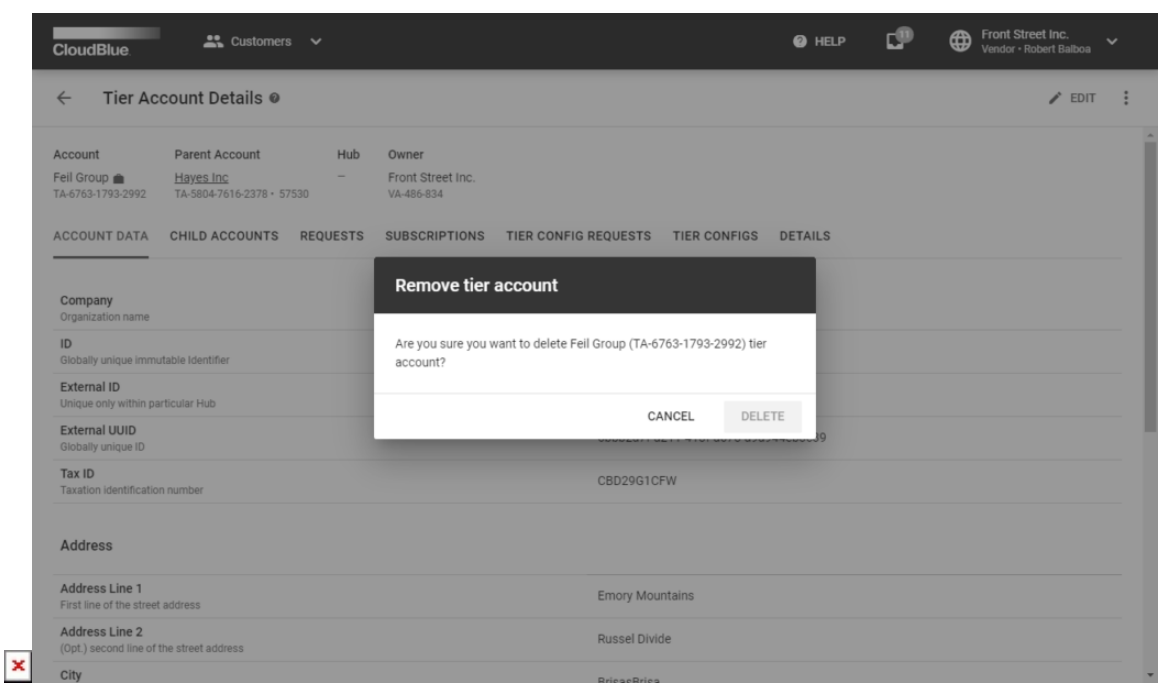
Removing Parent Accounts

Note that parent tier accounts cannot be deleted on the Connect platform. In case it is necessary to remove a parent account, delete its child accounts first. Otherwise, the system displays a corresponding error after performing the following operations.

1. Open the vertical ellipsis () menu and click the **Delete** button.



2. Confirm your decision by clicking **Delete** in the pop-up window.



As a result, your tier account will be successfully removed.

Tier Account Request Details

Click on a tier account request ID from the **Requests** tab to access the request details screen.



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HELP

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Front Street Inc.
Vendor - Robert Balboa

← Tier Account request details

✓ ACCEPT — IGNORE

Status

Request

Product

⌚ Pending

TAR-6763-1793-2992-002-001

Tutorial Product
PRD-640-516-332

ACCOUNT DATA

DETAILS

SUBSCRIPTIONS

TIER CONFIGS

GENERAL

OLD DATA

NEW DATA

Company

Organization name

Feil Group

Feil and Son Group

ID

Globally unique immutable Identifier

TAR-6763-1793-2992

TAR-6763-1793-2992

External ID

Unique only within particular Hub

82401

82401

External UUID

Globally unique ID

6bbb2a7f-a211-413f-a678-a9a944eb3c39

6bbb2a7f-a211-413f-a678-a9a944eb3c39

Tax ID

Taxation identification number

CBD29G1CFW

CBD29G1CFW

Address

Address Line 1

First line of the street address

Emory Mountains

Emory Mountains

Address Line 2

(Optional) second line of the street address

Russel Divide

Russel Divide

Use the **Account Data** tab from the **Tier Account Request Details** screen to review the required tier account changes and updates.

The **Details** tab displays an associated *Hub* and *external ID* of your request.

Access *subscriptions* that are interconnected with this tier account request via the **Subscriptions** tab.

Use the **Tier Configuration** tab to view and access associated *tier configurations*.

Furthermore, Vendors can accept required account changes or ignore them by accessing the **Tier Account Request Details** screen.

Accepting Requests

Once a request to change or update a tier account is created, Vendors can accept this request via **Tier Account Request Details**.



Unsupported Requests

In case the **Tier Accounts Sync** capability is disabled, your generated tier account request is assigned to the **Unsupported** state and automatically ignored by the system. Make sure to switch on this capability from the Capabilities tab within the **General** section



of your product profile page. Thus, Vendors will be able to accept tier account requests.

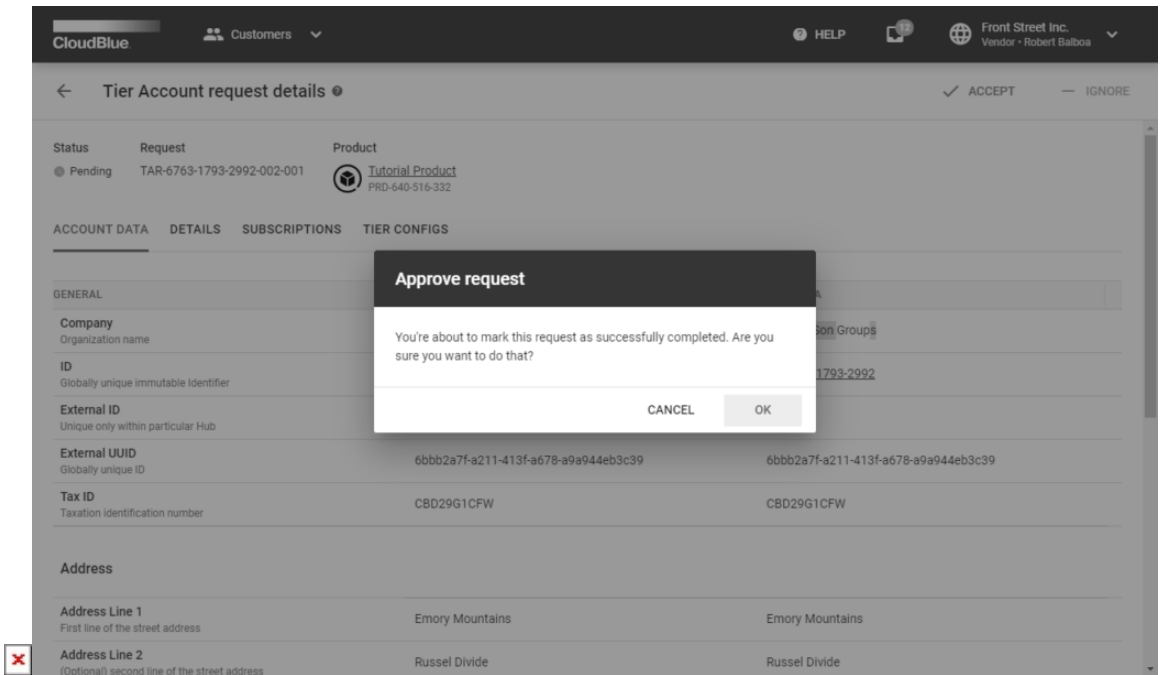
Follow the steps below to successfully accept a tier account request.

1. Click the **Accept** button from the **Tier Account Request Details** screen after reviewing required changes or updates.

The screenshot shows the 'Tier Account request details' screen in the CloudBlue interface. At the top, there's a navigation bar with 'CloudBlue', 'Customers', 'HELP', and 'Front Street Inc. Vendor - Robert Balboa'. Below the navigation bar, the title 'Tier Account request details' is followed by a back arrow and two buttons: 'ACCEPT' (highlighted with an orange box) and 'IGNORE'. The main content area displays the request details for a 'Pending' request (TAR-6763-1793-2992-002-001) for the 'Tutorial Product' (PRD-640-516-332). The details are organized into tabs: 'ACCOUNT DATA', 'DETAILS', 'SUBSCRIPTIONS', and 'TIER CONFIGS'. The 'DETAILS' tab is active, showing a table with 'GENERAL', 'OLD DATA', and 'NEW DATA' columns. The table lists various identifiers and addresses, with some fields showing changes from old to new data. A red 'X' icon is visible in the bottom left corner of the table area.

GENERAL	OLD DATA	NEW DATA
Company Organization name	Feil Group	Feil and Son Group
ID Globally unique immutable Identifier	TA-6763-1793-2992	TA-6763-1793-2992
External ID Unique only within particular Hub	82401	82401
External UUID Globally unique ID	6bbb2a7f-a211-413f-a678-a9a944eb3c39	6bbb2a7f-a211-413f-a678-a9a944eb3c39
Tax ID Taxation identification number	CBD29G1CFW	CBD29G1CFW
Address		
Address Line 1 First line of the street address	Emory Mountains	Emory Mountains
Address Line 2 (Optional) second line of the street address	Russel Divide	Russel Divide

2. Confirm your decision by clicking **OK** in the following pop-up window.



Therefore, this request will be accepted and its interconnected tier account will be successfully updated.

Ignoring Requests

In case of an error, Vendors can assign the *Ignored* state to a tier account request. Note that ignoring updates and changes to a tier account will not revert or discard changes. However, ignoring these request can be especially useful to indicate errors and consolidate relevant tier account data. The following steps showcase how to ignore a tier account request.

1. Click the **Ignore** button from the **Tier Account Request Details** screen.



CloudBlue

Customers

HELP

12

Front Street Inc.
Vendor - Robert Balboa

← Tier Account request details

✓ ACCEPT

— IGNORE

Status

Request

Product

● Pending

TAR-6763-1793-2992-002-001

Tutorial Product
PRD-640-516-332

ACCOUNT DATA

DETAILS

SUBSCRIPTIONS

TIER CONFIGS

GENERAL

OLD DATA

NEW DATA

Company

Organization name

Feil Group

Feil and Son Group

ID

Globally unique immutable Identifier

TAR-6763-1793-2992

TAR-6763-1793-2992

External ID

Unique only within particular Hub

82401

82401

External UUID

Globally unique ID

6bbb2a7f-a211-413f-a678-a9a944eb3c39

6bbb2a7f-a211-413f-a678-a9a944eb3c39

Tax ID

Taxation identification number

CB029G1CFW

CB029G1CFW

Address

Address Line 1

First line of the street address

Emory Mountains

Emory Mountains

Address Line 2

(Optional) second line of the street address

Russel Divide

Russel Divide

2. Specify your reject reason within the following form.

CloudBlue

Customers

HELP

12

Front Street Inc.
Vendor - Robert Balboa

← Tier Account request details

✓ ACCEPT

— IGNORE

Status

Request

Product

● Pending

TAR-6763-1793-2992-002-001

Tutorial Product
PRD-640-516-332

ACCOUNT DATA

DETAILS

SUBSCRIPTIONS

TIER CONFIGS

GENERAL

OLD DATA

NEW DATA

Company

Organization name

Feil Group

Feil and Son Group

ID

Globally unique immutable Identifier

TAR-6763-1793-2992

TAR-6763-1793-2992

External ID

Unique only within particular Hub

82401

82401

External UUID

Globally unique ID

6bbb2a7f-a211-413f-a678-a9a944eb3c39

6bbb2a7f-a211-413f-a678-a9a944eb3c39

Tax ID

Taxation identification number

CB029G1CFW

CB029G1CFW

Address

Address Line 1

First line of the street address

Emory Mountains

Emory Mountains

Address Line 2

(Optional) second line of the street address

Russel Divide

Russel Divide

Ignore request

Reject reason

The company name is invalid.

28 / 255

CANCEL

OK

Thereafter, click **OK** to submit your message.

As a result, your tier account request will be switched to the *Ignored* state.