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Customers Interface



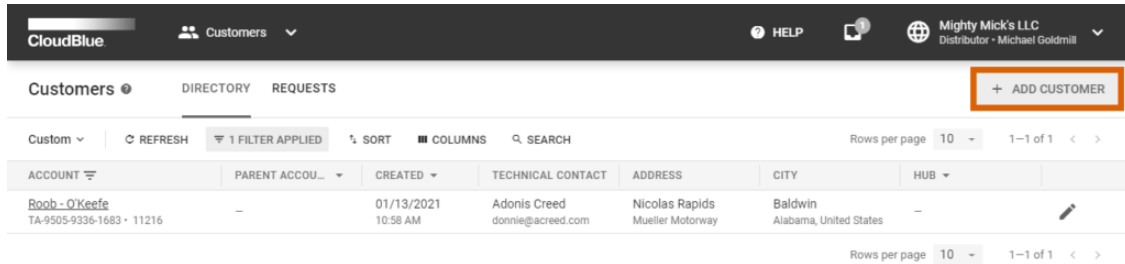
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Auto-generated at July 16, 2024

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.



The screenshot shows the CloudBlue Customers interface. At the top, there is a navigation bar with 'Customers' and 'REQUESTS' tabs. A '+ ADD CUSTOMER' button is highlighted with an orange border. Below the navigation bar, there is a table with columns: ACCOUNT, PARENT ACCOU..., CREATED, TECHNICAL CONTACT, ADDRESS, CITY, and HUB. The table contains one row for 'Robb - O'Keefe' with details: TA-9505-9336-1683 • 11216, -, 01/13/2021 10:58 AM, Adonis Creed donnie@acreed.com, Nicolas Rapids Mueller Motorway, Baldwin Alabama, United States, and -. The interface also includes a search bar, refresh button, and pagination controls.

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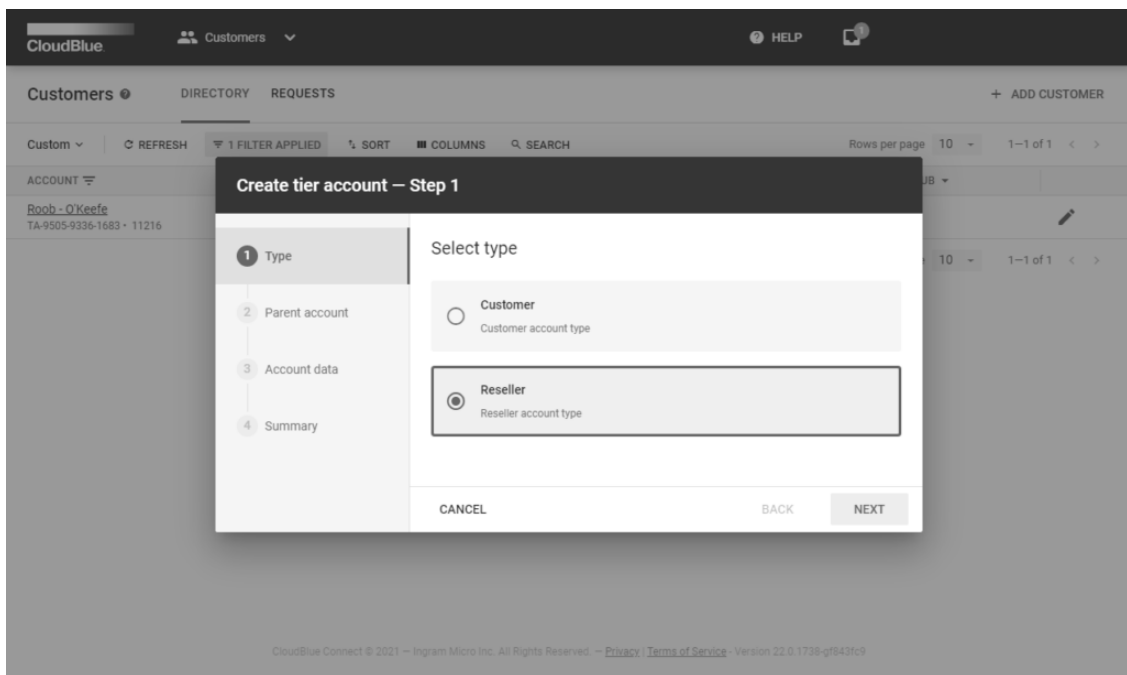
Information

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.

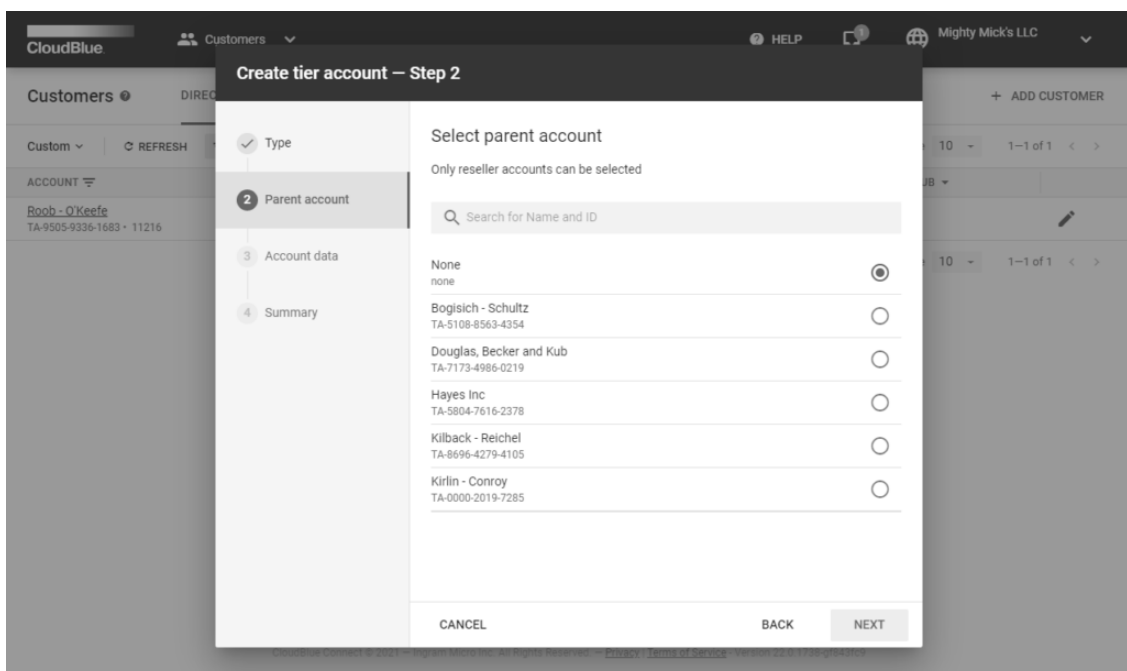


Click the **Next** button to continue.

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.



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

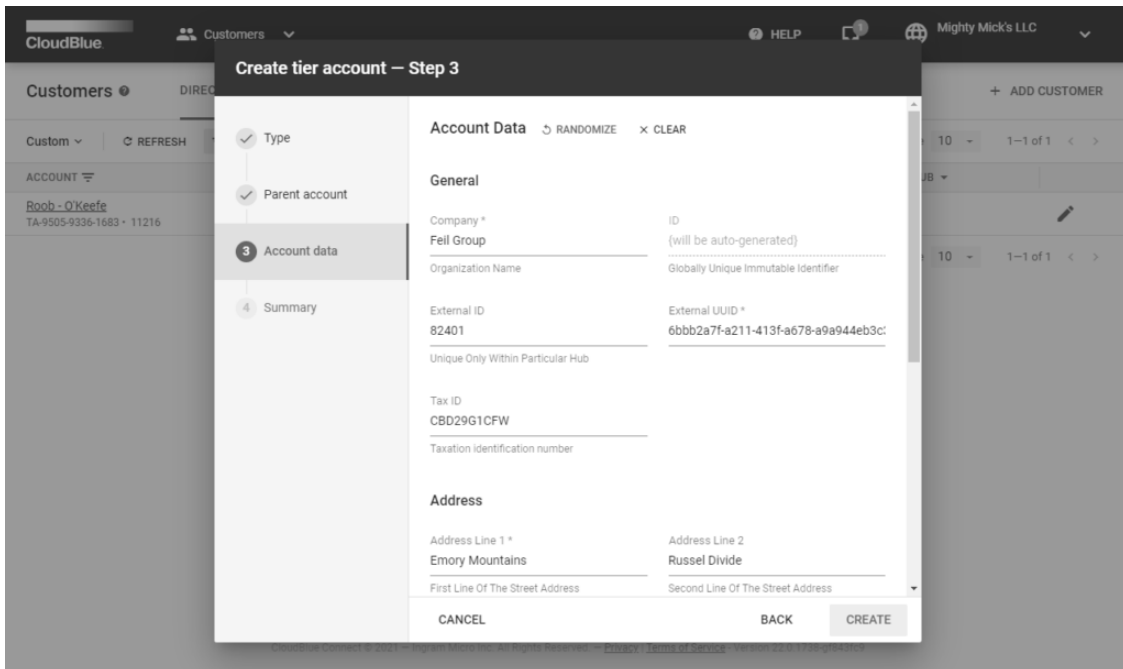
3. Account data

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.

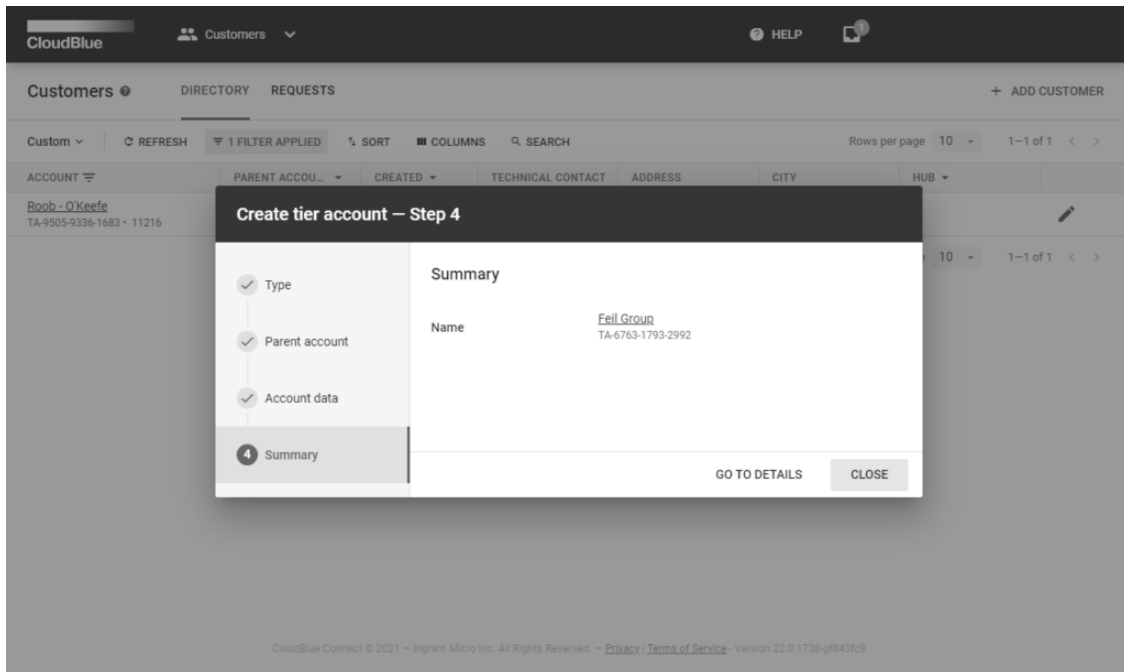
Click the **Clear** button to clear out all provided fields.



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

4. Summary

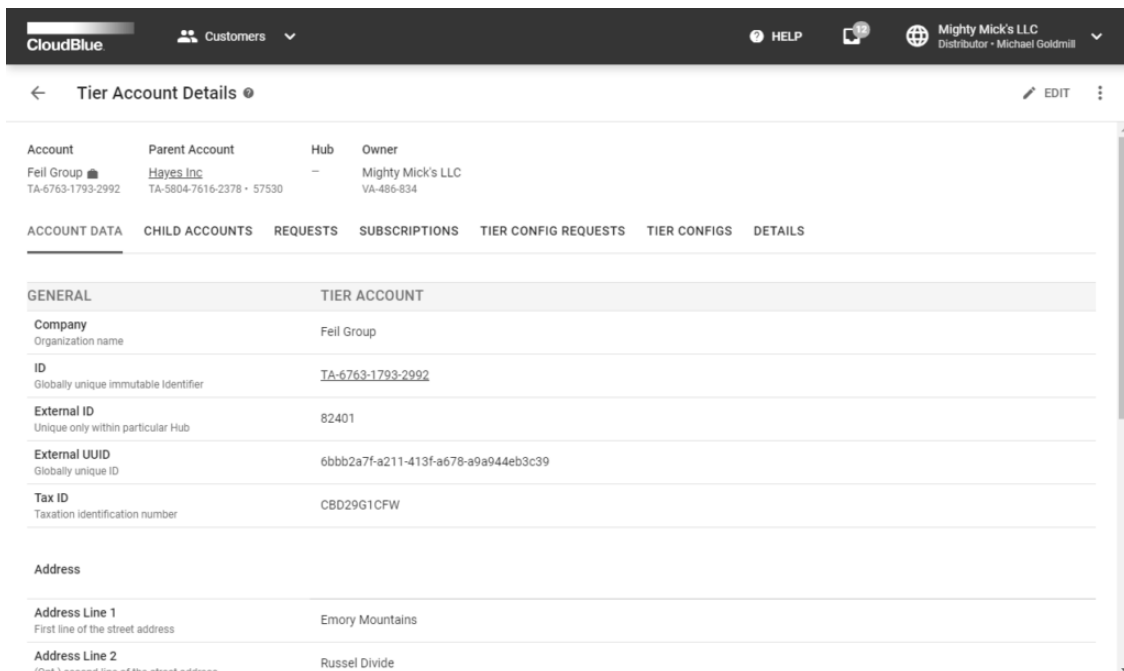
As a result, the system provides a summary once your tier account is successfully created.



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.

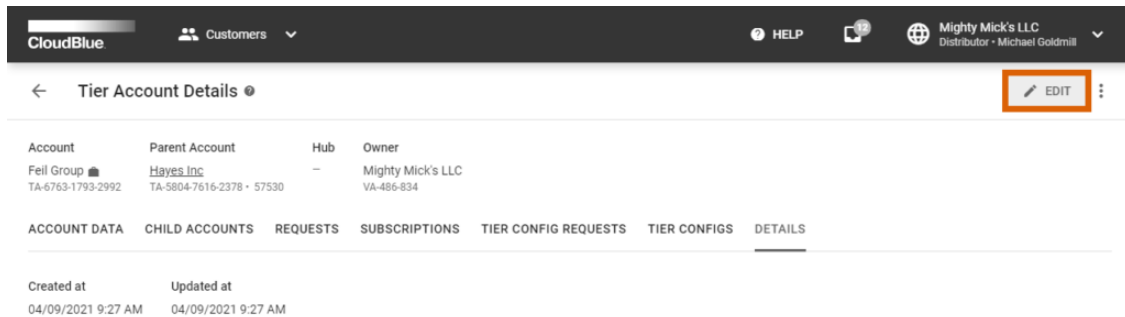
Furthermore, this screen provides various data within the following tabs:

- **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.



The screenshot shows the 'Tier Account Details' screen. At the top, there is a navigation bar with 'CloudBlue', 'Customers', 'HELP', and 'Mighty Mick's LLC Distributor - Michael Goldmill'. Below the navigation bar, there is a title bar with a back arrow, 'Tier Account Details', and an 'EDIT' button highlighted with a red box. The main content area displays account information in a table format:

Account	Parent Account	Hub	Owner
Feil Group TA-6763-1793-2992	Hayes Inc TA-5804-7616-2378 • 57530	-	Mighty Mick's LLC VA-486-834

Below the table, there are tabs for 'ACCOUNT DATA', 'CHILD ACCOUNTS', 'REQUESTS', 'SUBSCRIPTIONS', 'TIER CONFIG REQUESTS', 'TIER CONFIGS', and 'DETAILS'. The 'DETAILS' tab is currently selected. Under the 'DETAILS' tab, there is a section for 'Created at' and 'Updated at' with the following values:

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

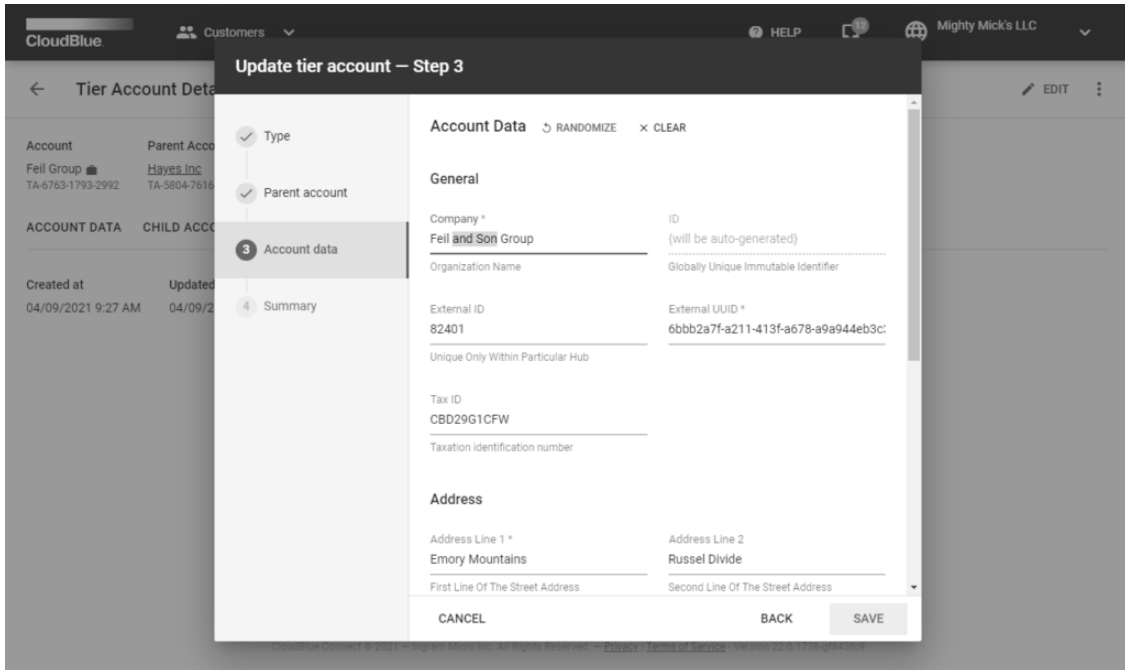
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2. Update your tier account information within the **Account data** form.



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.



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

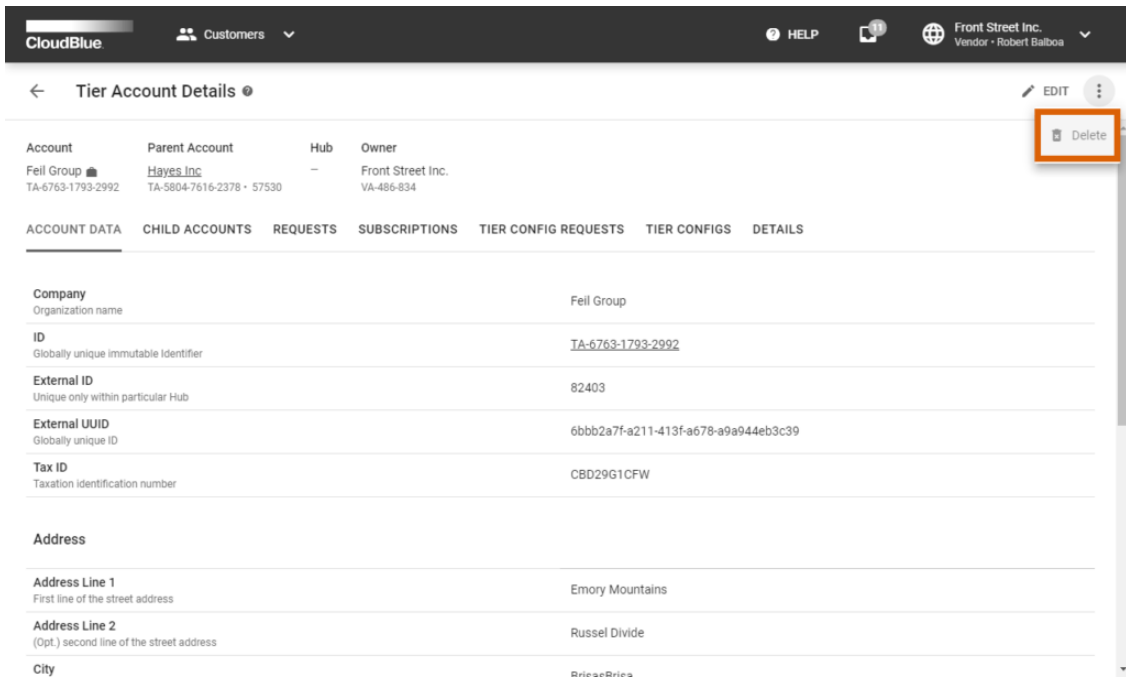
Vendors and Providers can remove a tier account by accessing the **Tier Account Details** screen. Note that deleted tier account data cannot be restored. The following steps showcase how to delete a tier account on the Connect platform.



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.

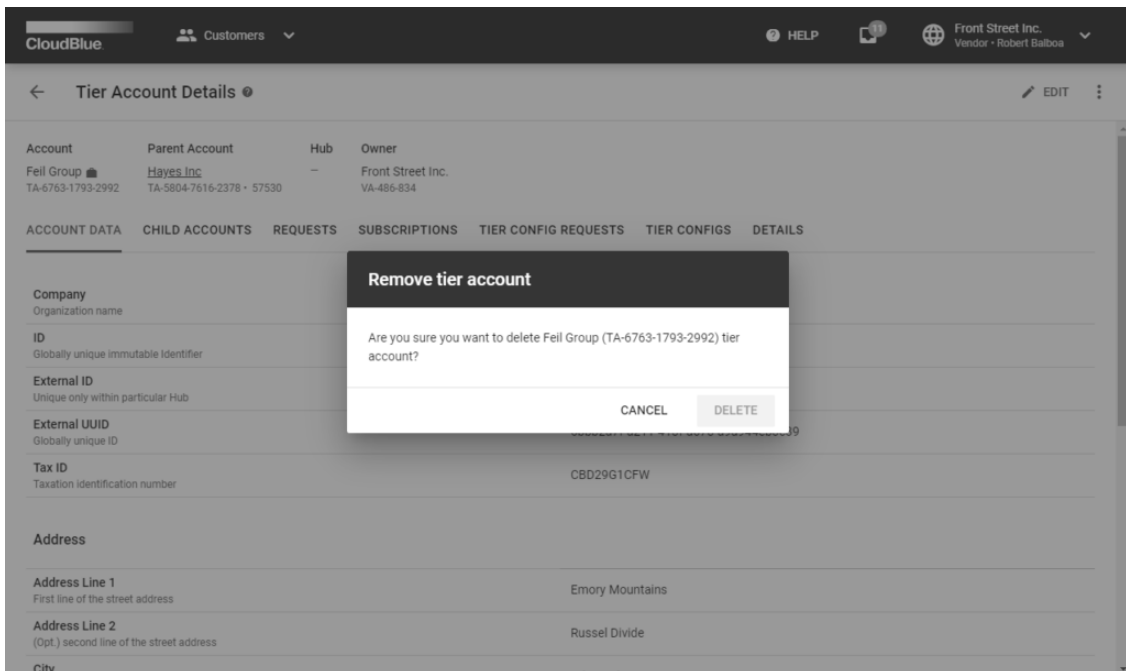


The screenshot shows the 'Tier Account Details' page for 'Feil Group'. The page includes a header with 'CloudBlue', 'Customers', 'HELP', and 'Front Street Inc. Vendor - Robert Balboa'. The main content area displays account information and a table of details. A red box highlights the 'Delete' button in the top right corner.

Account	Parent Account	Hub	Owner
Feil Group TA-6763-1793-2992	Hayes Inc TA-5804-7616-2378 - 57530	-	Front Street Inc. VA-486-834

ACCOUNT DATA	CHILD ACCOUNTS	REQUESTS	SUBSCRIPTIONS	TIER CONFIG REQUESTS	TIER CONFIGS	DETAILS
Company Organization name		Feil Group				
ID Globally unique immutable Identifier		TA-6763-1793-2992				
External ID Unique only within particular Hub		82403				
External UUID Globally unique ID		6bbb2a7f-a211-413f-a678-a9a944eb3c39				
Tax ID Taxation identification number		CBD29G1CFW				
Address						
Address Line 1 First line of the street address		Emory Mountains				
Address Line 2 (Opt.) second line of the street address		Russel Divide				
City		Briarcliff				

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

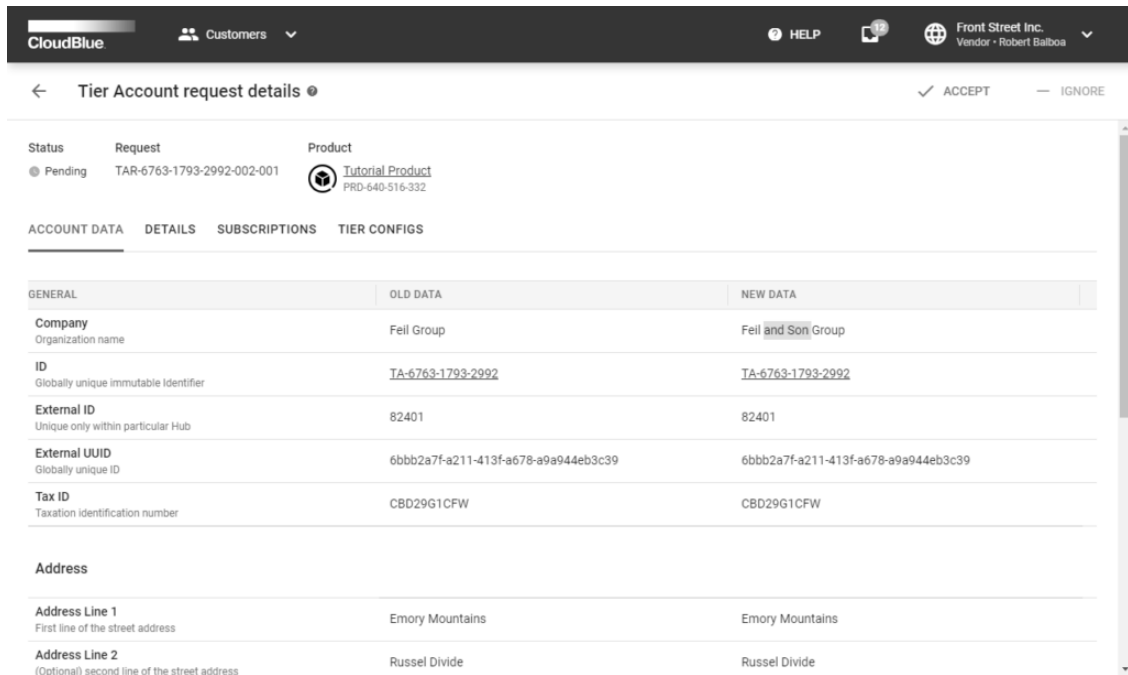


The screenshot shows the 'Tier Account Details' page with a 'Remove tier account' pop-up window. The pop-up asks 'Are you sure you want to delete Feil Group (TA-6763-1793-2992) tier account?' and has 'CANCEL' and 'DELETE' buttons.

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.



GENERAL	OLD DATA	NEW DATA
Company Organization name	Fell Group	Fell 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

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**.



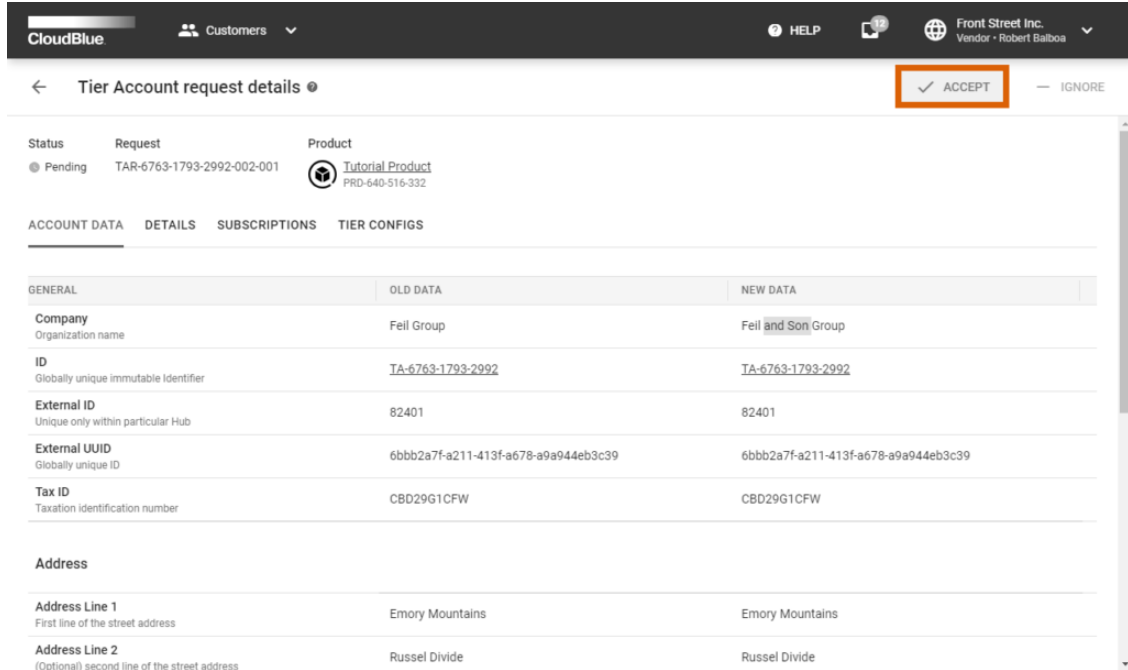
Unsupported Requests

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.

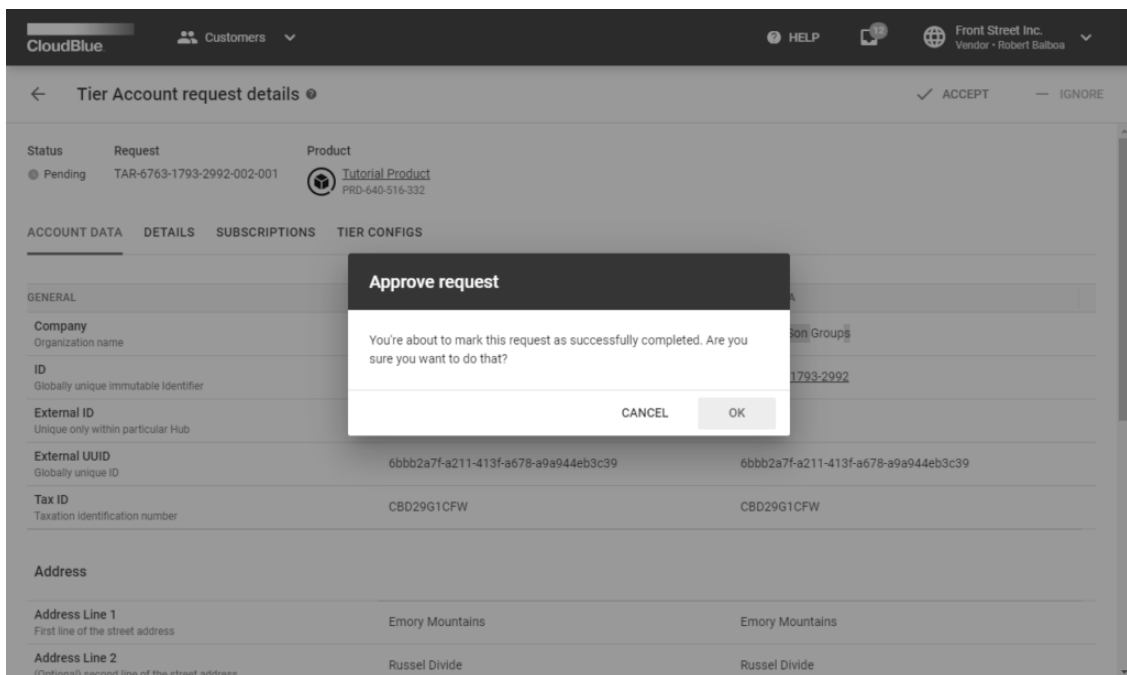


The screenshot shows the 'Tier Account request details' screen in the CloudBlue interface. At the top right, there are navigation links for 'HELP', a notification icon, and the user profile 'Front Street Inc. Vendor - Robert Balboa'. The main header includes a back arrow, the page title 'Tier Account request details', and two buttons: 'ACCEPT' (highlighted with a red box) and 'IGNORE'.

Below the header, the request status is 'Pending' with a 'Request' ID of 'TAR-6763-1793-2992-002-001' and a 'Product' named 'Tutorial Product' (PRD-640-516-332). There are four tabs: 'ACCOUNT DATA', 'DETAILS', 'SUBSCRIPTIONS', and 'TIER CONFIGS'. The 'ACCOUNT DATA' tab is active, showing a comparison table between 'OLD DATA' and 'NEW DATA'.

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.

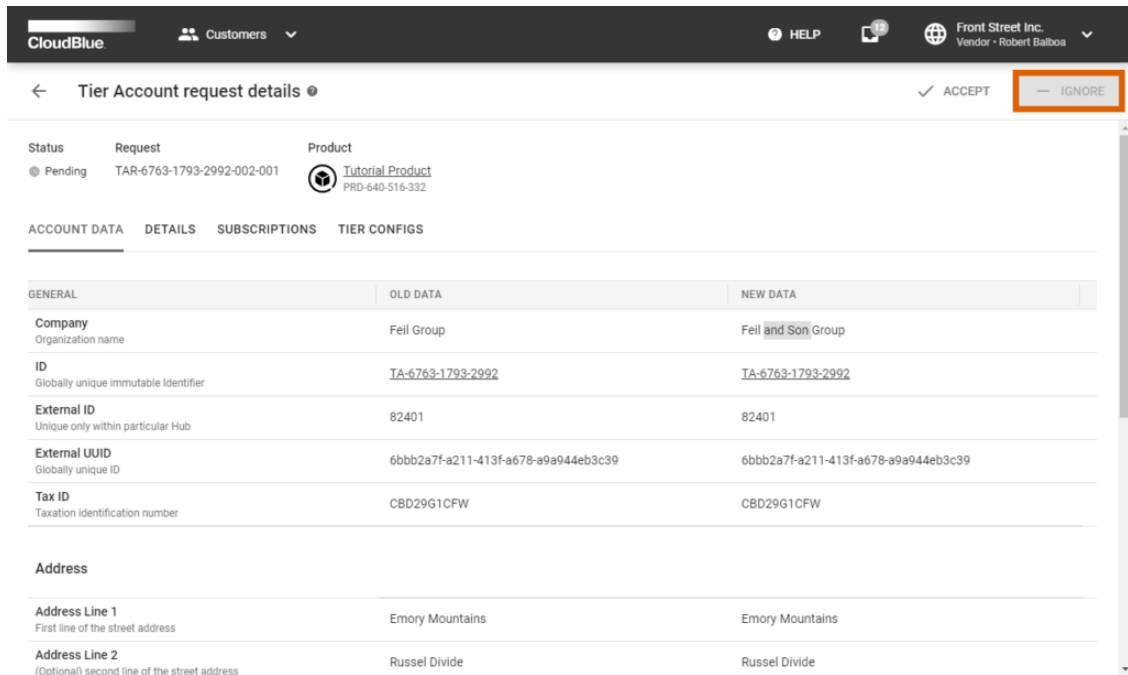


Therefore, this request will be accepted and its interconnected tier account will be successfully updated.

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: Pending Request: TAR-6763-1793-2992-002-001 Product: Tutorial Product PRD-640-516-332

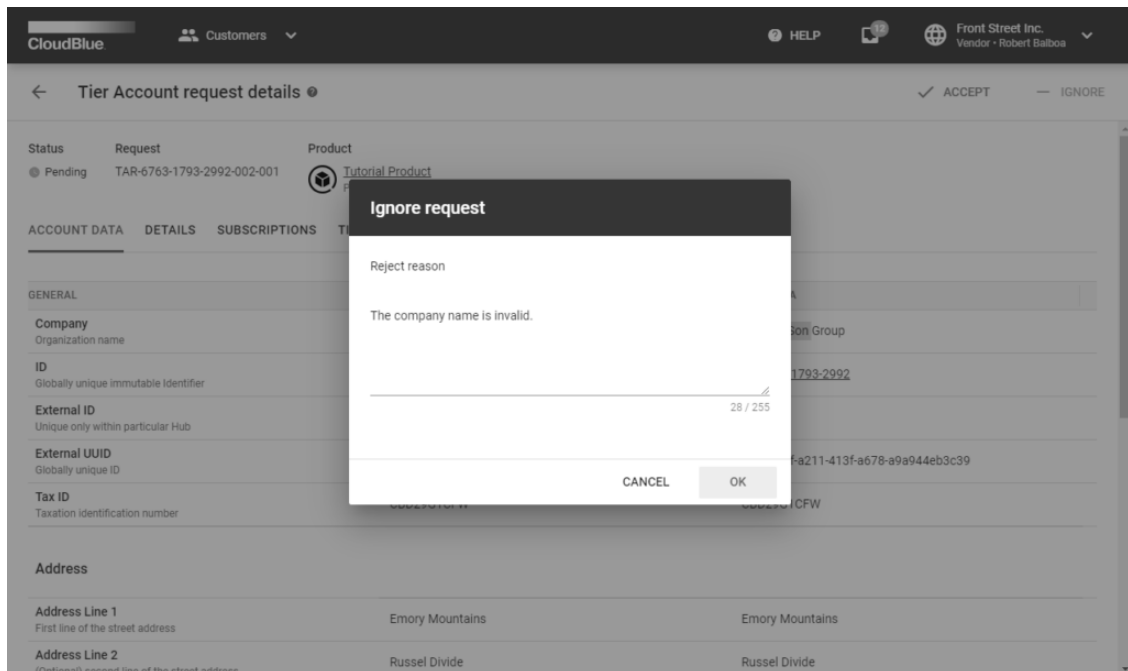
ACCOUNT DATA DETAILS SUBSCRIPTIONS TIER CONFIGS

GENERAL	OLD DATA	NEW DATA
Company Organization name	Fell Group	Fell 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. 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: Pending Request: TAR-6763-1793-2992-002-001 Product: Tutorial Product PRD-640-516-332

ACCOUNT DATA DETAILS SUBSCRIPTIONS TIER CONFIGS

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.