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Documentation 💌 Modules 💌 Tier Config 💌

Tier Config Interface

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This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

Auto-generated at July 3, 2025

The following describes provided user interface and provides available operations within the Tier Config module on the CloudBlue Connect platform.

Tier Config Details

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Click on your <u>tier configuration ID</u> from the **Directory** tab to access the **Tier Config Details** screen.

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External ID Unique only within particular Hub	26514				_
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Tier config ID Unique ID of Tier Configuration	TC-596-055-181				
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The **Tier Config Details** screen provides general tier configuration information, such as its **Status**, **Config** ID, associated **Request in Progress**, **Tier account** and its **level**, specified **Product** and **Marketplace**.

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

- **Control Panel**: This tab displays a *Tier Approved* message once a tier request is fulfilled. Change this message via the Embedding section from your product profile page.
- Parameters: Access this tab to view specified Ordering or Fulfillment parameters.
- **Details**: This tab displays your associated Distributor/Vendor account and the connection ID. Furthermore, this tab provides business details, such as contract name, contract creation/update date and its ID.
- Tiers: Examine your reseller information via this tab.
- Requests: Access this tab to view associated tier requests and their details.
- Subscriptions: This tab displays associated subscriptions and their details.

Updating Tier Configuration

In case a tier configuration is successfully activated, **Tier Config Details** allows creating update tier requests to change this configuration. Follow the steps below to create a tier configuration update request.



Access your created update tier request via the **Requests** tab of the **Tiers Config** module. Refer to the Tiers Requests documentation and learn how to approve or reject tier requests.

Click the **Update** button from the **Tier Config Details** screen. Thus, the system will launch a tier config update wizard.

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Follow the wizard steps to successfully update your tier configuration.

1. Overview

Get familiar with the following tier configuration overview.

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Click the **Next** button to continue.

2. Tier Parameters

Fill out the following Tier Parameters form. Note that this form varies depending on your selected

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		ZIP or Postal Code				
		CANCEL	BACK	CREATE UPDATE REQUEST		

Click the **Create Update Request** button to create a corresponding tier request.



3. Summary

The system provides a summary that displays a tier account, tier configuration, tier requests.

 Tier Config Detail 	2.0					
	Change Tier config -	Step 3				
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Click **Close** after reviewing this summary.

Thus, your update tier request will be successfully created. This tier request can be approved or rejected by following guidelines below.

Tier Request Details

Click on your <u>tier request ID</u> from the **Requests** tab to access the **Tier Request Details** screen.

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Address Line 2 (Optional) second line of the street address	Marta Hills					

The **Tier Request Details** screen displays general tier request data, such as its **Status**, **Request** ID, associated **Tier Configuration**, specified **Product** and **Marketplace**. This screen also contains **Notes** that display system messages and provides a communication model for Partners.

Additionally, **Tier Request Details** provides various information within the following tabs:

- **Parameters**: This tab contains specified *Ordering* or *Fulfillment* parameters. Vendors can specify parameters by using this tab. Note that Vendors can also inquire data of these parameters from Distributors.
- **Details**: This tab indicates the Distributor/Vendor accounts and the connection ID. Furthermore, this tab provides business details, such as contract name, contract creation/update date and its ID.
- Tiers: Examine your reseller information via this tab.
- Request Chains: Use this tab to examine request chains and their details.
- **Configuration**: Access specified configuration parameters and their details via this tab.

Note that the **Assignee** field allows selecting an assignee for the following operations. In case assignee is not selected and this field displays **Not Assigned**, the system assigns an operator automatically.

Approving Tier Requests

Vendors can approve *pending* tier requests by accessing **Tier Request Details**. Follow the steps below to successfully approve a tier request and activate a tier configuration.

1. Click the **Approve** button from the **Tier Request Details** screen.

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2. Select your Tier Approved activation template in the following form.



3.. Click the **Approve** button to activate your tier request. Thus, the system will transfers this tier request to the **Approved** state.

← Tier request details			APPROVE	CH SET 1	TO PENDIN	G \varTheta Ro	obert Balboa 🔻
Status Request	Tier Config F	Product	Marketplace		NOTES	0-918-648-204-	1-971-163-677
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Note that the system will also switch the status of your tier configuration to Active.

Rejecting Tier Requests

In case of an unrecoverable error, Vendors or Distributors can reject a request from **Tier Request Details**. Follow the steps below to reject a tier request.



1. Click on the vertical ellipsis (:) icon from top right corner of the **Tier Request Details** screen.

CloudBlue.	💵 Tier Config 🗸 🗸					HELP	CP.	Front Street Inc. Vendor • Robert Balboa	~
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							Т 1	ier Config Request TCR-596 81-001 created. State set to	-055
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2. Click the appeared **Reject** button.



3. Leave a failed request note and click the **Apply** button.

×

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Ordering		of follow	4		
Tutorial Tier Config P Tutorial Tier Configuratio	Please provide the reason for requi	rat ranning.			
		CANCEL APPLY	·		
			В	I 👄	

Therefore, your tier request will be rejected and the system will transfer this request to the Failed state.

Inquiring parameter data

In case provided parameter data in a tier request is not valid, the system allows inquiring necessary information via **Tier Request Details**. Therefore, the system transfers your pending tier requests to the *Inquiring* state. Follow the steps below to inquire invalid parameter data.



Note

The Connect platform prompts to specify inquired parameter data via a specific form that can be obtained from a **system email**. Once a tier request is assigned to the *Inquiring* state, the system sends an email to provided tier contacts. Thus, this email contains a link that redirects to the required form.

1. Click the Edit button next to your parameter from the Tier Request Details screen.

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Pending OF TCR-596-055-181-001 TC-596-055-181 Level 1	PRD-404-832-779 Tutorial Marketplace			March 23, 2021	
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2. Check the **Require changes** checkbox to enter your error message.

	Ordering parameters				
Status Request					4-971-163-677
Pending TCR-5 Setup	Values			Selected parameter properties	h 23 2021
	Tutorial Tier Config Param			Name	
PARAMETERS DETAIL	Enter your error message here.			Tutorial Tier Config Param Tutorial Tier Configuration Parameter	Rober
	Address Line 1			Description	Request TCR-596-0 eated. State set to
Tier 1 T0-596-055-181	Address Line 1			This is a tutorial tier configuration parameter.	
	First Line Of The Street Address				
Orderlag	Address Line 2			Require changes	
Ordering	First Line Of The Street Address			Error message *	
Tutorial Tier Config P	City	State		Enter your error message here.	_
	City, Town Or Village Name	State, Province or Region			_
	ZIP Code	Country			
	ZIP or Postal Code		•		
				1	
		CANCEL	SAVE		

Enter your message and click **Save** to continue.

3. Click on the vertical ellipsis (:) icon from top right corner of the **Tier Request Details** screen. Thereafter, click the **Inquire** button.

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4. Click **Ok** to confirm your decision from the pop-up window.

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Therefore, the system will transfer your tier request to the *Inquiring* state and your Distributor will be asked to specify required parameter data. Note that once this data is specified, the system transfers your tier request to the *Pending* state.

Tiers Setup state

Note that T1-level requests could be assigned to the Tier Setup state. In case a required tier request is assigned to this state, its

interconnected T2-level request should be located and processed by Vendors.

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Once your T2-level request is successfully approved, your tier request switches from the *Tiers Setup* state to the *Pending* status. Thereafter, the system enables Vendors to process required T1-level request.

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In case T2-level request is rejected, it is impossible to approve T1-level request. Therefore, it is necessary to create a tier configuration and tier requests once again. Note that the system also allows Vendors and Distributors to reject request in the *Tier Setup* state.