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[Documentation](#) [Modules](#) [Tier Config](#)

# Tier Config Interface



This article has been generated from the online version of the documentation and might be out of date.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 November 21, 2024



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

## Tier Config Details

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

CloudBlue

Tier Config

HELP

Front Street Inc.  
Vendor • Robert Balboa

← Tier Config Details

Status

Config

Request In Progress

Tier

Product

Marketplace

● Processing

TC-596-055-181

[TCR-596-055-181-001](#)  
Setup

Tier 1  
[TA-0000-2019-7285](#)

[Tutorial Product](#)  
PRD-404-832-779

[Tutorial Marketplace](#)  
MP-38661

CONTROL PANEL

PARAMETERS

DETAILS

TIERS

REQUESTS

SUBSCRIPTIONS

Please wait while your request is being fulfilled.



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CloudBlue

Tier Config

HELP

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← Tier Config Details

UPDATE

Status

Config

Request In Progress

Tier

Product

Marketplace

● Active

TC-301-208-404

–

Tier 2  
[TA-7173-4986-0219](#)

[Tutorial Product](#)  
PRD-640-516-332

[Tutorial Marketplace](#)  
MP-38661

CONTROL PANEL

PARAMETERS

DETAILS

TIERS

REQUESTS

SUBSCRIPTIONS

Sample Template For Tutorial Tier Configuration

This template is used to share details of the successful setup configuration of reseller of 2nd level.

This template uses [Markdown](#) syntax and allows to use Parameters of the product which have scope 'Tier 2'.

You can also embed pictures like the one below:



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Tier Config

HELP

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← Tier Config Details

Status

Config

Request In Progress

Tier

Product

Marketplace

Processing

TC-596-055-181

[TCR-596-055-181-001](#)  
Setup

Tier 1  
[TA-0000-2019-7285](#)

[Tutorial Product](#)  
PRD-404-832-779

Tutorial Marketplace  
MP-38661

CONTROL PANEL

PARAMETERS

DETAILS

TIERS

REQUESTS

SUBSCRIPTIONS

Tier 1

TC-596-055-181

Ordering

VIEW

Tier Config Param  
Tutorial Tier Config Parameter

—

Fulfillment

None



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Tier Config

HELP

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← Tier Config Details

Status

Config

Request In Progress

Tier

Product

Marketplace

Processing

TC-596-055-181

[TCR-596-055-181-001](#)  
Setup

Tier 1  
[TA-0000-2019-7285](#)

[Tutorial Product](#)  
PRD-404-832-779

Tutorial Marketplace  
MP-38661

CONTROL PANEL

PARAMETERS

DETAILS

TIERS

REQUESTS

SUBSCRIPTIONS

Provider

Hub

Connection

[Mighty Mick's LLC](#)  
PA-995-631

—

CT-5315-4815

Business

Contract

Tutorial Contract  
96210-44661-30718

Created at

Updated at

03/23/2021 5:14 AM

03/23/2021 5:14 AM



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Tier Config

HELP

Front Street Inc.  
Vendor - Robert Balboa

← Tier Config Details

StatusProcessing

ConfigTC-596-055-181

Request In ProgressTCR-596-055-181-001  
Setup

TierTier 1  
TA-0000-2019-7285

ProductTutorial Product  
PRD-404-832-779

MarketplaceTutorial Marketplace  
MP-38661

CONTROL PANEL

PARAMETERS

DETAILS

TIERS

REQUESTS

SUBSCRIPTIONS

GENERAL

T1 RESELLER

Company

Organization name

Kirlin - Conroy

ID

Globally unique immutable Identifier

TA-0000-2019-7285

External ID

Unique only within particular Hub

26514

External UUID

Globally unique ID

f3ab6f22-f8ea-4510-a8f6-f3bc7b9f7e6c

Tier config ID

Unique ID of Tier Configuration

TC-596-055-181

Tax ID

Taxation identification number

-

Address



CloudBlue

Tier Config

HELP

Front Street Inc.  
Vendor - Robert Balboa

← Tier Config Details

StatusProcessing

ConfigTC-596-055-181

Request In ProgressTCR-596-055-181-001  
Setup

TierTier 1  
TA-0000-2019-7285

ProductTutorial Product  
PRD-404-832-779

MarketplaceTutorial Marketplace  
MP-38661

CONTROL PANEL

PARAMETERS

DETAILS

TIERS

REQUESTS

SUBSCRIPTIONS

All requests

REFRESH

FILTER

1 SORT APPLIED

COLUMNS

Rows per page10

1-1 of 1

REQUEST

CREATED

UPDATED

ASSIGNEE

STATUS

TCR-596-055-181-001  
Setup

03/23/2021  
5:14 AM

03/23/2021  
5:14 AM

-

Pending

Rows per page10

1-1 of 1





CloudBlue

Tier Config

HELP

Front Street Inc.  
Vendor - Robert Balboa

← Tier Config Details

Status

Config

Request In Progress

Tier

Product

Marketplace

Processing

TC-596-055-181

TCR-596-055-181-001  
Setup

Tier 1  
TA-0000-2019-7285

Tutorial Product  
PRD-404-832-779

Tutorial Marketplace  
MP-38661

CONTROL PANEL

PARAMETERS

DETAILS

TIERS

REQUESTS

SUBSCRIPTIONS

Subscriptions from this month

REFRESH

1 FILTER APPLIED

1 SORT APPLIED

COLUMNS

Rows per page 10

1—2 of 2

SUBSCRIPTION	CUSTOMER	PERIOD	NEXT BILL	CREATED	STATUS
AS-1468-5501-4683 External ID: GW4N45116Z	Spencer Inc TA-2529-5977-9452	1 month	—	03/23/2021 6:57 AM	Processing

Rows per page 10

1—2 of 2

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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.



Tier requests



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.

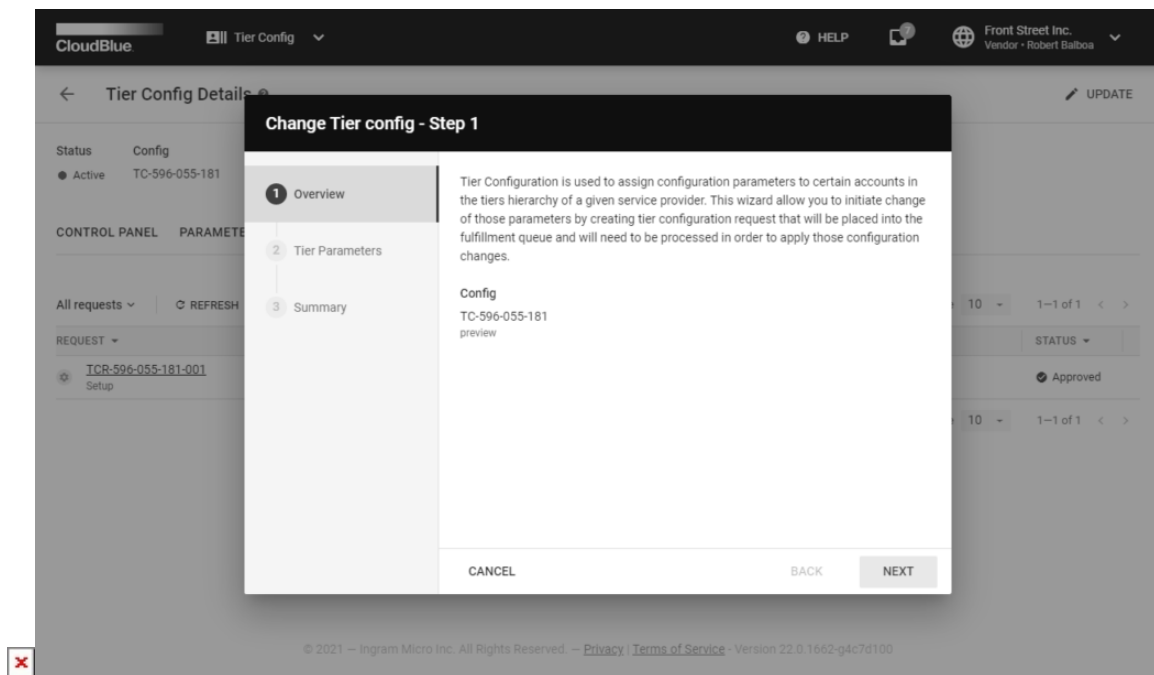
REQUEST	CREATED	UPDATED	ASSIGNEE	STATUS
TCR-596-055-181-001 Setup	03/23/2021 5:14 AM	03/24/2021 8:55 AM	Robert Balboa	Approved



Follow the wizard steps to successfully update your tier configuration.

## 1. Overview

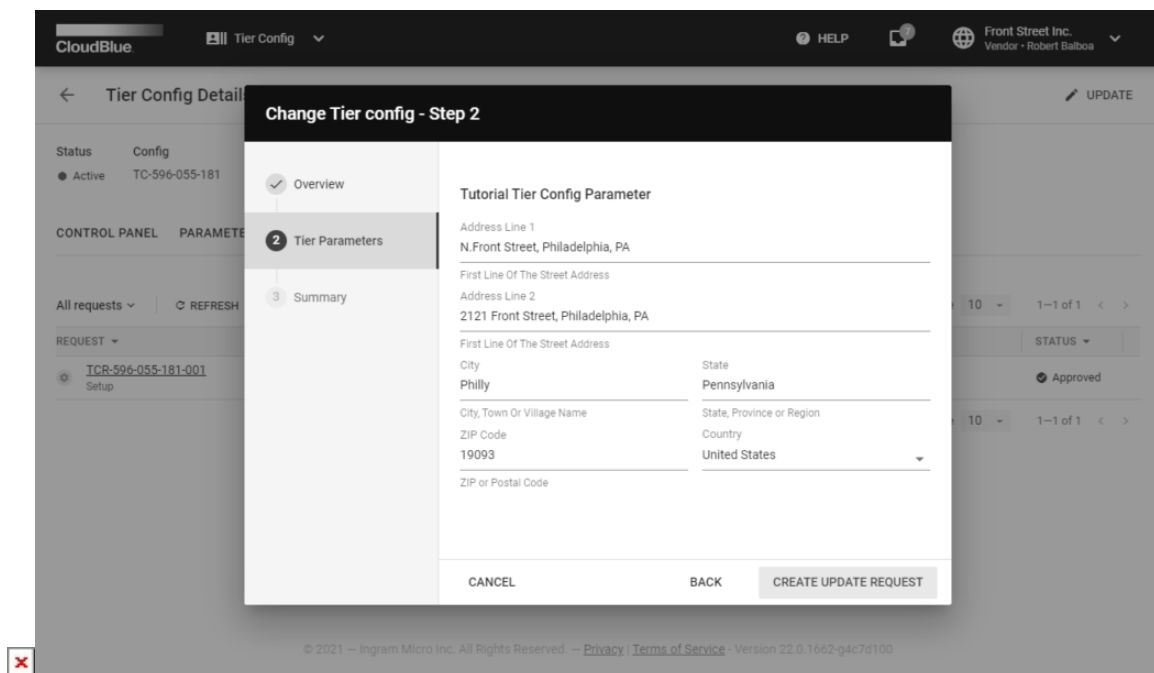
Get familiar with the following tier configuration overview.



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

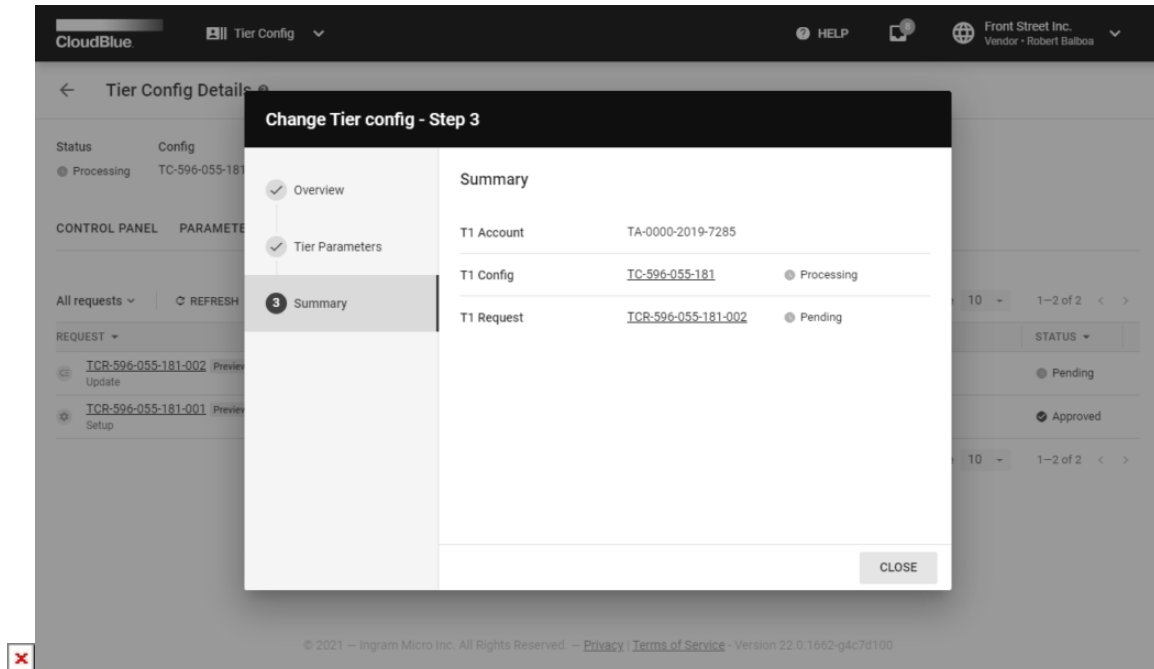


Click the **Create Update Request** button to create a corresponding tier request.



### 3. Summary

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



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 tier request ID from the **Requests** tab to access the **Tier Request Details** screen.





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Tier Config

HELP

Front Street Inc.  
Vendor - Robert Balboa

Tier request details

APPROVE

SET TO PENDING

Not assigned

Status

Request

Tier Config

Product

Marketplace

Pending

TCR-596-055-181-001  
Setup

TC-596-055-181  
Level 1

Tutorial Product  
PRD-404-832-779

Tutorial Marketplace  
MP-38661

PARAMETERS

DETAILS

TIERS

REQUESTS CHAIN

CONFIGURATION

Tier 1

TC-596-055-181

Ordering

EDIT

Tutorial Tier Config P...

Tutorial Tier Configuratio...

Fulfillment

None

NOTES

CO-918-648-204-971-163-677

March 23, 2021

Robert Balboa

Tier Config Request TCR-596-055-181-001 created. State set to pending.

5:14 AM

B

I

↩

Write a message...

→

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CloudBlue

Tier Config

HELP

Front Street Inc.  
Vendor - Robert Balboa

Tier request details

APPROVE

SET TO PENDING

Not assigned

Status

Request

Tier Config

Product

Marketplace

Pending

TCR-596-055-181-001  
Setup

TC-596-055-181  
Level 1

Tutorial Product  
PRD-404-832-779

Tutorial Marketplace  
MP-38661

PARAMETERS

DETAILS

TIERS

REQUESTS CHAIN

CONFIGURATION

Provider

Hub

Connection

Vendor

Mighty Mick's LLC  
PA-995-631

—

Tutorial  
CT-0000-0000-0001

Front Street Inc.  
VA-486-834

Business

Contract

Tutorial Contract

CRD-00000-00000-00001

Created at

Pending at

Updated at

03/23/2021 5:14 AM

03/23/2021 5:14 AM

03/23/2021 5:14 AM

NOTES

CO-918-648-204-971-163-677

March 23, 2021

Robert Balboa

Tier Config Request TCR-596-055-181-001 created. State set to pending.

5:14 AM

B

I

↩

Write a message...

→

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CloudBlue Tier Config

HELP Front Street Inc. Vendor - Robert Balboa

Tier request details

APPROVE SET TO PENDING Not assigned

Status	Request	Tier Config	Product	Marketplace
Pending	TCR-596-055-181-001 Setup	TC-596-055-181 Level 1	Tutorial Product PRD-404-832-779	Tutorial Marketplace MP-38661

PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

GENERAL T1 RESELLER

Company Organization name	Kirlin - Conroy
ID Globally unique immutable Identifier	TA-0000-2019-7285
External ID Unique only within particular Hub	26514
External UUID Globally unique ID	f3ab6f22-f8ea-4510-a8f6-f3bc7b9f7e6c
Tax ID Taxation identification number	—

Address

Address Line 1 First line of the street address	Ernesto Land
Address Line 2 (Optional) second line of the street address	Marta Hills

NOTES CO-918-648-204-971-163-677

March 23, 2021

Robert Balboa

Tier Config Request TCR-596-055-181-001 created. State set to pending.

5:14 AM

B I Write a message...

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:

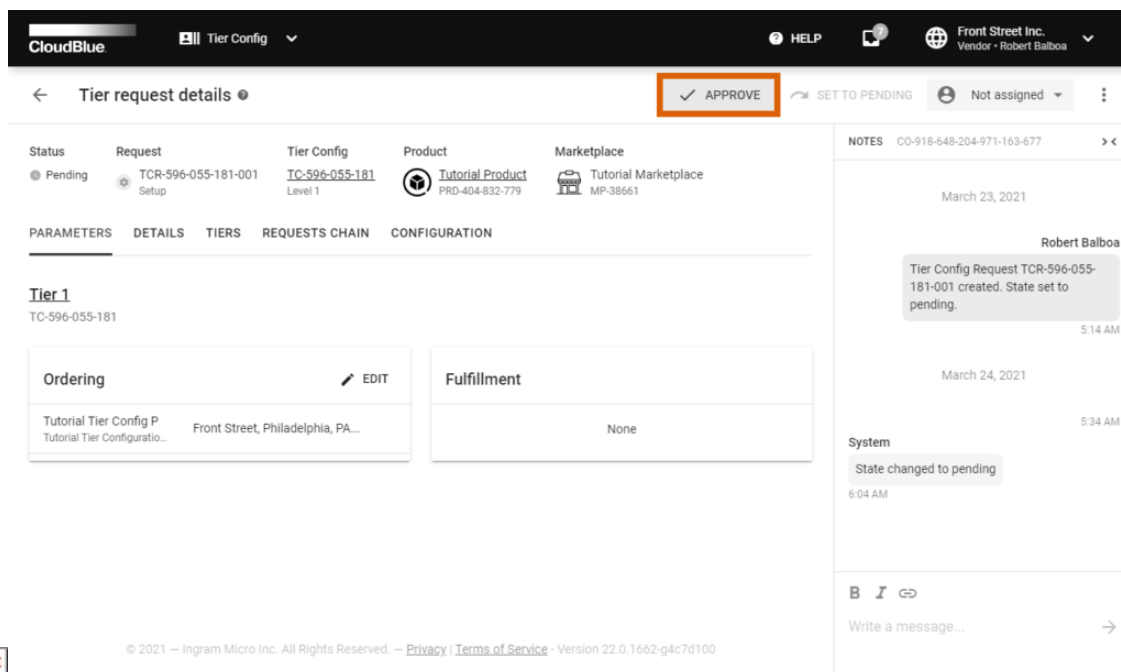
- **Parameters:** This tab contains specified *Ordering* or *Fulfillment* parameters. Vendors can specify parameters by using this tab. Note that Vendors can also inquire data of these parameters from Distributors.
- **Details:** This tab indicates the Distributor/Vendor accounts and the connection ID. 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.

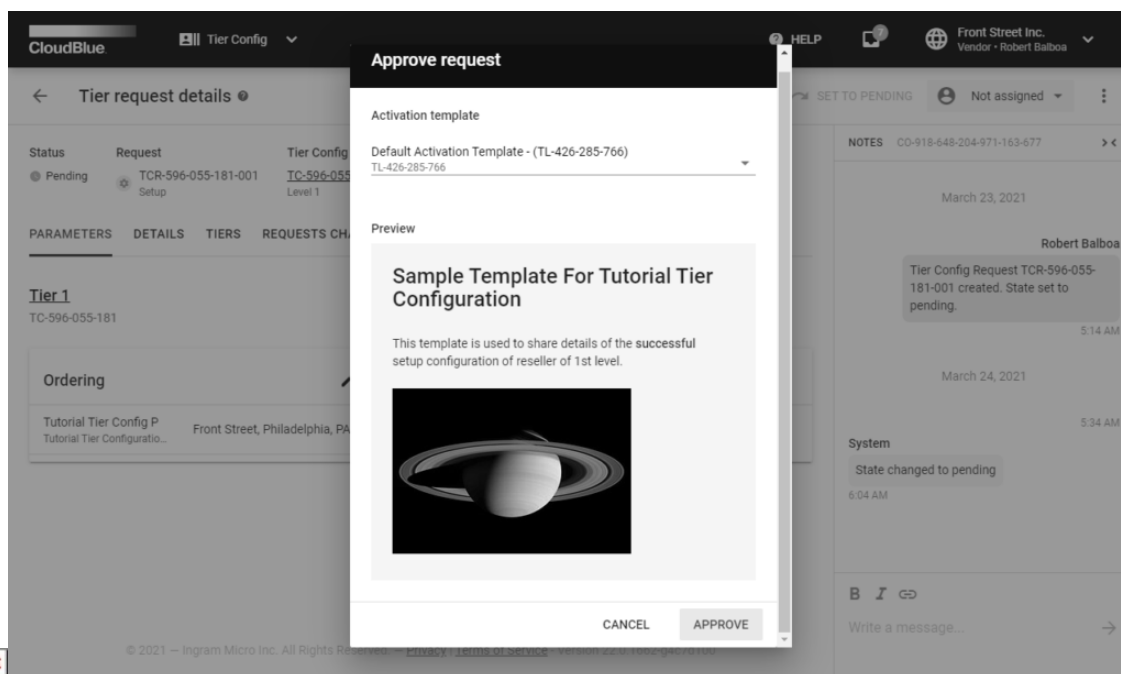
## Approving Tier Requests

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.



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 transfer this tier request to the **Approved** state.



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.



### Information

Note that rejected tier requests cannot be restored. However, once a tier request is rejected, it is possible to update its associated tier configuration from the Tier Config Details screen.

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



CloudBlue Tier Config

Tier request details

APPROVE SET TO PENDING Not assigned

Status: Pending Request: TCR-596-055-181-001 Setup Tier Config: TC-596-055-181 Level 1 Product: Tutorial Product PRD-404-832-779 Marketplace: Tutorial Marketplace MP-38661

PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

PARAMETER	SCOPE	ITEM	VALUE
No data available			

NOTES CO-918-648-204-971-163-677

March 23, 2021

Robert Balboa

Tier Config Request TCR-596-055-181-001 created. State set to pending.

5:14 AM

Write a message...

2. Click the appeared **Reject** button.

CloudBlue Tier Config

Tier request details

APPROVE SET TO PENDING Not assigned INQUIRE REJECT

Status: Pending Request: TCR-596-055-181-001 Setup Tier Config: TC-596-055-181 Level 1 Product: Tutorial Product PRD-404-832-779 Marketplace: Tutorial Marketplace MP-38661

PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

PARAMETER	SCOPE	ITEM	VALUE
No data available			

NOTES CO-918-648-204-971-163-677

March 23, 2021

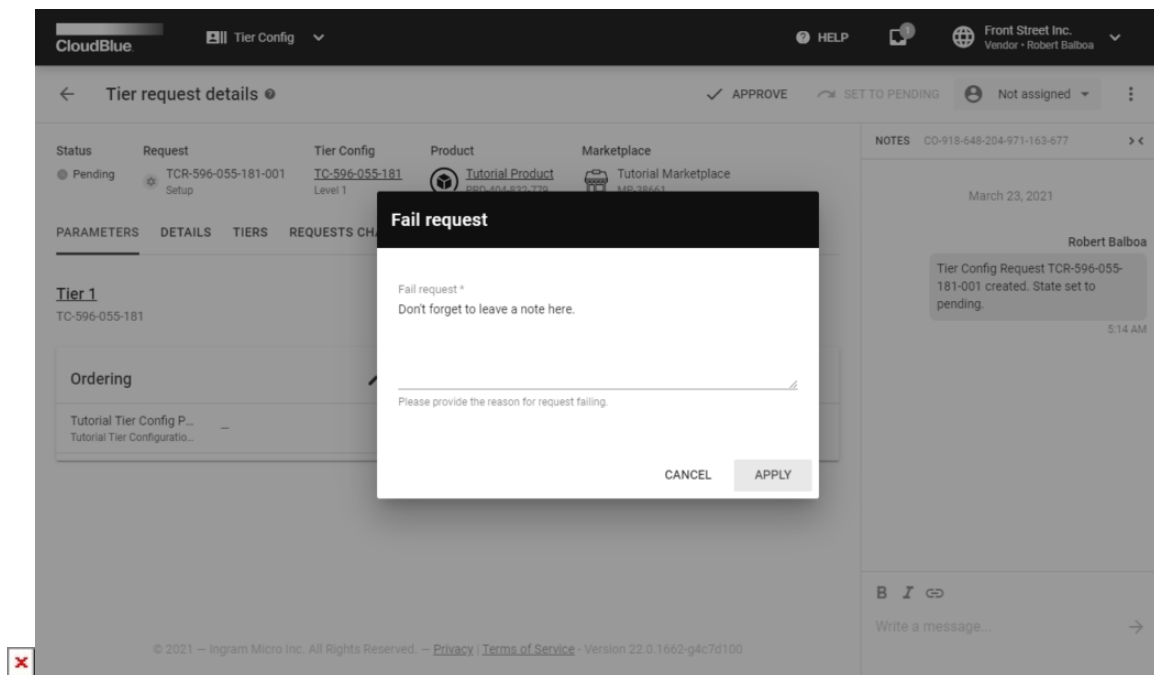
Robert Balboa

Tier Config Request TCR-596-055-181-001 created. State set to pending.

5:14 AM

Write a message...

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



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

## Inquiring parameter data

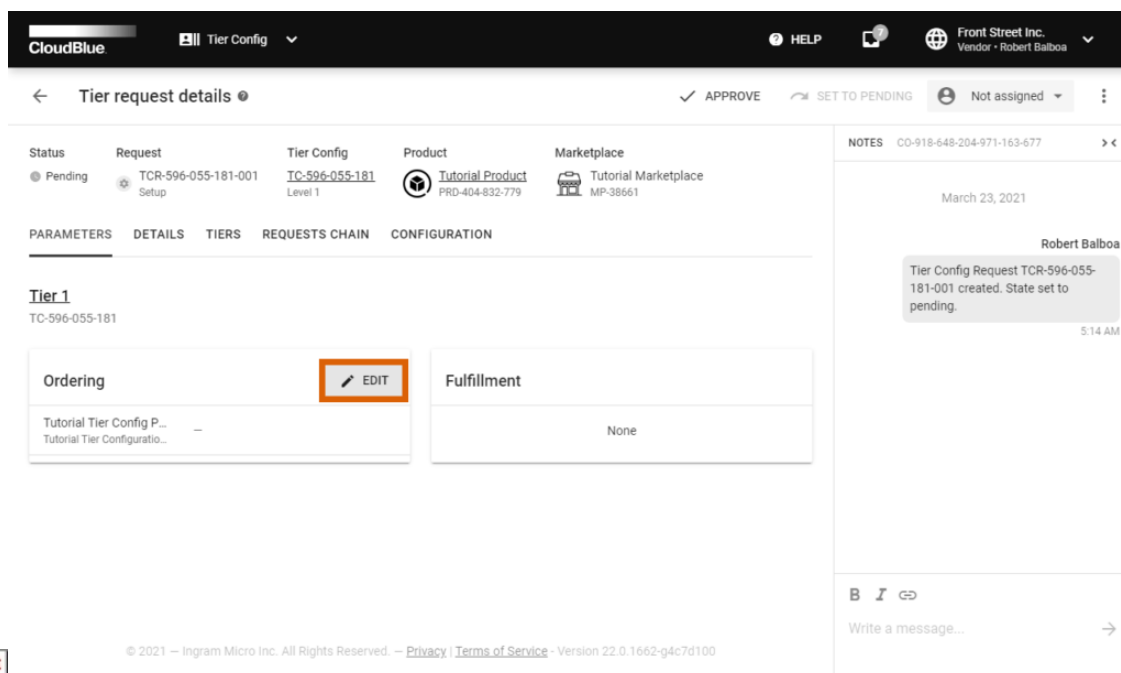
In case provided parameter data in a tier request is not valid, the system allows inquiring necessary information via **Tier Request Details**. Therefore, the system transfers your pending tier requests to the *Inquiring* state. Follow the steps below to inquire invalid parameter data.



### 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.



CloudBlue Tier Config

Tier request details

APPROVE SET TO PENDING Not assigned

Status: Pending Request: TCR-596-055-181-001 Setup Tier Config: TC-596-055-181 Level 1 Product: Tutorial Product PRD-404-832-779 Marketplace: Tutorial Marketplace MP-38661

PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

**Tier 1**  
TC-596-055-181

Ordering EDIT Fulfillment

Tutorial Tier Config P...  
Tutorial Tier Configuratio...

None

NOTES CO-918-648-204-971-163-677

March 23, 2021

Robert Balboa

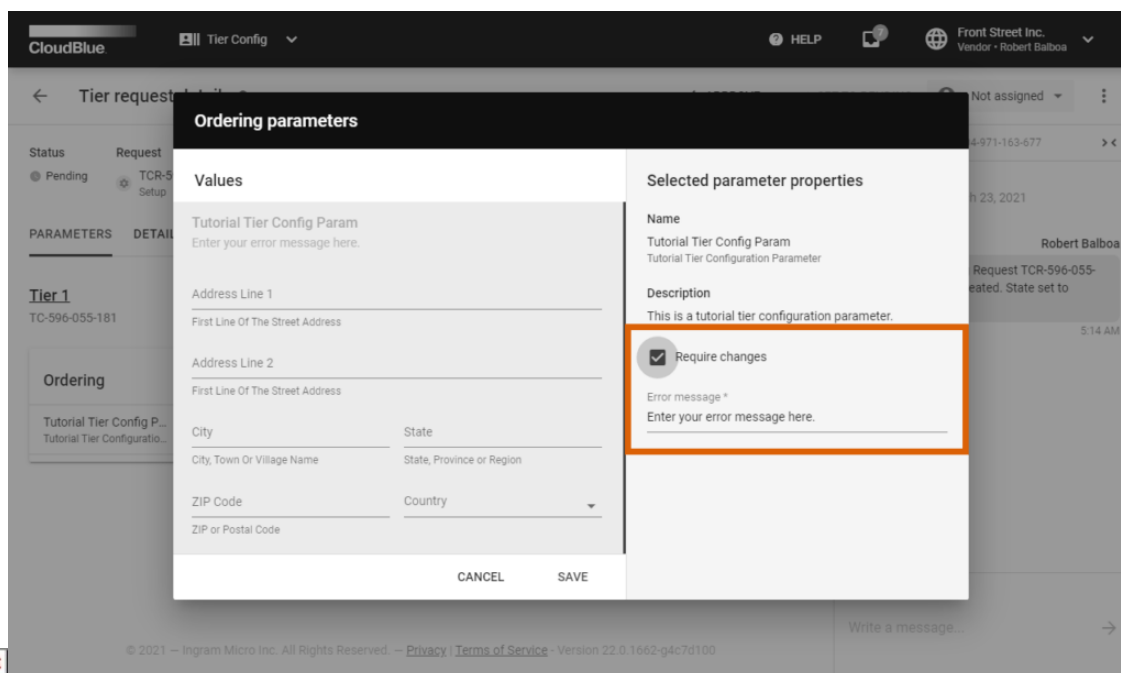
Tier Config Request TCR-596-055-181-001 created. State set to pending.

5:14 AM

Write a message...

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2. Check the **Require changes** checkbox to enter your error message.



CloudBlue Tier Config

Tier request details

APPROVE SET TO PENDING Not assigned

Status: Pending Request: TCR-596-055-181-001 Setup Tier Config: TC-596-055-181 Level 1 Product: Tutorial Product PRD-404-832-779 Marketplace: Tutorial Marketplace MP-38661

PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

**Tier 1**  
TC-596-055-181

Ordering EDIT Fulfillment

Tutorial Tier Config P...  
Tutorial Tier Configuratio...

None

NOTES CO-918-648-204-971-163-677

March 23, 2021

Robert Balboa

Tier Config Request TCR-596-055-181-001 created. State set to pending.

5:14 AM

Write a message...

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**Ordering parameters**

**Values**

Tutorial Tier Config Param  
Enter your error message here.

Address Line 1  
First Line Of The Street Address

Address Line 2  
First Line Of The Street Address

City State  
City, Town Or Village Name State, Province or Region

ZIP Code Country  
ZIP or Postal Code

**Selected parameter properties**

Name  
Tutorial Tier Config Param  
Tutorial Tier Configuration Parameter

Description  
This is a tutorial tier configuration parameter.

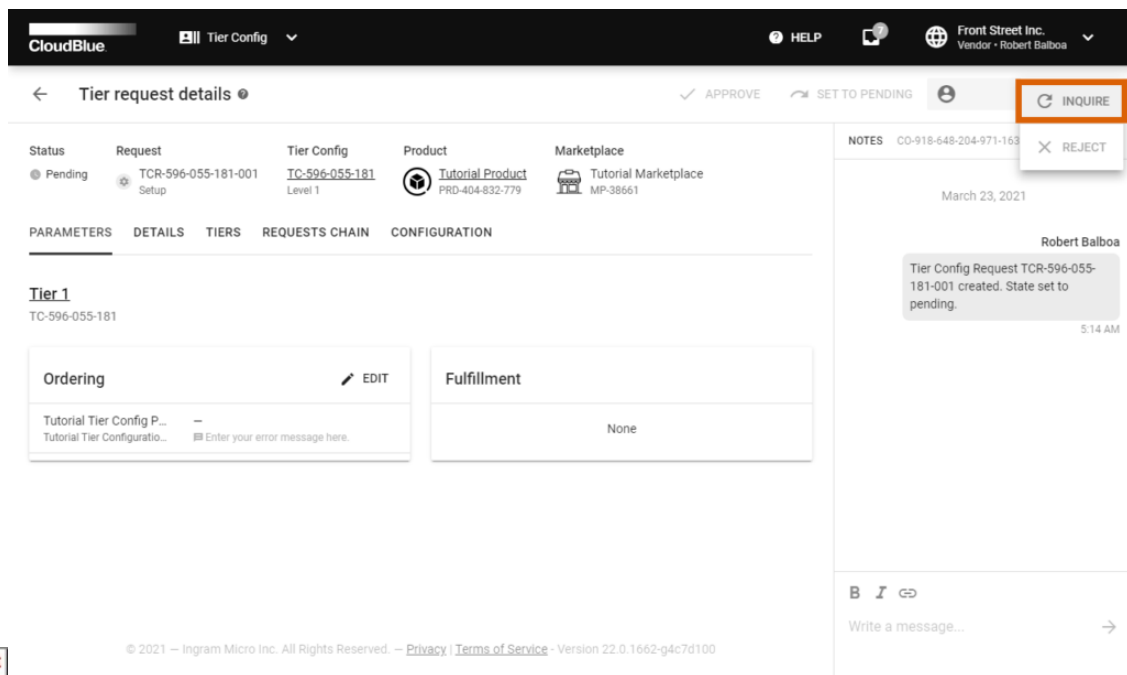
☒ **Require changes**

Error message \*  
Enter your error message here.

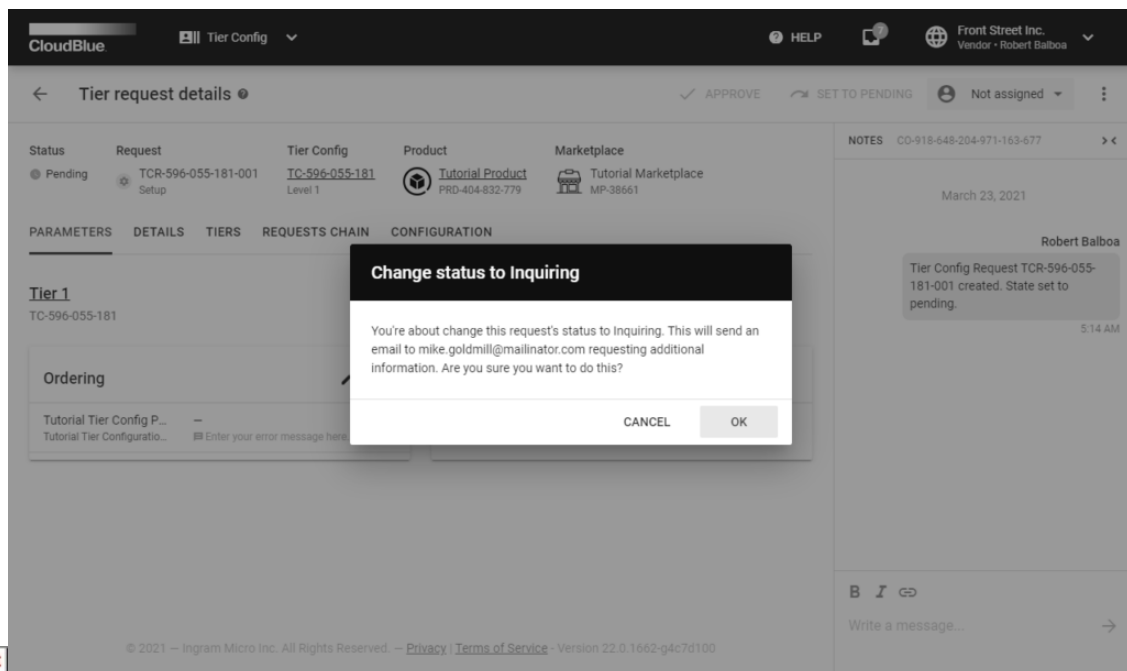
CANCEL SAVE

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.



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



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.

**CloudBlue** Tier Config

HELP Front Street Inc. Vendor • Robert Balboa

← Tier request details

APPROVE SET TO PENDING Robert Balboa

**Status** Tiers setup

**Request** TCR-436-742-200-001 Setup

**Tier Config** TC-436-742-200 Level 1

**Product** Tutorial Product PRD-640-516-332

**Marketplace** Tutorial Marketplace MP-38661

PARAMETERS DETAILS TIERS REQUESTS CHAIN CONFIGURATION

**Tier 1**  
TC-436-742-200

**Ordering** [VIEW](#)

Tutorial T2 Parameter  
Tutorial Parameter...

**Fulfillment**

None

**NOTES** CO-705-759-023-365-246-709

April 9, 2021

Robert Balboa

Tier Config Request TCR-436-742-200-001 created. State set to tiers\_setup.

9:50 AM

Write a message...

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**CloudBlue** Tier Config

HELP Front Street Inc. Vendor • Robert Balboa

Tier config DIRECTORY REQUESTS

All requests REFRESH FILTER 1 SORT APPLIED COLUMNS Rows per page 10 1—2 of 2

REQUEST	TIER	CREATED	PRODUCT	MARKETPLACE	ACCOUNT	ASSIGNEE	STATUS
TCR-436-742-200-001 Setup	T1	05/14/2021 6:45 AM	Tutorial Product PRD-640-516-332	Tutorial Mark... MP-38661	Dooley-Reinger TA-9247-9217-2067	—	Tiers setup
TCR-136-142-134-002 Setup	T2	05/14/2021 6:43 AM	Tutorial Product PRD-640-516-332	Tutorial Mark... MP-38661	Orange County Mar... TA-0000-0585-7285	—	Pending

Rows per page 10 1—2 of 2

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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.



#### Warning

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.