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# 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This article has been generated from the online version of the documentation and might be out of date.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.

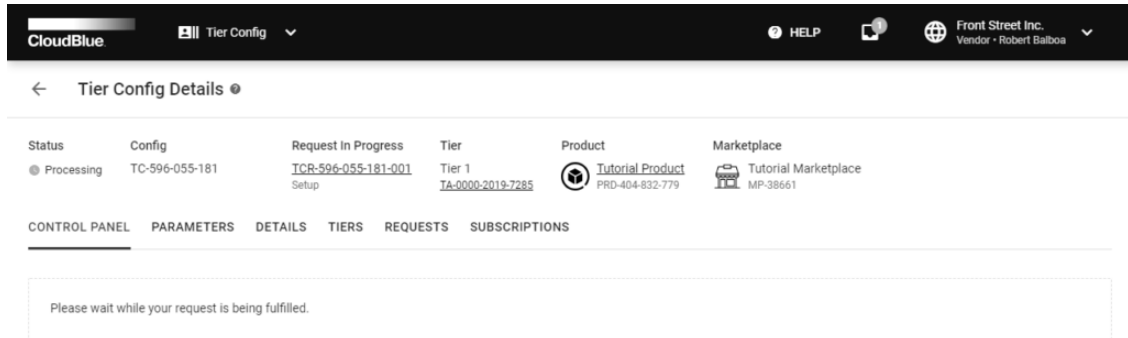
Auto-generated at July 4, 2026



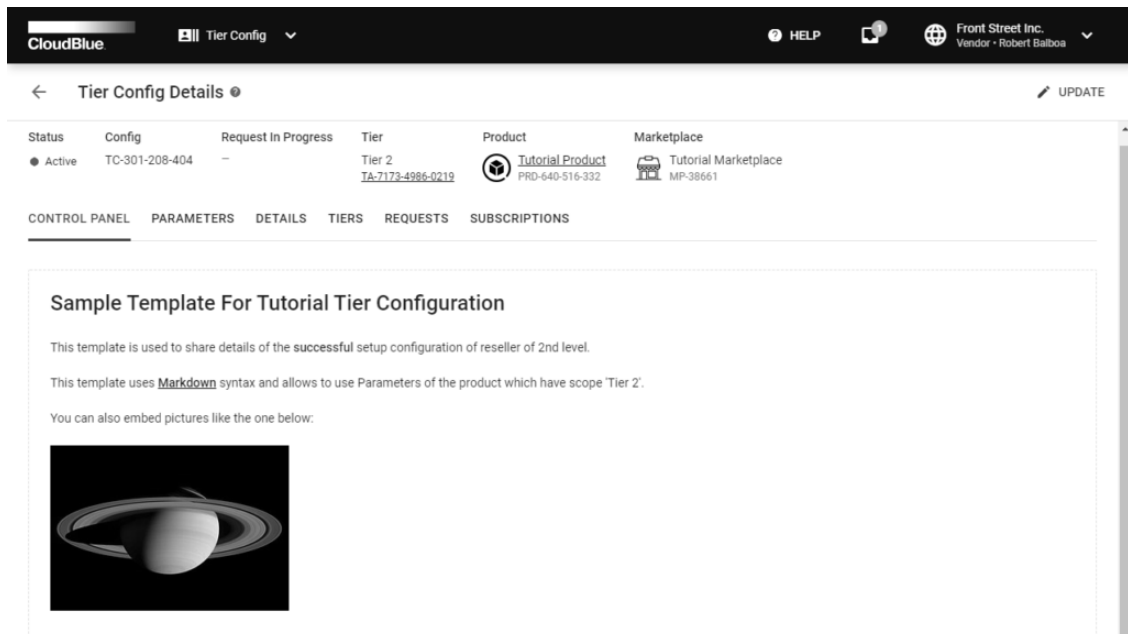
The following describes provided user interface and provides available operations within the Tier Config module on the CloudBlue Connect® platform.

## Tier Config Details

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



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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	<a href="#">TCR-596-055-181-001</a> Setup	Tier 1 <a href="#">TA-0000-2019-7285</a>	Tutorial Product PRD-404-832-779	Tutorial Marketplace MP-38661

CONTROL PANEL   PARAMETERS   **DETAILS**   TIERS   REQUESTS   SUBSCRIPTIONS

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

<p><b>Ordering</b> <span style="float: right;">VIEW</span></p> <p>Tier Config Param Tutorial Tier Config Parameter</p>	<p><b>Fulfillment</b></p> <p>None</p>
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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	<a href="#">TCR-596-055-181-001</a> Setup	Tier 1 <a href="#">TA-0000-2019-7285</a>	Tutorial Product PRD-404-832-779	Tutorial Marketplace MP-38661

CONTROL PANEL   PARAMETERS   **DETAILS**   TIERS   REQUESTS   SUBSCRIPTIONS

<b>Provider</b>	<b>Hub</b>	<b>Connection</b>
<a href="#">Mighty Mick's LLC</a> PA-995-631	—	CT-5315-4815

**Business**

**Contract**  
Tutorial Contract  
96210-44661-30718

<b>Created at</b>	<b>Updated at</b>
03/23/2021 5:14 AM	03/23/2021 5:14 AM

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CloudBlue Tier Config

HELP Front Street Inc. Vendor - Robert Balboa

← Tier Config Details

Status: Processing Config: TC-596-055-181 Request In Progress: TCR-596-055-181-001 Tier: Tier 1 Product: Tutorial Product Marketplace: Tutorial Marketplace

CONTROL PANEL PARAMETERS DETAILS TIERS REQUESTS SUBSCRIPTIONS

GENERAL T1 RESELLER

Company: Kirlin - Conroy

ID: TA-0000-2019-7285

External ID: 26514

External UUID: f3ab6f22-f8ea-4510-a8f6-f3bc7b9f7e6c

Tier config ID: TC-596-055-181

Tax ID: -

Address:

CloudBlue Tier Config

HELP Front Street Inc. Vendor - Robert Balboa

← Tier Config Details

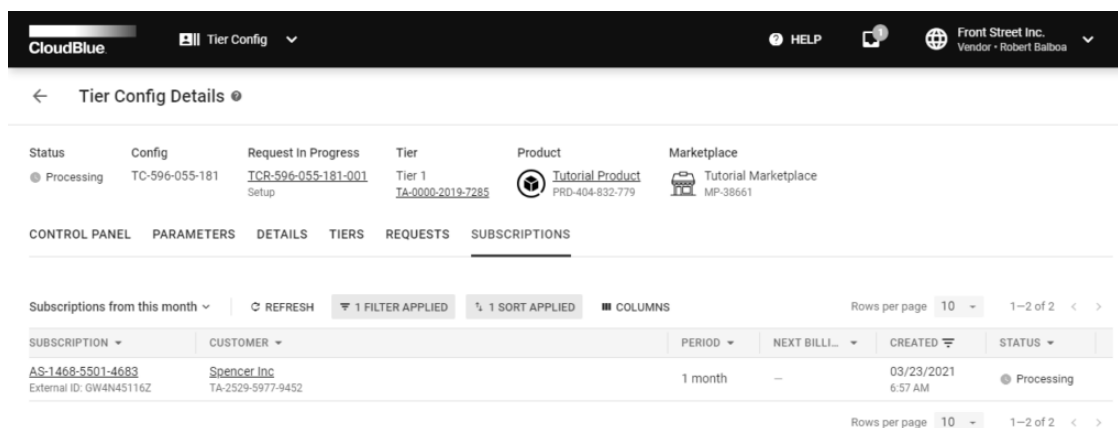
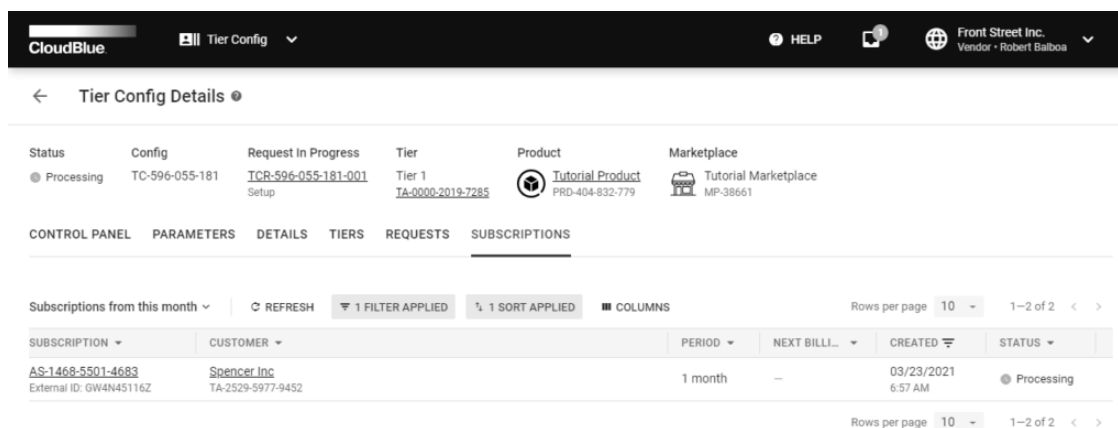
Status: Processing Config: TC-596-055-181 Request In Progress: TCR-596-055-181-001 Tier: Tier 1 Product: Tutorial Product Marketplace: Tutorial Marketplace

CONTROL PANEL PARAMETERS DETAILS TIERS REQUESTS SUBSCRIPTIONS

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

CloudBlue Tier Config

HELP Front Street Inc. Vendor - Robert Balboa

Tier Config Details

Status: Processing Config: TC-596-055-181 Request In Progress: TCR-596-055-181-001 Tier: Tier 1 Product: Tutorial Product Marketplace: Tutorial Marketplace

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.

CloudBlue Tier Config

Front Street Inc. Vendor - Robert Balboa

Tier Config Details **UPDATE**

Status	Config	Request In Progress	Tier	Product	Marketplace
Active	TC-596-055-181	-	Tier 1 TA-0000-2019-7285	Tutorial Product PRD-404-832-779	Tutorial Marketplace MP-38661

CONTROL PANEL PARAMETERS DETAILS TIERS **REQUESTS** SUBSCRIPTIONS

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

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

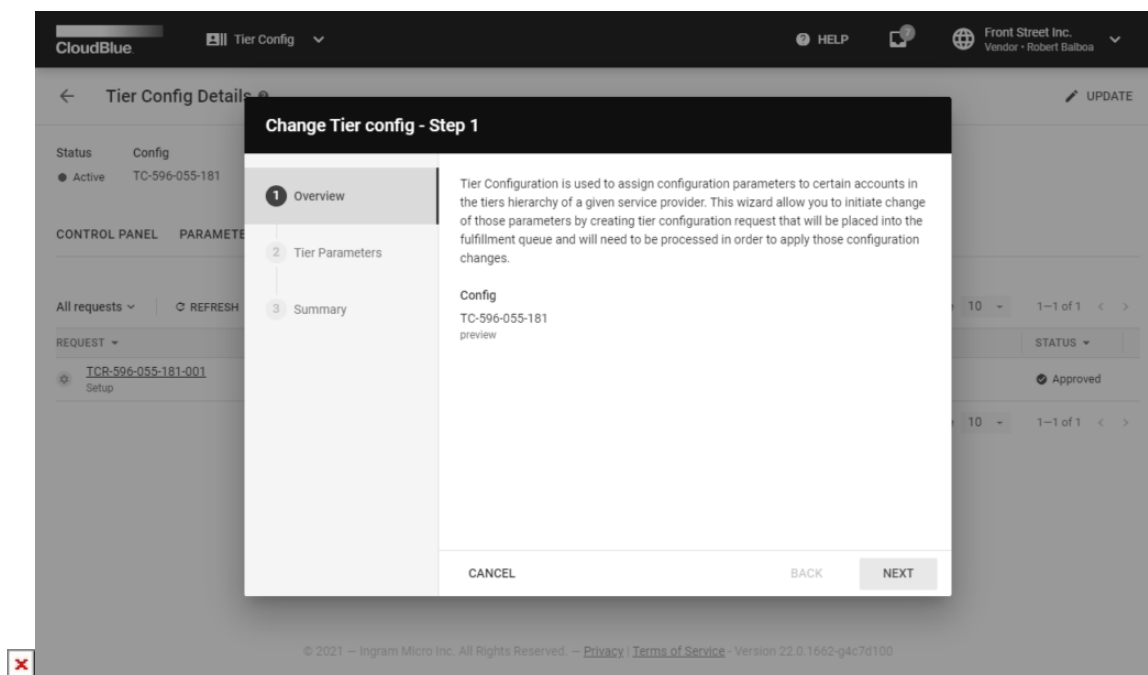
Rows per page 10 1-1 of 1



Follow the wizard steps to successfully update your tier configuration.

## 1. Overview

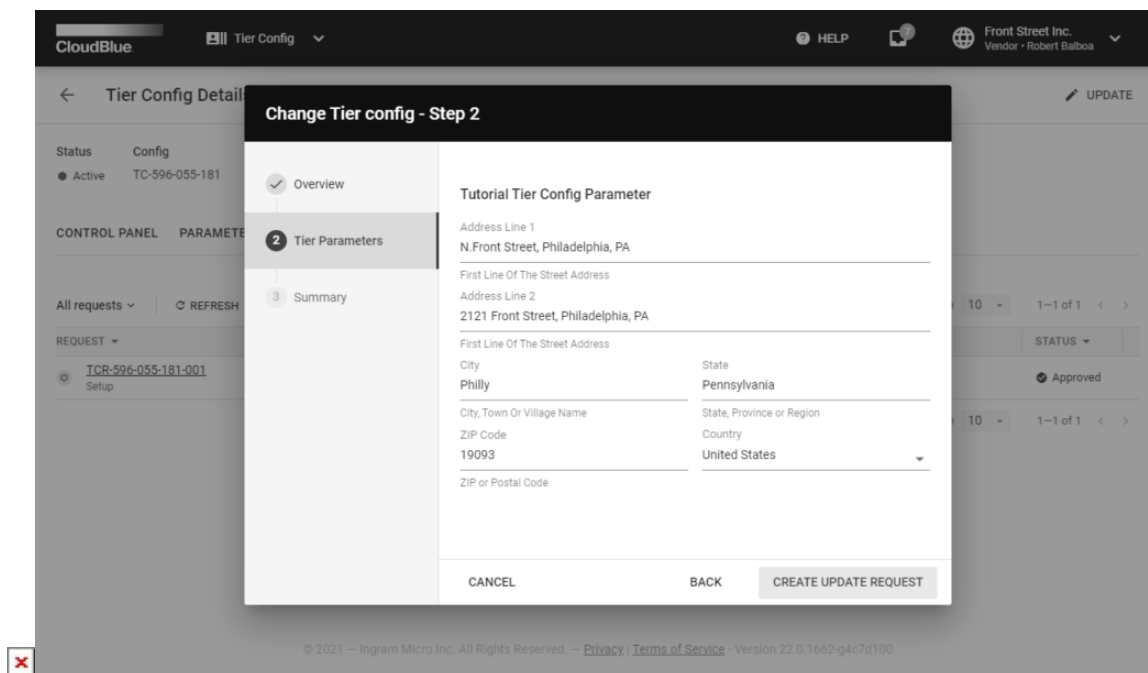
Get familiar with the following tier configuration overview.



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

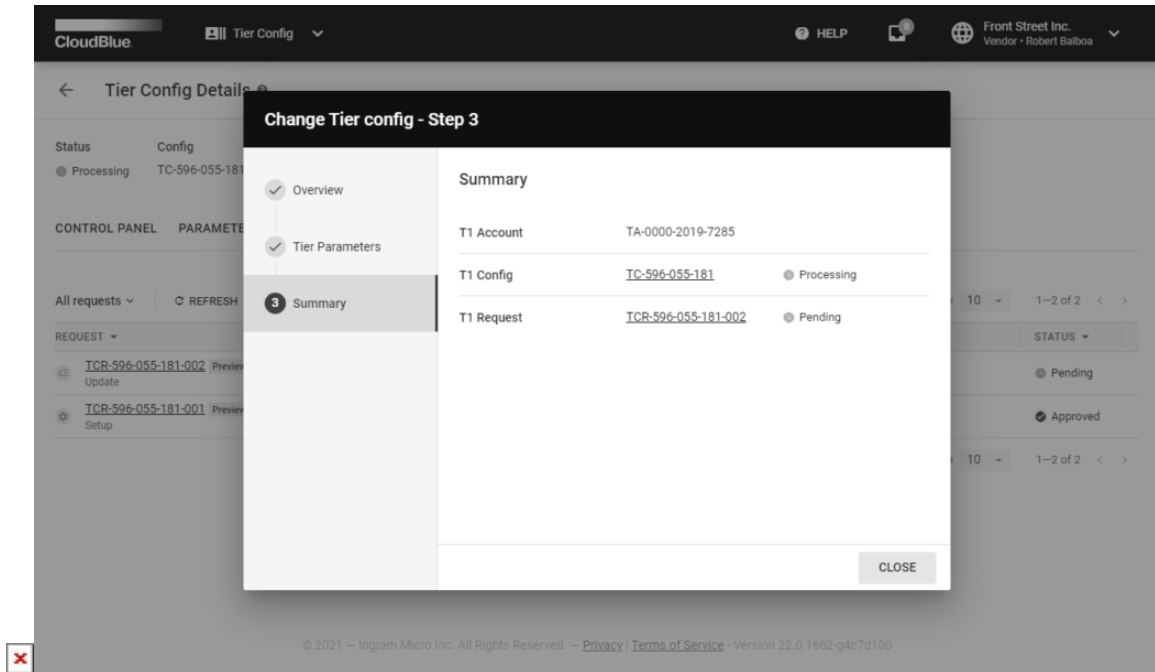


Click the **Create Update Request** button to create a corresponding tier request.



### 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.

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

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

<b>Ordering</b> <span>EDIT</span> Tutorial Tier Config P... Tutorial Tier Configuratio...	<b>Fulfillment</b> None
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**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...

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

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

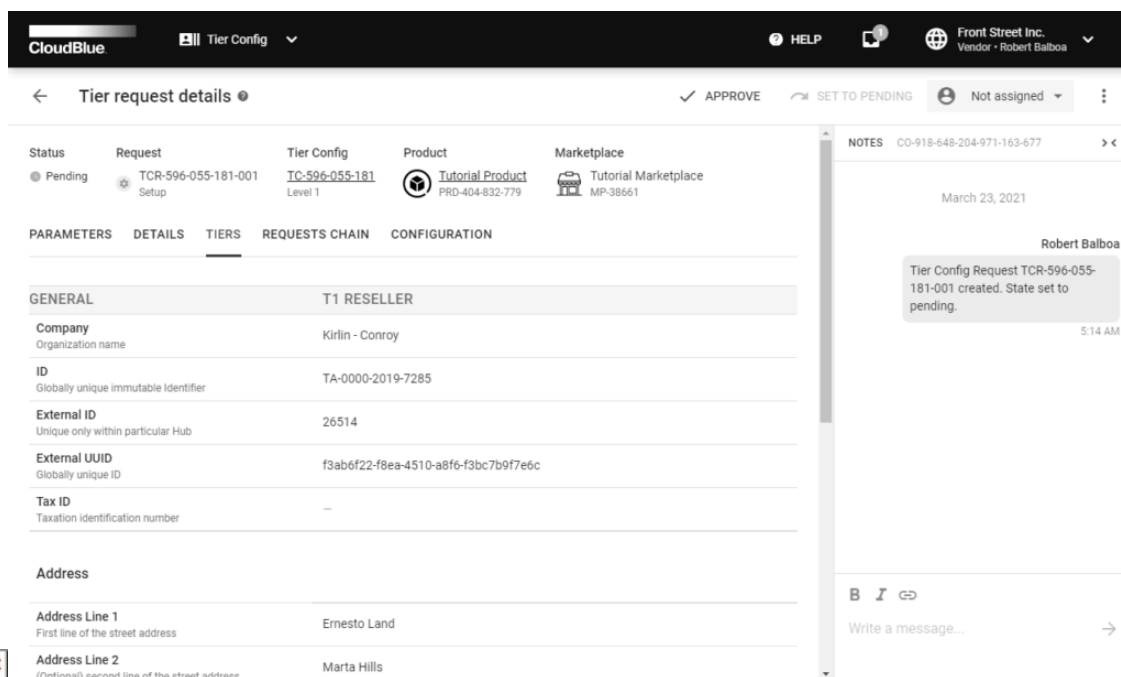
March 23, 2021

**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:

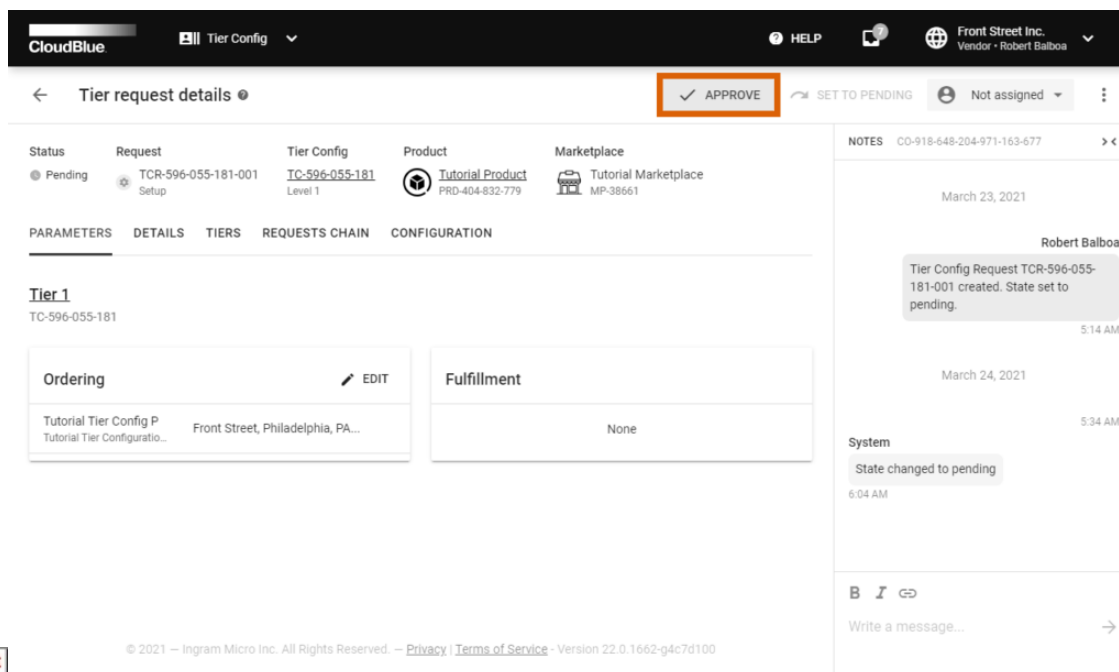
- **Parameters:** This tab contains specified *Ordering* or *Fulfillment* parameters. Vendors can specify parameters by using this tab. Note that Vendors can also inquire data of these parameters from Distributors.
- **Details:** This tab indicates the Distributor/Vendor accounts and the connection ID.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

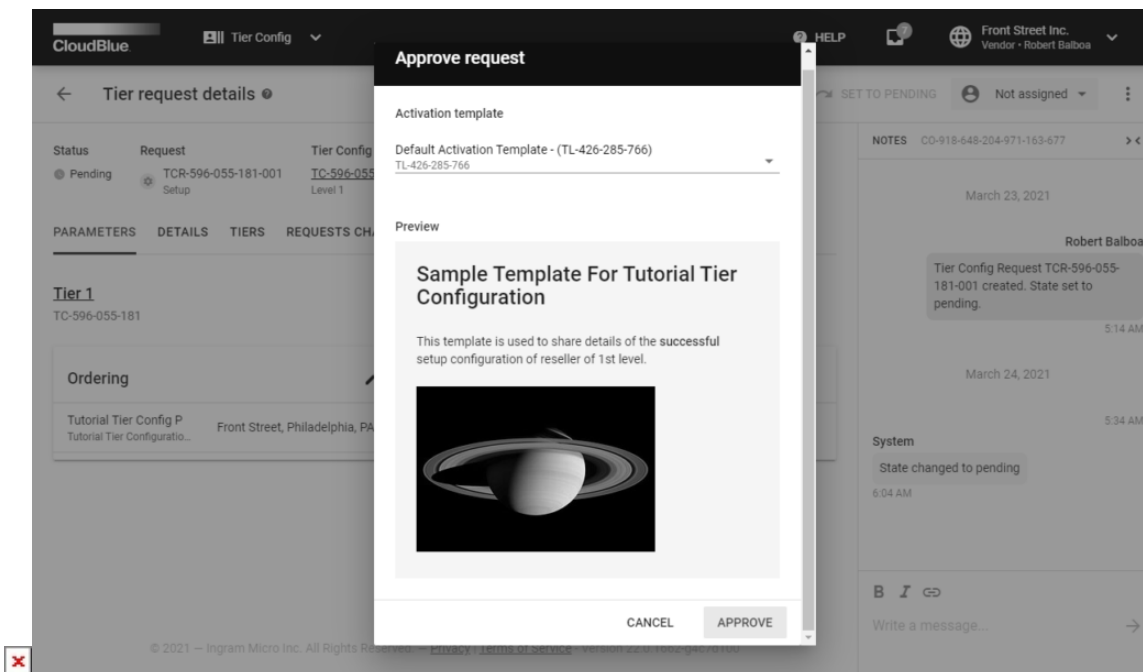
Vendors can approve *pending* tier requests by accessing **Tier Request Details**. Follow the steps below to successfully approve a tier request and activate a tier configuration.

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



The screenshot shows the 'Tier request details' screen in the CloudBlue interface. At the top right, the 'APPROVE' button is highlighted with a red box. The page displays various details for a 'Tier 1' request, including its status (Pending), request ID (TCR-596-055-181-001), tier config (TC-596-055-181), product (Tutorial Product), and marketplace (Tutorial Marketplace). Below these details are sections for 'Ordering' and 'Fulfillment'. On the right side, there is a 'NOTES' section with a list of messages, including one from Robert Balboa and a system message stating 'State changed to pending'.

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



The screenshot shows the 'Approve request' dialog box overlaid on the Tier Request Details screen. The dialog has a title 'Approve request' and contains an 'Activation template' dropdown menu currently set to 'Default Activation Template - (TL-426-285-766)'. Below the dropdown is a 'Preview' section showing a sample template titled 'Sample Template For Tutorial Tier Configuration'. The preview text reads: 'This template is used to share details of the successful setup configuration of reseller of 1st level.' Below the text is an image of the planet Saturn. At the bottom of the dialog, there are 'CANCEL' and 'APPROVE' buttons.

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



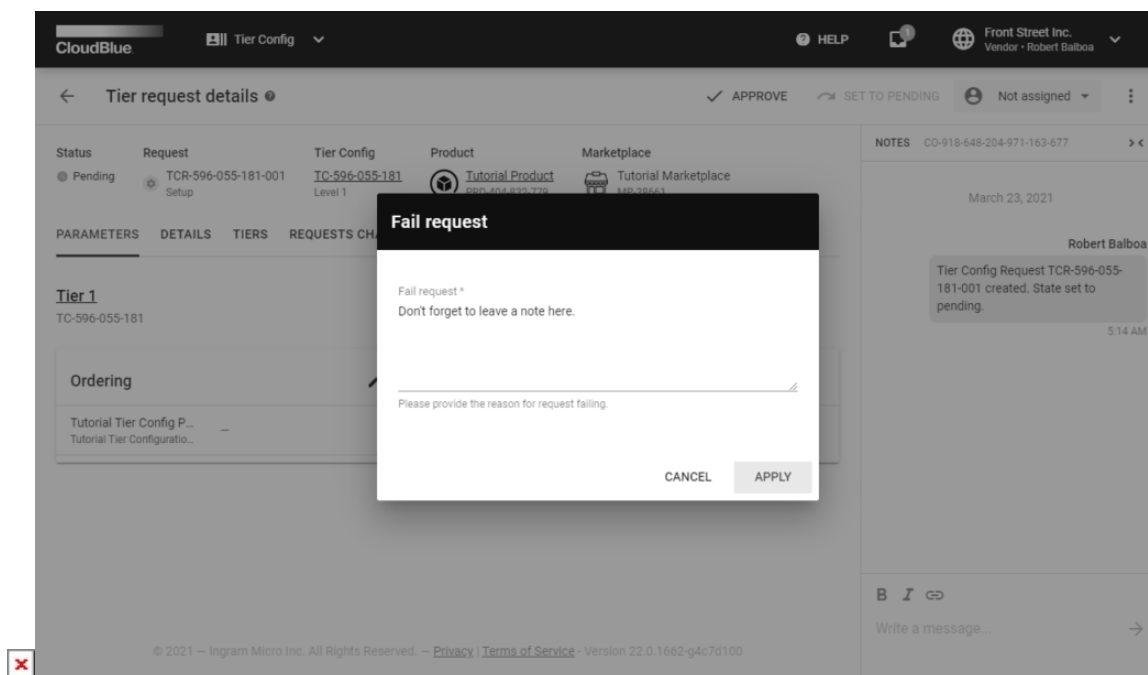
### Information

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.

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

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

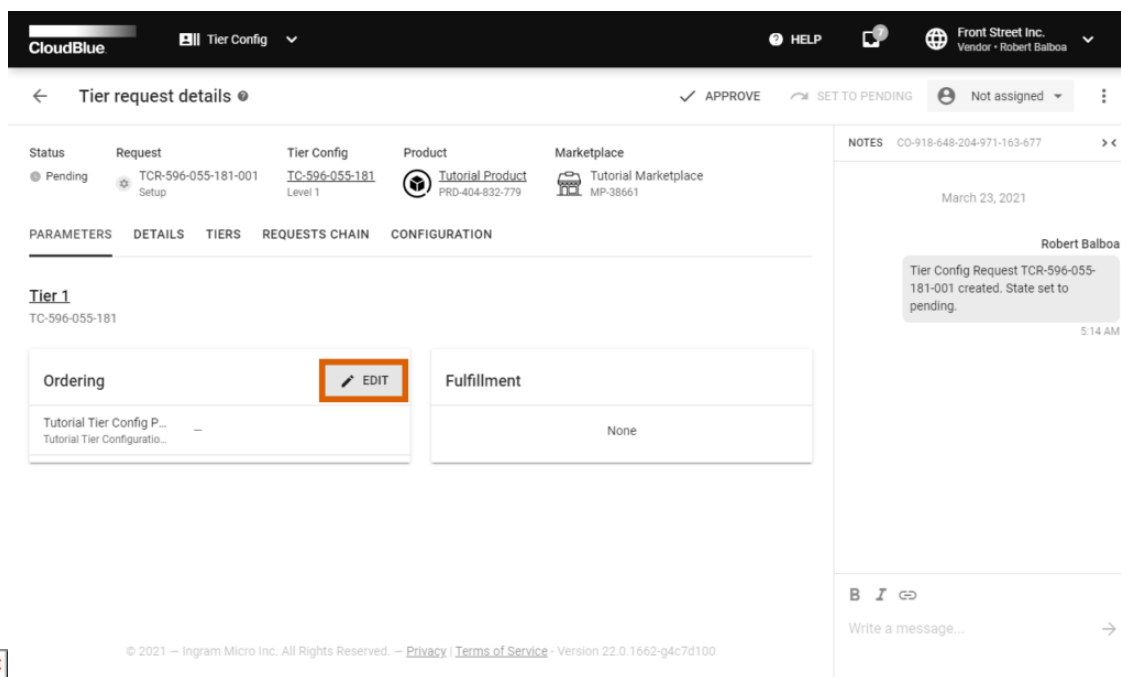
In case provided parameter data in a tier request is not valid, the system allows inquiring necessary information via **Tier Request Details**. Therefore, the system transfers your pending tier requests to the *Inquiring* state. Follow the steps below to inquire invalid parameter data.



### 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  Fulfillment: None

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

March 23, 2021

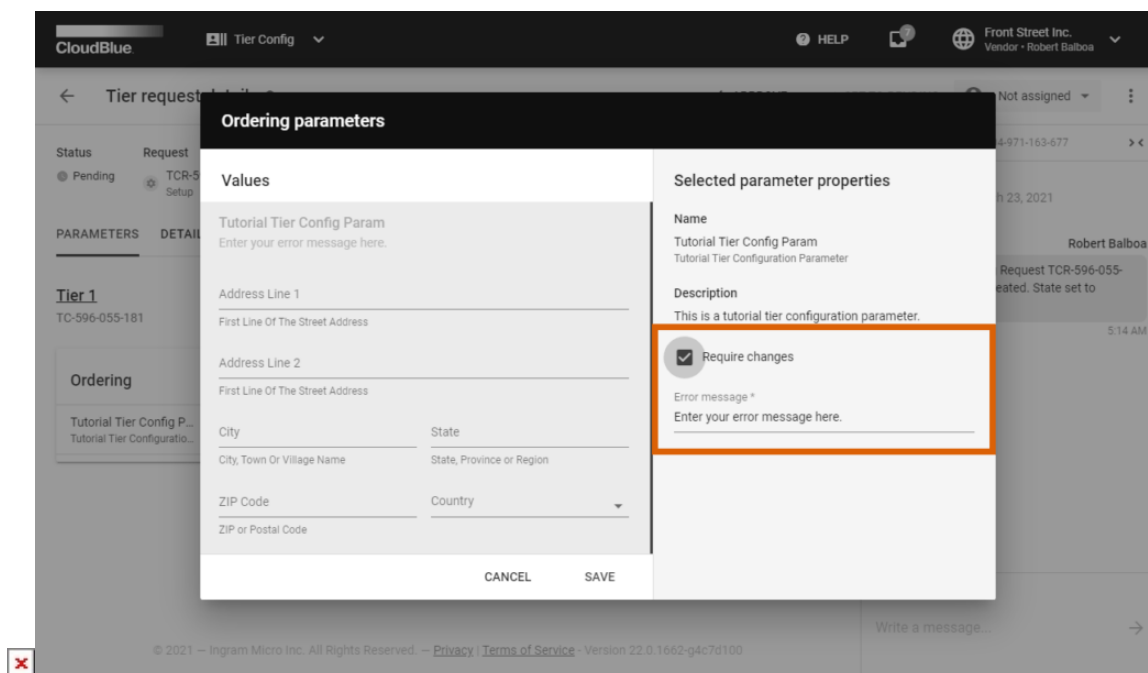
Robert Balboa

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

5:14 AM

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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  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

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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.

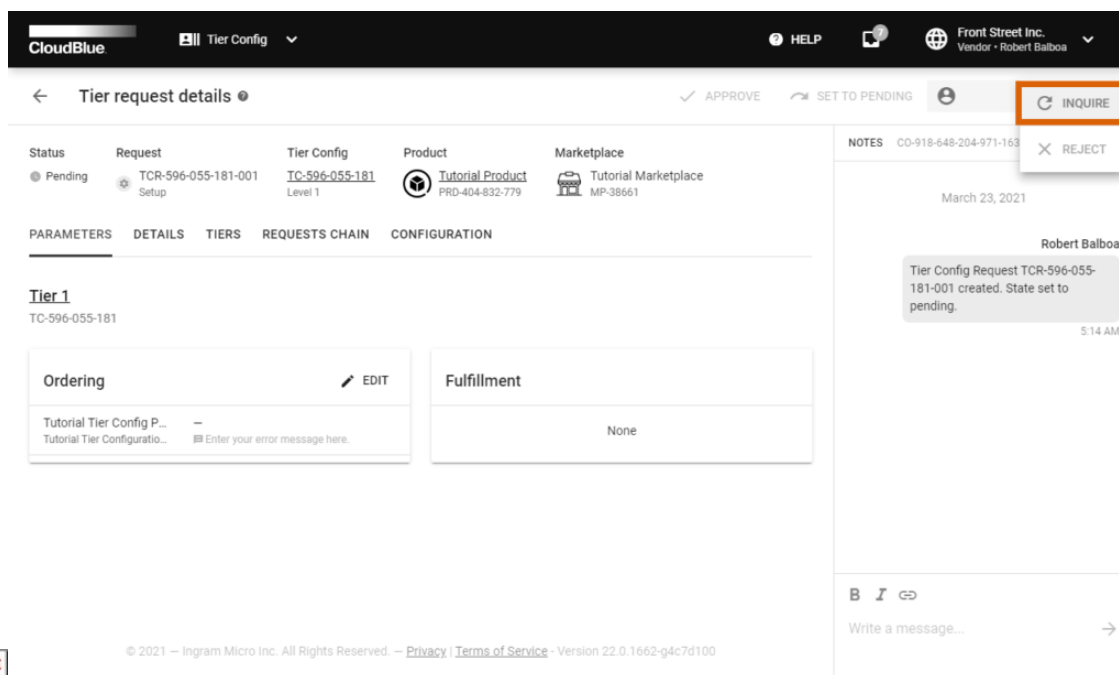
Require changes

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.



CloudBlue Tier Config

Front Street Inc. Vendor: Robert Balboa

Tier request details

APPROVE SET TO PENDING INQUIRE

REJECT

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

March 23, 2021

Robert Balboa

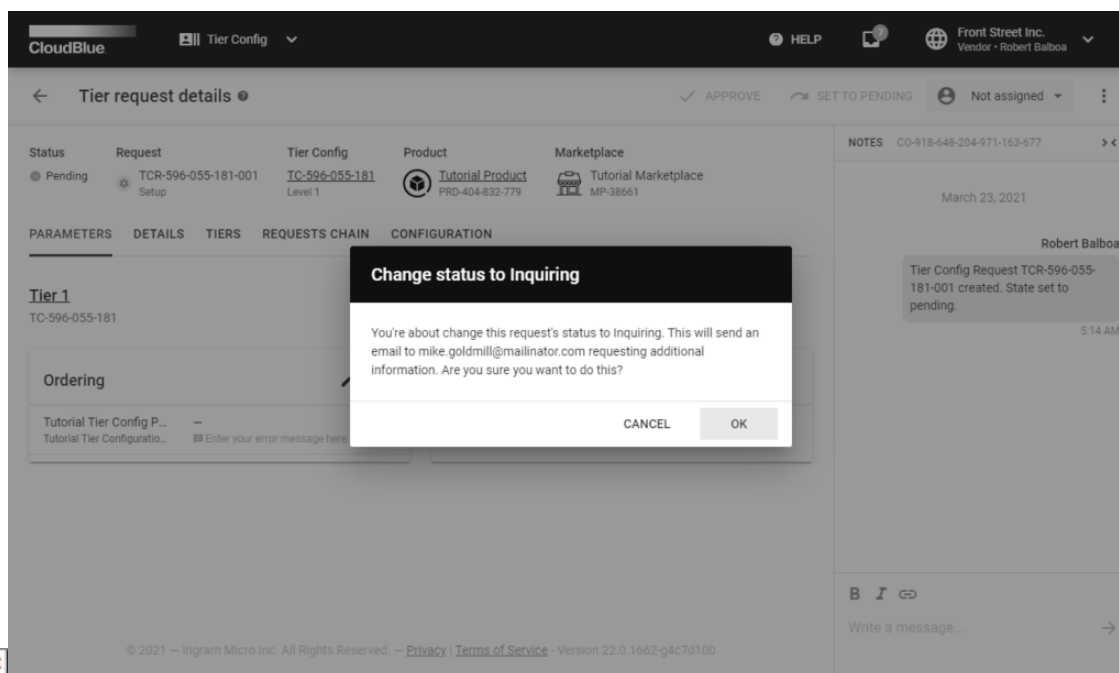
Tier Config Request TCR-596-055-181-001 created. State set to pending.

5:14 AM

Write a message...

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



CloudBlue Tier Config

Front Street Inc. Vendor: Robert Balboa

Tier request details

APPROVE SET TO PENDING Not assigned

REJECT

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...

Change status to Inquiring

You're about change this request's status to Inquiring. This will send an email to mike.goldmill@mailinator.com requesting additional information. Are you sure you want to do this?

CANCEL OK

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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.

**CloudBlue** Tier Config

← 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

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

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.