

Order Status in Admin Console

StreamOne® *Ion*

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Reasons for Change

There was a lack of visibility whenever an order incurs certain situations, like when an order has just been placed in those countries in which TD SYNEX performs a credit check via ERP before sending it to the vendor, or whenever the order has been sent to the vendor, but it has not yet been provisioned. In that interim, the information offered to the Admin Portal user was insufficient to understand the situation, causing confusion, and tickets were being raised to ask for support when, in actuality, orders were progressing as normal and would become active in a matter of minutes.

These short provisioning delays may have driven the need for this feature, but the resulting updates will actually enhance visibility and provide more transparency throughout each step of the purchasing process, both when it is completed normally and also in those occasions in which something fails.

Scope

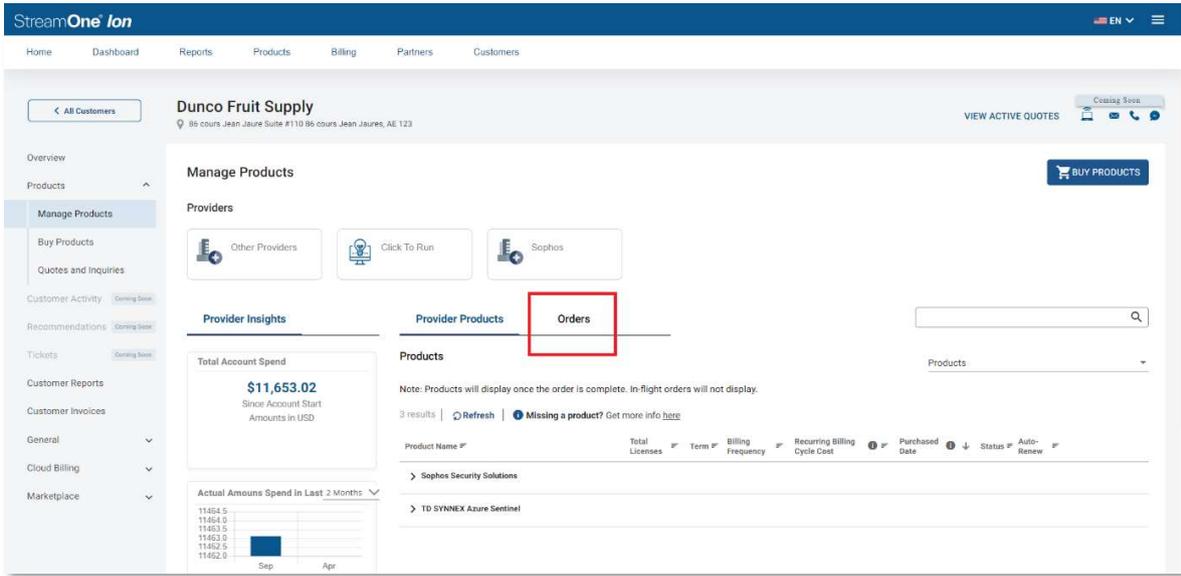
This is a general feature impacting globally all StreamOne Ion accounts, all vendors, all products, and all countries in which StreamOne Ion operates.

It mainly benefits the Reseller persona, that now will have a clearer understanding about the status of their Customer's orders from the Admin Console.

User Journeys

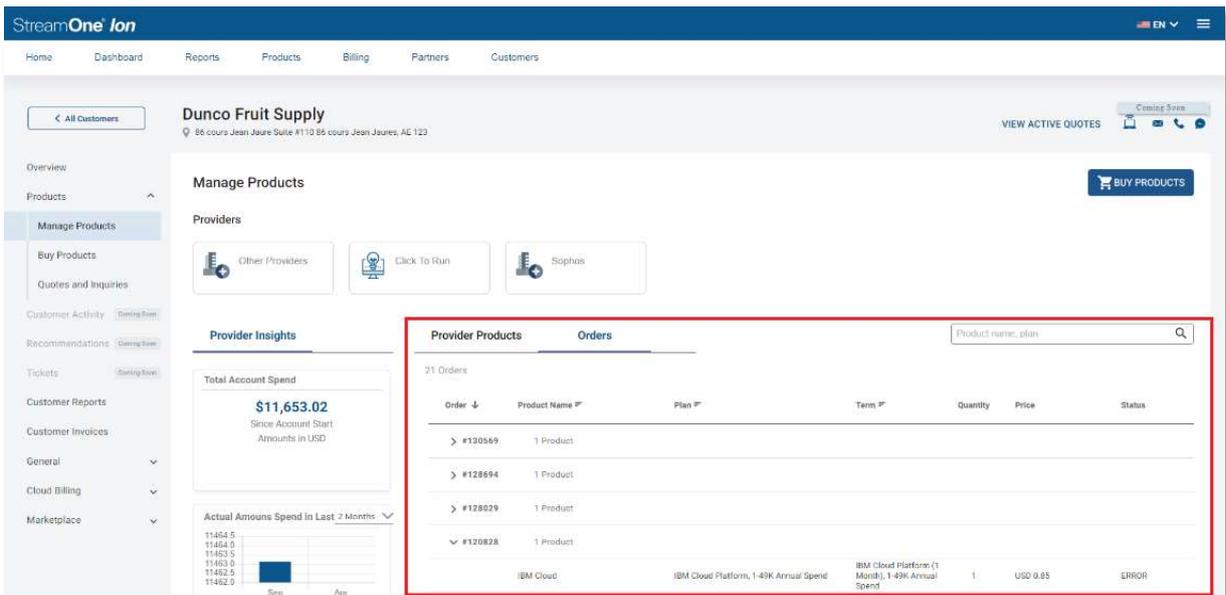
New "Orders" tab at *Manage Products* page within *Customers*

Whenever you, as an Admin Portal user, land in the *Manage Products* page of any of your Customers, just as before you will still land on the usual* page that has sections for Providers, Provider Insights, and Provider Products with all the purchased products available to be consulted and managed. With this release, an additional tab is being introduced: **Orders**.



*Note: Along with this change, some elements in the Manage Products page have changed, like the removal of the ability to “favorite” certain providers, or the addition of time selectors for the “Provider Insights” sections, which has been relocated in vertical section. The wording on the tooltip when you click on “*Get more info here*” has also been updated to include a reference to the new Orders tab.

Clicking on **Orders**, the lower-right section of the page will change to display all the orders related to that Customer; both the ones placed by Customer users and the ones placed by Reseller users on behalf via the Admin Console:



You may be familiar with this page, as the orders list is a feature that has always been available to Customer users at the Solutions Marketplace and White-label Marketplace. Now, this release also makes it available to Reseller users from your Admin Console. Below you will find a view of the new section, which consists of a table where each entry will include all plans purchased for every order, grouped by product, in a drop-down menu.

Order	Product Name	Plan	Term	Quantity	Price	Status
> #130569	1 Product					
> #128694	1 Product					
> #128029	1 Product					
▼ #120828	1 Product					
	IBM Cloud	IBM Cloud Platform, 1-49K Annual Spend	IBM Cloud Platform (1 Month), 1-49K Annual Spend	1	USD 0.85	ERROR
> #117050	1 Product					
▼ #107101	1 Product					
	TD SYNnex Azure Sentinel	Tech Data Azure Sentinel	Based on Usage	1	USD 0.00	COMPLETE

This table includes the following columns:

- **Order:** This element displays the order number and the drop-down toggle to display/hide the products within.
- **Product Name, Plan (name), Term, Quantity, and Price:** These are attributes of the purchased plans.
- **Status:** This element reflects the current state of each product. Please check the following section in order to understand the different statuses each product can display.

In order to facilitate the navigation of orders, the columns “Order”, “Product Name”, “Plan” and “Term” allow sorting, and the search bar allows filtering the list.

Note for multi-product orders: products will populate on the ‘Provider Products’ tab independently of the status of other products within the same order. As soon as they are provisioned, they will appear there.

Purchase Flow and Statuses

In those countries in which TD SYNEX performs the internal ERP check (i.e., SAP), prior to accepting orders, the flow below applies. In those countries in which this check is not performed, step 1 is skipped:

1. When the order is placed it goes to an “On hold” status while ERP (i.e., SAP) is checking.
 2. Once the ERP responds back positively to StreamOne Ion, the order moves to “In Progress” and provisioning from the vendor gets initiated.
 3. When provisioning from the vendor is successful, the order moves to the “Complete” status.
 - ✓ When order gets the “Complete” status, its products will also start displaying in the “Provider Products” for them to be accessed on their details and their lifecycle management options.
 - ✓ All “Complete” orders will continue to be shown in the “Orders” tab for historical reasons.
- ➔ Whenever internal ERP (i.e. SAP) check results are negative, the order will move from “On hold” to “Error”.
- ➔ Whenever provisioning from the vendor fails, the order will move from “In progress” to “Error”.