**TECHDATA Solution Store KT.**

**Session 01.**

TechData is a cloud based project that provides services of IT products. It acts as a middleware between the vendor and reseller/end-user.

Architecture of Stream One Solution Store:

* There are basically 4 users: Staff, Vendor, Reseller and End-user.
* There are 3 environments: INT (integration), UAT and Production.
* Staff person has access to most of the portal i.e. Vendor Portal, Reseller portal, etc.
* There are many regions/countries that are involved in the project.
* SOSS (Stream One Solution Store) is a front-end for Order placement. The products are seen here and the vendor can place his order from here. SOSS is connected to Postgress database.
* The order data goes to the ERP system through the SAP System Gateway. This gateway consist of BizTalk which is used for orders from US SAP and TDXML is used for orders from EU (Europe) SAP.
* In the ERP system data validation is done like Address details, Order number, etc and based on these validation ERP system generates a PR (Purchase Request). PR can also be called as a flag that denoted whether the details provided about the vendor/reseller and product are valid or not. For valid data PR is set as TRUE and for invalid data PR is FALSE.
* If PR is FALSE the order request is denied and the order process terminates. If PR is TRUE the flag is returned back to the Service Layer and the Provisioning for the order is done.
* There are two types of Provisioning Automated and Manual.
* If the order is placed for Microsoft product it goes to the Vertex (it is only for Microsoft products). Microsoft has auto provisioning module. Hence human efforts are reduced here.
* Once the order is provisioned, the user gets the provisioning mail as well as order confirmation mail that has subscription details/order details along with the ID and password to access the product.
* When Reseller places the order from SOSS (front-end). The order goes to the Service Layer. The process is same till PR generation.
* For reseller orders manual provisioning is done. Reseller receives an email for provisioning from the given link reseller can provision the order. SOFA is used here for manual provisioning and once the details are completed by the reseller the order is completed. The product subscription is activated then.
* FTP Server is connection between SOSS and Horizon. It is used for product setup. If SKU is created then it should be validated from ERP system. Once it is validated we get TD SKU number. To have this process in place we need horizon.

**Session 02.**

Orders.

* Path to travel for Staff Portal:: StreamOne Site->Login with the credentials->On landing page click on Logon to Staff Billing->Land on Staff Portal
* Path for Vendor on-boarding:: Staff portal->Marketplace->ISV->Add new vendor->Provide basic details of vendor->Submit->Fill vendor company details->Continue->Edit ISV information->Submit->One vendor company is created here.
* Check vendor created:: Staff Portal->Marketplace->Active ISV Account->Search for newly created vendor->Click on ISV portal(Vendor portal) for the new vendor->Here you can find tabs for order, profile, campaigns, prod listing, etc.
* Product Setup:: From Vendor portal->Active Listing(Products that are ready to purchase)->Inactive Listing(Products that are disabled from vendor side for purchase hence these products are not available for purchase).
* Order Tracking Report:: Vendor Portal->Orders->Order Status Report-> Here we can find our order details such as order date, End-user name/Company name, order status (), etc. This report is seen only for the specific vendor who is logged in. But if we login through reseller portal the reseller can see order details from different vendors.
* We can check order history as well on Vendor portal. We can check order details for orders placed between specific duration.
* Vendor Vault:: Shows the list of orders that are placed and status of the orders whether they are completed, pending state, etc.
* We can create a promo code:: vendor portal->promotions->create new promo code-> fill the details accordingly like discount value or percentage of discount, duration of offer, promo name, select a SKU for whom this promo code is applied->submit
* Authorization:: Privileges given to some tier (group of few companies. Vendor portal->Authorization->Create a new tier by giving some name->Create
* If tier is already created :: vendor portal-> authorization-> manage tier-> assign SKUs to tier and provide authorization.

RESELLER PORTAL::

Reseller ID is created based on Country.

* Staff login->Reseller portal->Enter reseller ID->Search->Select the reseller-> We land on Cart page->Go to Vendor we find vendor list->Or we can search for a vendor whose product we want to purchase-> Eg. Microsoft, IBM, etc. We can also search for a product using SKU.

Order Purchase flow:

* Reseller portal-> Search product->Add product into the cart-> View cart->Proceed to checkout->Fill the address details->continue-> According to vendor requirement we need to add configuration whether unique domain id, or product test name must be provided->continue to payment->for test product we use TERM payment method so 0 amount is deducted-> Enter Reseller PO number-> continue to summary validate the details here-> Place order->Order is placed. We get order ID
* Reseller portal->Orders->Order tracking-> Click on Order number->Check order details here
* For provisioning reseller will get and email with link to start provision->Click on email link->We are redirected to SOFA site for provisioning process-> Click Continue->Terms and Conditions need to be accept (tick the checkboxes)->Continue->Provisioning is completed->Reseller gets the provisioning completion mail and from the same time product billing is started. Now if we check product details in product history we can see provisioning done, billing started, etc.
* Modify the product details that are purchased:: Reseller portal-> Digital locker (here we can find all orders and can modify them) -> search for company name-> select product-> modify the required product->can increase decrease quantity, etc.

**Session 03.**

Vendor.

* To get the reseller ID:: Staff Portal-> Test Reseller-> Enter the country code for whichever reseller we need( Eg.: GB (Great Britain, UK->Has reseller ID as 703212))
* Sandbox Environment:: We have 2 integration types Sandbox and Production. For testing the order placement we need to select Sandbox environment so that we are not charged for the product we are testing.
* We have following products::
* NCE (New Commerce Experience): These products have billing tenure or payment tenure.
* CSP (Cloud Service Product)
* Azure Product

Microsoft CSP Product Order Placement Flow:

* Go to Reseller Portal-> Enter Reseller ID-> Select the reseller-> Select the product (Eg : Microsoft Annual Billing Test) -> Select product under it (Eg: Enterprise Mobility + Security E3)->Enter the quantity-> Add to Cart -> View Cart (Check whether we are on Sandbox environment, we get a notification in red on Cart page if we are on Sandbox Env.)-> Proceed to checkout-> Fill End Customer details with valid Address, Contact number and Email-> Continue to configuration-> Fill configuration details (Unique domain name:: For developer S1DEV [Product Name Initial (Eg: CSP)] [Environment (Eg: UAT)] [Date (Eg: 31Jan22)]) Example for domain name: S1DEVCSPUAT31Jan22-> Check Availability whether domain name is unique-> Fill up Customer Agreement details, it has basic details like name, date, contact details, etc-> Fill Account Admin details (If product is bought for some end-user then here we can enter customer email-id) -> Accept Microsoft Partner Attestation ->Continue-> Enter Reseller PO Number (Eg: CSP) -> Continue to Summary-> Confirm all details are correct-> Place Order
* Reseller will get the provisioning mail, he has provision the order and then the order is confirmed and product subscription begins from the same time.
* To check whether order is Activated/Processing/Pending:: Reseller Portal-> Customer Admin/Digital Locker-> Search/Select company name-> Click (+) -> Check SAAS for CSP/NCE Orders and IAAS/PAAS for Azure orders->There you can search product using order number -> If the order is not yet provisioned by the reseller we find the order in Ready to Install State but if order is provisioned then we find the order under Installed state.

Azure Product Order Placement Flow:

* Reseller Portal-> Marketplace-> Search Azure-> Select product-> Here the quantity of the product is always 1 because Azure charges the cost based upon the usage of the product whereas NCE and CSP charges based upon quantity of the product -> Place Order-> Fill details od End user-> Continue to Configure-> Select domain or create new one-> Enter reseller PO number-> Order process is same for almost all the orders
* Modify the Azure order:: Reseller portal-> Customer Admin/ Digital Locker -> For Azure select IAAS/PAAS-> Search using order number-> For given order click on modify button -> Click to configure (Bundle)-> Make changes here (Eg : region) -> enter resource name it must be unique-> Deploy bundle

Flag Checking:

* Path for flag checking:: Marketplace-> Marketplaces-> StreamOneUK-> Check flags here -> If any changes are made click on update.
* We mostly don’t make any changes to the flag settings.
* Changes made in the flag will reflect UI changes, these changes are seen on the Configuration page.
* Following are some flag terms:
* MCA: Microsoft Cloud Agreement
* MCuA: Microsoft Customer Agreement
* MPA: Microsoft Partner Agreement

**Session 05.**

Billing.

* Billing can be termed as generated invoice for customer.