TD SYNNEX

StreamOne® Ion

Frequently Asked Questions

What is StreamOne® Ion?

StreamOne® Ion is TD SYNNEX's global Cloud Management Platform for our partners and resellers to purchase, provision and manage cloud for their customers.

This platform serves as a conduit for enhanced collaboration within our ecosystem, encompassing vendors, integrators, ISVs, resellers, service providers, and customers. By fostering such synergy, it unlocks new avenues for growth, rapid scaling of digital solutions, and streamlines the overall process of buying and managing products and services. With StreamOne® Ion, we aim to elevate the cloud experience and empower all stakeholders with powerful tools to thrive in the digital landscape.

Why the transition to StreamOne® Ion?

Our top priority is to provide the best platform experience for our business partners. StreamOne® Ion is the preferred choice because of our extensive global platform expertise, continuous investment, and dedication to enhancing the platform to meet evolving market needs.

You will be able to connect all cloud services for easier provisioning, billing and management with self-service lifecycle management. Efficiently manage your cloud business with better tools and real-time access to dashboards and analytics reporting. With Storefront access to a growing portfolio of leading cloud providers and bundled solutions, you can deliver business outcomes.

What is the difference between Legacy StreamOne and StreamOne® Ion?

StreamOne ® Ion is the foundation for a platform-based business designed to help you take control of your cloud environment. It is tightly integrated with the top cloud providers —Amazon Web Services, Microsoft and Google — all available in a single cloud platform to optimize your cloud business. Scale to market at your own pace using robust management tools including interactive dashboards, real-time analytics, a white-label marketplace, APIs/connectors and self-service lifecycle management.

What are some of the new features available in StreamOne® Ion?

TD SYNNEX is committed to delivering new functionality and capabilities on a regular basis. Several recent enhancements include the ability to create your own branded storefront on StreamOne® Ion with a branded look and feel to extend your reach, support for Microsoft Modern Workplace to cost- effectively expand your cloud offerings and access to a portfolio of ready to deploy bundled solutions across our major cloud providers that enable you to deliver business outcomes.

What is happening to Tech Data StreamOne Cloud Marketplace (SCM)?

TD SYNNEX's StreamOne® Ion is replacing the legacy StreamOne Cloud Marketplace platform, which will become inaccessible in early 2024.

Is there a charge for using StreamOne® Ion?

No, TD SYNNEX's StreamOne® Ion will be provided to our partners at no charge.

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What other vendors does StreamOne® Ion support?

StreamOne® Ion supports many popular hyperscale cloud vendors. These include Microsoft, Amazon Web Services, Google Workspace and Google Cloud Platform and IBM Cloud. The platform also features TD SYNNEX's own Click to Run™ solutions for Microsoft Azure and Amazon Web Services. These vendor services are accessed once our partners have enrolled in the appropriate vendor program.

What is a Vendor Program?

A Vendor Program is a defined set of services and solutions bundled with terms and conditions. To access these services and solutions, you need to be enrolled into an appropriate program and approved by TD SYNNEX. Applying to be enrolled into a vendor program is the first step you need to take as a partner when joining the platform.

What is the TD SYNNEX Solution Marketplace?

StreamOne® Ion Solution Marketplace is a catalogue where all solutions and services are available for purchase by our partners on behalf of their customers. You can access the Solutions Marketplace by clicking Launch Marketplace or by going to the Customers module and selecting the customer for whom you want to purchase products.

What currency is supported in the platform?

TD SYNNEX's StreamOne® Ion default currency for most cloud providers is US dollars. You can create, modify, and handle custom currency conversions in the Currencies table. The currency will be visible on the platform's Dashboards, Reports, and Billing Statements.

What currency will I be invoiced in?

You will still be invoiced in local currency at a rate set by the local team. Please contact the local TD SYNNEX Microsoft sales team to get the current rate.

Am I able to customize my reports?

After you have customized a Billing Report, please click "Save Report." The report's layout, currency, groupings, columns, filters, and any other customized settings will be saved. As a result, for your convenience, the new report will be displayed under the specific report category, making it easily accessible for future use.

Knowledge-based article: [How to create, customize and download cloud billing reports.](#)

How can I find out more about the platform?

TD SYNNEX's StreamOne® Ion web site can be found here:
https://www.tdsynnex.com/streamoneion

How often is the data updated from Microsoft?

TD SYNNEX's StreamOne® Ion is directly connected to Microsoft through their APIs. All product and pricing information is updated as soon as the new information is published by Microsoft. These changes are reflected in the TDSYNNEX Marketplace and the StreamOne® Ion Price books. Billing and consumption information is captured daily for Modern Azure and New Commerce Experience.

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I'm used to ordering on behalf of my customers – how will I do this?

TD SYNNEX's StreamOne® Ion allows all partners to order on behalf of their end customers.

You can purchase licensing on behalf of your customer by going to the Customers module-> select the customer-> Products-> Buy Products.

Where will I see my customers in StreamOne® Ion?

You can find a list of your customers who have been migrated under the Customers module.

How do I view my dashboard?

The Dashboard view provides a comprehensive overview of all your cloud spending for customers. You have the flexibility to configure it according to your specific requirements and save the customized settings for future use.

Knowledge-based article: [Dashboard Navigation](#)

Migration Related

Will the price change with StreamOne® Ion?

The prices for your products will also remain the same. Only price changes from the Vendor will be reflected in the platform.

What will be the first things I need to do in StreamOne® Ion when I log in?

Please follow the steps in the provided onboarding guide.

When will I get my new credentials to StreamOne® Ion?

An email will be sent to the "billing email" email associated with StreamOne (Legacy), with details on how to login and reset your new account and password.

If you have an existing account in StreamOne® Ion, your primary "account admin" user will receive all communications.

How do I give additional staff access to StreamOne Ion?

To give access to StreamOne® Ion to your staff, you need to create an account then assign them a Security Role.

Go to Select Settings → Users → Add to create new users → Update the fields and then click Save.

Knowledge-based article: [How to add and manage administrative user access](#) .

Can I change my company name?

Yes, you can change your company's name at any time. Select Settings → Account Information → Update the fields and then click Save.

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Can I edit a reseller account?

Yes, you can edit your own reseller account but not all fields are available to edit. Click on Settings → Account Information → Update the fields and then click Save.

Can I reset a user's password?

Yes, you can reset a user's password to your admin management console. Select Settings → Account → Users. Note that you need to share that new password with the user.   Users can also reset the password themselves from the login screen by selecting Forgot Password.

Billing

How do I receive my invoice?

Your invoice will be provided in the same way but will have a different look and feel. You will use StreamOne® Ion to dive deeper into the breakdown of your customers' usage and consumption for Microsoft CSP usage.

Knowledge Base Article: [Billing module overview](#)

What does my invoice look like?

Within StreamOne ® Ion, there are three consolidation types that a reseller can select for billing:
- End Customer – one invoice PER Vendor PER end customer
- Semi – one invoice PER Vendor ALL end customers
- Full –one invoice PER Vendor

Each invoice provides a link for accessing the invoice in StreamOne ® Ion.

You can change your invoice format by submitting a [support](#) ticket.

You can also utilize the platform to download Billing Reports and/or generate Billing Statements, which will allow you to break down the billing information by customer and account numbers. These Reports contain comprehensive details of cloud usage and services data, providing you with the necessary insights for better management and analysis.

Knowledge Base Article: [Reseller Invoice Options : TDSynnex (freshdesk.com)](#)

What will the Microsoft billing cycle look like?

The billing cycle for Microsoft is calendar month, charged in arrears.

Will my invoices show a different company name to send payment?

Yes. Please refer to the name changes below.

Country	Legacy platform (SCM) Remit To:	StreamOne Ion® Remit To:
USA	Tech Data Corporation	TD SYNNEX

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Canada	Tenva TS Canada ULC	TD SYNNEX

What day will I receive an invoice?

All invoicing will be issued after the 15th of the month.

Knowledge base article: [Billing Cycles, Invoice Options and API's : TD SYNNEX StreamOne Ion (freshdesk.com)](#)

Will I still have access to the Shop ecommerce site to see my customer and billing information?

You will have access for a brief time, but we are changing our billing systems, so you will need to access the new site called ECExpress. You can access it via [https://ec.synnex.com/ecx/.](https://ec.synnex.com/ecx/)

Your company should have received a credential email when the account was created. If you do not have that you can contact the Helpdesk for assistance with the contact information shown on the main screen of ECExpress.

Where do I see my purchase price?

The purchase price for you will be visible in the price book in your administration portal. This price will also be visible in all of your reports generated on the platform. The purchase price for your end customer will be visible from the TD SYNNEX Marketplace when purchasing on behalf of your end customer, as well as in your White Labelled Storefront for your end customers.

How do I bill my customers?

The Reports module comprises cloud provider-specific Billing Reports, intended for the analysis and reconciliation of monthly billing data. Additionally, these reports serve as the primary method for generating customer invoices. In StreamOne ® Ion, invoices are considered non-payable billing statements within the platform.

Billing statements are generated on a monthly basis by the Reseller, and they are usually based on the prior month's usage. The settlement period for each cloud provider is typically completed within 2 weeks after the closure of a month.

It is important to generate billing statements in the platform every month for each cloud provider. The purpose of the billing statements includes:

- Creating static detailed accounting of the usage and billing data for a calendar period
- Provides the ability to extract detailed billing information
- Enables end customer access to detailed billing reports from the end customer portal.

Knowledge Base Article: [Generate Customer Billing Documents (Invoices)](#)

What data is available in StreamOne® Ion to bill my customers?

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All cloud provider programs are supported by the Billing and Reports modules. Billing Statements can be generated by the reseller or billing CSV files can be downloaded from the platform and imported into your accounting system.

CSV files contain all the billing information related to the consumption that your end customers are using. This will include End Customer, Product Names, Subscription Specifics, Exchange Rates, Periods, Seats, Cycle Times, Tagging information and more.

When I place an order, where can I check the status?

You can check order status by going to Customers-> Select the customer-> Products-> Manage Products. Click on the orders tab which will give you a list of ordered subscriptions and their status.

Knowledge base article: New Order Status in Admin Console : TDSynnex (freshdesk.com)

How do I know if my order went through?

Orders are active as soon as they are placed. You can view and manage them using the management console in Customer360. You can do this by going to Customers-> Select the customer-> Products-> Manage Products. Select manage next to the subscription you wish to manage.

Knowledge base article: Manage Products : TDSynnex (freshdesk.com)

If my order is stuck or fails, will I be notified?

You can set up email templates that will send you a notification if an order fails.

How do I request vendor authorization?

Any vendor authorization granted in StreamOne will be authorized in StreamOne® Ion. For additional vendors please contact your sales representative to find out the eligibility requirements.

Will I be notified when invoices have been issued?

Invoices from StreamOne ® Ion are sent as usual TDSYNNEX invoices are to resellers (either via email set up with the credit team or via mail).

How can I cancel an order (placed incorrectly or no longer needed)?

Modern Workplace or NCE orders can be canceled if they are within their cancellation window. Go to the Customers module-> Select the customer-> Products-> Manage Products-> Cancel.

Where do I go to modify an order or make changes?

You can go to the Customers module-> Select the customer-> Products-> Manage Products.

Knowledge-based article: Customer360 Overview

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Version 2.8

Can I change my customer profile details?

You can update your end customer profile on the platform at any time. Select the customer from the list under the "Customer" menu. Then select "edit" and then "Customer Information" sub tab under the "General" menu.

How do I access the billing data for my customers?

Billing data and breakdowns of usage is available in the Reports model in the Admin Console for your customers. Reports are generated to capture the data required for your end customer Billing Statements. This data can then be extracted as a CSV file for further analysis and usage.

The Billing Statements (Ion Invoices) include customer contact information and the reseller's public profile data (your logo and contact information.)

Am I able to set a threshold for my customers so they don't order MWP over a certain limit?

Yes, you can set a defined limit on your end customers, so they don't purchase over this limit. Notifications are then sent to you for review and approval so you can still go ahead with the order risk free.

Can I edit prices at any time?

Yes, you are able to create and modify price books for your customers at any time. Pricebook changes are applied every 24 hours to reflect these modifications.

Is it possible to have the reseller manual approval after the end customer places the order online?

Yes, you can have all Modern Workplace orders require manual approvals by the partner before being approved and placed.

What is a White Label or Brandable Storefront?

A White Label Storefront is an end portal for you to provide to your end customers. Tailor your storefront with a URL, logo, colors, and company information for a branded look and feel to extend your reach.

You can customize your pricing for your customers to enable them to purchase all products in the TD SYNNEX Cloud catalog. Enable your customers to self-service buy and manage their own purchases from your storefront with the ability to set purchase approval and dollar thresholds.

Do I need to set up my customers to use the storefront?

You have the flexibility to enable or disable the White Labeled End Customer storefront for each end customer.

If you have active customers, and you enable them with end customer portal access, your customers may also log into the TDSYNNEX Solutions Marketplace to make purchases or manage their existing orders.

Knowledge Base Article: Setup and Manage Customer End User Access

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Dual Platform Access

You will have access to both platforms (legacy StreamOne and StreamOne® Ion) for a period of one month. During the transition period you can operate out of both platforms to ensure your teams have time to get familiar with the new platform.

Why is it best to make all subscription changes in the StreamOne® Ion platform?

While doing so will help you get more familiar with the platform, there is a technical reason as well. StreamOne® Ion synchronizes its data with Microsoft. Legacy StreamOne (SCM) however only pushes data to Microsoft. It does not update with any changes made on Microsoft, or StreamOne® Ion, end. This means that if you make changes to the subscription on both platforms there may be a discrepancy in the quantity as seen in the platform. You must be sure the quantity shown in SCM is the value you want.

See below examples.

	SCM Qty will show:	Ion Qty will show:
Scenario 1		
Initial SCM purchase	1	1
In SCM, increase by 1	2	2
In SCM, decrease by 1	1	1
	Result: Ion syncs with the data it sees in Microsoft, sent by SCM	
Scenario 2		
Initial purchase in Ion	NA	5
In Ion, increase by 1	NA	6
In Ion, decrease by 1	NA	5
	Result: SCM will not reflect Ion activity	
Scenario 3		
Initial SCM purchase	9	9
In Ion, increase by 1	9	10
In Ion, decrease by 4	9	6
	Result: SCM will not reflect Ion activity	
Scenario 4		
Initial SCM purchase	9	9
In Ion, increase by 1	9	10
In SCM, increase by 2	11	11*
In Ion, decrease by 4	11	7
In SCM, decrease by 1	10	10*
	Result: SCM quantity is sent to Microsoft so Ion will synchronize with that value. SCM will not reflect changes made in StreamOne® Ion. * StreamOne® Ion sees the final quantity as shown in SCM. StreamOne® Ion does not adjust based on changes in SCM, only final value.	

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	NOTE: If you use both platforms to make changes to the same sub, be sure the final quantity is accurate.

Support

Where do I go for support on using the platform?

The platform incorporates a comprehensive help and support system for your convenience. Contextual page-based support is readily available on the main pages, assisting our partners in navigating the platform and providing helpful suggestions for the next steps or available options.

Furthermore, you will find a wealth of information in the deep knowledge base, consisting of articles and self-help resources integrated into the platform. These resources are designed to empower users with the information they need to efficiently utilize the platform and address any queries they may have. You can find those by clicking on the top right '?' and selecting "Search Articles" or going directly to the StreamOne Ion Knowledge Base.

Where do I go for support on any billing enquiries?

If you need help you can access the StreamOne Ion Knowledge Base or open a support ticket which can be done by clicking here or by clicking on the question mark symbol "?", located in the upper right-hand corner of the StreamOne® Ion interface.

Is there a knowledge base I can search through?

TD SYNNEX's StreamOne® Ion platform has an exhaustive knowledge base article repository covering all elements of the platform. Articles are classified into a number of different ways, including based on vendor, system module or use case.

Can I view provisioning history?

Yes, provisioning history is available under the details section for each product on the platform. You can find this by going into Customers-> select the customer-> products-> manage Products-> select Details next to the product you would like more information on.

Connectivity

Is there an API that I'm able to leverage and access StreamOne® Ion with?

TD SYNNEX's StreamOne® Ion provides an open and flexible set of APIs available for our partners. More information is available online here - Ion APIs

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