



# Sunrise Work Smart Marketplace

## User Guide

v 1.0

## Contents

1	Our Work Smart Marketplace	3
2	The Marketplace Storefront	4
3	Configuration of account information	5
4	Ordering licenses	6
4.1	Ordering licenses	7
5	Managing existing subscriptions/licenses	12
5.1	Buy Licences: Purchase additional licenses	14
5.2	Buy add-ons: Purchasing additional add-ons	15
5.3	Cancel an add-on: Reducing/canceling an add-on	16
5.4	Cancel the Subscription: Reduce license	17

## **1 Our Work Smart Marketplace**

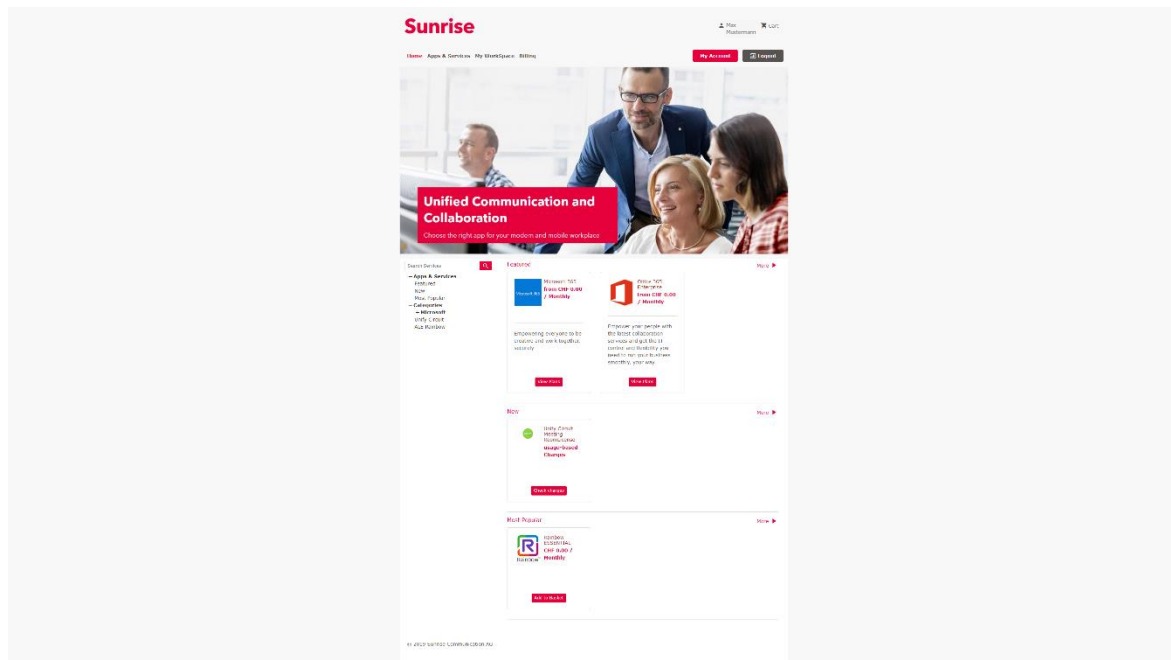
We offer Sunrise customers the Sunrise Work Smart Marketplace to purchase and manage service-based products such as Office 365 licenses. The system is based on the interworks.cloud platform. This platform is a clearly understandable and simple solution to manage cloud services. With it, you can provide and manage your service products.

## 2 The Marketplace Storefront

The system automatically creates a Storefront user login for every customer who uses service-based products and makes it available to them.

You can use it to

- access an overview of purchase products (My WorkSpace/Billing)
- increase/reduce the number of products you've already purchased (Billing)
- buy service-based products (Apps & Services)



The following table contains an overview of the most important functions:

Menu	Function
Home	Storefront Homepage
Apps & Services	Overview of all products
My WorkSpace	Overview of purchased services
Billing	Increase/reduce the quantity of a product you've already purchased
My Account	User and bank account information
Cart	Basket

### 3 Configuration of account information

We initially set up your Customer or Storefront Account.

[Home](#) [Apps & Services](#) [My Workspace](#) [Billing](#) [My Account](#) [Logout](#)

#### MY ACCOUNT

Set your account settings

[Change your password](#)

[My Profile](#)

#### User Settings

**First Name \***  
Work

**Last Name \***  
Smart

**Email \***  
worksmart@sunrise.net

**Date Format \***  
dd/mm/yyyy

**Language \***  
English

#### Billing Address

**Company Name \***  
Sunrise Communication AG

**Phone \***  
0800 707 505

**Address \***  
Thurgauerstrasse 101b

**City \***  
Opfikon

**Country \***  
Switzerland

**State / Province \***  
Select...

**Post Code \***  
8152

**Billing Contact**  
No Billing Contact has been set

[Update](#)

If you wish to update your billing contact click here [Update Billing Contact](#)

You can access the information stored by us through "MyAccount".  
This information can be amended at any time; store the changes by clicking on the "Update" button.

## 4 Ordering licenses

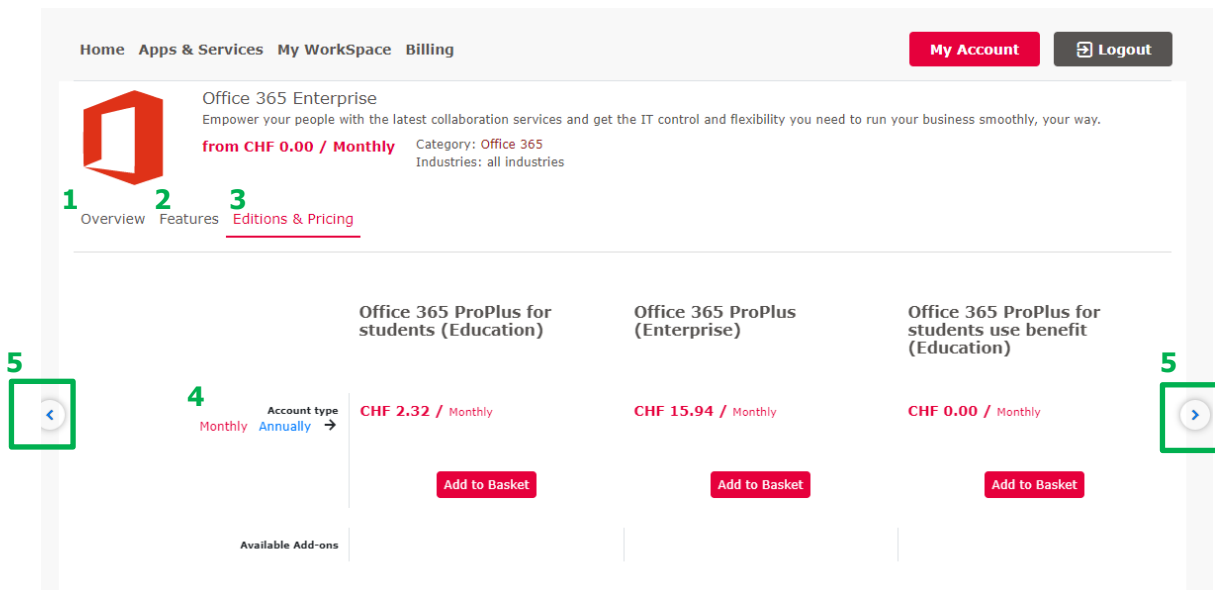
You can access a large selection of software licenses of various providers selected and tested by Sunrise through "Categories" or "Apps & Services".

The screenshot displays the Sunrise Work Smart Marketplace interface. At the top, there is a navigation bar with 'Home' and 'Apps & Services' (highlighted with a green box). To the right of the navigation bar are 'Register' and 'Login' buttons. Below the navigation bar is a large banner image of four people in an office setting. Overlaid on the banner is a red box with the text 'Unified Communication and Collaboration' and 'Choose the right app for your modern and mobile workplace'. Below the banner is a search bar labeled 'Search Services' and a 'Products [47]' indicator. On the left side, there is a sidebar with a 'Categories' section (highlighted with a green box) containing 'Microsoft', 'Unify Circuit', and 'ALE Rainbow'. The main content area displays a list of products. The first product is 'Azure Active Directory' by Microsoft, categorized under 'Azure'. It includes a description: 'Azure Active Directory is a comprehensive, highly available identity and access management cloud solution that combines core directory services, advanced Identity governance, and application access management. Azure Active Directory also offers a rich, standards-based platform that enables developers to deliver access control to their applications, based on centralized policy and rules.' A 'View Plans' button is located to the right of the description. The second product is 'Azure Advanced Threat Protection for Users' by Microsoft, also categorized under 'Azure'. It includes a description: 'Azure Advanced Threat Protection is designed to help you protect your enterprise from advanced targeted attacks by automatically analyzing, learning, and identifying normal and abnormal entity (user, devices, and resources) behavior.' A 'View Plans' button is also present to the right of this description.

## 4.1 Ordering licenses

Use the menu or the search function to find a license.

Click on "View Plans" or the product name (depending on the product).



The pop-up window shown below will open.

You can find the following functions on this screen:

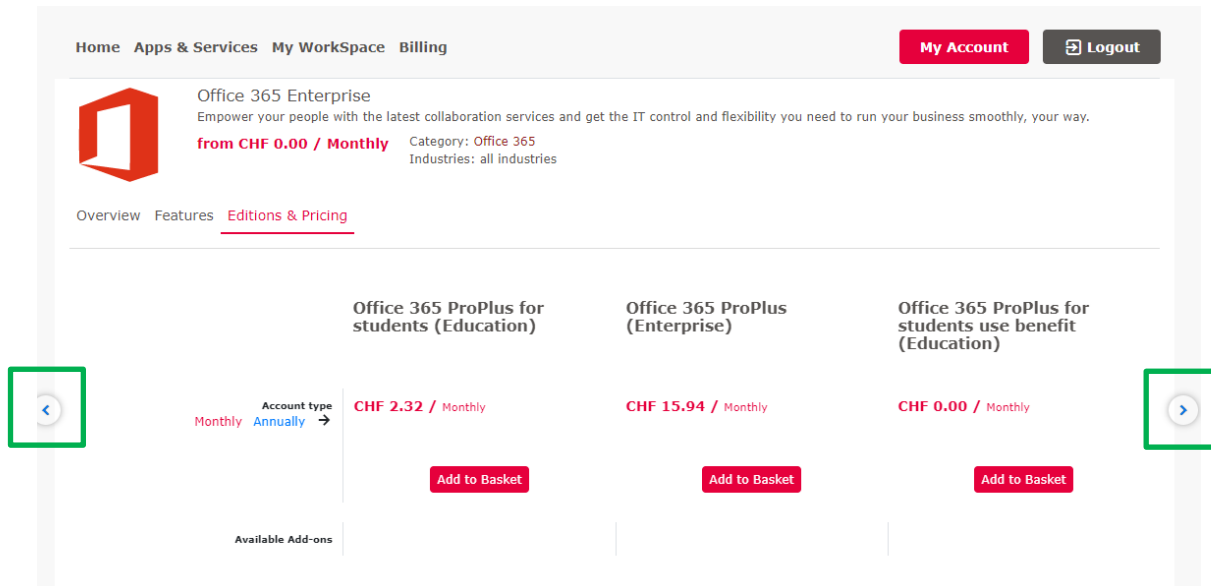
1. Overview: Product description
2. Features: Product features
3. Editions & Pricings: An overview of the individual editions within a product or product suite.
4. Account type: Choose between monthly or annual billing.
5. Next/Previous button: Show additional products from this suite.

**Note:** Features may vary from product to product or suite to suite.

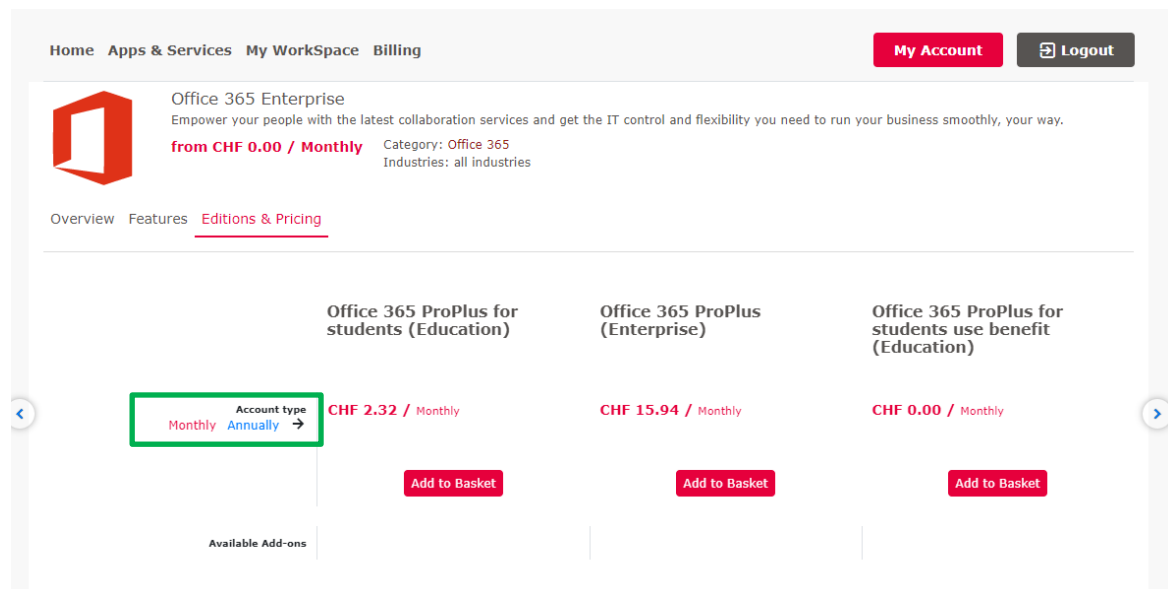
**Note 2:** You will only see the "Add to Basket" button if you are logged in.

To place an order, please proceed as follows:

1. Select the product by using the Next/Previous button.



2. After finding the correct product, choose the Account Type (billing type).





### 3. Click on "Add to Basket"

Home Apps & Services My WorkSpace Billing [My Account](#) [Logout](#)

**Office 365 Enterprise**  
Empower your people with the latest collaboration services and get the IT control and flexibility you need to run your business smoothly, your way.  
**from CHF 0.00 / Monthly** Category: Office 365 Industries: all Industries

Overview Features Editions & Pricing

	Office 365 ProPlus for students (Education)	Office 365 ProPlus (Enterprise)	Office 365 ProPlus for students use benefit (Education)
Account type Monthly <b>Annually</b> →	CHF 2.32 / Monthly	CHF 15.94 / Monthly	CHF 0.00 / Monthly
<b>Add to Basket</b>	<b>Add to Basket</b>	<b>Add to Basket</b>	
Available Add-ons			

4. Under Quantity, enter (1). You can add a friendly name to this order if you wish (2). You can add "add-ons" in the same screen (example: Phone System) (3). **Note:** Only three add-ons are shown on a page. You can find more information under the "Page menu" (4). Keep an overview of your payments at any time, under "What you pay" (5)

Home Apps & Services My WorkSpace Billing [My Account](#) [Logout](#)

Add **Office 365 E3 (Enterprise)** to Basket

**Account type**  
Monthly **Annually** →

**Quantity** 1 **Price** CHF 24.66 / Monthly

**2** Do you want to define a friendly name for your subscription?  
Fill in your preferred name in the following field

**3** Do you want extra add-ons?  
Below is a list of product's available add-ons

Add-on	Quantity	Price
<input type="checkbox"/> Audio Conferencing	1	CHF 4.20 / Monthly
<input type="checkbox"/> Audio Conferencing (Nonprofit Staff Pricing)	1	CHF 1.69 / Monthly
<input type="checkbox"/> Business Apps (free)	1	CHF 0.00 / Monthly

**4** [22 add-ons] < 1 2 3 4 5 6 7 8 >

**5** What You Pay

Product	Quantity	Unit Price	Discount	Total
Office 365 E3 (Enterprise)	1.0	CHF 22.90 / Monthly	0.00 %	CHF 22.90
Total before Tax				CHF 22.90
MWST				CHF 1.76
<b>Total</b>				<b>CHF 24.66</b>


[Cancel](#) [Continue shopping](#) [Proceed to checkout](#)

- Click on "Proceed to checkout" to get to the next page, with a short overview of the items in your basket. If everything is correct, click on "Checkout"

[Home](#) [Apps & Services](#) [My WorkSpace](#) [Billing](#) [My Account](#) [Logout](#)

[1. Basket Items](#) [2. Billing Information](#) [3. Confirmation](#)

### MY BASKET

	Quantity	Unit Price	Discount	Total
 Office 365 E3 (Enterprise) <a href="#">change</a>   <a href="#">remove</a>	2	CHF 22.90 / Monthly	0.00 %	CHF 45.80
+ Audio Conferencing (Nonprofit Staff Pricing)	1	CHF 1.57 / Monthly	0.00 %	CHF 1.57

**Basket Total**

Total before Tax	CHF 47.37
MWSt	CHF 3.65
Final Price	CHF 51.02

**Fees Analysis**

Monthly	CHF 47.37
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[Checkout »](#)

- You will be forwarded to the Checkout page, on which your billing address is listed. Click on "Checkout" again

[Home](#) [Apps & Services](#) [My WorkSpace](#) [Billing](#) [My Account](#) [Logout](#)

[1. Basket Items](#) [2. Billing Information](#) [3. Confirmation](#)

### CHECKOUT

Billing Address

<b>Address</b>	<b>City</b>
Thurgauerstrasse 101b	Opfikon
<b>Country</b>	<b>State / Province</b>
Switzerland	
<b>Post Code</b>	<b>Phone</b>
8152	0800707707

Who would you like to receive your invoices?

**No Billing Contact has been set**  
You can change the details of your existing billing contact in [My Account](#)

[« Back](#) [Checkout »](#)

7. to get to the Checkout overview. Your order will now be supplied.

[Home](#) [Apps & Services](#) [My WorkSpace](#) [Billing](#)

[My Account](#) [Logout](#)

[1. Basket Items](#) [2. Billing Information](#) [3. Confirmation](#)

### CHECKOUT

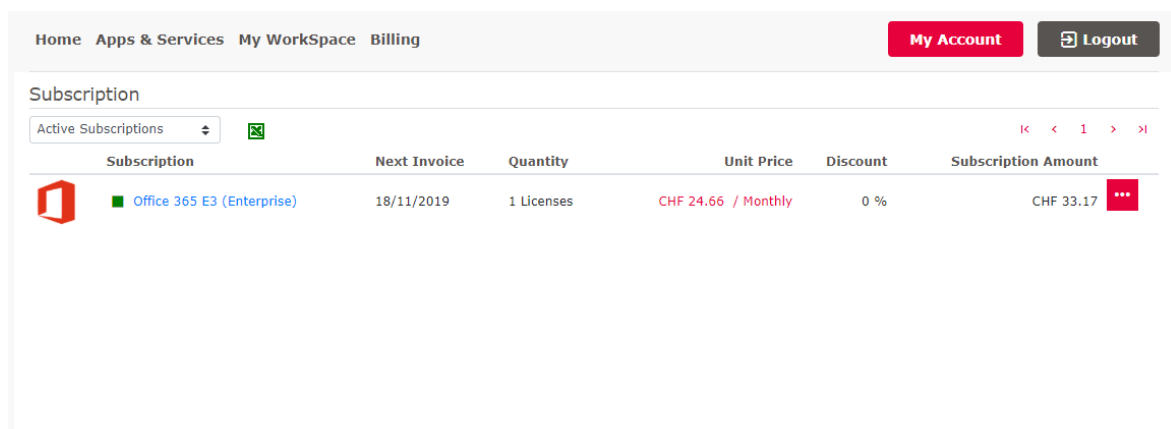
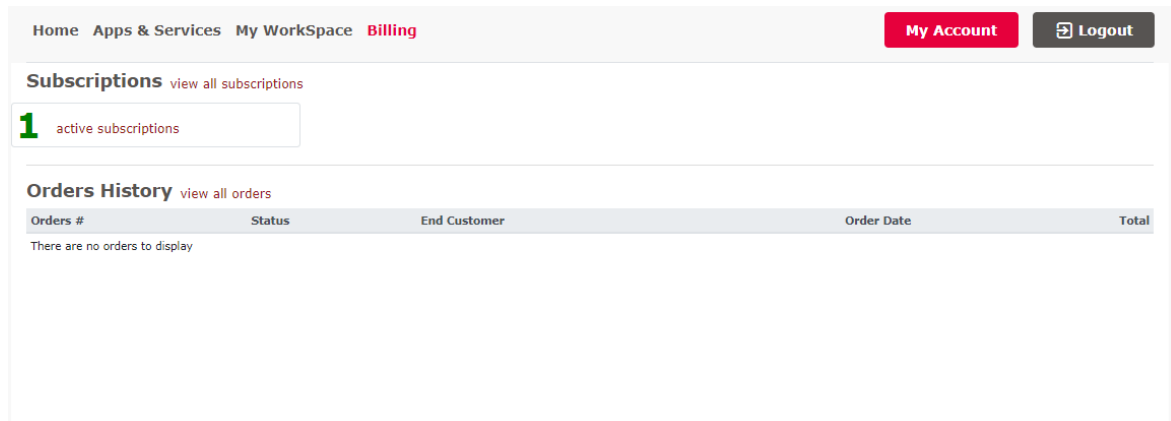
🔄 Your order submission has been completed


Pending Subscriptions	Quantity	Activation Date	Billing Cycle
<a href="#">Office 365 E3 (Enterprise)</a>	2	12/11/2019	Monthly

🔄 Provisioning in progress

## 5 Managing existing subscriptions/licenses


If you have active subscriptions, which have been provided through the Marketplace, you can manage them through the Section "Billing" > "active-" or "view all subscriptions".





Subscription	Next Invoice	Quantity	Unit Price	Discount	Subscription Amount
 Office 365 E3 (Enterprise)	18/11/2019	1 Licenses	CHF 24.66 / Monthly	0 %	CHF 33.17

Use the dropdown function to filter the list by the following criteria:

- Active Subscriptions: Active licenses
- All Subscriptions: All licenses
- Canceled Subscriptions: Reduced/canceled licenses
- Suspended Subscriptions: Interrupted licenses
- Trial Subscriptions: Trial licenses

The list can be exported using the Excel icon .

Home Apps & Services My WorkSpace Billing						
My Account Logout						
Subscription						
Active Subscriptions						
Subscription	Next Invoice	Quantity	Unit Price	Discount	Subscription Amount	
 Office 365 E3 (Enterprise)	18/11/2019	1 Licenses	CHF 24.66 / Monthly	0 %	CHF 33.17	...


Home Apps & Services My WorkSpace Billing						
My Account Logout						
Subscription						
Active Subscriptions						
Subscription	Next Invoice	Quantity	Unit Price	Discount	Subscription Amount	
 Office 365 E3 (Enterprise)	18/11/2019	1 Licenses	CHF 24.66 / Monthly	0 %	CHF 33.17	...

Buy Licenses

Buy add-ons

Cancel an add-on


Cancel the subscription

The Function Menu can be opened using the three points near  Subscription Amount.

The functions are:

- Buy add-ons: Purchase additional add-ons
- Buy Licenses: Purchase additional licenses
- Cancel an add-on: Reduce add-ons
- Cancel the Subscription: Reduce license

Alternatively, you can click on the name of the relevant subscription/license.

Subscription	
Active Subscriptions	
Subscription	
	PFGG - Office 365 E3 (Enterprise)

Home Apps & Services My Workspace Billing

My Account Logout

**Office 365 E3 (Enterprise)** I want to....

Amount: **CHF 33.17 / Monthly** Quantity: **1 Licenses** Next Invoice: **18/11/2019**

Subscription is under price protection until 18/03/2020 .

What You Pay [view the purchase history](#)

Product / Add-On	Quantity	Unit Price	Discount	Final Unit Price
Office 365 E3 (Enterprise)	1	CHF 24.66	—	CHF 24.66
Phone System	1	CHF 8.51	—	CHF 8.51

Use the “I want to...” function to access the menu that you can also access using the three points under Subscriptions.

The functions are:

- Buy add-ons: Purchase additional add-ons
- Buy Licenses: Purchase additional licenses
- Cancel an add-on: Reduce add-ons
- Cancel the Subscription: Reduce license

## 5.1 Buy Licences: Purchase additional licenses

To purchase additional quantities of a license you’ve already purchased, click on “Buy Licences”.

Home Apps & Services My Workspace Billing

My Account Logout

**Office 365 E3 (Enterprise)** I want to....

Amount: **CHF 33.17 / Monthly** Quantity: **1 Licenses** Next Invoice: **18/11/2019**

Subscription is under price protection until 18/03/2020 .

What You Pay [view the purchase history](#)

Product / Add-On	Quantity	Unit Price	Discount	Final Unit Price
Office 365 E3 (Enterprise)	1	CHF 24.66	—	CHF 24.66
Phone System	1	CHF 8.51	—	CHF 8.51

A lightbox opens where you can enter the number of additional licenses that you want to purchase:

**Purchase of extra license** ×

Please define how many licenses you need

Extra licenses


Cancel Submit

Enter the number of additional licenses that you want to purchase and click on "Submit". The order is executed in the background, and your licenses are provided in a few minutes.



## 5.2 Buy add-ons: Purchasing additional add-ons

To purchase additional add-ons, click on "Buy add-ons".

[Home](#) [Apps & Services](#) [My Workspace](#) [Billing](#) My Account Logout

 **Office 365 E3 (Enterprise)** I want to....  
Amount: **CHF 33.17 / Monthly** Quantity: **1 Licenses** Next Invoice: **18/11/2019**  
Subscription is under price protection until 18/03/2020 .

**What You Pay** [view the purchase history](#)

Product / Add-On	Quantity	Unit Price	Discount	Final Unit Price
 Office 365 E3 (Enterprise)	1	CHF 24.66	—	CHF 24.66
 Phone System	1	CHF 8.51	—	CHF 8.51

Buy licenses  
Buy add-ons  
Cancel an add-on  
Cancel the subscription

A lightbox opens where you can select an add-on and enter the quantity:

Buy add-ons

Do you want to buy extra add-ons for PFGG - Office 365 E3 (Enterprise)  
Below is a list of the available add-ons

Add-on	Quantity	Price
<input type="checkbox"/> Audio Conferencing	1	CHF 4.20 / Monthly
<input type="checkbox"/> Audio Conferencing (Nonprofit Staff Pricing)	1	CHF 1.69 / Monthly
<input type="checkbox"/> Business Apps (free)	1	CHF 0.00 / Monthly

[22 Entries] 1 2 3 4 5 6 7 8

CancelCheckout


Choose the add-on and enter the quantity. You can execute the order by clicking on "Checkout". The order is executed in the background, and your add-ons are provided in a few minutes.

### 5.3 Cancel an add-on: Reducing/canceling an add-on

To cancel an add-on or reduce the number of add-ons, click on "Cancel an add-on"

Home Apps & Services My WorkSpace Billing

My Account Logout



Office 365 E3 (Enterprise)



Amount: CHF 33.17 / Monthly Quantity: 1 Licenses Next Invoice: 18/11/2019

Subscription is under price protection until 18/03/2020 .

I want to....

Buy Licenses  
Buy add-ons  
Cancel an add-on  
Cancel the subscription

What You Pay view the purchase history

Product / Add-On	Quantity	Unit Price	Discount	Final Unit Price
 Office 365 E3 (Enterprise)	1	CHF 24.66	—	CHF 24.66
 Phone System	1	CHF 8.51	—	CHF 8.51



A lightbox opens; here, you can select an add-on and enter the quantity of add-ons to reduce/cancel:

PFGG - Office 365 E3 (Enterprise) - Cancel Add-ons

Select which add-ons you want to cancel from subscription "PFGG - Office 365 E3 (Enterprise)"

Below is a list of the add-ons you have purchased.

Add-on	Quantity
<input checked="" type="checkbox"/> Phone System	Cancel 1 All out of 1

[1 Entries] 1

**Cancellation Instructions**

Enter here any instructions you may have...

Cancel Submit

Choose the add-on and enter the quantity to reduce/cancel. Then, click on Submit to carry out the cancellation.

## 5.4 Cancel the Subscription: Reduce license

To cancel or reduce a license, click on "Cancel the subscription"

Home Apps & Services My WorkSpace Billing My Account Logout

**Office 365 E3 (Enterprise)**

Amount: CHF 33.17 / Monthly Quantity: 1 Licenses Next Invoice: 18/11/2019

Subscription is under price protection until 18/03/2020 .

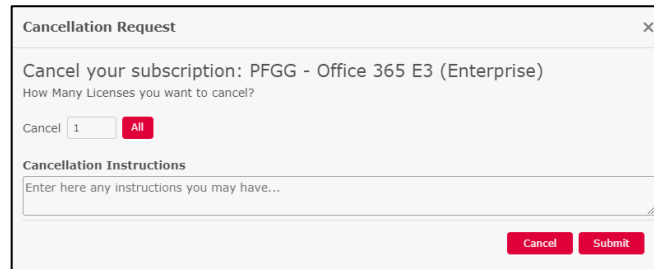
**What You Pay** view the purchase history

Product / Add-On	Quantity	Unit Price	Discount	Final Unit Price
Office 365 E3 (Enterprise)	1	CHF 24.66	—	CHF 24.66
Phone System	1	CHF 8.51	—	CHF 8.51

I want to....

- Buy Licenses
- Buy add-ons
- Cancel an add-on
- Cancel the subscription

A lightbox opens where you can enter the quantity of licenses to reduce/cancel:



A lightbox titled "Cancellation Request" with a close button (X) in the top right corner. The main text reads "Cancel your subscription: PFGG - Office 365 E3 (Enterprise)". Below this, it asks "How Many Licenses you want to cancel?". There is a "Cancel" label followed by a text input field containing the number "1" and a red button labeled "All". Below this is a section titled "Cancellation Instructions" with a text area containing the placeholder "Enter here any instructions you may have...". At the bottom right, there are two red buttons: "Cancel" and "Submit".

Enter the number of licenses that you want to cancel and click on "Submit" to carry out the cancellation.