



# The Microsoft Partner Agreement for Indirect Resellers

Frequently asked questions

V2 updated September 2019

## OVERVIEW – WHAT IS THE MICROSOFT PARTNER AGREEMENT?

The Microsoft Partner Agreement (MPA) is a modular, perpetual agreement that delivers the most relevant terms and conditions based on partner type and offers partners are qualified to sell. The Cloud Solution Provider (CSP) program will be the first partner channel to use the new agreement; in the long term it will apply to all other partner channels and offers.

It is imperative for Microsoft to digitally transform to better support customer needs, grow business and compete in a cloud-first world. Part of this digital transformation requires upgrading partner agreements to align with this reality.

The goals are to make the contracting experience easier and to continue meeting regulatory obligations and our partners' expectations of trust. To achieve these goals, the Microsoft Partner Agreement provides a simpler process to accept and manage agreements and incorporates terms that support our commitment to privacy, security, compliance and transparency.

You will find more information about the MPA in these two collections on the [CSP Program Updates Resource Gallery](#):

- [New Microsoft Partner Agreement for Cloud Solution Provider program](#)
- [Indirect Reseller onboarding for Microsoft Partner Agreement in CSP program](#)

## CONTENTS

Overview – What is the Microsoft Partner Agreement? .....	1
General questions .....	2
Reseller Onboarding .....	3

## GENERAL QUESTIONS

### Who should sign the Microsoft Partner Agreement?

All partners in the CSP program must accept the Microsoft Partner Agreement prior to January 31, 2020, to ensure no disruption of their ability to make orders for new or existing customers under the CSP program.

After reviewing the terms with their legal team and business leadership, it is the global admin of the CSP tenant who accepts the agreement on Partner Center.

### What's the timeline for accepting the MPA?

1. July 31, 2019: The MPA is available for partner preview on the Partner Center.
2. September 1, 2019: The MPA is available for acceptance on the Partner Center.
3. January 31, 2020: All partners in the CSP program are required to accept the MPA to transact in the CSP program.

### Why do I need to onboard as an Indirect Reseller in the Partner Center and accept the MPA?

To meet our compliance goals and ensure certified distribution of our products to end customers, Microsoft is required to identify and verify all entities in our commercial channel. Therefore, we require all our Indirect Providers to have their Indirect Resellers onboard to the Partner Center and accept the relevant terms.

### The new MPA will be available from September 1, 2019. Why should I onboard to Partner Center as soon as possible?

The onboarding process for Partner Center includes business verification, which can take several days. Depending on how a partner has been registered, there may be extra steps before onboarding can be completed. Indirect resellers should start their onboarding process now to avoid the risk of last-minute problems.

### If I accepted the Indirect Reseller terms before, do I need to accept the new MPA after September 1, 2019?

Yes. You'll need to log into the Partner Center using global admin credentials associated to your Indirect Reseller Partner Center account and accept the new terms of the MPA.

### I'm an Indirect Reseller. What do I need to do about the new MPA terms?

All Indirect Resellers will need to accept the terms of the MPA beginning September 1, 2019, and no later than January 31, 2020. The first step of this process is to enroll as a CSP Indirect Reseller on the Partner Center. If you have not enrolled yet, please work with your Indirect Provider and enroll [here](#) today.

### Will the MPA cover multiple countries and regions (e.g. EMEA + US + LATAM) in a single agreement? Or will it require my company to onboard to Partner Center multiple times and accept the MPA multiple times, e.g. per region?

The MPA covers only the CSP regional markets available today. Your company's location determines your market. Your market includes the regions and/or countries where you can transact in CSP.

For example, if your company is only located in the United States, you can transact in the U.S. and will only need to onboard to the Partner Center and accept the MPA once, in the U.S. If your company is located in the U.S. and Brazil, you will need to onboard to the Partner Center and accept the MPA twice, once in the U.S. and once in Brazil, since these are 2 different CSP regional markets. However, if your company is located in the Africa region, you can transact in the CSP in all 18 countries in the Africa regional market but will only need to onboard to the Partner Center and accept the MPA once, in 1 of those 18 countries. You can find more information about the CSP program regional markets [here](#).

**What will happen if I don't accept the MPA terms by January 31, 2020?**

After January 31, 2020, the acceptance of MPA will be required for all partners in the CSP programs to be able to transact (i.e. add new subscriptions or add seats to existing subscriptions) through the Partner Center API or User Interface.

**Will being blocked on the CSP affect my customer management capabilities in the Partner Center?**

If you have delegated admin privileges for your customers, customer management capabilities in the Partner Center will not be impacted. You will still be able to administer services and manage users and licenses.

## RESELLER ONBOARDING

**Why should I onboard to the Partner Center as an Indirect Reseller?**

You'll need to onboard to the Partner Center as an Indirect Reseller to accept the MPA, which will be available beginning September 1, 2019. As an Indirect Reseller on the Partner Center, you can have a comprehensive experience which will allow you to find and transact with Indirect Providers, manage your relationships with customers and Indirect Providers, and leverage the Partner Center's powerful business tools, such as Referrals.

**I'm already onboarded as a CSP Indirect Reseller to the Partner Center. Do I need to do anything?**

Yes. From September 1, 2019 to January 31, 2020, you should log into the Partner Center using the global admin credentials associated to your Indirect Reseller Partner Center account and accept the new terms of the MPA.

**I haven't enrolled and onboarded to the Partner Center as a CSP Indirect Reseller yet. What should I do?**

Once you're ready, go to [this page](#) to start the onboarding process. Accepting the MPA will be part of the enrollment and onboarding process.

**I have multiple MPN IDs. Which MPN ID should I use to onboard to the Partner Center?**

You will need to use an active MPN ID that's in the same country as the one you're onboarding to the Partner Center as an Indirect Reseller. It's also recommended you use the same MPN ID you have previously submitted to your Indirect Provider to transact in CSP, as long as it meets the country requirement described above.

**Can I use my Virtual Organization ID (VOrg ID) as the MPN ID?**

No. You will need to use an MPN ID associated with a headquarters or location organization type. The Partner Center will not allow you to use a VOrg ID during onboarding.

**How can I check whether my MPN ID is valid or not?**

If you have migrated your MPN membership account to the Partner Center, you can log in to the Partner Center Dashboard [here](#). After logging in, click the "View your partner profile" link on the Overview page of the Dashboard. Your MPN program status should be "Active." To view your MPN IDs and their associated locations, click the "Locations" link on the left navigation bar. As noted above, be sure to use a location MPN ID that's in the same country as the one you're onboarding to the Partner Center as an Indirect Reseller.

---

If you're still managing your MPN membership account on the Partner Membership Center, you can log in to your account [here](#). After logging in, click "Your Accounts and Reports" on the top navigation bar. Then click "My Insights" -> "Profile Membership & Training." Your membership status should be "Active." You can also view your MPN IDs by scrolling to the "Partner Details" section of the page.

**I don't know if I have an existing Microsoft global admin login associated with the country that I want to onboard to the Partner Center. How can I find out?**

If you have a Partner Center account, log in to the Dashboard [here](#). First, check the country location of the Partner Center account by clicking the "View your partner profile" link on the Overview page of the Dashboard. The country will be listed in the "Legal business profile" section. Next, check your user permissions by clicking the "My Profile" link on the Overview page of the Dashboard. At least one of the Partner Center permissions will be "Global admin" if your login is associated with a global admin account.

**If I need to create a new global admin account for CSP, which login email and domain should I use?**

You should provide an official company email address associated with the registered legal business name and address of the company you will onboard to the Partner Center as an Indirect Reseller. Important note: Email addresses from web-based email services, including .onmicrosoft.com addresses, will not be accepted. However, Microsoft will do its best to work with you if you do not have an official company email address.

**I submitted my registered business information when onboarding to the Partner Center as an Indirect Reseller and haven't heard back from Microsoft regarding the next step. What should I do?**

In most cases, the authorization process will take a couple of days. However, in certain cases, Indirect Resellers may be required to provide extra information.

Additionally, you can check the status of your business verification by clicking the "View your partner profile" link on the Overview page of the Dashboard. If your verification status is "Rejected" you will see which step caused the rejection with information on how to remediate. If you still have questions you can [contact support](#).

**(Note: this is for cases where the Indirect Reseller gets stuck in the business verification process.)**

**What information is needed to enroll as an Indirect Reseller on the Partner Center?**

You will need the following:

1. An active MPN ID in the country location you're onboarding to in the Partner Center.
2. Global admin credentials for a Microsoft account.
3. A registered legal business name, address, and phone number for the country location you're onboarding.
4. An admin for the Partner Center account, if not the person who will submit the Partner Center enrollment for onboarding as an Indirect Reseller.

**Who should I contact if I have issues regarding the Partner Center onboarding process?**

First, please contact your Indirect Provider. For more information, refer to the [Reseller Partner Center onboarding guide](#).

© 2019 Microsoft Corporation. All rights reserved. Microsoft provides this material solely for informational purposes. Details may vary by geography. MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.