



The Microsoft Partner Agreement for Indirect Resellers

Frequently asked questions

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GENERAL QUESTIONS

What is the Microsoft Partner Agreement? Why should I accept the Microsoft Partner Agreement?

As part of the new Microsoft commerce experience, we are introducing the Microsoft Partner Agreement, that provides Microsoft partners with a simple, unified, digitally accepted partner agreement. The Microsoft Partner Agreement contains a core set of perpetual terms that help Microsoft, partners and customers support data privacy and security, promote compliance and encourage sound business practices.

The new Microsoft Partner Agreement establishes a documented, trusted relationship between partners, customers and Microsoft by providing higher degree of transparency and enabling compliant business practices.

The Cloud Solution Provider program will be the first partner channel to leverage the Microsoft Partner Agreement. The goal is to make the contracting experience easier while meeting regulatory obligations and our partners' expectations of trust.

Timeline:

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

Why do I need to onboard as an indirect reseller in the Partner Center and accept the Microsoft Partner Agreement?

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

The new Microsoft Partner Agreement will be available September 1, 2019. Why should I onboard to Partner Center now?

The onboarding process for Partner Center includes business verification, which can take several days. Depending on how a Partner has been registered as a business entity, there may be additional steps required before onboarding can be completed. Indirect resellers should start their onboarding process now in order to avoid the risk of last-minute blockers that might slow their onboarding and prevent their acceptance of the Microsoft Partner Agreement prior to the enforcement deadline.

If I accept the indirect reseller terms now, will I have to accept the new Microsoft Partner Agreement again when it's available beginning on September 1, 2019?

Yes. From September 1, 2019 to January 31, 2020, you will 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 Microsoft Partner Agreement.

I'm an Indirect Reseller. What do I need to do about the new Microsoft Partner Agreement terms?

All Indirect Resellers will need to accept the terms of the Microsoft Partner Agreement 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 Partner Center, if you haven't done so already. If you have not

enrolled yet, please work with your Indirect Provider and get started and enroll as a reseller [here](#) today.

Can I review the new Microsoft partner agreement terms before September 1, 2019?

Yes, the new Microsoft Partner Agreement terms will be available as a preview starting July 31, 2019.

Will the Microsoft Partner Agreement 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 Microsoft Partner Agreement multiple times, e.g. per region?

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

What will happen if I don't accept the Microsoft Partner Agreement terms by January 31, 2020?

After January 31, 2020, the acceptance of Microsoft Partner Agreement 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 (aka Partner Center Dashboard).

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

If you have delegated admin privileges for your customers, customer management capabilities in Partner Center will

not be impacted. You will still be able to administer services and manage users and licenses.

Is there a possibility of being offboarded if I don't accept the Microsoft Partner Agreement?

Yes. Indirect Resellers who haven't accepted the Microsoft Partner Agreement by August 31, 2020 will be offboarded from the CSP Program. They won't be able to connect with Indirect Providers anymore or earn incentives under the CSP Incentives Program, if eligible. However, other Partner Center experiences not associated with the CSP program, such as Membership, Referrals, and Incentives, will not be affected by offboarding.

What should I do if I get offboarded for not signing the Microsoft Partner Agreement?

You'll need to re-enroll as a new Indirect Reseller in the CSP Program on Partner Center.

RESELLER ONBOARDING TO PARTNER CENTER SPECIFIC FAQs

Why should I onboard to Partner Center as an indirect reseller?

You'll need to onboard to Partner Center as an indirect reseller in order to accept the Microsoft Partner Agreement, which will be available beginning September 1, 2019. As an indirect reseller on 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 Partner Center's powerful business tools, like 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 can log into the Partner Center using global admin credentials associated to your indirect reseller Partner Center account and accept the new terms of the Microsoft Partner Agreement.

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. If you're onboarded before September 1, 2019, you can log on to the Partner Center from September 1, 2019 until January 31, 2020 using global admin credentials, then accept the terms of the Microsoft Partner Agreement. If you onboard on or after September 1, 2019, accepting the Microsoft Partner Agreement will be part of the enrollment and onboarding process.

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

You will need to use an active MPN ID that is in the same country location as the country you are onboarding to Partner Center as an indirect reseller. It is 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. Partner Center will not allow you to provide a Virtual Organization MPN ID during onboarding.

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

If you have migrated your MPN membership account to Partner Center, you can login 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 is in the same country as the one you are onboarding to Partner Center as an indirect reseller.

If you're still managing your MPN membership account on the Partner Membership Center, you can login to your account [here](#). After logging in, click "Your Accounts and Reports" found 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 Partner Center. How can I find out?

If you have Partner Center account, login 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 Partner Center as an indirect reseller.

I submitted my registered business information when onboarding to 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, it may take longer for business verification and authorization, in which case, indirect resellers may be required to provide additional information.

(Note: For cases if the indirect reseller gets stuck in the business verification process.)

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](#).

If I go through the verification process now, will I need to go through the same process when the new Microsoft Partner Agreement is available?

No, you will not.

What information is needed to enroll as an indirect reseller on Partner Center?

You will need the following:

1. An active MPN ID in the country location where you are onboarding to in 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 are 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 any issues regarding the Partner Center onboarding process?

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