



Partner Center Onboarding and the Microsoft Partner Agreement for Indirect Resellers

Frequently asked questions

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THE MICROSOFT PARTNER AGREEMENT – WHAT IT MEANS FOR INDIRECT RESELLERS

All partners are required to accept the Microsoft Partner Agreement, including Indirect Resellers, prior to **January 31, 2020**, to ensure no disruption of their ability to create new customers or place new orders for existing customers in the CSP program. **After that date, the acceptance of the Microsoft Partner Agreement will be required** for all partners in the CSP program. Partners who have not accepted the Microsoft Partner Agreement will not be able to place new orders and will be limited to managing existing subscriptions only.

Indirect Providers must engage with all their Indirect Resellers to ensure they accept the Microsoft Partner Agreement.

There are two main steps required by Indirect Resellers:

1. Indirect Resellers **not** onboarded to Partner Center must complete the onboarding process prior to January 31, 2020. Resellers will not be asked for any company or financial information besides company name and address, primary contact information, customer support information and MPN ID. Accepting the terms of the Microsoft Partner Agreement will be part of the onboarding process.
2. Indirect Resellers who have previously onboarded to Partner Center must log-in with Global Admin credentials and accept the Microsoft Partner Agreement on the Partner Center dashboard page prior to January 31, 2020.

More information specific to the steps required from Indirect Resellers are available on the Reseller [CSP Gallery page](#) – including:

- Guide: Partner Center Onboarding and Microsoft Partner Agreement (ppt)

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INDIRECT RESELLER ONBOARDING

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

All Indirect Resellers are required to accept the terms of the Microsoft Partner Agreement by January 31, 2020. The first step of this process is to onboard as a CSP Indirect Reseller on Partner Center. If you have not onboarded yet, please work with your Indirect Provider and enroll [here](#) today. Detailed steps are available in the Partner Center Onboarding and Microsoft Partner Agreement guide available [here](#). Accepting the terms of the Microsoft Partner Agreement is part of the onboarding process.

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

You are required to onboard to Partner Center as an Indirect Reseller to accept the Microsoft Partner Agreement before January 31, 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 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. You are required to log-on to [Partner Center](#) using the Global Admin credentials associated to your Indirect Reseller Partner Center account and accept the terms of the Microsoft Partner Agreement before January 31, 2020.

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

Onboard now as the onboarding process may take several days. Go to [this page](#) to start the onboarding process. Detailed steps are available in the Partner Center Onboarding and Microsoft Partner Agreement guide available [here](#). Accepting the terms of the Microsoft Partner Agreement is part of the onboarding process.

Do I still need to onboard to Partner Center as an Indirect Reseller if I recently moved my membership from Partner Membership Center (PMC) to Partner Center?

Yes. You are still required to onboard as an Indirect Reseller by January 31, 2020. Go to [this page](#) to start the onboarding process. Detailed steps are available in the Partner Center Onboarding and Microsoft Partner Agreement guide available [here](#). Accepting the terms of the Microsoft Partner Agreement is part of the onboarding process.

I only transact through an Indirect Provider's marketplace. Do I still need to do anything?

Yes. You are still required to onboard to Partner Center as an Indirect Reseller to accept the Microsoft Partner Agreement before January 31, 2020. When an Indirect Provider places your order with Microsoft, our system will verify if you have accepted the Microsoft Partner Agreement and after January 31, 2020 the order will fail if this has not occurred.

Do I need to create a new MPN ID to onboard?

Not necessarily. It is recommended you use the same MPN ID you have previously submitted to your Indirect Provider to transact in the CSP program. You may wish to verify with your Indirect Provider the MPN ID you have previously submitted to them.

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 as the one you are onboarding to Partner Center as an Indirect Reseller. It is recommended you use the same MPN ID you have previously submitted to your Indirect Provider to transact in the CSP program, as long as it meets the country requirement described above. You may wish to verify with your Indirect Provider the MPN ID you have previously submitted to them.

My MPN ID is no longer active. What do I do?

You can visit [here](#) to reactivate your existing MPN ID.

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 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 are onboarding to Partner Center as an Indirect Reseller.

If you are 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.

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 use a VOrg ID during onboarding.

My organization has multiple CSP tenants. Do all tenants need to complete these steps?

Yes. The accepting of the Microsoft Partner Agreement is required for each CSP tenant ID. Each tenant is required to onboard to Partner Center as an Indirect Reseller, if not onboarded already, and accept the Microsoft Partner Agreement terms by January 31, 2020.

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 a Partner Center account, log in [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

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

CSP, which login email and domain should I use?

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 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.)

If I accepted the Indirect Reseller terms before the launch of the new Microsoft Partner Agreement, do I still need to accept the Microsoft Partner Agreement before January 31, 2020?

Yes. You will need to log in to Partner Center using Global Admin credentials associated to your Indirect Reseller Partner Center account and accept the new terms of the Microsoft Partner Agreement before January 31, 2020.

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 you're onboarding to 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. A Global Admin for the Partner Center account, if you are not the person who will complete the onboarding process 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, detailed steps are available in the Partner Center Onboarding and Microsoft Partner Agreement guide available [here](#).

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.

<p>What’s the timeline for accepting the Microsoft Partner Agreement?</p>	<p>January 31, 2020: All partner types in the CSP program are required to accept the Microsoft Partner Agreement to transact in the CSP program. Act now as the onboarding process for Indirect Resellers may take several days.</p>
<p>Why do I need to onboard as an Indirect Reseller in the Partner Center and accept the Microsoft Partner Agreement?</p>	<p>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 Indirect Resellers onboard to Partner Center and accept the relevant terms.</p>
<p>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 agreement multiple times, e.g. per region?</p>	<p>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.</p> <p>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 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 Microsoft Partner Agreement 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 program 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 1 of those 18 countries. You can find more information about the CSP program regional markets here.</p>
<p>What will happen if I don’t accept the Microsoft Partner Agreement terms by January 31, 2020?</p>	<p>After January 31, 2020, the acceptance of Microsoft Partner Agreement will be required for all partners in the CSP program to be able to transact (i.e. add new subscriptions or add seats to existing subscriptions) through Partner Center or Partner Center API.</p>
<p>Will being blocked from the CSP program affect my customer management capabilities in Partner Center?</p>	<p>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.</p>
<p>How can I confirm if I have accepted the Microsoft Partner Agreement terms?</p>	<p>Within the “Partner profile” section of Partner Center, under the title “Program info”, it is possible to confirm: Which partner agreement has been accepted, when it was accepted and who in the organization accepted the terms. A screenshot is available in the the Partner Center Onboarding and Microsoft Partner Agreement guide available here.</p>

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