

Cloud Solution Provider Frequently Asked Questions

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Cloud Solution Provider Frequently Asked Questions

Program overview

What is the Microsoft Cloud Solution Provider program?

Customers are demanding that more and more of their IT solutions be deployed in the cloud. Industry analysts agree this trend will not only continue, but accelerate in the future. This represents an incredible opportunity for Microsoft partners to build your business on top of our “cloud first, mobile first” vision. The Microsoft Cloud Solution Provider (CSP) program enables partners to directly manage the entire lifecycle for their Microsoft cloud customers including billing and support. Partners in this program use dedicated in-product tools to directly provision, manage, and support their customer subscriptions. Partners can easily package their own tools, products and services, and combine them into one monthly or annual customer bill.

What do I need to do in order to participate in the Microsoft Cloud Solution Provider program?

Partners participating in the Cloud Solution Provider program will be required to provide the following

- Customer support – Partners will be responsible for the success of their customers, and will need to provide technical support. Your support offering should be meet the standards of your locality or industry for availability and response time.
- One invoice – Partners will be responsible for billing their customers for the Microsoft Cloud Services. Customers want a single, simple to understand bill for all the cloud services they consume.

Although not a requirement, many partners will offer project implementation or managed services in addition to their own add-ons or IP. This is an incredible opportunity for partners to generate significant profits while building a reliable annuity stream of ongoing revenue.

Because we recognize that some of our partners may not be ready to invest in the infrastructure needed to address the four keys to success listed above, we’ve launched CSP with two paths to the cloud.

- **Indirect** – For partners that want to invest gradually in developing the systems, tools, and staff needed to take full advantage of the cloud, we are partnering with key distributors throughout the world which can assist you by providing help with value

added services, support, and billing.

[Connect with authorized indirect partners in your area](#)

- **Direct** – For partners that already have support and billing capabilities, or are willing to invest in building out your infrastructure, it might make sense for you work directly with Microsoft. Partners that already work with a local Microsoft Partner Manager can inquire through them, or request more information.

[Request more information](#)

What are the benefits of CSP?

Public IT cloud services spending reached US\$47.4 billion in 2013 and is expected to reach over US\$127 billion by 2018, according to a recent IDC study*. This same IDC research shows that cloud-oriented partners have 1.5 times higher gross-profit percentages and 1.6 times the recurring revenue as a portion of total revenue than other partners.

CSP makes it easy to build a managed services business with Microsoft Cloud Services and provides an opportunity to build recurring revenue streams.

Are there partner investments required?

New investments will vary based on your current practice. Areas to consider:

- Support personnel and the technology needed to enable them to adequately service customers
- Ability to transact billing on a monthly and/or annual basis and provide customer billing and technical support in the local language
- Local tax implications of selling a subscription product versus a service
- Adjustments to your sales incentive programs to reflect monthly revenue recognition
- Management of credit risk and collections

How does CSP benefit customers?

Customers can more easily purchase partner tools, products, and/or services with their subscription in one predictable monthly bill. Beyond the inherent benefits of the cloud, customers will have more frequent partner interactions which can serve to deepen the relationship. Studies show that 67% of customers expect to purchase a wide variety of cloud services from a single vendor and 84% of customers want an established relationship with a vendor to trust them as their Cloud Service Provider*.

*IDC Successful Cloud Partners 2013, IDC Buying Into the Cloud 2014, 2014 Forrester TRUE Brand compass

How does this impact the way I sell today?

How you sell Microsoft Office 365, Microsoft Intune, Enterprise Mobility Suite, Microsoft Dynamics CRM Online, and Microsoft Azure are exactly the same. This is simply one of the business models partners can consider when selling Microsoft cloud subscriptions. If you have the resources to provide complete customer lifecycle management and want to own the customer billing and support relationship, this model may be a great fit for your business.

Is this a new channel model?

The Cloud Solution Provider program has two models of enrollment available for partners. Partners should evaluate and choose a program that best meets their business requirements.

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[Request more information](#)

To which customer segments can I sell?

You can sell to any commercial customer.

Which products can I sell in this program?

You can sell all major commercial suites and standalone products for Microsoft Office 365, Microsoft Intune, Enterprise Mobility Suite (EMS), Microsoft Azure, and Microsoft Dynamics CRM Online. We will add other services as they become available. Details on available and future markets, platform capabilities, new services, and associated product sections are updated on the [Microsoft Partner Network Cloud Solution Provider resource portal](#).

Partner incentives

Are there any Partner incentives available in CSP?

Yes. The Microsoft Cloud Solution Provider Incentives rewards Cloud Distribution partners for driving the activation and enablement of a resale channel and the sale of Online Services.

The CSP 1-Tier and indirect Reseller Partner Incentives are designed to support partners in the initial stages of building Cloud Solutions Provider practices.

Visit the Partner Incentives MPN Portal at <http://aka.ms/partnerincentives> for the latest information, incentives and implementation guides, L100/200 training material and other resources.

What is the difference in channel incentive programs with Open, EA, and Advisor?

Microsoft Cloud Solution Providers earn upfront margin through a wholesale price list. The Open, EA, and Advisor programs have channel incentive programs based on sales and/or performance.

Customer experience

How are customer marketing services, communications and other notifications handled?

What goes to the partner and what is communicated directly to customers?

Partners own the billing relationship with the customer and are responsible for communicating to their customers on their subscription, transaction, and status. Microsoft sends direct communications to customers as it relates to operating the service, such as providing important service incident information or how to get the most out of the capabilities provided by the service. In-product communications/notifications, such as in Message Center and service health information, will continue to appear within the customer's own Microsoft Office 365 admin center.

How does having admin rights impact customers? Can customers opt out?

Delegated admin privileges enable partners to effectively provide technical support to its customers. However, customers have the option to remove any or all CSP transacting partners from having delegated admin privileges. Customers can do this within their own admin portal. Note that this does not sever or change the commercial relationship that a CSP transacting partner may have with the customer, but rather only removes the ability for the partner to administer the service on behalf of the customer. The CSP transacting partner is still responsible for providing support for the customer and adhere to any other terms of the Cloud Reseller

Agreement, even in the event that a customer removes delegated admin permissions from the partner.

How does Microsoft's data privacy policy work? Do my customers have the same privacy policy in this program as in Open, EA, Advisor, and MSPA?

Customers have the same data privacy protections regardless of how they purchase the service (e.g. if that be via Open, EA, or direct from Microsoft). All customers fall under the same privacy policy as outlined below. This means that customers own their data, can control their data, and their data is not used for advertising. Customers also need to understand the value and impact of their partner's roles as global administrator for their service. For a deeper explanation about how Microsoft protects the privacy of customer data, visit the [Microsoft Office 365 Trust Center](#).

[Privacy Policy](#)

[Microsoft Office 365 Trust Center](#)

What if customers want to move to a different licensed agreement?

At the end of the subscription term, customers can purchase services under Open, Advisor, or EA agreement, depending on the customer's needs.

Which tasks are customers able to perform themselves within their Microsoft Office 365 admin center?

Customers can log-in to their Microsoft Office 365 admin portal and perform all the service configuration and admin tasks as if they had purchased directly from Microsoft. This includes configuring Exchange Online, SharePoint Online, Skype for Business, or other services they purchased. Customers must purchase additional subscriptions or cancel their subscription purchased through their cloud solution partner by contacting their partner directly.

Enterprise Mobility Suite

What is EMS?

The Enterprise Mobility Suite (EMS) is the comprehensive cloud solution to address your consumerization of IT, BYOD, and SaaS challenges. The suite is the most cost effective way to acquire all of the included cloud services:

- Hybrid identity enabled by Azure Active Directory Premium
- Mobile device management enabled by Microsoft Intune

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- Data protection enabled by Azure Rights Management service

[Find out more information about EMS](#)

Have the operational billing processes changed with the inclusion of EMS into the CSP program?

There are no changes to the operational billing processes with the inclusion of EMS into the CSP program.

Are the on-premises software components for EMS and Microsoft Intune available with these services?

Yes, you will be able to download the software components from the Intune account portal in the software download section under subscriptions.

Are the Enterprise mobility suite SKU's licensed per user?

Yes, these services are licensed per user.

Can I sell EMS to a customer who bought Microsoft Office 365 from another CSP transacting partner?

Through the new multi-channel functionality, we have enabled the following scenarios:

- This will enable you to sell EMS to a customer who has bought Microsoft Office 365 from the other licensing channels of Direct, Open, or EA.
- Please note, it does not enable you to sell EMS to a customer tenant who was sold Microsoft Office 365 by another CSP transacting partner or a syndication partner.
- This will enable multiple CSP transacting partners to sell CSP services to the same customer tenant created by other CSP transacting partners. This will also enable multiple partners to have delegated administrative capabilities inside the same CSP customer tenant. We will share more details and its implications over the next few months.
- Please note that customer tenants created by syndication partners will remain separate and will not be enabled for multi-channel or multi-partner support.

How do I manage an EMS subscription?

The EMS services will appear in the partner admin center (PAC) like the Microsoft Office 365 services.

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[Learn more](#)

Is the EMS business model the same as Microsoft Office 365 in CSP?

Yes. The same business model and experience for Microsoft Office 365 applies to EMS in CSP. Official pricing is published on the CSP transacting partner pages on MPN. The margin for EMS at the time of launch is 20% off of MSRP.

[Sign in to view CSP pricing](#)

What are the EMS SKUs?

- Microsoft Intune
- Azure Rights Management Service
- New additional SKUs
- Azure Active Directory Premium (AADP)
- Azure Active Directory Basic (AADB)
- Enterprise mobility suite (RMS, Intune, AADP)

What can I do with EMS?

Extend corporate user identities to a variety of mobile devices and apps

- Accommodate users in different locations and on different devices, while maintaining corporate identity control
- Manage multiple device types running multiple operating systems
- Manage all user devices and the applications they can use in a simple, cost-effective cloud solution.
- Ensure robust data protection
- Protect valuable data, regardless with whom it is shared

What is the support model for EMS in CSP?

The support model for EMS is the same as Microsoft Office 365. You can submit support tickets through the partner admin center.

Which markets are Enterprise mobility suite (EMS) available in?

Please see the CSP program guide on the CSP MPN Portal.

[CSP program guide](#)

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Who can sell EMS in CSP?

Any onboarded partner in the CSP program can offer the EMS services to their customers.

Microsoft Azure

What was announced on July 14, 2015?

Microsoft Azure is now available in the Cloud Solution Provider (CSP) program. In addition, partners can take advantage of all the new capabilities of the Partner Center to transact and manage their customers including the use of API's and PowerShell for automation of operations.

What does it mean to have Microsoft Azure as part of the Cloud Solutions Provider (CSP) program?

Microsoft Azure is an open and flexible cloud platform that enables partners to rapidly build, deploy, and manage secure applications at scale on premises, in the cloud, or both. Bringing Azure to CSP enables partners to capitalize on this Azure opportunity with the capabilities of CSP, where partners own the end-to-end customer lifecycle with direct provisioning, billing, and support of Microsoft's cloud services. In essence, partners are now able to transact the license along with their services to customers.

[Learn more about Microsoft Azure](#)

How is the Microsoft Azure business model different from seat-based services like Microsoft Office 365 or Enterprise Mobility Suite in CSP?

Microsoft Azure is sold as a pay-as-you-go service, billed in arrears, meaning that customers or partners set up a new Microsoft Azure service under a Microsoft Azure subscription and consume resources against those services during the month. At the end of the month, Microsoft will bill the CSP partner for the consumption of those Microsoft Azure services at the relevant rates.

Even though Microsoft Azure is pay-as-you-go, is the business model the same as the seat-based services?

Yes. The model is still a wholesale discount model like the other services in CSP. For details on the wholesale discount. Partners are billing in arrears for Microsoft Azure. Please see the pricing information on the partner center or talk to your Partner Sales Executive for more info.

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Microsoft is currently making first-party services available. What about third-party services through the marketplace?

A core feature of Microsoft Azure is the Azure Marketplace. First-party marketplace services are available at launch. We plan to enable third-party services with CSP.

How is Microsoft Azure in CSP different from Open?

Partners are required to support their customers and have access to a pay-as-you-go payment model in CSP. Additionally, Microsoft has invested heavily in new partner tools such as Partner Center and APIs to place Microsoft's partners at the center of the customer experience.

Where do I find more information about help me manage my risk and billing information?

Please see the [Partner risk guide](#) on [Partner Center](#).

What is the partner opportunity for Microsoft Azure?

The partner opportunity extends from reselling Microsoft Azure services, to solution delivery on top of Azure, to complete managed service offerings running on top of Microsoft Azure for customers. Consumption will drive revenue and profitability.

Which partner types make great candidates to be a Microsoft Azure in CSP partner?

- Hosters
- Managed services providers
- Professional services partners

I'm an ISV, should I use Microsoft Azure in CSP?

Yes. If a customer is being sold Microsoft Azure along with an ISV's solution and the customer is known to Microsoft as a Microsoft Azure customer through CSP, then the ISV can leverage CSP. The partner will need to create an Azure subscription in the correct customer tenant for each customer they sell Microsoft Azure via CSP. Please note that CSP does not allow for internal use of Microsoft Azure by the CSP partner.

In situations where an ISV is using Microsoft Azure to power their application, we recommend the ISV purchase Microsoft Azure via an Enterprise Agreement. If, however, the customer is

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being sold Microsoft Azure along with the ISV's solution and the customer is known to Microsoft as a Microsoft Azure customer through CSP, then the ISV can leverage CSP to resell Microsoft Azure to the end customer. A CSP partner can sell Azure to an ISV.

Should I purchase a control panel solution or build my own?

Not every partner may want to code against the APIs to integrate their systems with the CSP platform. We have a range of partners such as Odin, AppDirect and many others, who have offerings that are configured to connect to the CSP APIs, so you can focus on the task of delivering value to customers and driving a successful GTM plan.

Will the Microsoft field be compensated to co-sell Microsoft Azure in CSP with the partner?

Yes. The partner sales executive and the customer account team for the end customer will be compensated for CSP sales. Partners should take the lead in selling their differentiated value and offerings.

What customer segments can I sell Microsoft Azure into with CSP?

Differing from Office 365 where the intent is for CSP to enable scale into SMB and Mid-Market customers, we want partners in CSP to sell Microsoft Azure into customers of any size. The key being that, together, Microsoft and our partners deliver a great, valuable experience which drives consumption of Azure services and enables the partner to be profitable, driving solutions and managed services wrapped around the services.

What are some of the key technical differences between Microsoft Office 365 and Microsoft Azure in CSP?

With Microsoft Office, the customer and subscription hierarchy flow is as follows:

Customer tenant → service → subscription

With Microsoft Azure, the flow is as follows:

Customer tenant → Azure subscription → Service meter

Permissions such as Admin on behalf of, which give partners and customers the ability manage the subscription information, is allocated at the Microsoft Azure subscription and service level and not at the customer tenant level.

[Is the management portal approach the same as Microsoft Office 365 and EMS in CSP?](#)

Yes. With Microsoft Azure in CSP, partners still use Partner Center to manage customers and subscriptions. To manage specific Microsoft Azure services, the partner or customer (depending on permissions granted) will log into the Azure Management portal to create, start, and stop specific Microsoft Azure services. Please note the best way for partners to access the Azure Management portal is from the Partner Center.

[What are the default permissions on a Microsoft Azure subscription and why, as a partner, should I care?](#)

By default, when a new Microsoft Azure subscription is created in a customer tenant, the partner is granted Owner rights on this subscription, but the customer is not by default. Therefore, the customer cannot log into the Microsoft Azure management portal and create/start new azure services for that specific subscription. The partner has to do this on behalf of the customer. This model aligns well to the managed services scenario where the partner will be performing all administration and the customer just uses the services. The partner can choose to grant the customer owner or contributor credentials to the subscription in the Azure Management Portal Subscription settings. A customer with owner or contributor credentials to the subscription can now log into the Azure Management portal to start/stop/create new Azure services under that subscription. This is more akin to the classic resale of Microsoft Azure, as the customer is in full control of the services. The key is that once a customer has owner/contributor permissions on a subscription, they can make changes to services under that subscription that will potentially change consumption usage. The partner needs to be aware of this and ensure they can contract, manage, support, and bill the customer appropriately if the partner chooses to grant customers administrative credentials to the subscriptions. Please note, permissions can be applied at a service level as well.

[If a customer already has a customer tenant with Microsoft, how does a CSP partner sell a subscription to that existing tenant?](#)

The CSP partner will need to send a link from Partner Center to the customer tenant admin to request permission. Once the tenant admin clicks the link, it grants the CSP partner partnership rights to the customer's tenant. Once these rights have been granted, the partner can then set up an Azure subscription into the customer's tenant and manage this subscription for the customer. The CSP partner will not be able to see the other Azure subscriptions belonging to the customer.

Is Microsoft shipping new APIs unique to Microsoft Azure in CSP?

The existing CREST and GRAPH APIs remain the same, as they are CSP APIs enabled for all services in CSP. Microsoft is making two new API capabilities available that let partners programmatically access usage information for CSP subscriptions and pricing information for the thousands of different Azure meters. These API's can be accessed through the CREST authorization model

Preliminary API documentation is posted to MSDN:

[Microsoft Partner Center API Reference](#)

[Usage APIs](#)

I understand there are APIs for customer and tenant creation and management via CREST and GRAPH but what about APIs for specific Microsoft Azure meters?

Each individual Microsoft Azure service has its own APIs. Please see documentation on MSDN for the relevant service and what can be configured by REST APIs or PowerShell.

In what markets will Microsoft Azure be available in CSP?

Microsoft Azure will be available in the same markets as CSP is available.

Does the support model for Microsoft Azure work the same as other services in CSP?

CSP partners are entitled to Signature Cloud Support (SCS) support for Microsoft Azure as a benefit of being a Microsoft Partner Network (MPN) silver or gold competency partner. This is the same support benefit used for the other services (O365 and CRMOL) in CSP. To learn more about SCS support and our other MPN partner support benefits, please see our MPN support site or talk to your Partner Sales Exec. To maintain access to SCS benefits in year 2, partners will need to maintain their competency status in MPN.

Premier Support will continue to cover all Microsoft technologies including those in the CSP program. We recommend partners, especially those building differentiated solutions such as hybrid datacenter solutions, look at leveraging Microsoft Premier for their support. We are also piloting new support services for partners and hope to share more broadly in CY15 Q4.

In what ways can I sell Microsoft Azure?

There are several ways partners can sell Microsoft Azure based on the type of services that a partner provides. For example:

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- Customer solutions and managed services: An SI or managed service provider may build a custom solution based on Azure services and manage this solution on behalf of its customer.
- Capacity bursting: A hybrid hoster may offer customers capacity from its own datacenters and burst to Azure when additional capacity is needed.
- Capacity resell: A reseller may resell Azure capacity directly to their end customers.
- First-party finished service resell: A reseller may resell a finished service, such as Azure Backup to a customer.

Where can I learn more about Microsoft Azure?

[Learn more about Microsoft Azure](#)

Microsoft Dynamics CRM Online

What is CRMOL?

Microsoft Dynamics CRM Online is a market-leading business solution that helps companies market to, sell and service their customers quickly and easily through social insights, business intelligence, and an outcome-driven user experience in the cloud.

[Find out more information about CRM Online](#)

What products are available and not available for Dynamics CRM Online through CSP?

Currently Available

- Dynamics CRM Online Essential
- Dynamics CRM Online Basic
- Dynamics CRM Online Professional
- Microsoft Social Engagement Professional
- Government Pricing (not GCC)

Not available (no defined timeline at this time)

- Microsoft Dynamics Marketing
- Parature, from Microsoft

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- Dynamics CRM Online Enterprise
- Microsoft Social Engagement Enterprise
- Academic Pricing
- Government Community Cloud (GCC)

Dynamics CRM Online in CSP – what’s different than O365 in CSP?

1. CRM Cloud Competency is Highly Recommended
[Find out more information about the CRM Cloud Competency](#)
2. Partner Support Plan is Highly Recommended

Microsoft Partner Signature Cloud Support

Microsoft Partner Signature Cloud Support is an exclusive technical benefit that provides qualified MPN Cloud Competency partners with an elevated level of technical support for select Microsoft cloud products including Microsoft Dynamics CRM Online. You will receive access to technical support engineers who will work directly with you, have extensive product-specific knowledge, and are accountable for driving cases from start to finish. Indirect partners can use SCS to raise tickets to Microsoft for issues in Partner Center.

[Learn more about Microsoft Partner Signature Cloud Support.](#)

Microsoft Premier Support for Partners

Premier Support for Partners Cloud Solution Provider: Keep ahead of the curve with flexible, end-to-end managed support offerings for you and your customers whether on-premises, hybrid, or in the cloud - helping you grow your business and develop a more productive relationship with Microsoft.

[Learn more about Microsoft Premier Support for Partners.](#)

Microsoft Advanced Support for Partners

Microsoft Advanced Support for Partners offers cloud support at an accessible price point that helps you be a great ally to your customers and grow your business faster. With Advanced Support for Partners, you receive valuable proactive and reactive services for Microsoft Dynamics CRM Online, Microsoft Azure, and Microsoft Office 365 — delivered by experienced Services Account Managers and Partner Technical Consultants to ensure your and your customers’ cloud-focused needs are met.

[Learn more about Microsoft Advanced Support for Partners](#)

Are there any Sales and Marketing tools available to help partners scale?

Yes, utilize the following resources to become a Microsoft Dynamics CRM Online solutions capabilities expert today.

- [Dynamics CRM Online Path to Partnership](#)
- [Cloud SureStep](#)

Can I provide the Dynamics CRM Online trial to my prospects through CSP?

Currently it's not possible to create a trial invitation on the CSP platform. When you create a trial invitation from within the Partner Admin Center, these are converted to paid subscriptions directly from Microsoft, outside of the CSP program. There is currently no way to convert these direct trials to a CSP program paid subscription. Microsoft is looking to add this capability shortly.

The only option for offering a trial subscription to prospects is the standard route via the Microsoft Office 365 and Microsoft Dynamics CRM Online Partner Admin Center. This means that as a CSP partner you must tightly manage your customers who are running trial. You must contact the customer before the trial ends, and you must replicate any customizations in CSP that you've provided the customer during the trial.

Is the CRM Online business model the same as Office 365 in CSP?

Yes. The same business model and experience for Microsoft Office 365 applies to Microsoft Dynamics CRM Online in CSP. Official pricing is published on the CSP partner pages on MPN. The margin for CRM Online at the time of launch is 25% off of MSRP, with an additional rebate of 6%. For more details on partner incentives for Microsoft Dynamics CRM Online in CSP please refer to the partner facing deck on MPN.

What markets is CRM Online in CSP Available in?

Microsoft Dynamics CRM Online in CSP is available in 125 of the 134 countries for Microsoft Office 365. The 9 country gap is due to countries where CRM Online is not yet available through any channel.

1. Afghanistan
2. Botswana
3. Ethiopia
4. Namibia

5. Nepal
6. Tajikistan
7. Tanzania
8. Uganda
9. Zambia

Will Microsoft field SSPs be incented to “push” partners to sell through CSP?

No. There will be no difference in compensation for field sellers between the various licensing programs (MOSP/Web-Direct vs CSP vs EA). All will have a gross-up of revenue.

Will Microsoft field SSPs receive compensation for all products available through CSP?

SSPs will only receive compensation for products on their quota list. For example, if an SSP helps to close a deal for CRM Online and Microsoft Azure via CSP, they will not get credit for Azure unless they have a quota for Azure.

Are demo instances of CRM Online available to CSP partners?

Yes, as a CSP partner you may apply for a free partner demo

[Apply for a free partner demo](#)

Can I sell to customers in multiple countries?

Yes, follow the guidance below to setup your different tenants.

Question	Answer
Does the partner need to have a tenant for each country they wish to do business in?	<ul style="list-style-type: none">• Outside of the EU a partner must have a separate tenant for each country.• Within the EU a partner can utilize one tenant for all customers or break them out by country.

Does the partner have to go through the nomination process for each country?	A partner must go through the nomination process for each tenant they will to setup. Therefore, if a partner in the EU is only going to use one tenant, they only need to onboard once.
How is field compensation handled?	Field compensation and revenue are always recognized at the customer's country location. Therefore, if a partner in the EU decides to have one tenant for all customers across multiple countries, the revenue and compensation will still follow the customer location.
How are partner incentives handled for the 6% rebate?	Partner Incentives are tied to the MPN that is attached to the partner tenant.
What currency will the partner be billed in?	If a partner within the EU choses to only have one tenant to manage all customers in different countries, they will be billed in their local currency for all subscriptions. Essentially the entire bill is based on the local currency of where the partner tenant resides. For example, if a partner has their tenant in the UK and sells outside of the UK, they will still be billed in GBP for all of their subscriptions.

Can I transition customers from Web Direct to CSP?

Yes, at renewal time, you can move your customers from Direct to CSP. However, the customer will have to transition over with the same SKU plan.

Example scenario: The existing customer has 20 professional licenses, 10 basic licenses and 5 GB additional storage.

If transitioning to CSP, the customer must purchase the same 20 professional licenses, 10 basic licenses and 5 GB additional storage.

Steps to transition a customer:

1. Go into Partner Center and click on Request Reseller Relationship under Quick links
2. Copy the email text and invitation URL
3. Paste the email text and URL into an email and send to your customer
4. Customer receives your email, clicks on the invitation link, and is prompted to log into its existing tenant
5. Customer see the invitation screen and clicks to accept the invitation

6. After accepting the invitation, that customer appears in the partner's customer list in Partner Center
7. Partner can then provision and manage CSP subscriptions for the customer
8. At this time, using the example above, the partner would provision 3 subscriptions for the customer:
 - a. 20 professional licenses
 - b. 10 basic licenses
 - c. 5 GB of storage
9. Because the customer now would have both the direct and CSP subscriptions active, you should verify the licenses are doubled in the client's Microsoft Office 365 portal (License Pool View). Remember, if you look at the Subscription View you will only see the customer's direct subscriptions. The CSP subscriptions are only shown in Partner Center. However, the License Pool View will show all licenses purchased from all channels.
10. Once you verify everything looks fine you should be able to cancel the customer's direct subscriptions. As a Delegated Admin on the customer's tenant, you should be able to do this without involving the customer.
 - a. If they have less than 25 licenses you should be able to cancel the subscription online.
 - b. If they have more than 25 licenses you will have to call support to cancel.

Microsoft Dynamics AX

What is Microsoft Dynamics AX?

Microsoft Dynamics AX is a business solution that helps enterprises increase the speed of doing business. Dynamics AX enables people to make smarter decisions with access to real-time insights and intelligence on nearly any device, anywhere. Dynamics AX enables businesses to design their business processes faster so they can innovate and get quick time to value. Dynamics AX also gives businesses the flexibility to grow at their pace through the choice and flexibility, allowing them to scale their operations globally to meet their business needs.

[Product Information](#)

[Pricing and Licensing Guide](#)

Offers and Pricing

Are all of the Microsoft Office 365 SKUs offered?

All major commercial suites and standalone products are available.

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If I add seats to a customer's existing tenant, do they pay the prevailing price?

If seats are added to an existing subscription, partners pay the same price during the term of that subscription. New subscriptions are established at the prevailing price.

What type of pricing guarantee does Microsoft provide?

You will pay the same price that was established at the start and throughout the subscription term for a 12-month subscription. Prevailing pricing is used at the time each subscription is established. When an existing subscription is renewed at the end of the initial 12 months, you will pay the prevailing price for the following 12 months.

What are the subscription rules?

All subscriptions have a stated duration. Currently, the duration is 12 months. Microsoft bills partners for the duration of a subscription. Refer to the [CSP Program Guide](#) for detailed information.

Partner Channel Models

I have a lot of customers under an EA, Open and Advisor agreement – can they also purchase subscriptions from me as their Cloud Solution Provider? How do I move them to into this program?

Customers with existing subscriptions purchased through other licensing models (such as EA, Open, or direct from Microsoft) will be able to transition subscriptions or have other license types coexist on the same tenant through the multi-channel capability.

[Learn more about multi-channel FAQs](#)

What are my risks?

As a partner, you own the billing relationship and assume the credit and collections responsibility with your customers. Since you directly provision, monitor, and manage the subscription, customers will contact you with related provisioning, help, and how-to questions as well as all issues related to technical support. You must be able to provide quality 24/7 end-user support to varying call volumes.

What happens if this doesn't work for my business? Can I move my customers over to another model?

Customers make a 12-month commitment that must be fulfilled. At the end of that period you can sell your customers an EA, Open, or Advisor model at your discretion.

How does the Microsoft Office 365 Service Level Agreement (SLA) work?

The service follows the same Service Level Agreement outlined in the link below. Approved service credits are provided to you and it's your responsibility to pass through these service credits to your affected customers since you own the customer billing relationship.

[Microsoft Office 365 SLA](#)

What if my customer doesn't want to provide me with data access? (E.g. finance, legal, or health companies)

Although partners typically have delegated admin privileges in order to manage their customers' subscriptions, it is not a requirement of CSP. Government or industry regulations (such as HIPAA in the USA) may require the customer to revoke delegated admin privileges so the partner cannot access sensitive data. The partner will still be responsible for supporting the customer, and may need to work out alternate means to ensure customer success. It may be appropriate for the partner to train the customer on system administration and then provide help desk support in the event the customer's staff needs assistance. As long as the customer is satisfied with their support and does not contact Microsoft for assistance, the partner will have fulfilled their obligations under CSP.

What are my revenue opportunities in the CSP model?

For Microsoft Cloud Solutions, you receive access to a wholesale price list that enable you to recognize upfront margins at the initial sale and with every subsequent renewal. You have the opportunity to attach the initial deployment and migration services, ongoing maintenance, and support to every subscription. Many partners develop their own add-ons which they sell as additional services or IP. And because of your ongoing customer relationship, when a customer has questions or wants to make a change in their subscription, you will have a greater opportunity to drive adoption services, customization, and upsell. You can also consider financing customers' initial deployment and migration services to spread upfront costs in exchange for a long term commitment for ongoing managed services.

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What prevents Microsoft from taking my customer direct?

This program was designed to place partners at the center of the customer relationship. You own the billing relationship and are established as the first point of contact for your customers. Microsoft will not communicate directly with your customers about the services they purchase through you. It is not our intention or desire to establish a direct relationship with any CSP customer. In the event that a partner transacting with CSP goes out of business, we will enable the customer to choose a new partner instead of establishing a direct relationship.

When will Microsoft communicate directly with my customers?

As a general principle the expectation is that partners manage all communications with their customers. Since you own the customer billing relationship, Microsoft will not send communications directly to customers related to their subscriptions. Microsoft may communicate directly with customers as it relates to operation of the service, such as important information on service incidents. Note that many customers have existing commercial relationships with Microsoft, and Microsoft will continue to communicate directly with these customers related to these other products and services.

Why am I set-up with Delegated Admin rights for customers?

As a partner in CSP, having Delegated Admin Privileges gives you access to your customers' Microsoft Office 365 environments. This gives you the ability to directly support and manage your customers' subscriptions.

Will my Microsoft account representative receive credit for CSP revenue?

Yes. Microsoft account teams receive credit for CSP revenue as they do with other cloud licensing models.

Partner tools

How does Partner of Record work in the Cloud Distributor model?

Customers do not assign a Partner of Record. Partners who provision the tenant are automatically given Delegated Admin privileges to manage and modify the customer subscription. At launch there will be no Partner of Record associated with the customer tenant.

What kind of customer management and administration tools are available to partners in this program?

As a program partner you have access to several customer administration and management tools found within [Partner Center](#). This includes tools to create new customer tenants, order new subscriptions for customers, change the number of seats on a subscription, view customer service health, view customer service incidents, and perform administration tasks on behalf of customers. Partners also have access to the CSP API, which enables integration of CSP operations into Partner's systems. Find more information on the CSP APIs [here](#).

What kind of support is available for Partner Center issues?

There are Help and How-To articles that are found on Partner Center. To submit a service request for Partner Center issues, login to Partner Center and click on the [Report a problem with Partner Center](#) link.

Contracts, billing, and invoicing

How should I obtain my customer's acceptance of the Microsoft Cloud Agreement?

Microsoft does not set specific requirements for how partners have their customers accept the Microsoft Cloud Agreement. However, Microsoft does require that whatever means the partner uses creates a legally enforceable contract between Microsoft and the customer. It is up to you to know the requirements of your jurisdiction. Many partners have told Microsoft they are doing this at the same time the customer agrees to terms for the partner's value-added services.

What is the legal agreement structure for the 1-Tier Microsoft Cloud Solution Provider program?

Cloud Solution Providers ("CSPs") sign one contract with Microsoft, the Microsoft Cloud Reseller Agreement ("MCRA"). The MCRA is agreed to when accessing the partner admin center ("PAC").

CSP's are required to have their end customer(s) accept the terms of the Microsoft Cloud Agreement which defines the relationship between the customer and Microsoft.

[Cloud Agreement for onboarded partners](#)

Does my customer need to agree to the terms and conditions outlined in the Microsoft Cloud Agreement (MCA)?

Yes, before you can order services on behalf of a customer, the customer must have accepted the MCA. Partners will need to present the MCA and obtain customer acceptance of the MCA. You will likely have a separate customer-partner contract, detailing the billing and payment terms, and any additional conditions or complementary products or services around Microsoft's Online Services. Microsoft does not supply a template for such an agreement.

[Customer agreement](#)

What is the term of the Microsoft Cloud Reseller Agreement?

The Microsoft Cloud Reseller Agreement term ends on August 31st each year. For subsequent years, MCRA automatically renews every year (on August 31st) unless either party notifies the other in writing, with at least 30 days prior notice, of its intent not to renew.

What happens if the MCRA is not renewed or is terminated?

If the MCRA expires or is terminated:

- Microsoft will continue to provide Microsoft Online Services to Cloud Solution Providers for those of its customers who have active subscriptions for the shorter of 12 months or the remaining term of the Microsoft Cloud Agreement.
- Cloud Solutions Providers will continue to provide products to customers for the same period of time.

Under what circumstances can the MCRA be terminated?

Either party can terminate the MCRA without cause on 30 days' notice to the other party. Additionally, if either party breaches the MCRA the other party can terminate the MCRA after giving that party at least 30 days to cure the breach.

Partner contract terms

Does Microsoft provide me with a contract template that I can use with my customers?

Microsoft provides a customer agreement (Microsoft Cloud Agreement), which you are required to present and gain customer acceptance in advance of placing an order for a particular customer. However, Microsoft does not provide a template for partner terms with a customer. You must enter into your own commercially enforceable terms with the customer.

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What are the licensing terms in the partner contract? Am I obligated to pay regardless of whether my customer pays? What if they cancel?

Microsoft will continue to bill you for duration and quantity for the defined length of a subscription. It is your obligation to pay for the subscriptions ordered. It is important to note that Microsoft may offer subscriptions with different term options and different cancellations policies; any such subscriptions are defined in the Program Guide.

What happens if I stop paying Microsoft?

The standard Microsoft collections process will begin when your payment is 30 days late. Reference your contract for further details.

What is the contract length? Does it automatically renew?

Microsoft provides the ability to renew annually. Based on Microsoft's continued evaluation of criteria and preconditions for your continued authorization to distribute products under the applicable Microsoft licensing program.

Authorization to resell

Can Cloud Solution Providers buy Microsoft Online Services via this program for their own use?

Cloud Solution Providers may not use Microsoft Online Services acquired under this agreement internally, but this restriction does not prevent Cloud Solution Partners from acquiring Microsoft Online Services under other licensing programs.

Can Cloud Solution Providers resell Microsoft Online Services via a reseller channel?

Cloud Solution Providers are not allowed to resell Microsoft Online Services to other resellers.

Can Cloud Solution Providers sell into the larger enterprise segment?

There are no restrictions for selling into Microsoft's larger enterprise segment.

Can Microsoft reject a customer?

Yes, Microsoft may choose to not do business with a customer.

Do subsidiaries and affiliates need separate authorizations?

Yes, subsidiaries and affiliates need separate authorizations.

Where am I authorized to resell?

You are authorized based on your market-specific capability and are authorized to sell within the specific geography for which you are nominated. In EU/EFTA, partners are authorized to sell in any EU/EFTA country. To sell in other countries you need to be approved and onboarded as a CSP transacting partner in each additional market.

Will any partner(s) have exclusivity in any territory?

No, exclusivity by territory will not be granted to any CSP transacting partner.

Billing and pricing

What is the pricing?

Partners who have a direct relationship with Microsoft order from a wholesale price list.

Can you provide me pricing more than 30 days in advance?

No, Microsoft publishes a price list at the beginning of each month and provides 30 days advance notice of the price list. All partners in the program have access to the price list at the same time.

How are partners billed?

Microsoft bills partners monthly, in advance. The bill is a single invoice for all active subscriptions during the period.

How can I manage all of my customers' subscriptions in the invoice?

The invoice is a summary of all charges (across the program, products, and customers) for the current monthly period. It calls out the outstanding amount for your account and the current

charges due. The invoice does not provide customer level detail. However, with each monthly invoice, Microsoft will provide you with a reconciliation file that provides a detailed line-item view for each billing event. This includes each customer, individual subscription, and detailed events (such as a mid-term addition of seats to a subscription).

Which day of the month will I be billed?

Each partner has a specific monthly billing date assigned at signup – the date you sign your contract within the partner admin center. All monthly bills are reconciled based on your monthly billing date. Once established, this date cannot be changed.

How do I contact Microsoft regarding questions about my invoice?

You can submit a Service Request (SR) from your partner admin center.

What if my customer doesn't pay?

You decide whether or not to extend credit to your customers and should establish a clear collections policy with customers that details your collections process and when access to the subscription will be impacted. A customer's failure to pay will not relieve you of your payment obligations to Microsoft. You are able to disable access or outright cancel your customers' subscriptions.

Communications

How does Microsoft communicate products' new features or functionality?

CSP is a continuously improving service focused on providing customers new features that delight users and improve the productivity experience, building a trusted service with high resiliency, hardened against attacks, broader certifications and compliance breadth, and responding to customer feedback. Partners under NDA can review the product roadmaps.

How much advance notice do partners receive for an updated product?

Microsoft does not guarantee a timeframe. For partners under NDA, this information is covered in the product roadmaps.

Data privacy

What commitments can Microsoft make about customer data, data privacy, and security in the Microsoft online services that a customer purchases through the Cloud Solution Provider program?

Microsoft describes its commitments in the Online Services Terms of the Customer Agreement. The Online Service Terms describes privacy, security and data processing commitments. Please refer directly to the Online Service Terms. Note that these commitments apply to the Microsoft online services specified in the Online Services Terms and not to any services provided by the Cloud Solutions Provider.

Where does Microsoft store customer data?

The Online Services Terms describe the commitments we make for Customer Data. Refer to the subsection titled "Location of Customer Data at Rest." We also provide information about data handling and location in the Microsoft Office 365 Trust Center.

[Learn more](#)

What is my role with respect to customer data?

You provide service management and technical support and have the same access to customer data as the customer's own IT administrator. As a result, you act as a data processor and an agent of the customer, who is the data controller of customer data. Microsoft processes the customer data as described in the Customer Agreement.

Where can I learn more about Microsoft's Office 365 commitments as a trusted service provider?

Partners and customers can visit the Microsoft Office 365 Trust Center which describes in great detail the many practices Microsoft uses to deliver Microsoft Office 365 services.

[Microsoft Office 365 Trust Center](#)

SLA credit

Can I submit a claim for additional customers who may have or likely have been impacted by an SLA event?

You can only create an SLA claim for a customer-initiated instance. This means that Microsoft is not obligated to pay a bulk credit for all customers. You will need to identify, if requested by Microsoft, the customer-generated support incident for all SLA incidents.

How does a customer request credit for a Service Level Agreement (SLA) that is not met?

If, during the course of a support incident, a partner cannot service the customer or believes an SLA has not been met, the partner must submit a standard support request (SR) to Microsoft. Microsoft support will evaluate the issue as a normal support incident. In the event Microsoft determines the SR is based on an SLA not being met, Microsoft will communicate the status to the partner and issue a subsequent credit to the partner.

How does my customer receive credits for an SLA?

You are responsible for crediting your customer. Microsoft will credit you the applicable amount. Note that Microsoft will credit you based on the direct pricing instead of the wholesale price.

Subscriptions

Can I suspend my customer's Microsoft Online Services?

Yes, you can disable a customer's Microsoft Online Services. However, this will have to be done separately for each subscription. Depending on the Microsoft Online Service, the customer will have limited or no access during this time.

Does Microsoft charge an Early Termination Fee (ETF) for subscriptions that are cancelled early?

As of July 2014, Microsoft does not charge an Early Termination Fee. Microsoft may choose to do so in the future. If so, the partner would be responsible for the ETF.

Does Microsoft define the subscription terms for customers?

The Customer Agreement does not define the subscription term. Partners define the subscription term for the customer. However, the partner should understand Microsoft will deliver the subscription and manage the billing as defined in the Program Guide.

Partner Center

The Partner Center is the portal experience that CSP transacting partners use to provision new customers, order subscriptions, manage subscription, and perform admin tasks on behalf of their customers.

[Log in to Partner Center](#)

Can Advisor partners use the Partner Center just as they use the Office 365 Partner Admin Center (PAC)? For example, can Advisor partners use the Partner Center to create Advisor-lead trial invitations and Advisor-lead purchase offers?

Partner Center primarily focuses on CSP capabilities. Advisor partners need to continue to use the Office 365 Partner Admin Center if they wish to create Advisor-lead trial invitations and purchase offers. However, Advisor partners (which may include Resellers working under indirect CSP transacting partners) can use the Partner Center to create delegated admin requests to send to customers. The future goal is to include all the core Advisor partner capabilities in the Partner Center, including the ability to send Advisor trial invitations and purchase offers. We are evaluating the timeline for this and will share more information as the details become available.

Partner Center tools and capabilities FAQs

What kind of customer management and administration tools are available within the Partner Center?

As a CSP transacting partner you have access to several customer administration and management tools within the Partner Center. This includes the ability to provision new customers (tenants), order new subscriptions for customers, change the number of seats on a subscription, view your monthly invoice, and update your profile information. The Partner Center is also the starting point to perform admin tasks on behalf of your customers, view service health information and opening service requests.

Who within the CSP transacting partner's company has the rights to access the Partner Center?

Only users with the appropriate admin rights can login to their tenant and get access to the Partner Center. You can give individual users rights to manage customers within the Partner

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Center by clicking on View users, then click on an individual user, and then select the desired role permissions for this user.

Can I give a user with my company delegated admin permissions for our customers, but no admin permissions on our own tenant? That way, this user can create and manage CSP customers but not make changes to our own tenant?

Yes, this can be done. To do this, go into the Partner Center, and from the Dashboard page, under the User management section click on View users. Next, click on an individual user, and then select the desired role permissions for this user. For example, give the user the Admin agent role for customers that you serve and then Not an admin for your own company.

I see there is a sales agent role than can be designated to a user in my company. What can a person with this role do?

Individual users within your company that are granted the Sales agent role are able to order and manage subscriptions, but aren't able to perform service configuration and admin tasks on behalf of the customer.

What are the different delegated admin roles I can give to an individual within my company, and what can these different roles do?

You can assign one of three delegated admin roles to an individual. The Admin agent role is the equivalent to a global admin, and this individual will be able to perform all functions on behalf of the customer. The Helpdesk agent role is the equivalent to a password reset admin, but cannot perform all tasks. The Helpdesk agent is not able to provision new customers or provision subscriptions. The Sales agent role enables the individual to provision new customers, order and manage subscriptions, but not perform admin tasks (e.g. configure Exchange Online, SharePoint Online, etc.) on behalf of the customer.

This table summarizes the different delegated admin roles and its associated rights:

Permission	Admin agent	Helpdesk agent	Sales agent
Client management page – client selection & search	Yes	Yes	Yes
Client management page – client creation	Yes	No	Yes
Client management page – manage subscriptions/add-ons	Yes	No	Yes
Client management page – add new subscriptions	Yes	No	Yes

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Service requests page (create/view support tickets)	Yes	Yes	No
Service health page (view service health)	Read only	Read only	No
Configure service on behalf of customer	Yes	Limited	No
indirect: Add a reseller-of-record on a subscription	Yes	No	Yes
Send a CSP relationship invitation	Yes	No	Yes

What if a customer has an existing tenant? Can a CSP transacting partner create a subscription for that customer?

With multi-channel capabilities, CSP transacting partners can establish a CSP relationship with a customer that already has a tenant and existing subscription(s). Please see the multi-channel FAQs for more information.

Can a customer transfer its (Direct/Advisor/Open) subscription over to us as a CSP transacting partner?

If a customer has an existing tenant and subscriptions (such as subscriptions purchased directly from Microsoft or via an Advisor partner), you are not able to transition that tenant or its subscriptions over to you as a CSP transacting partner. Subscriptions can't be transferred from one CSP transacting partner to another CSP transacting partner.

With multi-channel capabilities, CSP transacting partners can establish a CSP relationship with a customer that already has a tenant and existing subscription(s). Please see the multi-channel FAQs for more information.

Are there trial subscriptions in CSP?

No. There are currently no CSP trial subscriptions. If a customer has a trial subscription that is provisioned directly from Microsoft, there is currently no way to transition that trial subscription over to a paid CSP subscription.

However, with the multi-channel capabilities released in May 2015, CSP transacting partners can now establish a CSP relationship with a customer that already has a tenant. If that customer has a trial subscription directly with Microsoft, then that trial subscription can coexist with a CSP subscription, and the customer can choose to let the trial subscription expire and let the CSP subscription continue forward. Please see the multi-channel FAQs for more information.

Can a customer remove its CSP transacting partner from having delegated admin privileges?

Yes, customers have the option to remove any or all CSP transacting partners from having delegated admin privileges. Customers can do this within their own admin portal. Note that this does not sever or change the commercial relationship that a CSP transacting partner may have with the customer, but rather only removes the ability for the partner to administer the service on behalf of the customer. The CSP transacting partner is still responsible for providing support for the customer and adhere to any other terms of the Cloud Reseller Agreement, even in the event that a customer removes delegated admin permissions from the partner.

Can a customer have more than one partner that has delegated admin privileges?

Yes, a customer may have more than one partner that has delegated admin privileges. For example, if you have an existing customer that you provisioned as a CSP transacting partner, that customer could also choose to enable another partner (such as an Advisor partner) to have delegated admin permissions on their tenant.

Can a customer add or remove a Partner of Record (POR) on its CSP subscription?

No. CSP customers cannot add a Partner of Record on a CSP subscription. For Online Services Advisor-lead subscriptions, customers can add or change a POR on the subscription. For CSP subscriptions, this functionality is not available.

I have existing customers that I manage via delegated administration (acting as an Advisor partner). Will these customers continue to appear in my customer list, and will I still be able to manage them?

Yes, you will continue to be able to see and manage your existing customers. Customers in which you have delegated administration rights will continue to appear in your customer list. On the Customers page, these customers will be noted as Advisor customers in the Relationship column.

I see a "Subscription nickname" field when I got to edit a subscription. What's this for?

This is a free-form text box that you can use to create a friendly name for a subscription. You may want to use this field in attaching a unique name or identifier to a subscription that links with your internal systems. For example, you could have the subscription nickname include a unique ID number that you use for tracking CSP subscriptions within your system.

After creating a new customer and primary domain for that new customer, is it possible to go back and change that customer's primary domain?

No. Once a primary domain is created for a customer, it cannot be changed. Make sure when provisioning a new customer that you are creating the desired and intended primary domain for the customer.

Can I select multiple SKUs at once when ordering a subscription for a customer?

Yes, within the Partner Center you are able to select multiple subscriptions at once when provisioning subscriptions for a customer.

When seats are added to an existing CSP subscription, are the additional seats prorated for the term and coterminous with the subscription?

Yes. Additional seats are prorated based on the 1 year term of the base subscription. The additional seats are coterminous with the base subscription term length (i.e. 1 year). This means that the additional seats are aligned with the renewal date of the base subscription.

Can a CSP transacting partner decrease the number of seats on a subscription?

Yes, you can add or decrease the number of seats at any time within the Partner Center by selecting a customer's subscription and then changing the number of licenses in the Quantity box. It's important to note that if you decrease the number of seats and then there are more users than available licenses in the customer's tenant, you'll have to unassign licenses from users (via admin-on-behalf-of or via PowerShell) to ensure that the desired active users have a license.

How do you cancel a customer's subscription?

You can cancel a customer's subscription at any time within the Partner Center. Go into your Partner Center, then go the Customers page. On the Customers page, click on customer. That will take you to the Subscriptions page associated with the customer. On the Subscriptions page, find the subscription that want to put in the Suspended state and click on that subscription. On the next page, under Status, click on Suspended, and then click Submit.

What happens when a CSP subscription status is changed to "Suspended"?

When a subscription status is changed to "Suspended", this puts the subscription into a "data retention" mode. This means that end-users will not have access to any services, but administrators will still have access to the data associated with this subscription. At the end of 60

days after a subscription is Suspended, the subscription is moved to a “de-provisioned” state. At this time, all data is removed.

Are subscriptions set to auto-renew?

Yes, subscriptions you order for customers are set to auto-renew. You can manually place a customer’s subscription in a Suspended state within the Partner Center, which in effect cancels that subscription.

Can I upgrade a customer’s SKU or transition from one plan to another in the Partner Center?

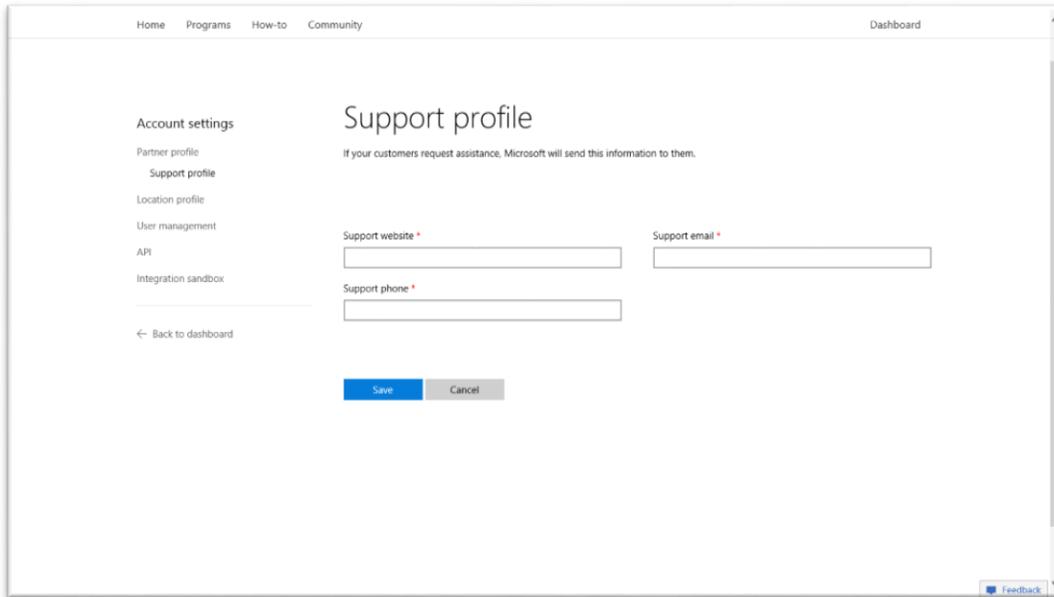
No, there is not currently the capability in the Partner Center to automatically upgrade or transition from one SKU plan to another (e.g. from E1 to E3). To accomplish this, you would need to cancel the customer’s original subscription and then purchase the desired the subscription (and then reassign all the user licenses to the new subscription; going to a different SKU plan may also require settings and data migration, which are outside of the scope of CSP tools).

Can CSP transacting partners sell to a customer outside of their country?

CSP transacting partners can only provision new customers within the market in which they are authorized as a CSP transacting partner. When creating a new client within the Partner Center, this market is set and cannot be changed within the country or region dropdown box. Partners wishing to sell in other countries need to be approved and onboarded as a CSP transacting partner in each additional market.

How does a partner update the support contact information that a customer sees within its own admin portal?

Partners can update the support contact information that their CSP customers see within their own admin portal by doing the following: (1) Partner logs into Partner Center using an admin account, (2) On the Dashboard page, click on Account settings from the left navigation area, (3) On the partner profile page, next to the Support section click on the Update link. Enter the support contact details and click Save.



Does the Partner Center have reports on my customers' service usage?

There are currently no reports on customers' service usage directly within the Partner Center. However, as a partner with delegated admin privileges you can view usage reports by going into your customer's admin center. While on the Customers page in the Partner Center, click on down arrow to the right of the customer's name, and then next to Administer services, click on the Office 365 link. Once in the customer's Office 365 admin portal, click on the reports link from the left navigation area.

Can a CSP customer configure or manage its service within its own Microsoft Office 365 admin center?

Yes. A CSP customer can perform all service configuration and admin tasks within its own Microsoft Office 365 admin center. For example, configure Exchange Online, SharePoint Online, and Skype for Business. To do this, the customer will need to sign in to its own Microsoft Office 365 tenant with an account that has admin privileges.

Can a CSP customer open a service request within its own Microsoft Office 365 admin center?

Customers in some specific situations may be able to open a service request directly with Microsoft. For example, if the customer purchased a service directly from Microsoft and not from a CSP transacting partner then the customer may be able to open a ticket directly with Microsoft. In most situations, the customer is directed back to contact their Partner for support.

Can a CSP customer make changes to its CSP subscription within its Microsoft Office 365 admin center?

No. CSP customers are not able to take any action on their CSP subscription (such as cancel, add seats or order an add-on subscription). Subscription management must be performed by the partner from within the partner admin center.

Can I create a trial invitation or purchase offer as a Cloud Solution Provider from within the Partner Center?

No. The current capability for Online Services Advisor Partners to create trial invitations and purchase offers for customers to purchase subscriptions directly from Microsoft and are outside of the Cloud Solution Provider program.

How does Microsoft communicate Microsoft Office 365 service incidents to customers?

Microsoft provides a real-time view of current and past service incidents on the Service Health Dashboard within the customer's Microsoft Office 365 admin portal.

[For more information on service health communications](#)

Can CSP transacting partners use PowerShell to provision customers and order subscriptions?

No, PowerShell can't be used to perform CSP transactions such as provisioning new customers or ordering subscriptions. Partners can use PowerShell to perform end-user management, such as assigning licenses.

Is there any way to perform bulk uploads (e.g. via .csv templates) for provisioning customers or creating subscriptions?

No, there are currently no bulk upload capabilities in the Partner Center.

Are there APIs available to automate ordering and customer management?

Yes, there are CSP APIs. This enables Cloud Solution Provider partners to integrate the provisioning and ordering activities into their own systems. This API primarily supports provisioning new customers, ordering subscriptions, ordering subscription add-ons and modifying the license count.

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[CSP API documentation is now published on MSDN](#)

Can a CSP transacting partner turn off 3rd party public website hosting suggestions that may be presented to customers (e.g. GoDaddy, Wix)?

Yes. To turn off 3rd party public website hosting suggestions that are provided to customers, go into Partner Center, then click on Account Settings, and then toggle on/off the settings under Reseller Settings.

How do I create a service request for Partner Center issues or problems?

Login to the Partner Center, and on the Dashboard page under Helpful resources, click Report a problem with Partner Center.

How do I create a service request on behalf of a customer for Microsoft Office 365, Microsoft Azure, EMS, and etc.?

While on the Customers page, click on a customer. This takes you to the Subscriptions page. From here, click on the Service management link from the left navigation area. On the Service Management page, click on Create or view service request under the appropriate service section.

Multi-channel

Multi-channel in CSP: overview and how it works

Prior to enabling “multi-channel” capabilities, partners were only able to order subscriptions for customers that they provisioned as a CSP transacting partner (using the Partner Center). However, it is very common for partners to work with customers who have an existing tenant and existing subscriptions, and consequently want the ability to provision CSP subscriptions for these customers. The multi-channel capability makes this possible. With multi-channel, partners can establish a CSP relationship with a customer that already has an existing tenant and existing subscriptions, and can then provision CSP subscriptions for that customer. While this enables the coexistence of CSP subscriptions and other subscriptions on the same customer tenant, this does not change or affect any of the customer’s existing subscriptions. Those subscriptions remain active and unchanged, and any Partner of Record (POR) associated with those subscriptions remains in place. Additionally, customers can continue to purchase subscriptions via other channels alongside their CSP subscriptions, such as directly from Microsoft.

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Multi-channel helps support these common scenarios:

- CSP transacting partners can provision CSP subscriptions for a customer that already has a tenant (i.e. wasn't originally provisioned as a CSP customer).
- CSP transacting partners can provision CSP subscriptions for a customer that has existing subscription(s) that you previously sold to the customer as an Advisor partner.
- CSP transacting partners can provision CSP subscriptions for a customer that has existing subscription(s) that were previously purchased directly from Microsoft.

How it works:

1. Go into the Partner Center and then click on **Request Reseller Relationship** under **Quick links**
2. Copy the email text and invitation URL
3. Paste the email text and URL into an email and send to your customer(s)
4. Customer receives your email, clicks on the invitation link, and is prompted to log into its tenant
5. Customer sees the invitation screen and clicks to accept the invitation
6. After accepting the invitation, that customer appears in the partner's customer list in Partner Center
7. Partner can then provision and manage CSP subscriptions for the customer

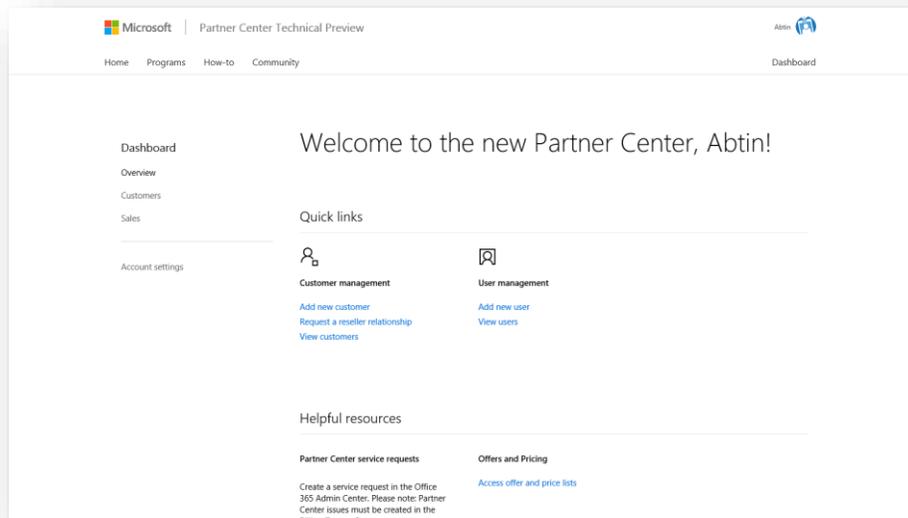
Multi-Channel Functionality:

- Does NOT impact or change any of the customer's existing subscriptions
- Does NOT transition the customer's existing subscriptions over to the CSP transacting partner
- Does NOT change the terms or customer's obligations for any of the existing subscriptions
- Does NOT allow the CSP transacting partner to change any Advisor Partner of Record information
- Does NOT enable multiple CSP transacting partners to sell to the same customer

Multi-channel FAQs

How do I get started in selling a CSP subscription to a customer that already has a tenant?

To get started, go into the Partner Center and then click on **Request Reseller Relationship** under **Quick links**.



1. Paste the email text and URL into an email and send to your customer(s)
2. Customer receives your email, clicks on the invitation link and is prompted to log into its tenant
3. Customer sees the invitation screen and clicks to accept the invitation
4. After accepting the invitation, that customer appears in the Partner's customer list in Partner Center
5. Partner can then provision and manage CSP subscriptions for the customer

Is the invitation link specific to a customer, or can it be used for multiple customers?

The CSP invitation link is not specific to a given customer and can be used with multiple customers.

I sent a customer the invitation link but they got an error when trying to accept it. What happened?

What admin rights or role must the customer have to be able to accept the CSP invitation?

The person within the customer's organization must have the global admin role within their tenant in order to sign into their own admin portal and accept the CSP invitation. If the user doesn't have global admin rights, then a user that does have global admin rights needs to sign in and accept the invitation.

What if the customer already has a CSP Partner? Can I still send them a CSP invitation?

Yes, a customer that already has a CSP Partner can accept the CSP invitation. This is covered in the “multi-partner” section of the FAQs.

Is the CSP Partner automatically granted delegated admin privileges (DAP) when a customer accepts the CSP invitation?

Yes, upon accepting the CSP invitation, the CSP Partner is automatically granted delegated admin privileges for that customer, similar to how delegated admin privileges are automatically granted when a CSP Partner provisions a new customer tenant. Customers can go into their own admin portal and remove delegated admin privileges from the Partner at any time.

Can multi-channel capabilities be used to transition or migrate a customer’s Office 365 subscriptions over to CSP subscriptions?

The multi-channel feature is not designed to transfer or migrate existing Office 365 subscription(s) to become CSP subscriptions. As such, “moving” end-users from one subscription to another subscription may require settings and data migration steps that are outside of the scope of the CSP program. However, customers can let an existing non-CSP Office 365 subscription expire and continue forward with a CSP subscription if using the exact same SKU plan (e.g. Office 365 E1 purchased directly from Microsoft and Office 365 E1 purchased through a CSP Partner). Example scenario: Customer already has 50 seats of O365 E1 purchased directly from Microsoft. After the customer becomes a CSP customer via the multi-channel capability, the CSP Partner provisions a subscription of 50 seats of O365 E1 for the customer from within its Partner Center. The customer may choose to let the original O365 subscription that it purchased directly from Microsoft expire and continue forward with the CSP O365 E1 subscription. In this scenario, no end-user changes are required nor is there any disruption to the end-user’s service.

Here’s some additional context on how licenses are pooled in Office 365: With Office 365, licenses for the same SKU plan (e.g. E1) are pooled across similar subscriptions on that tenant. That means, for example, if the customer has 50 licenses of E1 purchased directly from Microsoft and 50 licenses of E1 ordered thru its CSP Partner, that customer has a pool of 100 total E1 licenses that it can assign to its end-users. So, if the initial subscription of 50 seats of E1 expires, assuming there are enough seats available via the CSP subscription to cover all end-users, each end-users will continue to have an E1 license assigned and no action is required.

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I understand that multi-channel allows me to sell Office 365 to customers that already have an existing tenant and subscriptions. Can CSP customers also purchase from Microsoft directly?

Multi-channel capabilities in CSP opens up new opportunities for CSP partners to sell to existing customers while also preserving customers' choice to purchase from a variety of channels to meet their needs, including via Open, EA or directly from Microsoft. For Office 365 customers, the "Purchase Services" link is displayed within their own admin portal, allowing them to purchase directly from Microsoft in the event they want to or need to. Some Partners have provided feedback that it may not be obvious to customers that doing this results in a purchase directly from Microsoft. Based on this feedback, a notification is now displayed to customers that go into their own admin portal and click on the Purchase Services link. This notification warns customers and instructs them to contact their CSP Partner for CSP subscriptions (along with providing the Partner's contact information).

Can a CSP Partner make any changes to non-CSP subscriptions for the customer?

No, a CSP Partner can't make any changes to the customer's existing subscriptions. The CSP Partner can only make changes to CSP subscriptions it provisions for the customer. Additionally, within the Partner Center the CSP partner is only able to see CSP subscriptions; other subscription the customer may have purchased directly from Microsoft are not listed in the Partner Center.

Can a CSP Partner add or reduce the number of seats on a subscription that the customer purchased directly from Microsoft?

No, you are only able to add or reduce seats on subscriptions you provision for the customer as a CSP Partner.

Can the CSP Partner order an add-on for a subscription that the customer purchased directly from Microsoft? My customer already has xx seats of an add-on subscription and wants to add more seats through me as a CSP Partner. Is this possible?

As a CSP Partner you can only order add-on subscriptions and add-on seats for base subscriptions that you provision as a CSP Partner. However, once you provision a base SKU in CSP, you can provision any number of seats of an add-on subscription and those additional seats of the add-on subscription will be pooled together with whatever the customer has existing from their direct purchases.

Here's an example situation: A customer has 50 seats of Exchange Online Archiving that it purchased directly from Microsoft and now wants to purchase an additional 50 seats through its

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CSP Partner. However, Exchange Online Archiving is an add-on SKU, and in CSP you can only order add-on SKUs on top of base SKUs that you provision as a CSP Partner. In this example you could provision an E1 subscription for the customer in CSP, and then provision Exchange Online Archiving as an add-on to this base SKU and add the desired number of seats. If the customer wants to keep its E1 subscription that is purchased directly from Microsoft, you could, for example, provision 1 seat of E1 as a CSP Partner and then add 50 seats of Exchange Online Archiving licenses on top of this E1 SKU, and these 50 seats would be pooled together with the customer's original 50 seats to equal a total of 100 seats of Exchange Online Archiving.

[Can CSP Partners grant or remove delegated admin permissions from other Partners?](#)

No, CSP Partners do not have the ability to grant or remove delegated admin access for other Partners that have delegated admin privileges for the customer. The customer remains in control of which Partners have delegated admin privileges.

[When customers accept the invitation from a CSP Partner, does that automatically remove other Partners from having delegated admin privileges on the customer's tenant?](#)

No, delegated admin access that the customer has granted to other Partners remains in place and is not impacted by the relationship with the CSP Partner. The customer may revoke delegated admin access from these other Partners at any time.

[When customers accept the invitation from a CSP Partner, does that impact the existing subscriptions in any way or cut off the relationship with existing Partners?](#)

No. Accepting the invitation from the CSP Partner does not impact any of the customer's existing subscriptions or tenant. Any of the customer's existing subscriptions remain unchanged. This includes subscriptions that may have a Partner-of-record attached; the POR association is not impacted in any way.

[What if a customer chooses to remove delegated admin privileges from an Advisor Partner? Does that Advisor Partner receive any communication that they have been removed by the customer?](#)

Yes, when a customer removes an Advisor Partner from having delegated admin privileges, that Partner receives an email notification from Microsoft.

When customers accept the invitation from a CSP Partner, does the CSP Partner receive an email notification indicating that the customer has accepted the invitation?

No, Partners do not receive an email communication when a customer accepts a CSP invitation. Partners can confirm if a customer has accepted the CSP invitation by going into their Partner Center and looking to see if the customer appears on the customer list.

Does establishing a relationship with a CSP Partner transfer any of the customer's existing subscriptions over to the CSP Partner?

No, existing subscriptions are not impacted in any way and are NOT transitioned over to the CSP Partner.

Can a CSP Partner make any changes to the Partner-of-Record (POR) on the customer's subscriptions (e.g. Advisor-lead subscriptions, subscriptions purchased directly from Microsoft)?

No, the CSP Partner can't make any changes to the POR on the customer's subscriptions. If a customer has subscriptions and an Advisor POR attached to those subscriptions, CSP Partners can't change or modify this POR information.

Are multiple Partners allowed to have delegated admin privileges for the same customer?

Yes, multiple Partners can have delegated admin privileges on the same customer tenant.

What type of license types can coexist on the customer's tenant with multi-channel capabilities?

CSP subscriptions can coexist with subscriptions purchased direct from Microsoft, via Advisor Partners, Open or EA. Customers of Microsoft Syndication Partners cannot establish a relationship with a CSP Partner.

Can CSP Partners use multi-channel with their current Advisor Customers and/or customers in which they already have delegated admin privileges (established outside of the CSP program)?

Yes. You can send a CSP invitation to customers that you previously sold to as an Advisor Partner. As noted earlier, this in no way impacts the customer's previously purchased subscriptions and does not transition those subscriptions over to become CSP subscriptions.

What if I already have a customer on my customer list in the Partner Center and it's listed as an "Advisor" customer. Can I still send a CSP invitation to this customer?

Yes, you can still send a CSP invitation to this customer. Within the Partner Center, if a customer is on your client list and listed as an Advisor customer in the RELATIONSHIP column, if this customer accepts the invitation to become a CSP customer, the customer will continue to appear on your client list, but the relationship will change to Cloud Reseller.

Does the concept of multi-channel exist outside of CSP in other Microsoft programs?

Yes, multi-channel exists outside of the CSP program. For example, outside of CSP, customers may have Direct, Open and EA subscriptions coexisting on their tenant.

After accepting the CSP invitation, can the customer then remove that CSP relationship and/or remove the CSP Partner's delegated admin privileges?

Customers can remove delegated admin privileges from any CSP Partner at any time. Delegated admin privileges can also be reestablished if inadvertently removed (CSP Partner must send a new request). While delegated admin privileges can be removed, this does not sever the commercial relationship between the CSP Partner and the customer. This means that even if delegated admin privileges are removed, the CSP Partner can still provision subscriptions, add seats and manage subscriptions for the customer. The Partner is not able to access the customer's admin portals, though, to configure the services for the customer.

Additional multi-channel FAQs for indirect Partners

As an indirect CSP Partner, do we send the CSP invitation to the customer?

Yes, the indirect CSP Partner must create the CSP invitation within its own Partner Center and either send the invitation directly to the end customer or provide one your Resellers with the invitation information and have the Reseller send the invitation to the end customer.

In the indirect model, can a Reseller working under a Cloud Distri send the CSP invitation to the customer?

Yes, you may choose to have the Reseller send the actual CSP invitation to the customer, but the indirect CSP Partner must create the CSP invitation within its own Partner Center first (and then it's up to you to determine how you want to share that information with your Resellers). Resellers working under a Cloud Distri do not have the ability to create a CSP invitation.

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In the indirect model, does multi-channel create a CSP relationship between the customer and the Cloud Disti or between the customer and the Reseller working under the Cloud Disti?

The CSP relationship is established between the Cloud Disti and the customer. You may have a Reseller involved with the customer, but the CSP provisioning and subscription ordering tools are provided to the authorized CSP Partner, which in the indirect model is the Cloud Disti.

Multi-partner: Overview and how it works

Prior to enabling “Multi-partner” capabilities, customers were only able to be associated with a single CSP transacting partner. Once a customer was connected to a CSP transacting partner, that customer was not able to purchase through any other CSP transacting partner. However, some customers may want or need to work with more than one CSP transacting partner. For example, one CSP transacting partner may be an expert in Office 365, while another Partner may specialize in Microsoft Azure. The multi-partner capability makes it possible for Partners to establish a CSP relationship with a customer that already has an existing CSP transacting partner. While this enables multiple CSP transacting partners to work with the same customer tenant, this capability is not designed to migrate or transition any subscriptions or customer ownership from one CSP transacting partner to another CSP transacting partner. Additionally, having more than one CSP transacting partner is solely at the discretion and choice of the customer.

Multi-partner helps support these example scenarios:

- A customer has an existing CSP transacting partner that sold it Office 365 and then establishes a relationship with a second CSP transacting partner that specializes in Microsoft Azure.
- A customer has an existing CSP transacting partner that sold it Exchange Online, and then establishes a relationship with a second CSP transacting partner that specializes in SharePoint Online.

How it works:

The process of establishing a CSP relationship with a customer that already has a CSP transacting partner is similar to the process used in multi-channel capabilities. The basic steps are:

1. Go into the Partner Center and then go to your **Customers** list
2. Click **Request a reseller relationship** at the top of the page
3. Copy the email text and invitation URL
4. Paste the email text and invitation URL into an email and send to your prospective customer

1. Paste the email text and URL into an email and send to your customer(s)
2. Customer receives your email, clicks on the invitation link and is prompted to log into its tenant
3. Customer reviews the invitation screen and clicks to accept the invitation
4. After accepting the invitation, that customer appears in the Partner's customer list in the Partner Center
5. Partner can then provision and manage CSP subscriptions for the customer

Does establishing a relationship with a CSP transacting partner transfer any of the customer's existing subscriptions over to the CSP transacting partner?

No, existing subscriptions are not impacted in any way and are NOT transitioned over to the CSP transacting partner.

When customers accept the invitation from a CSP transacting partner, does that impact the existing subscriptions in any way or cut off the relationship with existing Partners?

No. Accepting the invitation from the CSP transacting partner does not impact any of the customer's existing subscriptions or tenant. Any of the customer's existing subscriptions remain unchanged. This includes subscriptions that may have a Partner-of-record attached; the POR association is not impacted in any way.

Can a CSP customer have multiple Partners for the same Microsoft cloud service, for example, two CSP transacting partners both selling Microsoft Office 365 to the customer?

Yes, it is possible with multi-partner capabilities that a customer may choose to have more than one partner within a service (such as Microsoft Office 365). An example reason why a customer may choose to do this is if one Partner specializes in Exchange Online and another Partner specializes in SharePoint Online.

Are CSP transacting partners only granted delegated admin privileges for the services that they sell?

Each Partner that establishes a CSP relationship with a customer is granted delegated admin privileges for the customer's admin portals. That means, for example, when the customer accepts the CSP invitation, the Partner will be able to access the individual service admin portals

for the Microsoft cloud services that the customer has associated with its tenant, such as Office 365, EMS, Intune, Azure and CRM Online.

Is the CSP transacting partner automatically granted delegated admin privileges (DAP) when a customer accepts the CSP invitation?

Yes, the Partner is automatically granted delegated admin privileges when the customer accepts the CSP invitation.

Can customers remove any or all CSP transacting partners from having delegated admin privileges?

Yes, customers have the option to remove any or all CSP transacting partners from having delegated admin privileges. Customers can do this within their own admin portal. Note that this does NOT sever or change the commercial relationship that a CSP transacting partner may have with the customer, but rather only removes the ability for the Partner to administer the service on behalf of the customer. The CSP transacting partner is still responsible for providing support for the customer and adhere to any other terms of the Cloud Reseller Agreement, even in the event that a customer removes delegated admin permissions from the Partner.

If a customer removes delegated admin privileges from a CSP transacting partner, can the CSP transacting partner still order and manage subscriptions for the customer?

If a customer removes delegated admin permissions, the Partner is still able to provision CSP subscriptions, order add-ons and add/reduce seats on those subscriptions. The Partner will not be able to administer the service on behalf of their customers, such as configure services. For example, the Partner will not be able to go into the customer's Microsoft Office 365 admin portal and view or change any of the customer's service settings.

If a customer removes delegated admin privileges from a CSP transacting partner, can the CSP transacting partner still open a service request on behalf of the customer within the Partner Center?

No. Without delegated admin privileges, the CSP transacting partner is not able to open a service request on behalf of the customer within the Partner Center. In this situation, the partner must call Microsoft support in order to open a service request on behalf of the customer.

The customer accidentally removed us from having delegated admin privileges or this needs to be set up again. Can I resend the CSP relationship invitation?

Yes. If the customer removed delegated admin privileges, you can reestablish delegated admin privileges by resending the CSP relationship invitation. Once the customer accepts the invitation, delegated admin privileges will be reestablished.

When customers accept the invitation from a CSP transacting partner, does that automatically remove other Partners from having delegated admin privileges on the customer's tenant?

No, delegated admin access that the customer has granted to other partners remains in place and is not impacted by the relationship with the CSP transacting partner. The customer may revoke delegated admin access from any partner at any time.

Can multi-CSP Partner capabilities be used to transition a customer from one Partner to another Partner?

Multi-CSP Partner capabilities are designed to enable a customer to work with multiple Partners who specialized in different services. While there are no automated transitions of customers or subscriptions from one Partner to another Partner, this can be accomplished in a manual manner by the customer. To "move" from one Partner to another Partner, the customer would need to establish a relationship with a second CSP Partner and have that Partner provision the desired CSP subscriptions for them. Then, the customer would have to instruct its first Partner that it no longer wants to do business with them and have that Partner suspend its CSP subscriptions. The customer would then continue forward with the second CSP Partner. It's important to note that Microsoft does not have knowledge or, nor enforces, any commercial terms that a Partner may have with its customers. It's the customer's responsibility to resolve these matters with its Partner(s).

When customers accept the invitation from a CSP transacting partner, does the CSP transacting partner receive an email notification indicating that the customer has accepted the invitation?

No, partners do not receive an email communication when a customer accepts a CSP invitation. Partners can confirm if a customer has accepted the CSP invitation by going into their Partner Center and looking to see if the customer appears on the customer list.

Can a CSP transacting partner make any changes to other subscriptions provisioned by other CSP transacting partners?

No, a CSP transacting partner can't make any changes to the customer's existing subscriptions. The CSP transacting partner can only make changes to CSP subscriptions it provisions for the customer. Additionally, within the Partner Center the CSP transacting partner is only able to see CSP subscriptions; other subscriptions the customer may have purchased directly from Microsoft or from other CSP transacting partners are not listed in the Partner Center.

Can a CSP transacting partner add or reduce the number of seats on a subscription that the customer purchased directly from Microsoft or from another CSP transacting partner?

No, you are only able to add or reduce seats on subscriptions you provision for the customer as a CSP transacting partner.

Can the CSP transacting partner order an add-on for a subscription that the customer purchased directly from Microsoft or from another CSP transacting partner?

No, you can only order add-ons for base subscriptions you provision for the customer as a CSP transacting partner.

Can a CSP transacting partner make any changes to the Partner-of-Record (POR) on the customer's subscriptions (e.g. Advisor-lead subscriptions, subscriptions purchased directly from Microsoft)?

No, the CSP transacting partner can't make any changes to the POR on the customer's subscriptions. If a customer has subscriptions and an Advisor POR attached to those subscriptions, CSP transacting partners can't change or modify this POR information.

If multiple CSP transacting partners both sell the same service (e.g. Microsoft Office 365) to the same customer, which Partner is responsible for technical support for that service? Who should the customer contact?

Customers should contact the CSP transacting partner that sold the subscription in which there is an issue. For example, if Partner A provisioned Exchange Online for the customer and Partner B provisioned SharePoint Online for the customer, and the customer is having a problem with email, it should contact Partner A. If it's not clear which partner is responsible for the issue or if the problem is not getting addressed by any of the involved partners, the customer should call Microsoft support.

Is the invitation link specific to a customer, or can it be used with multiple customers?

The CSP invitation link is not specific to a given customer and can be used with multiple customers.

I sent a customer the invitation link but they got an error when trying to accept it. What happened? What admin rights or role must the customer have to be able to accept the CSP invitation?

The person within the customer's organization must have the global admin role within their tenant in order to sign into their own admin portal and accept the CSP invitation. If the user doesn't have global admin rights, then a user that does have global admin rights needs to sign in and accept the invitation.

Do multi-partner capabilities work with customers who purchased through a syndication partner?

No, Multi-partner capabilities do not work with Syndication customers. Syndication customers cannot also have a CSP transacting partner.

Additional multi-channel FAQs for Indirect (2-Tier) partners

As an Indirect CSP transacting partner, do we send the CSP invitation to the customer?

Yes, the indirect CSP transacting partner must create the CSP invitation within its own Partner Center and either send the invitation directly to the end customer or provide its resellers with the invitation information and have the Reseller send the invitation to the end customer.

In the Indirect model, can a reseller working under an Indirect partner send the CSP invitation to the customer?

Yes, you may choose to have the reseller send the actual CSP invitation to the customer, but the indirect CSP transacting partner must create the CSP invitation within its own Partner Center first (and then it's up to you to determine how you want to share that information with your resellers). Resellers working under an indirect partner do not have the ability to create a CSP invitation.

In the indirect model, does the multi-partner capability create a CSP relationship between the customer and the indirect partner or between the customer and the reseller working under the indirect partner?

The CSP relationship is established between the indirect partner and the customer. You may have a Reseller involved with the customer, but the CSP provisioning and subscription ordering tools are provided to the authorized CSP transacting partner, which in the indirect model is the Cloud Distri (i.e. the indirect partner).

Can a customer transition from an indirect Reseller to a 1-tier CSP Partner?

Multi-CSP Partner capabilities are designed to enable a customer to work with multiple Partners who specialized in different services. While there are no automated transitions of customers or subscriptions from the indirect authorized CSP Partner to a 1-tier CSP Partner, this can be accomplished in a manual manner by the customer. To “move” from the indirect CSP Partner to the desired 1-tier CSP Partner, the customer would need to establish a relationship with a 1-tier CSP Partner and have that Partner provision the desired CSP subscriptions for them. Then, the customer would have to instruct the indirect CSP Partner (likely by working thru its Reseller) that it no longer wants to do business with them and have that Partner cancel its CSP subscriptions. The customer would then continue forward with the 1-tier CSP Partner. It’s important to note that Microsoft does not have knowledge or, nor enforces, any commercial terms that a Partner may have with its customers. It’s the customer’s responsibility to resolve these matters with its Partner(s).

A Reseller working through an indirect CSP Partner is now becoming an authorized 1-tier CSP Partner. Can the Reseller migrate all of its customers over to its account as a 1-tier CSP Partner?

There are no automated transitions of customers or subscriptions to the Reseller’s new 1-tier CSP account. In this situation, customers’ subscriptions are technically attached to the CSP Distributor (i.e. the authorized indirect CSP Partner). However, a “move” can be manually accomplished using multi-Partner capabilities (i.e. using the “Request a Reseller relationship” link in the Partner Center). To accomplish this, the Reseller would use its 1-tier CSP Partner Center account to send CSP Reseller relationship requests to all of its customers. Once customers accept the CSP Reseller relationship requests, those customers will then appear in the Partner’s 1-tier Partner Center. The Reseller would then need to provision the desired subscriptions for these customers (likely the same subscriptions that were provisioned for these customers when they were the Reseller’s customer in the indirect model). Then, the Reseller would need to work with the indirect CSP Distributor to cancel the customers’ original subscriptions. The customer would then continue forward with the Reseller as the 1-tier CSP Partner. It’s important to note that Microsoft does not have knowledge or, nor enforces, any commercial terms that a Partner

may have with its customers. It's the customer's responsibility to resolve these matters with its Partner(s).

An indirect Reseller working thru an indirect CSP Disti wants to move to another indirect CSP Disti. Can an indirect Reseller easily transition its customers over to another indirect CSP Disti?

There are no automated transitions of customers or subscriptions if an indirect Reseller moves from one CSP Disti to another CSP Disti. In this situation, customers' subscriptions are technically attached to the CSP Distributor (i.e. the authorized indirect CSP Partner), not the Reseller. However, a "move" can be manually accomplished using multi-Partner capabilities (i.e. using the "Request a Reseller relationship" link in the Partner Center). To accomplish this, the Reseller would need to have its new indirect CSP Disti use its Partner Center account to send CSP "Request a Reseller Relationship" requests to all of the customers that the Reseller had under its original CSP Disti. Once those customers accept the CSP Reseller relationship requests, those customers will then appear in the indirect CSP Disti's Partner Center. The Reseller would then need to work with their new indirect Disti to provision the desired subscriptions for all these customers (likely the same subscriptions that were provisioned for these customers when they were associated with the original indirect Disti). Then, the Reseller would need to work with their original indirect CSP Disti to cancel the customers' original subscriptions. The customers would then continue forward with the association with the new indirect CSP Disti. It's important to note that Microsoft does not have knowledge or, nor enforces, any commercial terms that a Partner may have with its customers. It's the Resellers' and customer's responsibility to resolve these matters with the indirect CSP Distributor.

Support overview

Overview of your CSP Support Entitlement

As a Cloud Solution Provider (CSP) transacting partner you are required to provide both technical and account support services to your customer. It is expected you are the first point of contact for your customers. Customers should always contact their partner first. As part of the CSP program, Microsoft provides the ability for partners to create support requests (SR) with Microsoft when you encounter an issue that cannot be resolved without assistance from Microsoft. The CSP support benefit covers Microsoft Azure, Microsoft Dynamics CRM Online, Microsoft Intune, Enterprise Mobility Suite (EMS) and Microsoft Office 365.

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What is included as part of the Support Entitlement?

Partner Center is the starting point to create Service Requests (SR) for Microsoft Azure, Microsoft Dynamics CRM Online, Microsoft Intune, EMS and Microsoft Office 365. Faster response times for technical break-fix issues are part of your support entitlement.

Support for your own partner tenant is not included as part of the CSP support benefit:

- Microsoft Office 365, Microsoft Intune, EMS and Microsoft Dynamics CRM Online do not charge a separate support subscription fee for customers or partners.
- If you are entitled to Signature Cloud Support (SCS) or other MPN technical benefits you can use these benefits for support on your Azure tenant.
- The benefit applies to both trial and paid subscriptions. Billing/Subscription Management issues are included with each service free of charge.

What types of incidents can I submit?

You may submit break-fix technical support or billing/subscription management incidents on the supported scenarios.

What is the Support Scope?

Your support entitlement includes access to Break-fix Technical Support, Billing/Subscription Management issues, and help/how to for program benefit questions. Break-fix issues are technical problems you experience while using Microsoft cloud services. "Break-fix" is an industry term that refers to work involved in supporting a technology when it fails in the normal course of its function, requiring intervention by a support organization to be restored to working order. Note that in some cases there will be different response times for in scope issues considered non break-fix.

How quickly will I get an initial response?

Our initial response times (IRT) depend on the severity of the incident submitted. The severity of an issue is set by indicating business impact when you submit the SR.

Initial response for technical break/fix incidents, defined by Business Impact:

- Critical Impact (Sev A): 2 hours

Significant loss or degradation of services. Production services down

- Moderate Impact (Sev B): 4 hour

Moderate loss of degradation. Production services partially impacted

- Minimal Impact (Sev C): 8 hour

Minimal loss or degradation of services. Service still available or non-production workloads.

Initial response times are for English only; local language support is provided during business hours. For in scope incidents not considered break-fix the response time may take up to one business day.

How do I submit a Service Request?

SR ticket submission must begin in Partner Center which provides the ability to submit your request online. We know from past experience that submitting support incidents online allows us to deliver deep technical expertise in the most effective and efficient manner possible. Due to the detailed nature of the incidents, it is much easier to provide relevant information online, compared to reading this information over the phone. This model eliminates unproductive hold time for a simple, intuitive online process. As a result, customer problems are routed more quickly to the most qualified engineer.

What portals should I use to submit a support incident on behalf of my customer?

You may be familiar with On Behalf Of (OBO), Delegated Admin Permissions (DAP) or Administer On Behalf Of (AOBO) functionality. While the functionality is referred to in various ways, it provides the ability to submit an SR on behalf of your customer. As a CSP partner, you should use OBO in all cases unless you want to submit a case for your own partner tenant. Partner Center (PC) automatically provides this OBO context both when you submit an SR and when you administer/manage services your customer has purchased. Partner Center is the support management portal for CSPs and is the required portal to submit an SR.

Submitting a support request in Partner Center

Partner Center is the portal used to submit all SRs on behalf of a customer. You can create an SR for Microsoft Office 365, Intune, Microsoft Dynamics CRM Online, EMS or Microsoft Azure by starting at Partner Center.

- 1) From the Dashboard menu, click Customers.
- 2) From the customer list, select a customer.
- 3) From the customer menu, select Service management.

For each service in that customer's account, you can click Create or view support ticket. This will redirect you to the management portal for the specific service (O365, EMS, Azure, Intune or CRM Online) where you will be automatically logged in on behalf of your customer and can follow the steps to submit an SR.

What if I'm having issues with Partner Center itself and need to submit an SR?

If you experience an issue with a functionality that is part of Partner Center – perhaps you have an invoice question, you cannot find your customer in the customer list, or you are experiencing a problem with the CREST API – you should submit an SR directly from Partner Center.

1. From the Dashboard menu, click Report a Problem with Partner Center under Helpful Resources.
2. From the Feature field select Partner Center.
3. From the Symptom field select the most appropriate symptom for the issue you are having.

Note: Submitting an incident on Partner Center requires global admin permissions.

How do I submit an SR for Crest or Graph issues?

Partner Center is the portal used to submit all SRs on behalf of a customer. You can create an SR for Crest or Graph by starting at Partner Center.

1. From the Partner Center Dashboard menu, click Report a Problem with Partner Center under Helpful Resources.
2. This redirects you to the O365 Admin Center portal Overview tab.
3. Select Billing & Product Info
4. From the Feature field select Partner Programs.
5. From the Symptom field select Crest API or Graph API.

How do I submit an SR for EMS?

Partner Center is the portal used to submit all SRs on behalf of a customer. You can create an SR for EMS by starting at Partner Center.

1. From the Dashboard menu, click Customers.
2. From the customer list, select a customer.
3. From the customer menu, select Service management.
4. Click Create or view support ticket. This will redirect you to the O365 management portal and you will be automatically logged in on behalf of your customer and can select the topic which most appropriately describes the issue you are encountering

When I select Create Service Request from Partner Center for a Microsoft Azure issue, how do I use my CSP support entitlement on the Azure portal?

Partner Center should be used to submit all SRs on behalf of a customer. You can create an SR for Azure by starting at Partner Center.

1. From the Dashboard menu, click Customers. From the customer list, select a customer. In the customer menu, select Service management.
2. From Microsoft Azure, click Create or view support ticket. This will redirect you to the Azure portal to follow the below steps.

Select New Support Request

Step 1: Basics

Select Issue Type

Select Subscription if required

Select Cloud Solution Provider as your Support Plan

Step 2: Problem

Provide additional information to identify the issue and the Azure resources you need assistance with

Step 3: Contact Information

Provide your contact information, not the customer's direct contact information.

Click Create to submit the SR form.

What happens if I log directly into the Microsoft Azure portal and bypass Partner Center?

When you bypass Partner Center you will be logged into the Azure portal on your own subscription context and not your customers. You should do so only when you are creating an SR for your own Partner Subscription (not OBO). There is no On Behalf Of functionality invoked when you submit directly from the Azure portal and bypass Partner Center. You will need to provide a valid support plan entitlement (either SCS contract ID, MPN contract ID, an Azure support plan, Premier) as you cannot use your CSP support entitlement on your own tenant.

When should I submit an SR in the Microsoft Office 365 admin portal?

You should submit directly through the Microsoft Office 365 admin portal for Microsoft Office 365, Microsoft Dynamics CRM Online, EMS and Microsoft Intune portal only when you are

creating an SR for your own Partner subscription. You do not need a separate support subscription to get assistance on your own tenant. There is no OBO functionality through this portal, sometimes referred to as MOP. OBO functionality is currently available through the Partner Admin Center within Microsoft Office 365 today but that functionality may be phased out. It is important to always start in Partner Center when submitting on behalf of a customer.

Can a CSP end customer get support?

Customers will be provided Partner contact information if they attempt to submit an SR online. CSP customers cannot utilize your support benefit with Microsoft and must contact the partner for support.

How do I get support during a service outage?

During a service outage we provide frequent and timely updates to the appropriate service dashboard. This is the best way to receive the latest information and we recommend that you use the Service Dashboard to check the latest status.

To check Service Health from Partner Center:

- 1) From the Dashboard menu, click Customers.
- 2) From the customer list, select a customer.
- 3) In the customer menu, select Service management.

For each service in that customer's account, you can click View Service Health to open the management portal for that service. Partner Center also provides a Notification Center from the Dashboard. If a Service Outage has been resolved and you are still experiencing a problem an SR should be submitted in Partner Center.

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