Confirm Customer Acceptance of Microsoft Customer Agreement (MCA)

As partners of Microsoft you need to obtain your customer's acceptance of the Microsoft Customer Agreement (MCA) before you can order Microsoft products and services for that customer. For supporting this we have implemented the following automations:

- Obtain your customer's acceptance of the MCA before placing an order for Microsoft products in your Marketplace.
- Obtain from your resellers the confirmation that their customers have accepted the MCA before placing an order on behalf of them in your Marketplace.
- Have a log when your customers or resellers confirmed the acceptance of MCA.

> **IMPORTANT:**
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> - **From February 1, 2020**: All customers must confirm the acceptance of the Microsoft Customer agreement, otherwise we will not be able to allow the completion of your order(s).

Obtain your Customer's Acceptance `DIRECT CSPS`

If you are a direct CSP, your customer will be asked to confirm the acceptance of MCA when he checkouts his basket:

- If the customer hasn't purchased any Microsoft product in the past (i.e **his BSS account is not synced with MS partner center**), the acceptance form will be displayed before the checkout completion. It will be displayed in the "**Service Details**" step.
- If the customer has purchased a Microsoft product in the past (i.e **his BSS account is synced with MS partner center**), our system will ask Microsoft (by using their API) if they have already received an acceptance of MCA. If not, the customer will be asked to accept MCA before the checkout completion. It will be displayed in the "**Service Details**" step.

On the upper portion of the form's fields resides the **link** "Microsoft Customer Agreement" and by clicking it, users are being redirected to the **Microsoft Customer Agreement template**. Since the agreement is country-specific, users can select the correct country, language and review or download the new MCA terms.

> Please note that with the Microsoft Cloud Agreement (old) there were different links per country for reviewing and accepting the MCA, whereas now with the Microsoft Customer Agreement (new) the link is just one.

The MCA confirmation form includes the following fields which **will be filled with the contact details of the logged in user,** but your customer can change them if he wishes.

How often my customers will be asked to confirm the acceptance of MCA?

They will need to give their confirmation **only once**, the first time that they will place a Microsoft order.

- **First Name, Last Name, Email, Phone**. The details of the individual that accepted the MCA on behalf of the customer.
- **Agreement date**. The date the customer accepted the MCA. It cannot be any date in the future.

These data are stored separately only in the log records we keep for each acceptance for historical reasons. The data we keep for your customers (i.e. the account and contact records in your BSS) **are not updated or modified by the information entered in the acceptance form**.

Obtain your Resellers Confirmation for Customer's Acceptance INDIRECT CSPS

Your resellers can confirm that they have got customer's acceptance during the order checkout. The MCA form is always displayed in "**Service Details**" step.

- For a new customer (i.e. **no BSS account exists for this customer**) or an existing customer that he hasn't purchased any Microsoft product in the past (i.e **his BSS account is not synced with MS partner center**), our system always asks for acceptance of the agreement.
- If the order is for an existing customer that he has purchased a Microsoft product in the past (i.e **his BSS account is synced with MS partner center**), our system will ask Microsoft (using their API) if they have already received an acceptance of MCA for this customer. If not, the reseller will be asked to confirm customer's acceptance.

On the upper portion of the form's fields resides the **link** "Microsoft Customer Agreement" and by clicking it, users are being redirected to the **Microsoft Customer Agreement template**. Since the agreement is country-specific, users can select the correct country, language and review or download the new MCA terms.

> Please note that with the Microsoft Cloud Agreement (old), there where different links per country for reviewing and accepting the MCA whereas now with the Microsoft Customer Agreement (new) there is only one link.

The MCA confirmation form includes the following fields which **will be blank** for the reseller to fill them.

- **First Name, Last Name, Email, Phone**. The details of the individual that accepted the MCA on behalf of reseller's customer.
- **Agreement date**. The date the customer accepted the MCA. It cannot be any date in the future.

For the subsequent orders, our system will get from Microsoft an affirmative response that they already have the customer's confirmation and the checkout process will be continued without any interruption.

These data are stored separately only in the log records we keep for each acceptance for historical reasons. The data we keep for the end customer of your reseller (i.e. the account record in your BSS) **are not updated or modified by the information entered in the acceptance form**.

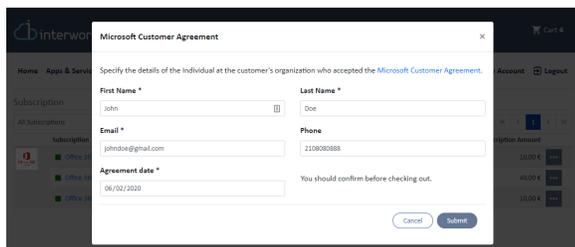## Addition & Cancellation of Licences **DIRECT & INDIRECT CSPS**

Microsoft requires the customer to have accepted the MCA when he requests extra licenses or cancels licenses for **an existing subscription**

- When a customer performs an addition of one or more licences within a subscription at the "**Purchase of extra license**" pop-up form and submits it, he is being redirected at the 1st "**Basket Items**" section and by continuing the ordering process and reaching to the 3rd "**Service Details**" section, only then the MCA agreement will be displayed. The addition follows exactly the same flow as the normal ordering process via the Marketplace.
- When a customer performs a **partial cancellation** of a subscription, which contains more than one licences within his Marketplace, by choosing one or more (but not all) licences for cancellation and clicking the **Submit** button on the pop-up form, the MCA form will be displayed in a pop-up.

The customer is able to **Cancel** his Cancellation action.

The MCA confirmation form includes the following fields which **will be filled with the contact details of the logged in user,** but your customer can change them if he wishes.


- **First Name, Last Name, Email, Phone**. The details of the individual that accepted the MCA on behalf of the customer.
- **Agreement date**. The date the customer accepted the MCA. It cannot be any date in the future.

These data are stored separately only in the log records we keep for each acceptance for historical reasons. The data we keep for the end customer of your reseller (i.e. the account record in your BSS) **are not updated or modified by the information entered in the acceptance form**.

A BSS User to Confirm Customer's Acceptance

Your BSS users can confirm that they have got customer's acceptance when they place a new order or amend an existing Office 365 subscription. The system will ask for confirmation when:

1. The BSS user executes an order that includes at least an Office 365 product. The MCA form will be displayed after the order execution options.
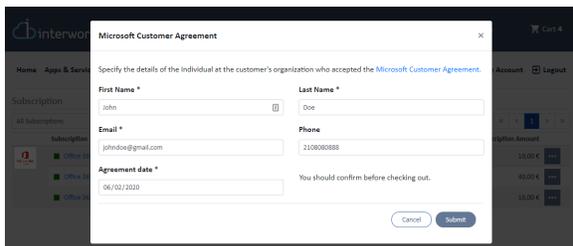
2. The BSS user creates manually an Office 365 subscription. The MCA form will be displayed when the user **saves** the subscription.
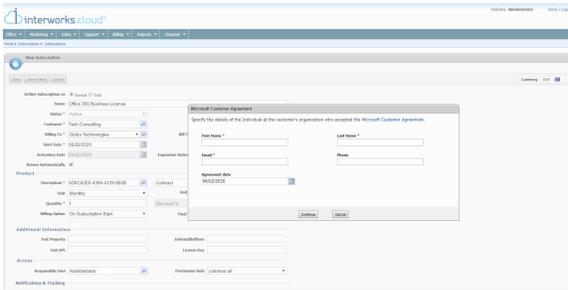
3. The BSS user performs any of the following actions in an existing Office 365 subscription:
   a. Changes the quantity of the subscription.
   b. Changes the quantity of a subscription add-on.
   c. Adds a new add-on for the subscription.
   d. Edits/Saves an existing subscription.
   e. Synchronizes a failed subscription by executing the "**retry**" action.
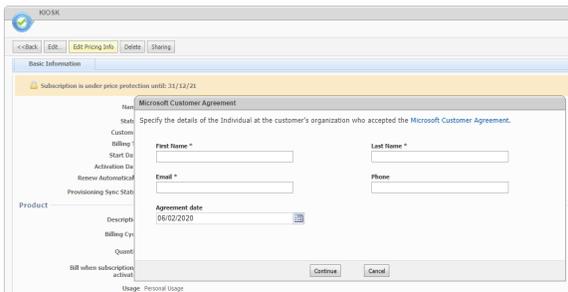
> The **Agreement date** field is automatically populated with the date of the current user's timezone. Also, within the **Agreement date**'s button the "today" pre populated value is also based on the timezone that the user set on the BSS setup.

In all above scenarios, the MCA form will be displayed only if we get from Microsoft (using their API) that they haven't received yet acceptance of MCA for this customer.

The MCA form data are stored separately only in the log records we keep for each acceptance, for historical reasons.

MCA Log Records

When your customer or reseller confirms the acceptance of the MCA, a log record is kept with the data provided in the MCA form. Check Microsoft Customer Agreement Logs for more details.

> Our platform facilitates your customers and your resellers to confirm that the customer has accepted the terms. But should Microsoft requires proof of the acceptance, it is your responsibility (or of your resellers, if you are an indirect CSP) to deliver this proof to Microsoft.

The log record we keep, is sufficient for proving to Microsoft that you have received customer's acceptance of MCA for the following cases:

- You are a **direct CSP** and the confirmation has been given directly by the customer himself during order checkout.
- Your reseller is a **white label reseller** and his customer has confirmed the acceptance of MCA when he placed the order in reseller's Marketplace.