Ordering & Billing for Office 365 Plans

interworks.cloud platform allows your customers and resellers to place orders for any plan you can reseller as a Microsoft Cloud Service Provider (CSP).

Annual Billing Option for Microsoft Products

Enabling the Annual Billing Option

For enabling the annual billing option for your Microsoft products, you need to enable both the billing cycle in your BSS and to activate the annual provisioning option in Microsoft Cloud Services settings.

Managing the Annual Products

The annual products are not new SKUs, they are the existing Microsoft plans with the annual billing option enabled. So, there is no need for executing any special process for activating them in your BSS.

Ordering Process for your Resellers

If you are a indirect CSP, your resellers can use your Storefront for placing order for their end customers. Resellers that are using your Storefront are called "Lite Resellers" and below is a diagram of the ordering process for a reseller

Ordering an Office 365 Service

Ordering for a new Customer

The process that follows describes the steps that are needed to order an MS Cloud Offering for an end-customer.

Ordering for an Existing Office 365 Tenant

When an order for an existing Office 365 tenant is placed in your Storefront (either by a reseller on behalf of the end customer or from a direct customer), the existing tenant must **authorize you as a delegated administrator** for the checkout process to be completed.

Ordering Office 365 Business Plans

The Office 365 Business plans have the special condition that **Microsoft supports only up to two subscriptions per customer** in partner center. For complying with this requirements, our platform supports the provisioning of **one monthly and one annual subscription** for these plans in partner center.

Ordering Office 365 For Specialized Industries

The **non profit, academic and government** plans cannot be purchased from customers that **are not qualified** for this kind of plans. if the customer is not eligible to purchase a non profit plan, the checkout process will stop and the customer will be informed that he cannot purchase this plan.

Check Sell to specialized industries for more details how your resellers and your customers can be qualified for special pricing.

Ordering Microsoft Dynamics Plans

A customer can have multiple Microsoft Dynamics instances for accommodating his need for different environments like staging, testing and production environments. For supporting this scenario, you must:

1. Configure the system to create a new Dynamics subscription in Partner Center every time a new order is placed
2. Instruct your customers to purchase extra licenses for an existing instance from subscription details page

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.

Defining a Valid Postal Code

THE CSP Commerce REST API (CREST API) we are using for the automatic provisioning of Microsoft cloud services requires **a valid customer postal code.** Below is a list of postal code's valid format per country.

Allow Multiple Resellers to Place Orders for the Same Tenant

Microsoft allows two or more indirect resellers to manage different Microsoft services for the same tenant. Our platform supports this scenario by allowing to have 2 sub-customers (that are billed to different resellers) to be linked with the same Microsoft tenant.

- Each reseller can create a sub customer in our system that will be linked with an existing Microsoft tenant. So, there can be multiple sub customers in your BSS (billed to different resellers) that are linked with the same Microsoft tenant.
- Our platform will create different subscriptions in partner center, each one related with the MPNID of the reseller that placed the order.

Microsoft Partner Agreement (MPA) Verification Process

The **Microsoft Partner Agreement** makes the contracting experience easier while continuing to meet regulatory obligations and promote trust among Microsoft, partners, and customers. This dynamically created agreement delivers relevant terms based on partner type and the offers they're qualified to sell. A more efficient contracting experience reduces complexity, and this perpetual agreement doesn't expire or follow an annual revision cycle.