

# Partner Membership Center Guide v3



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## Intro to MPN

### Network Membership

Receive a set of no-cost introductory benefits to help you save time and money. Use our resources to help build your business as a new partner and discover your next step.

- Make sure the right people in your organization get the right information. Review and update your organization's profile to help us know you better.
- Demonstrate your capabilities to customers in a customized environment. You can create custom trials and subscriptions, and track prospects while managing your cloud customers.
- You can access technical support from Microsoft and other partners on our online support forum.
- Build training plans for the latest Microsoft technologies, products, and competencies to share across your team.
- Take advantage of readily available Microsoft sales and marketing resources and keep your customers up-to-date with the latest product information.
- Experience the power of partnership and find new opportunities by linking directly to other partners. Join the conversation by participating in Microsoft's diverse partner communities.

### Action Pack (MAPS)

This affordable yearly subscription is for businesses looking to begin, build, and grow their Microsoft practice in the cloud-first, mobile-first world through a wide range of software and benefits. Action Pack includes all the benefits of a Network membership, in addition to:

- Free software to run your business. Test your great ideas first, get comfortable with the solutions and platforms, and make the jump to cloud on your schedule. For \$475.00 a year, you get Windows 10 Enterprise, Office 365 E3, Enterprise Mobility Suite, a monthly credit for Microsoft Azure, Microsoft Dynamics CRM Online Professional licenses<sup>1</sup>, and more.
- Access to world-class developer tools like Visual Studio Professional, which you can use to build apps for iOS, Android, Linux, and Windows. Plus, you can get a powerful end-to-end solution when you create a free Visual Studio Team Services account which offers teams with version control, agile planning tools, continuous integration, and much more—all for use with any app, in any language.
- Receive training on core Microsoft technologies. Pre-sales support<sup>2</sup> helps you design the right offer for customers. Post-sales technical support ensures you can fully serve your customers' needs.
- Acquire new customers and increase profitability through digital marketing guidance and enablement from the Partner Marketing Center.
- Connect and network with other partners, round out solution offerings, and get practical advice from your peers in the MPN community.

## Competencies

Demonstrate your proven expertise in delivering quality solutions in a specialized area of business. Microsoft competencies are designed to meet your customers' needs and be recognizable to prospective ones. Join the elite tier of Microsoft Partners and stand out from your peers. To help make the most of your MPN membership, we've grouped competencies into [six Centers of Excellence](#) that align to your business needs.

- App Development and ISV: Application Development, Application Integration, and Application Lifecycle Management
- Cloud Platform and Infrastructure: Cloud Platform and Datacenter
- Data Management and Analytics: Data Analytics and Data Platform
- Business Applications: Cloud Customer Relationship Management and Enterprise Resource Planning
- Mobility: Enterprise Mobility Management and Windows & Devices
- Productivity: Cloud Productivity, Small and Midmarket Cloud Solutions, Collaboration and Content, Communications, Messaging, and Project and Portfolio Management

## Why would I use Partner Membership Center?

Partner Membership Center provides you access to a wealth of benefits and resources available to Microsoft Partner Network members of all levels. In this guide we cover some of the most important features of the Partner Membership Center:

- Manage your organization hierarchy, create new locations, and identify your HQ
- Associate individuals and Microsoft Certified Professionals with your organization
- Create and manage customer references needed for meeting competency requirements
- Redeem your internal use rights software, order additional software benefits, and order your official Microsoft Competency plaques
- Check competency renewal dates, manage your competencies, and pay your fees
- Access support options, the MPN legal agreements, and the Partner Dashboard

# Customer References

## Why do I need customer references?

The ultimate proof that a partner delivers high quality solutions is customer endorsements. The Microsoft Partner Network uses References from your Customers to privately verify your real-world performance. Verified Customer References are required to gain Competencies. Depending on which competencies you are trying to attain you will need to check customer evidence requirements and collect references.

For an example of the email that is generated when you request a customer reference, please check here this link: <https://partner.microsoft.com/en-US/membership/customer-reference-sample-email>.

## Creating a new customer reference

The screenshot displays the Partner Membership Center interface. At the top, it shows the user's organization as "Microsoft: All Gold" and their Organization Partner ID as "3583635 [Active]". The navigation bar includes "Home", "Membership Status", "Requirements & Assets", "Organization Information", "Orders & Benefits", and "Administration".

The left sidebar contains a "Home" section with a "Location:" dropdown menu set to "Microsoft: All Gold (HQ) (Redmond)". Below this, there are sections for "Primary Program Organization" (Microsoft Business Solutions) and "Your membership renewal date is Fri, 11/11/2016". A notice states: "For questions about benefits, click here. The last day to sign up for a retiring competency is beginning July 31, 2016. The competency requirements will no longer be available after this date. Please visit the MPN Evolution page." A link is provided: <https://partner.microsoft.com/en-US/membership/customer-reference-sample-email>.

The main content area shows a "Manage People" dropdown menu with options: "Associated People", "Manage Microsoft Certified Professionals", "Invite People to Associate", "Assign Contact Roles", "Assign Privileges", "Accept/Reject Pending People", "Manage Competencies", "Competency Summary", "Competency Requirements", "Tested Products", "Opt-in to Cloud Platform Competency", "Manage Customer References", "Reference List", "Create Customer Reference", "Manage Solutions Profile", and "Go To Pinpoint".

On the right, there is a "Signed in as Corp, WPG" indicator, a "Select" button, and contact information for "One Microsoft Way, Redmond, Washington, 98052, United States" with a phone number "+1 (425) 555-1212". An "Edit contact information" link is also present.

From the Partner Membership home, click "Create Customer Reference" in the Requirements & Assets dropdown. The steps that follow will have you fill out information about the customer before a request is sent to them to confirm the entry.

**Partner Membership Center**

Microsoft: All Gold Organization Partner ID: 3583635 [Active]

Home Membership Status Requirements & Assets Organization Information Orders & Benefits Administration

Signed in as Corp, WPG

## Create a Customer Reference

[Create Customer Reference](#)
[Customer Reference Details](#)
[Customer Reference Summary](#)
[Finished](#)

The ultimate proof that a partner delivers high quality solutions is customer endorsements. The Microsoft Partner Network uses References from your Customers to privately verify your real-world performance. Verified Customer References are used to gain Competencies.

Microsoft respects your customers' privacy. However, we do conduct regular reference checks and reserve the right to contact your customer directly as part of the validation process with their permission. We will not contact your reference customer without notifying you in advance.

[View Your Existing References.](#)

Microsoft: All Gold (HQ) (Redmond) Select

Microsoft: All Gold (HQ) (Redmond) is the Location submitting this Customer Reference.

\* Indicates an answer is required.

\* Please confirm you have received your Customer's permission to submit them as a Reference, and allow their reference information to be sent to Microsoft.

I have the Customer's permission to submit them as a Reference.
   
 I do not have the Customer's permission to submit them as a Reference.

While customers do not need to fill out the reference information for you, they will need to confirm the reference information you provide.

## Managing customer references

Home Membership Status **Requirements & Assets** Organization Information Orders & Benefits Administration

Home > Manage Locations > References

Manage Competencies

Select Location

Microsoft: All Gold (HQ) (Redmond) Select

Manage Your Competencies

The Competency Summary shows your changes.

How do I learn a new Competency?

Competency Summary Microsoft **References** Tested Products Competency Requirements

Manage People
   
Associated People
   
Manage Microsoft Certified Professionals
   
Invite People to Associate
   
Assign Contact Roles
   
Assign Privileges
   
Accept/Reject Pending People
   
Manage Competencies
   
Competency Summary
   
Competency Requirements
   
Tested Products
   
Opt-in to Cloud Platform Competency
   
Manage Customer References
   
Reference List
   
Create Customer Reference

Signed in as Corp, WPG

Customer References, Microsoft Certified Professionals or Tested Products, the Summary will

Select **“Manage Customer References”** or **“Reference List”**<sup>1</sup> from the Requirements & Assets dropdown menu.

Manage Competencies

Select Location

Microsoft: All Gold (HQ) (Redmond) Select

Manage Your Competencies

The Competency Summary shows your achieved and in-progress Competencies. As you add Customer References, Microsoft Certified Professionals or Tested Products, the Summary will reflect your changes.

How do I earn a new Competency?

Competency Summary   Microsoft Certified Professionals   Trainings   **Customer References**   Tested Products   Competency Requirements

Your current customer References and their assignments are shown below. To change the Location or Competency a Customer Reference is assigned to, or assign a new Customer Reference, click Assign. To add a new Customer Reference, click Create Customer Reference.

Type	Project Name	Customer	Location	City	Competency	Expires	Status	
Cloud	Project A	Contoso	Microsoft: All Gold	Redmond	Windows and Devices	10/18/2017	Microsoft Auto-Approved	<span>Reassign</span>
On-Premise	Test Test tasetTest Test tasetTest Test tasetTest Test tasetTest Test taset	Test Customer	Microsoft: All Gold	Redmond	Cloud Platform	2/24/2018	Microsoft Auto-Approved	<span>Reassign</span>
Cloud and On-Premise	Test Project	Test Customer	Microsoft: All Gold	Redmond	Cloud Platform	2/17/2017	Microsoft Auto-Approved	<span>Reassign</span>
On-Premise	Test Project	Test Company	Microsoft: All Gold	Redmond	Cloud Platform	2/18/2017	Microsoft Auto-Approved	<span>Reassign</span>

Create Customer Reference

Your current customer References and their assignments are shown on this page. Note that they are associated with a location and list an **expiration date**<sup>2</sup>. To change the Location or Competency a Customer Reference is assigned to, or assign a new Customer Reference, click Assign. To add a new Customer Reference, click Create Customer Reference.

<sup>1</sup>The customer references list is a section under Manage Your Competencies because customer references are part of your competency requirements.

<sup>2</sup>Customer references are good for two years once approved!



# Managing individuals and MCPs

## Inviting new individuals

From the main screen navigate to the “Manage People” page from the Requirements & Assets. Use the “Invite Multiple People” tab, even if you’re only inviting one **person**<sup>3</sup>. You have the option of individually adding people or adding multiple people at once by supplying a semi-colon separated list of **emails**<sup>4</sup>.

Select Location

Microsoft: All Gold (HQ) (Redmond) ▼ Select

### Invite Multiple People - Microsoft: All Gold (Redmond)

You may send invitations to many individuals at once from your e-mail client. To begin the process, provide a list of e-mail addresses in the box below. Individuals who complete their Profiles using the e-mail addresses you specify will be approved automatically for Association to Microsoft: All Gold (Redmond), and you will be able to track their enrollment status from the Pending People tab.

**Step 1**

Enter up to 1000 individual e-mail addresses, separated with semi-colons. These addresses are required for automatic Association and tracking functions.

**Step 2**

Select the language for the invitation e-mail to be sent to your invitees.

English (United States) ▼

**Step 3**

Click Approve Invitees to pre-approve the Association of your invited Individuals.

Approve Invitees

<sup>3</sup>Single invitations require you as admin to add the details, then the individual to wait for the invitation, then an approval process. Multiple invitation just requires you to add an email and the person you are inviting can add their own details before being automatically associated with your organization.

<sup>4</sup>Individuals can also request association as well as be invited. People who are invited to associate rather than request association are pre-approved and automatically are added to the People Awaiting Profile list.

## Approving pending individuals

The screenshot shows the 'Pending People' tab in a user management system. At the top, there are navigation tabs: 'Associated People', 'Add New People', 'Pending People' (which is active), 'Microsoft Certified Professionals', 'Program Contacts', and 'Privileges'. Below these are sub-tabs: 'People Requesting Association' and 'People Awaiting Profile'. A blue bar highlights the 'People Requesting Association' sub-tab. Below the navigation, there is a text instruction: 'Select a Location to view Individuals who have requested to join your Organization. To approve or reject an Individual's request, select the name and click Approve Selected or Reject Selected. Individuals you approve will appear on the People Awaiting Profile tab. Once each Individual completes a Profile, he or she will be listed on the Associated People tab.' Below this is a search section titled 'Search Associated People by:'. It includes a dropdown menu for 'Organization or Location' with 'Microsoft: All Gold (HQ) (Redmond)' selected. To the right of the dropdown are two radio buttons: 'This Location Only' (unselected) and 'Include Associated Locations' (selected). Below the dropdown are three input fields for 'Filter by Individual (optional)': 'First Name:', 'Last Name:', and 'E-mail:'. A blue 'Search' button is located at the bottom right of the search section.

Once an individual has requested association, you can approve them from the People Requesting Association page. A list will appear that can be filtered by first name, last name, or email.

The screenshot shows the 'Manage People' page. At the top, there are navigation tabs: 'Associated People', 'Add New People', 'Pending People' (which is active), 'Microsoft Certified Professionals', 'Program Contacts', and 'Privileges'. Below these are sub-tabs: 'People Requesting Association' and 'People Awaiting Profile'. A blue bar highlights the 'People Awaiting Profile' sub-tab. Below the navigation, there is a section titled 'Select Location'. It includes a dropdown menu for 'Organization or Location' with 'Microsoft: All Gold (HQ) (Redmond)' selected. To the right of the dropdown are two radio buttons: 'This Location Only' (unselected) and 'Include Associated Locations' (selected). Below the dropdown, there is a text instruction: 'These Individuals have not yet completed their Individual Profiles, and are therefore not Associated. Individuals who have completed their Profiles will be listed on the Associated People tab.' Below this is a section titled 'Invited People - Microsoft: All Gold (Redmond) + Associated Locations'.

After individuals are approved (whether by being pre-approved through an invite or requesting association) they will appear in the People Awaiting Profile list alongside their location, date of invitation, and invite method. From here you have the option to resend invites or delete a selected [party](#)<sup>5</sup>.

<sup>5</sup>If you delete someone from this list, they can still re-request association or be invited again.

# MCPs

## Manage People

Associated People   Add New People   Pending People   **Microsoft Certified Professionals**   Program Contacts   Privileges

---

### Select Location

Microsoft: All Gold (HQ) (Redmond)

This Location Only  
 Include Associated Locations

Filter by Additional Criteria (optional):

Qualifying for

First Name    Last Name    Email ID

MCP ID

[Clear Criteria](#)   [Search](#)

[Export All MCPs to Excel](#)   [Invite New MCP](#)

MCPs<sup>6</sup> that are associated with your organization show up here. They can be filtered and identified by location, which certifications they qualify for, name, or MCP ID. A list of your MCPs can be exported from this page as well. If you need to invite an MCP to associate with you, there is a link to do so here as well<sup>7</sup>.

Invite a new Individual to Microsoft: All Gold (Redmond) and optionally assign him or her a non-administrative role with the form below.

Please note that if you have chosen to include Associated Locations in the Location Selector, your Individuals will be invited to the Location, not to any associated Locations.

\* Indicates an answer is required.

\*Select Country/Region:

Preferred First Name

\* First Name

\* Last Name

\*E-mail:

MCP ID (not required):

Contact Role (none assigned if none specified):

\*Language for invitations:

To view a sample content of the email that will be sent, please [click here](#). (You will be taken to the partner portal in a new window).

To send the invitation, click Send Invitation. Track Individuals who have accepted your invitation from the Invited People tab.

**The Partner Membership Center may take up to one hour to process and reflect the changes made to your account.**

<sup>6</sup>For information on available certifications and planning, check the MCP home page here: <https://www.microsoft.com/en-us/learning/microsoft-certified-professional.aspx>

<sup>7</sup>Note that if you do not invite the MCP to the correct location you can change their association later or reorganize your location hierarchy.

## Assigning program contacts

Associated People   Add New People   Pending People   Microsoft Certified Professionals   **Program Contacts**   Privileges

Use this table to assign a contact role to an Associated Individual, or remove an Individual from a contact role. To fill an empty role or change the Individual assigned to that role, click Assign. A search window will open, allowing you to locate the desired Individual to fill that role. To remove an Individual from a role, click Remove.

Select Location

Microsoft: All Gold (HQ) (Redmond) Select

Program Contacts -- Microsoft: All Gold (Redmond)

Contact Roles	Name	Technical ID	Associated Location	City	E-mail	Rights		
*Primary Program Contact	Pauline Lee	2194187	Cloud compute (test account)		wpgcorp@outlook.com	Global	Assign	Remove
*Executive Contact	A Lall		Microsoft: All Gold		alok.lall@microsoft.com	-	Assign	Remove
*Sales/Marketing Contact	Manpreet Madaan		Microsoft: All Gold		mmadaan@microsoft.com	-	Assign	Remove
*First Technical Contact	Pauline Lee	2194187	Cloud compute (test account)		wpgcorp@outlook.com	Global	Assign	Remove
Second Technical Contact							Assign	Remove
Third Technical Contact	Cindy Basham		Microsoft: All Gold		cynthiabMOPR@outlook.com	-	Assign	Remove

Assigning program contacts ensures that Microsoft knows how to communicate with you best. From the Program Contacts page, you can assign, change, or remove contacts by clicking the buttons and selecting associated individuals from a [list](#)<sup>8</sup>.

<sup>8</sup>Note that you cannot assign non-affiliated people to a contact role, so each person involved in your usage of MPN must associate.

# Assigning privileges

Manage People

Associated People   Add New People   Pending People   Microsoft Certified Professionals   Program Contacts   **Privileges**

**General Privileges**   MSDN Subscriptions

Using the table, you can assign or remove privileges for Associated Individuals. To assign privileges, select the check box. To remove privileges, de-select the check box:

Select Location

Microsoft: All Gold (HQ) (Redmond) Select

Filter by Individual (optional):

First Name:    Last Name:    Search   Clear Search

Individuals Associated to the Location 3 out of 3 software download privileges are assigned at this location

First Name	Last Name	Software Download	View Keys	View License Statement	Training Administrator
14.0	Release	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A	Lall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AJ.	Smith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For each associated individual to a given location, you can assign software download, key, license statement, and training administrator privileges. The page will notify you of how many remaining software download privileges you **have**<sup>9</sup>.

<sup>9</sup>If you remove privileges from one individual, you may reassign them to another individual.

# Managing organization hierarchy

## Creating new locations

In order to properly manage your associated individuals and receive benefits, you must create locations for each part of your organization including the headquarters. Otherwise, you will not be able to assign MCPs, properly associate contacts, or access your benefits.

### Select Location

Microsoft: All Gold (HQ) (Redmond) ▼ Select

Add New Location

Edit This Location

### Adding a New Location

#### Enter Location Contact Information (Required)

Your new Location will appear below Microsoft: All Gold (Redmond) in your Organization's hierarchy. To set a different parent for your new Location, choose a different parent in the Location dropdown above. The required roles have been pre-populated with the individuals holding those roles in the parent.

\* Indicates an answer is required.

\* Location Name

\* Country/Region  ▼

\* Address Line 1

Address Line 2

Address Line 3

\* City

When a new Location is created, the Contact Roles are filled by the individuals who hold those roles at the next highest Location in your Organization's hierarchy. You must manually reassign contact roles if you do not want these individuals to automatically be designated as the contact role.

# Managing location hierarchy

In the Manage Locations tab, you can move locations around or select a new **headquarters**<sup>10</sup>.

Home > Manage Locations Signed in as Corp, WPG

Location Summary **Modify Hierarchy** Merge Organization Disassociate Location

You may use this form to make changes to your Organization's hierarchy.  
The view on the right displays the changes you have made.  
You may cancel your last change by clicking Undo Last Move, or cancel all changes by clicking Cancel All Changes. After you are satisfied with your changes, click Save Changes.

### Move a Location

- Select the Location you wish to move.
- Select the location you wish to move the selected Location below.
- To make the change, click Move This Location. Once your changes are complete, you must click Save Changes to update your hierarchy.

### Your Modifications

```
graph TD; Root["Microsoft: All Gold (Organization)"] --- HQ["Microsoft: All Gold (HQ) (Redmond)"]; HQ --- C["Cloud compute (test account) (Brazilia)"]; HQ --- E["EMEA TEST (paris)"]; HQ --- J1["JPN TEST - ERWON (Tokyo)"]; HQ --- J2["JPN - ERWON 2 (Tokyo)"]; HQ --- L["Libya - Defaut Physical Media Checkbox TEST (tripoli)"]; HQ --- U["UK - TEST (London)"]; HQ --- Loc["Location (City)"]; HQ --- M["MSAU (Sydney)"]; HQ --- MSK["MSKKテスト会社31 (浜松区)"];
```

### Define new Headquarters Location

To change the Organization's Headquarters to a different Location, select a Location from the dropdown menu below and click Change Headquarters. The view in Your Modifications will reflect your change. If the change is not what you expected, click Undo Last Move.

<sup>10</sup>Moving locations around will not affect other locations unless they are subordinate to the location being moved. Selecting a new headquarters will make all other locations a child location of the new HQ, with their own sub-hierarchies intact.



## Merging organizations

**WARNING:** Merging organizations is a complex process that may result in loss of benefits or other issues if completed incorrectly. Please contact your Regional Service Center and get their assistance prior to attempting a merge.

### Merge an Organization with Your Organization

You can invite another active organization to merge with your organization in the Microsoft Partner Network. If the invited organization accepts your invitation, then your organization will acquire all the locations, assets and benefits of the invited organization. The invited organization will then cease to exist as an independent entity within MPN.

To invite an organization to merge, enter the MPN ID of the organization, preview merge impact and then send invitation.

Anticipated impact on invited organization upon accepting the merge request.

Impact on the invited organization upon accepting the merge invitation will be shown here.

Competencies	Subprograms
Competencies Impacted	Subprograms Impacted

From the Manage Locations tab, you can merge your organization with another organization. This pane will show you the anticipated impact to competencies for both organizations.

## Dissociating locations

Dissociating a location is effectively deleting it. If your company is closing a particular location, then you must dissociate it. This may affect benefits, competency eligibility, or cause other issues. If you are sure you want to dissociate, please consult with your Regional Service Center to ensure the correct action is performed.

### Disassociate a Location

To disassociate a Location from your Organization, select it from the dropdown list and click Disassociate. If you are certain you wish to make this change, click Confirm Disassociation.

### Select Location

Organization or Location:

**The Partner Membership Center may take up to one hour to process and reflect the changes made to your account.**

[Disassociate](#)

Once a location is dissociated, you can re-add it if necessary but this may not reverse the damage of an accidental dissociation.

# Ordering Additional Benefit Toolkits and Competency Plaques

## What are ABTKs?

Additional Benefit Toolkits are extra silver or gold competency benefits including IUR licenses, MSDN subscriptions, and Technical Presales and Advisory Services. For example, if you have the Silver Cloud Productivity Competency you could order an ABTK that would include 25 additional O365 IUR licenses and 5 additional Visual Studio 2015 with MSDN subscriptions.

## What conditions are ABTKs subject to?

- Partners may purchase an Additional Benefit Toolkit for any qualifying location linked to the organization's headquarters. Additional Benefit Toolkits are available to locations that attain at least one competency (specific to that location)
- Each qualifying location can obtain only one set of core benefits and receive IUR licenses related to the specific competency it has earned. These additional IUR and MSDN licenses are bound to the maximum country or worldwide license grants listed on the [Microsoft Competency License table](#). Demonstration and training licenses are not bound to maximum grants
- The headquarters location is not eligible to purchase an Additional Benefit Toolkit; only associated, qualified locations can purchase Additional Benefit Toolkits

# Ordering ABTK

You can create a new order for benefits from the New Order page on the Orders & Benefits dropdown. Once you select locations, you will be presented with the available orders for each **location**<sup>11</sup>.

Home > New Orders Signed in as Corp, WPG

● **Select Benefits** ○ Shipping Details ○ Order Summary ○ Payment ○ Order Confirmation

## Order Subscriptions - Select Location

Select the Location(s) for which you would like to order subscriptions by checking the boxes beside the Location names.

- Microsoft: All Gold (HQ) (Redmond)**
- Cloud compute (test account) (Brazilia)
- EMEA TEST (paris)
- JPN TEST - ERWON (Tokyo)

**Select Locations**   **Select All Locations**

## Order Subscriptions - Select Subscriptions

Select your desired subscriptions for your Location(s). Please note that the prices displayed below may not be inclusive of Tax, VAT, GST or PST. Please see the Order Summary page for Tax, VAT, GST and PST details.

The recipient of an international shipment may be subject to such import taxes, custom duties and fees, which are levied once a shipment reaches the recipient's country. Additional charges for customs clearance must be borne by the recipient.

\*Items marked with an asterisk are already included in your Program Membership Toolkit. Additional copies of these benefits are available for purchase by selecting the appropriate items below.

---

### Cloud compute (test account) (Brazilia) : 4435380

Benefits	Price
<input type="checkbox"/> Additional Benefit Toolkit Renewal fee for Gold Competency*	6,400.00 BRL
<input type="checkbox"/> Additional Benefit Toolkit Renewal fee for Silver Competency*	3,000.00 BRL

<sup>11</sup>Price is shown in converted currency for each location. Prices may not include tax, VAT, GST, or PST detail.

From there, it's simply a matter of competing the information required at each stage of the new order creation process. You can view your program purchases here for outstanding invoices:

<https://partners.microsoft.com/PartnerProgram/PaymentHistory.aspx>.

### Software downloads

Microsoft: All Silver

Cloud -- Product Category -- Filter Search Products

Product	Category	Type	Product Key	Released Date
Microsoft Office 365 E3	Productivity	Cloud	View	6/3/2012
Microsoft Office 365 E3 Demo	Productivity	Cloud	View	4/18/2016
Microsoft Office 365 E5	Productivity	Cloud	View	12/1/2015
Power BI Pro	Productivity	Cloud	View	6/30/2014
Microsoft Social Engagement	Productivity	Cloud	View	6/30/2014
Microsoft Project Pro for Office 365	Productivity	Cloud	View	9/28/2014
Microsoft Visio Pro for Office 365	Productivity	Cloud	View	9/28/2014
Microsoft Project Online	Productivity	Cloud	View	9/28/2014
Microsoft Project Lite	Productivity	Cloud	View	9/28/2014
Microsoft Dynamics CRM Online	Business Solutions	Cloud	View	6/3/2012
Microsoft Dynamics CRM Online Pro Demo	Business Solutions	Cloud	View	4/18/2016

See the ABTK appendix in this guide for additional information and restrictions on ordering ABTKs.

## What are competency plaques and plates?

Competency plaques and plates display your expertise, experience, and relationship with Microsoft. You can order a plate to denote your membership in the Microsoft Partner Network, or order plaques for each of your competencies that you have achieved.

## Ordering competency plaques

At the bottom of the Orders and Benefits dropdown, select plaques and plates

Manage Plaques and Plates

Select Location

Microsoft: All Gold (HQ) (Redmond) Select

Manage Plaques

Plaque 0.00 BRL

Manage Plates

<input type="checkbox"/> Competency Plate	Price / Status
<input type="checkbox"/> Silver Distributor Plate	0.00 BRL
<input type="checkbox"/> Silver Cloud Platform Plate	0.00 BRL
<input type="checkbox"/> Gold Distributor Plate	0.00 BRL
<input type="checkbox"/> Gold Cloud Platform Plate	0.00 BRL

Submit

On this page, you can see which plaques and plates your organization is eligible to receive, as well as place orders. The prices are shown according to your IP's location.

# Managing and viewing competency assets

## Viewing competency summary

The manage competencies page allows you to view competency, MCP, training, customer reference, and requirement information by location or for all your locations. It will also identify competencies that are in need of being renewed or in danger of lapsing.

### Manage Competencies

Select Location

Microsoft: All Gold (HQ) (Redmond) Select

### Manage Your Competencies

The Competency Summary shows your achieved and in-progress Competencies. As you add Customer References, Microsoft Certified Professionals or Tested Products, the Summary will reflect your changes.

How do I earn a new Competency?

**Competency Summary** | Microsoft Certified Professionals | Trainings | Customer References | Tested Products | Competency Requirements

Your membership renewal date is **February 15, 2017**

For questions about benefits, [click here](#)

**❗ One or more of your competency requirements has expired (click the competency name to view the status):**

- Gold Application Development
- Gold Cloud Platform
- Gold Hosting
- Gold Volume Licensing
- Silver Application Development

**⚠ One or more of your competency requirements is about to expire (click the competency name to view the status):**

- Gold Application Integration
- Gold Cloud Platform
- Gold Hosting
- Gold Intelligent Systems
- Gold Volume Licensing
- Silver Application Integration
- Silver Intelligent Systems

## Managing associated MCPs

Once MCPs have been successfully associated with your organization, you can view their certifications, what competency requirements they count towards, and assign them to your locations.

Manage Your Competencies

The Competency Summary shows your achieved and in-progress Competencies. As you add Customer References, Microsoft Certified Professionals or Tested Products, the Summary will reflect your changes.

How do I earn a new Competency?

Competency Summary **Microsoft Certified Professionals** Trainings Customer References Tested Products Competency Requirements

Name	E-mail	MCP_ID	Location Name	City	Certifications	Qualifying Competencies	Status
	dafield@microsoft.com	472167	Microsoft: All Gold	Redmond	<a href="#">View</a>	<a href="#">View</a>	Unlinked
SVEN THIMM	svthimm@microsoft.com	271402	Microsoft: All Gold	Redmond	<a href="#">View</a>	<a href="#">View</a>	✓ Linked <a href="#">Assign</a>
	samuelso@microsoft.com	1599849	Microsoft: All Gold	Redmond	<a href="#">View</a>	<a href="#">View</a>	✓ Linked <a href="#">Assign</a>
JESPER OSGAARD	josgaard@microsoft.com	8887189	Microsoft: All Gold	Redmond	<a href="#">View</a>	<a href="#">View</a>	Unlinked
	semeif@microsoft.com	3048258	Microsoft: All Gold	Redmond	<a href="#">View</a>	<a href="#">View</a>	✓ Linked <a href="#">Assign</a>
NA NA	mkophs@microsoft.com	7021868	Microsoft: All Gold	Redmond	<a href="#">View</a>	<a href="#">View</a>	Unlinked

## Managing MCP trainings

Trainings that your associated MCPs have completed are viewable on the Trainings tab. This will help you plan when to re-certify and check your current MCPs certifications against competency requirements that you would like to meet.

Manage Your Competencies

The Competency Summary shows your achieved and in-progress Competencies. As you add Customer References, Microsoft Certified Professionals or Tested Products, the Summary will reflect your changes.

How do I earn a new Competency?

Competency Summary Microsoft Certified Professionals **Trainings** Customer References Tested Products Competency Requirements

Name	Email	Location	City	Trainings / Expiration Date	Competencies
	dafield@microsoft.com	Microsoft: All Gold	Redmond	<a href="#">View</a>	
SVEN THIMM	svthimm@microsoft.com	Microsoft: All Gold	Redmond	<a href="#">View</a>	
	awatts@microsoft.com	Microsoft: All Gold	Redmond	<a href="#">View</a>	
	thomasap@microsoft.com	Microsoft: All Gold	Redmond	<a href="#">View</a>	
	statzel@microsoft.com	Microsoft: All Gold	Redmond	<a href="#">View</a>	



# Activating IUR

## Accessing your software

Partner Membership Center

Microsoft: All Gold Organization Partner ID: 3583635 [Active]

Home Membership Status Requirements & Assets Organization Information **Orders & Benefits** Administration

Home > Review Software Benefits Signed in as Corp, WPG

Select Location

Microsoft: All Gold (HQ) (Redmond)

This Location Only  
 Include Associated Locations

- New Orders
- Review Program Purchases
- Review Software Benefits
- Review Shipping History
- View License Keys
- Microsoft Action Pack Subscription
- Manage Payment Options
- View License Statement
- Download Software
- Plaques and Plates

Location	Benefits	Media	Possible Actions
Microsoft: All Gold (Redmond) - 3583636	Gold Cloud Competency Enrollment Fees	Online Access	Ordered


There are no more media shipments available in your current program year. This option is available to you when re-enroll.

From the partner membership center, click on View License Keys in the dropdown. On this page, you can view and download software (if you have permissions), view license statements, and view or use Microsoft Online Services.


## Software, keys, and license benefits

Microsoft: All Silver


Congratulations, your Company has download benefits and you have unrestricted privileges to access them



✓ Software Download  
✓ View Keys



✓ View License Statement



✓ Microsoft Online Services

Discover more resources. Explore tools.  
[MSDN](#)  
[Send Feedback](#)

As an administrator, you can [grant privileges to additional people](#) that are associated with your Company's account.

If you are not an administrator, you can [view your permissions](#) and [get your administrator's contact information](#).

### Announcements

The following products are now available for download:  
[Advanced Threat Analytics Client Management License](#)  
[Exchange Server Enterprise 2016](#)

## Downloading your software

Click on the Software Download and View Keys box. You can filter by product, category, and organization/[location](#)<sup>12</sup>.

### Software downloads

Microsoft: All Silver

On-premise -- Product Category -- Filter Search Products

Product	Category	Type	Product Key	Released Date
Lync for Mac 2011	Office	On-premise	Not Required	9/18/2011
Office Multilanguage Pack 2013 (By Language)	Office	On-premise	Not Required	10/28/2012
Office Multilanguage Pack 2013 with SP1 (By Language)	Office	On-premise	Not Required	4/1/2014
Office Professional Plus 2013	Office	On-premise	<a href="#">View</a>	10/28/2012
Office Professional Plus 2013 with SP1	Office	On-premise	<a href="#">View</a>	4/1/2014
Office Professional Plus 2016	Office	On-premise	<a href="#">View</a>	5/2/2016

You can also view the product keys for each piece of software you are eligible to download that requires one. Once you select pieces of software to download, you will be given language and operating system download options as well as any a list of system requirements based on the OS and any additional special instructions.

<sup>12</sup>Note that this software download section is for on-premise solutions only. Cloud software is found on the Microsoft Online Services page

## View license statement

When you view your license statement, you'll be given information about when your membership expires, how to renew, and links to additional license [details](#)<sup>13</sup>. This page also provides a tool for comparing current benefits to possible upgrades in your benefits or the addition of a new competency.

### Your License Grant

Microsoft: All Silver

Date of notice: 6/6/2016

Your current membership expires on 4/15/2017. You will need to renew your membership by this date. If you do not renew, you are required to stop using all benefits received through the Microsoft Partner Network, including software and online services licenses, effective as of your membership expiration date. Please refer to the [Microsoft Partner Portal](#) for details about benefits and requirements along with how to renew your membership. For complete details about your licenses, refer to the [Product Usage Guide](#).

Competency partners with multiple locations:

- Your software and online services benefits may not be correctly reflected if your organization has purchased an Additional Benefit Toolkit. For details, refer to the License Entitlement section of the [Product Usage Guide](#) or the [competency partner license table](#) to determine your entitlement. If you need assistance, you may contact your Regional Service Center.

[Compare the different Microsoft Partner programs](#)

Licenses do not include additional seats for meeting sales requirements

-- On-premise/Cloud -- -- Product Category -- [Filter](#) Search Products

#### Silver Competency Licenses

Product	Type	Category	Current License Grant
<a href="#">Windows Storage Server 2012 R2 Workgroup</a>	On-premise	Windows Server	1
<a href="#">Enterprise Mobility Suite</a>	Cloud	Windows	50
<a href="#">Azure AD Basic</a>	Cloud	Windows	50
<a href="#">Microsoft Azure (USD/Month)</a>	Cloud	Windows	100

<sup>13</sup>It is important to know that if you have purchased ABTK this page may not reflect all of your benefits.

# Support

## Support options at a glance

	Self Help	Community	Live Chat	RSC	RTC	Concierge
Network Member	●	●				
MAPS	●	●	●	●	●	
Silver	●	●	●	●	●	
Gold – on Premises	●	●	●	●	●	
Gold – Cloud	●	●	●	●		●
Coverage	<ul style="list-style-type: none"> <li>• Top Partner Questions</li> <li>• Self help guides</li> </ul>	<ul style="list-style-type: none"> <li>• Medium Priority</li> <li>• Search Partner questions</li> <li>• Communicate with the RSC in either Public or Private thread</li> <li>• Partner to Partner questions</li> </ul>	<ul style="list-style-type: none"> <li>• High priority, low complexity, high convenience</li> </ul>	<ul style="list-style-type: none"> <li>• High priority, high complexity questions.</li> </ul>	<ul style="list-style-type: none"> <li>• Named contact for MPN questions, benefits, campaigns and lite touch sales focus</li> </ul>	<ul style="list-style-type: none"> <li>• Named contact works with PSE to resolve all MPN programmatic questions including benefit guidance</li> </ul>

## Support links

- [MPN Self help](#)
- [Contact support](#)

## How to raise a ticket

From the "Contact Support" page (linked above), you will have a number of dropdowns to select a Category, Topic, and Issue. This will provide you with self-serve support pages, forums, a live chat option, and the option to submit a ticket.

### Contact support

Select from the drop-downs below see the support contact options available for your specific issue.

**Category**  
Partner Incentives


**Topic**  
Microsoft Azure

**Issue**  
General Information

**Recommended solutions**  
KB 3073460: Can I Join the Microsoft Azure Incentives Program  
If you are unable to find what you are looking for, check out the Partner Support Community for additional assistance


**Partner community**  
Get help from the Partner Incentives forum  
Follow @MPNSupport on Twitter

**Support options**



**Submit an issue**

Submit your questions/issues and an agent will contact you within 24 business hours to discuss your submission.  
[Submit issue](#)



**Chat online with a live agent**

Our support line is offline for the day.  
Standard operation hours 8:00 AM - 5:00 PM PST.

# Appendix

## ABTK terms and conditions

Please contact Partner Support (RSC) for guidance and clarification on the purchase of ABTKs

Each location ordering an ABTK must have at least one silver or gold competency in Active-Earned or Active-Pre-approved status at their location.

1. Either silver or gold level ABTKs may be purchased. The fee, benefits, and requirements vary by the silver or gold level<sup>14</sup>.
2. ABTKs cannot be ordered by a headquarters location.
3. Only one ABTK may be purchased for each qualifying location (regardless of the number of competencies earned.)
4. A location that has qualifying silver competency may only purchase only silver ABTK (even if the organization has a gold competency active at another location.)
5. A location that has a qualifying gold competency has the option to purchase either a silver ABTK or gold ABTK
6. An ABTK or ABTK Upgrade Toolkit cannot be ordered within a partner's re-enrollment window of their program year. (The re-enrollment window is the 90-day period that precedes the partner's next anniversary date.)
7. Partners will have the ability to order an ABTK after re-enrollment however the associated benefits will be valid only for the remainder of partner's enrollment year. (The fee will not be discounted or prorated.)
8. A Global Administrator may order ABTKs for any location within their membership. A Location Administrator may only order for the location(s) that they manage.
9. ABTK orders or upgrades will not reset program anniversary date.
10. All benefits of ABTKs will expire on the anniversary date of the organization's MPN membership.  
The partner must qualify for, and order a new ABTK each new program year to receive the associated benefits.
11. In the event that an organization's anniversary date is extended, the benefits of the ABTKs will be valid through the new anniversary date.
12. A silver ABTK can be upgraded to a gold ABTK if the location qualifies for gold at location level and pays the ABTK upgrade fee. (The upgrade fee is the difference in price between a silver and gold ABTK.)
13. Only a partner upgrading from paid silver ABTK to paid gold ABTK will be shipped an upgrade kit. (A location that upgrades to a gold competency will not automatically be upgraded to gold ABTK.)
14. If a location has paid for an ABTK and subsequently earns additional competencies at that location, they are entitled to the competency-specific benefits of the new competency. The PMC should automatically generate those benefits to the partner as part of the update kits.
15. If a location purchases an additional toolkit, the Partner will receive a Welcome Kit for the additional toolkit as well as all competency kits for all competencies that are active-earned or active pre-approved at that location. (The Welcome Kit is not a full media set. It will consist only of the items that cannot be downloaded, e.g., Terminal Server license codes.)

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<sup>14</sup>The Yearly fee for each silver and gold ABTK is equivalent to the standard annual competency fee for a silver or gold partner respectively.

## Building Logos

You can find the Logo Builder tool here: <http://logobuilder.mspartner.microsoft.com/>

You can find the Logo Builder User Guide here:

<https://logobuilder.mspartner.microsoft.com/Home/DownloadResource?resourceId=1>

You can find the MPN brand Logo Guidelines here:

<https://logobuilder.mspartner.microsoft.com/Home/DownloadResource?resourceId=3>

## MPN Portal differentiation

*Through the MPN portal at [partner.microsoft.com](http://partner.microsoft.com), you can access many more tools and resources relating to your MPN membership. The Portal is also your primary source of information and important updates relating to MPN – please familiarize yourself with the structure in order to have the portal's tools and resources easily available when you need them.*

*Here are a few examples of what you will find in the MPN Portal:*

- Contact Support – either your Regional Service Center or the Partner Support Community
- Answers to frequently asked questions about MPN
- Official MPN blogs and a “What’s New” section, to keep you up to date with the latest changes and improvements
- Your Cloud Services Dashboard
- Guidance on Digital Partner of Record and Partner Association
- Information and activation tools for your Internal Use Rights
- Information and access to your support benefits, including Advisory hours and Signature Cloud Support

This guide is not concerned with the MPN portal. Instead, it focuses on the possible actions one can take through the Partner Membership Center at [partners.microsoft.com/partnerprogram](http://partners.microsoft.com/partnerprogram)

## Useful links

- [Competency webpages](#)
- [MAPs URL](#)
- [MSDN](#)
- [O365](#)
- [IUR](#)
- [DPOR overview and FAQs](#)
- [Technical presales and deployment services](#)