**Step 1:**

Navigate to us.cloud.im and log in with IM Online. You will use your standard Ingram Micro credentials to log in. If this is your first time using the Marketplace, you will be prompted to activate your reseller account. By default, the Marketplace is set up for a credit card payment. If you would like Terms set up, see the Useful Links page at the end of this guide.

If activating your account, you will see an "order" placed – this is not a real purchase but is the Marketplace's way of letting you know your account is being activated. This can take up to an hour.
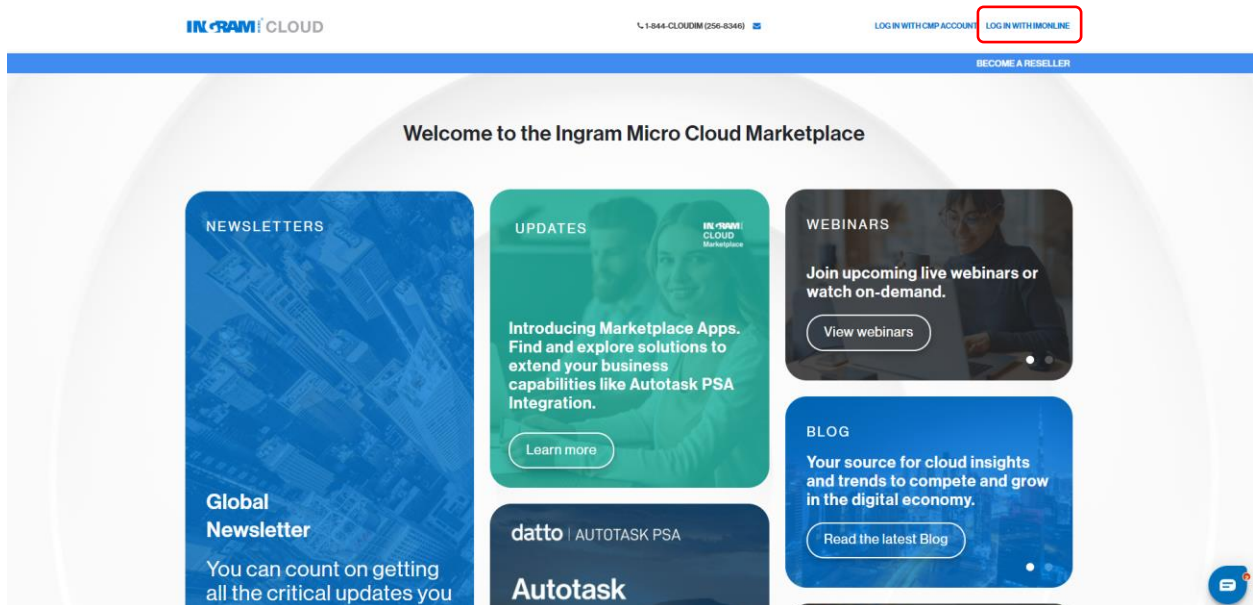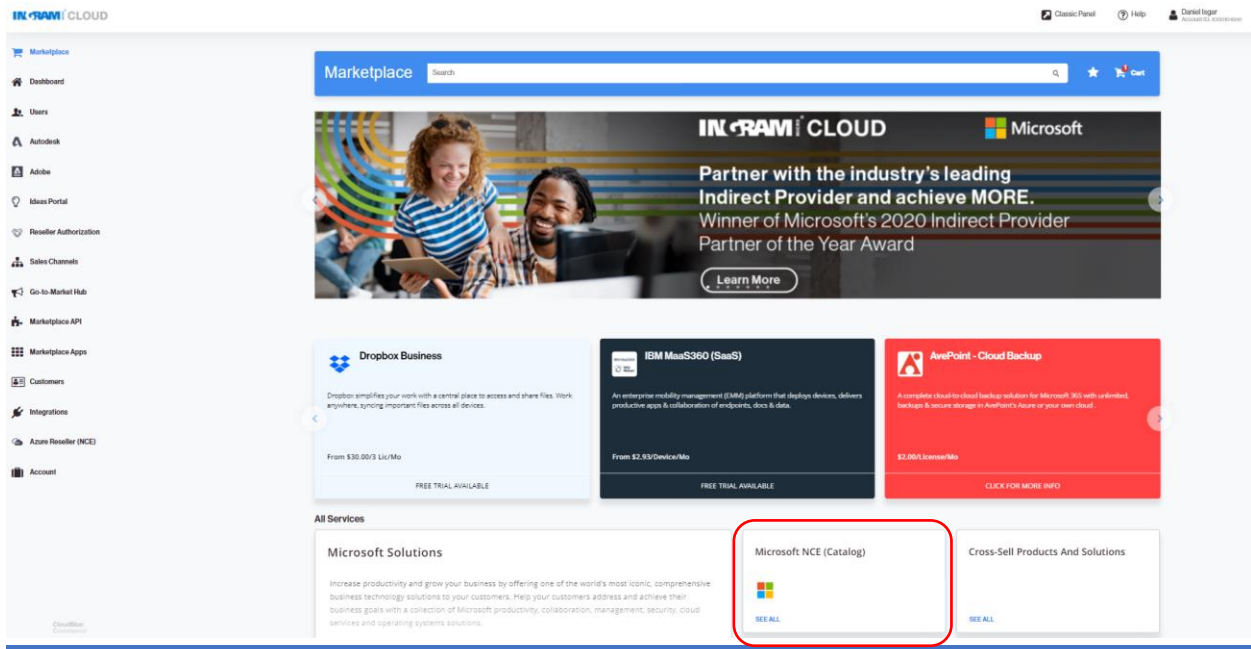
Step 2:

Click Control Panel.
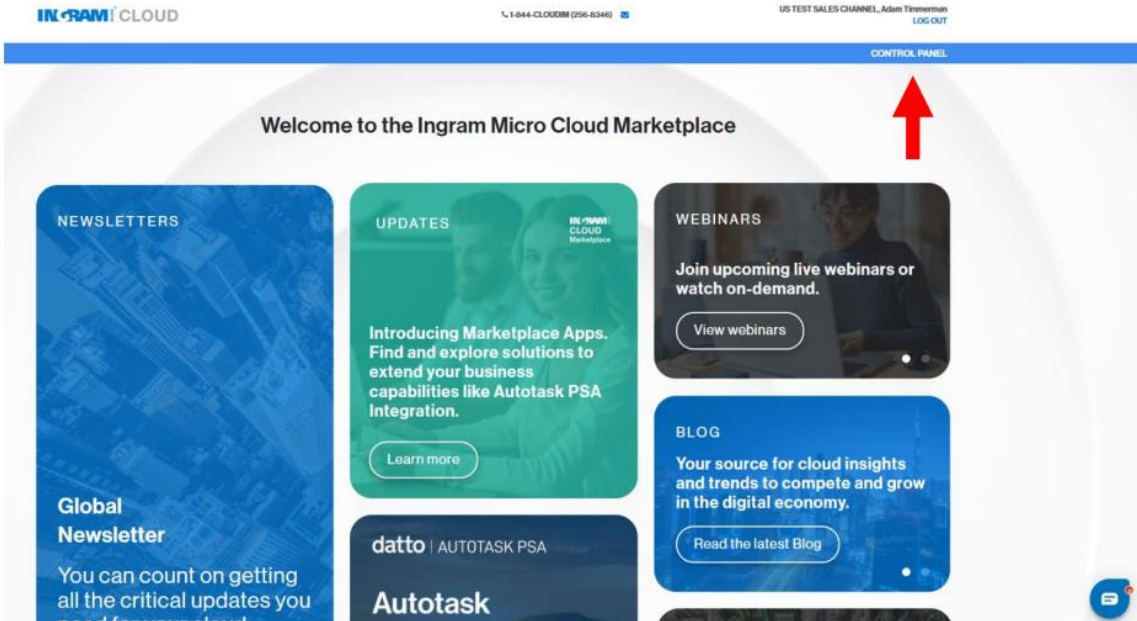
Step 3:

Select Microsoft NCE (Catalog).

Step 4:

Select the tile that corresponds to your end user type: Commercial, Education, or Nonprofit

Step 5:

Toggle to a List View and select Show More

Step 6:

Select the product(s) needed and click ADD TO CART. This will add a single quantity which can be adjusted in the cart.

Step 7:

Scroll to the top right of the screen to locate your cart. Here, you can adjust quantities and review SKUs. Once you've selected the correct quantity, click Next to proceed.

If your end user already has a Marketplace account, use the Select Existing Customer radio button, select the correct customer, and select Next. Then, proceed to Step 12

Step 8:

Select the Add New Customer radio button.

Build the right offer for your customer.

○ Select Existing Customer	⊙ Add New Customer
⊙ Business Account Recommended for individuals/businesses who operate under a company/group name.	○ Personal Account Recommended for individuals/businesses who operate under personal name.

Step 9:
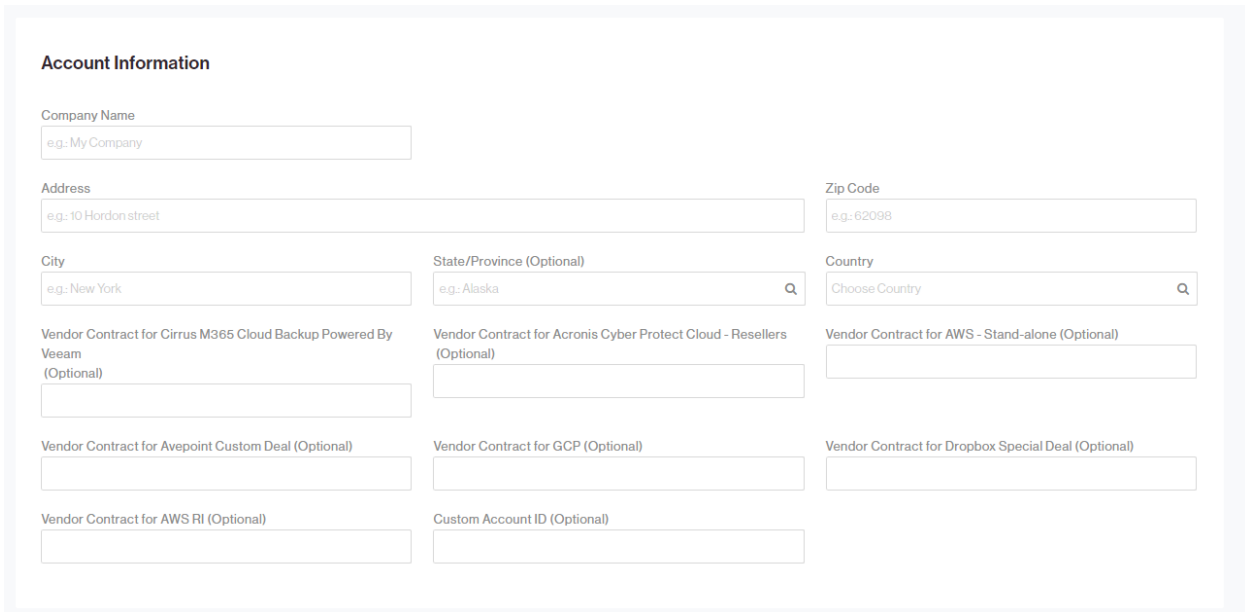
The Administrative Contact is the name of the person who is responsible for deploying and managing licenses/keys. If your company is deploying licenses on behalf of the end user, you will typically enter your engineer's contact info. The Administrative Contact will receive an email once licenses have been provisioned with instructions for retrieval.

Administrative Contact

First Name
e.g.: John

Last Name
e.g.: Smith

Phone Number
e.g.: +1 (222) 333-44-55 #123

Email
e.g.: john@mycompany.com

☑ Same information for technical and billing contacts

Step 10:

Enter Account Information. The Vendor Contract fields are not required for Microsoft licensing.

NOTE: When filling out the end user address, Google will automatically predict and prefill an address for you. Use this suggestion – Microsoft uses this to validate addresses. You do not need specific details for an end user (ex. floor, suite, etc.). Avoid using your browser's auto-fill function.

Step 11:

The Customer Access Details will automatically fill in depending on the name of the administrative contact. During the customer creation process, the Marketplace creates an end user account for a customer-facing version. A password is automatically generated as well. You will be able to access the password later, so you do not need to save this information. Once finished, select Create Customer.

NOTE: A best practice is to always change the Login field to the end user's company name. This is because the Marketplace automatically fills from the administrative contact. While you can be the administrative contact as a reseller for more than one customer, you cannot use the same login for each customer.

Step 12:

For commercial, education, and nonprofit purchases in NCE, Microsoft requires additional information. While the Marketplace does display this as optional, it is required. Upon entering this information the first time, the Marketplace will recall the identifiers for subsequent purchases.

First, enter your location MPN ID. If you are unsure what it is, this can be found in Partner Center (partner.microsoft.com).

Second, enter your Indirect Reseller Domain. This will always end in .onmicrosoft.com and can be found either in Partner Center or Admin Center. Once entered, click Next.

NOTE: Upon clicking Next, the Marketplace will check the following:

- Valid MPN ID
- Indirect Reseller enrollment in CSP
- Valid .onmicrosoft.com tenant domain
- Established relationship with the Indirect Provider (Ingram Micro)

Step 13:

Here, you will tell the Marketplace which tenant domain to send licenses to. If the end user has no 365 product, you will select the first option to create a new .onmicrosoft.com tenant domain. If they do, you will need to select the second option to use an existing account.

Set Up Your Purchase

To proceed, provide additional information.

Please select the desired option for the CSP account

◉ Create new Microsoft CSP account

○ Use an existing Microsoft CSP account

CANCEL   BACK   NEXT

NOTE: Education and Nonprofit customers can NOT create a new CSP account in the Marketplace. This is because Microsoft must verify the institution prior to purchase. See the Useful Links page at the end of this guide for proper links to send to these end users to get them set up.

Step 13a:

Sign the Partner on Record Attestation and click Next.

Partner on Record Attestation

☐ I confirm that my organization is acting as an Indirect Partner when choosing a Reseller and as a Direct Partner in the absence of selecting a reseller.

Microsoft Partner Attestation of Self Dealing is required for any new order.

Step 14:

If you've selected Create new Microsoft CSP account, enter the tenant domain you would like to use. Microsoft does not allow any special characters or spaces in a tenant domain. The Marketplace will tell you if the domain is either taken or does not meet the minimum requirements. Select Next once complete.

Set Up Your Purchase

To proceed, provide additional information.

Microsoft Domain Name

[   ] .onmicrosoft.com

Please select the desired option for the CSP account
◉ Create new Microsoft CSP account

○ Use an existing Microsoft CSP account

Step 14a:

If you're using an existing CSP account, enter the end user's .onmicrosoft.com tenant domain. If the end user does not have an established relationship with Ingram Micro, the Marketplace will give you an error. The Useful Links pages provides this link. Once complete, select Next.

Set Up Your Purchase

To proceed, provide additional information.

Microsoft Domain Name

[   ] .onmicrosoft.com

Please select the desired option for the CSP account
○ Create new Microsoft CSP account

◉ Use an existing Microsoft CSP account

Partner on Record Attestation
☑ I confirm that my organization is acting as an Indirect Partner when choosing a Reseller and as a Direct Partner in the absence of selecting a reseller.

| CANCEL | | BACK | NEXT |

Step 15:

At the checkout screen, you can confirm that the pricing is correct, enter a PO number (if desired) and double check the customer details to ensure accuracy. Once complete, click Buy.

NOTE: The Marketplace will default to a credit card payment if this is your first time purchasing on the Marketplace. Terms are available for the Marketplace, but they are different than your Core Terms account with Ingram. If you would like terms set up, see the Useful Links page.

Step 16:

Upon completion, the Marketplace will display an SO. Your order is complete. Licenses in the Perpetual program typically take about 15-20 minutes to provision.

USEFUL LINKS

Microsoft Prerequisites:

Prior to purchasing, the reseller must be enrolled in CSP. Enrollment can be done by clicking this link:
[Enroll as CSP Indirect Reseller](#)

Additionally, the reseller must have an established relationship with Ingram Micro as an indirect provider. Establish the relationship by clicking this link:
https://partnercenter.microsoft.com/pcv/valueaddedresellers/relationshiprequest/a27ac673-9a4c-446c-bd28-280c0bf7cf71

NOTE: These links will automatically open in Partner Center. Only a global admin can make these changes and accept these relationships. If you receive an error, check your Partner Center account permissions.

Tenant Creation:

- COMMERCIAL: If the end user does not have a .onmicrosoft.com tenant, the Marketplace will allow you to create a new CSP account to provision licenses to. The authorization link is not required.
- ACADEMIC: If the end user does not have a .onmicrosoft.com tenant, they must go here to have one created by Microsoft directly: https://www.microsoft.com/en-us/microsoft-365/academic/compare-office-365-education-plans?activetab=tab%3aprimaryr1
- NONPROFIT: If the end user does not have a .onmicrosoft.com tenant, they must go here to have one created by Microsoft directly: https://signup.nonprofit.microsoft.com/en-us/welcome-policies
- GOVERNMENT: Government end users will purchase at the commercial price in CSP. Microsoft does not allow commercial products to be provisioned to existing government .onmicrosoft.com tenants for security reasons – they would follow the Commercial workflow above as if they do not have a tenant.

Tenant Authorization:

- For all existing tenants, this link can be sent to authorize Ingram as an indirect provider. This allows us to provision licenses to that tenant. Note that only a global admin may accept this link:
- https://admin.microsoft.com/Adminportal/Home?invType=ResellerRelationship&partnerId=a27ac673-9a4c-446c-bd28-280c0bf7cf71&msppId=0&DAP=true#/BillingAccounts/partner-invitation
- This link is universal – it can be sent to any end user with an existing tenant.
- Once this link is accepted, you can use the "Use an existing CSP account" in the Marketplace, regardless of end user type.

License Retrieval:

- Once licenses have been provisioned, the administrative contact on the Marketplace customer account receives an email with instructions. Licenses are sent to the M365 Admin Center.
- For new tenants, they will log into a customer-facing version of the Marketplace and: click Microsoft CSP -> View Password (to see a temporary password) -> Note the user ID.
- In Admin Center, licenses can be found: Billing -> Your Products. Microsoft will always display 365 licensing first, followed by perpetual software.

Marketplace Terms:

- If you'd like to have terms on the Marketplace instead of credit card payments, send the following information to creditanalyst-cloud@ingrammicro.com:
    o Reseller (Marketplace) ID
    o Ingram BCN
    o Reseller Company Name and Address
    o Reseller Point of Contact Name, Email, Phone
- The Credit team may take up to 24-48 hours to process this request and accurately reflect on the Marketplace.

Marketplace Support:

- Contact the Marketplace support team for the requests such as:
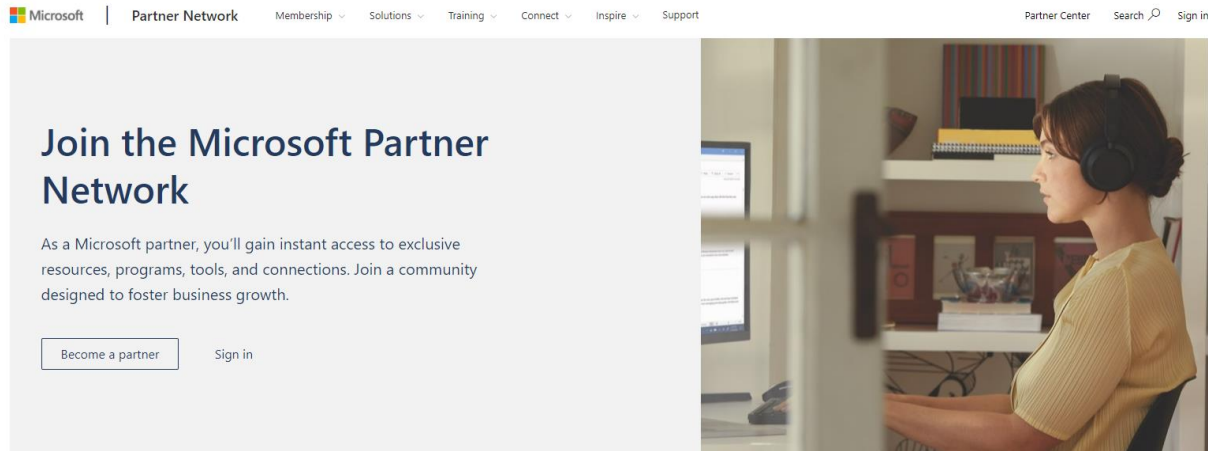   o Billing and invoicing
    o Returns
    o Password/Login Issues

    imcloudservicedesk.us@cloud.im

    (844) 256-8346
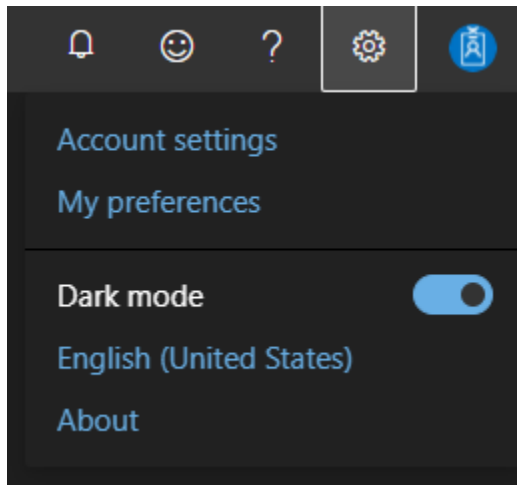
LOCATING YOUR MPN ID IN PARTNER CENTER

Step 1:

Log into Partner Center at partner.microsoft.com and select the "Partner Center" icon on the top right.
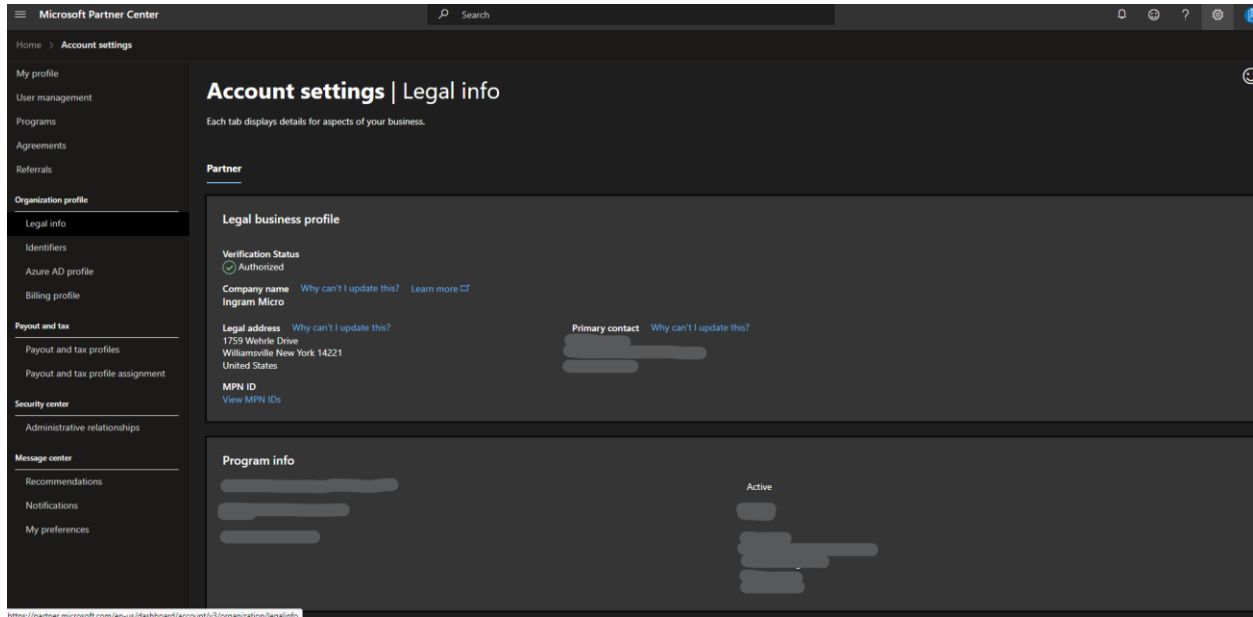

Step 2:

In the top right corner, select your Settings gear and Account Settings.

NOTE: If you do not have an Account settings option, the account you're signed in with does not have an MPN ID. If this is the case, return to the homepage and select "Become a Partner".

Step 3:

Partner Center will take you to your Legal Info page. Select "Identifiers" on the left-hand pane.

Step 4:

Partner Center will display two MPN IDs: global and location. You will use the location ID for ALL purchases on the Marketplace.

NOTE: If you are enrolled in CSP, you will see an additional bubble with the CSP label. If you do not, you are most likely not enrolled in CSP and cannot purchase on the Marketplace.