

## WHY RESELLER EMAIL IS MANDATORY FOR OPEN ORDERS

Whilst a valid Reseller address will be a requirement on Open License orders to ensure Resellers receive copies of end customer notices for Open License, it has been an option until today. Microsoft systems have not been rejecting orders when the Reseller email address was not included as a result but with the availability of online services in the Open programs and many Resellers managing online subscriptions on behalf of their end customers, ensuring Resellers receive notices from Microsoft is critical.

Beginning February, 2015, Open License orders received without a valid Reseller email address will be rejected by the MS validation system and will not be processed. Distributors are advised to begin implementing this change as soon as possible to avoid Open License order rejections when the new system requirement is in place.

This change will improve support of Open License customers through our partners by ensuring Microsoft notices are received by both end customers and Resellers.

## PROGRAMS IMPACTED

Open

## VALUE PROPOSITION

This change ensures all Resellers receive the same notices as their customers so they are able to fully support their customers in the activation and management of their volume licenses and online services. This change is particularly important for online services customers in the Open programs, as Resellers provide assistance to their customers in the management of these services.

## QUESTIONS?

Should you have any questions in relation to this notification, please do not hesitate to contact your Regional Operations Center using the Call Logging Tool (CLT) at <https://clt.partners.extranet.microsoft.com/CLT> or via Explore.ms. Please follow the standard CLT process closely to ensure that any issues or queries that you may have are resolved as quickly as possible.

## THANK YOU

Microsoft Operations trusts this communication provides you with adequate notice and information to prepare you for these upcoming changes. We thank you for your continued support & partnership.