



## ISV Royalty Licensing Program Handbook 2010-2011

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- Copies are only to be distributed within the Channel Partner organization for the sole purpose of fulfilling the requirements of the Microsoft Licensing Programs .
- Employees comply with confidentiality requirements.
- Should the Channel Partner cease its channel relationship with Microsoft, they will destroy this handbook and all copies in their possession.

### **Handbook Updates**

- The ISV Program Handbook will be updated and localized yearly.
- Small updates may be made periodically as deemed necessary during the year to the **English version only**.
- These periodic updates will be made when:
  - An existing policy or process needs to be modified.
  - New policies or programs are introduced.
- Any important updates to this Handbook will be called out on the front page of future versions of the handbook so you will be aware of what has changed since the last issue.
- Channel Partners are required to follow the most recent policies and procedures provided by the ROC within 30 days of notice or before new policies or procedures take effect.
- Channel Partners will receive 30 days prior notice before new policies or procedures take effect
- An electronic copy of this handbook will be made available on Explore.ms.
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## 1.0 Introduction

The ISV Royalty Licensing Program offers Independent Software Vendors (ISVs) a convenient way to integrate Microsoft products into their software business applications, replicate the unified solution, and distribute a fully-licensed unified solution to their customers. This program is not a reseller program but one that grants ISVs the right to license Microsoft products as part of their solution.

More detailed information on the ISV Royalty Licensing Program can be found on [www.microsoft.com/isvroyalty](http://www.microsoft.com/isvroyalty).

## 2.0 Program Overview

### 2.1 Introduction to the ISV Royalty Licensing Program

The Microsoft ISV Royalty Licensing (ISV Royalty) Program offers Independent Software Vendors (ISVs) a way to license Microsoft products and integrate them into a software business application. ISVs then replicate the business solution and distribute a fully licensed solution to their end users. The ISV Royalty Program is not a reseller program, but one that grants ISVs the rights to license Microsoft products as part of a unified solution.

#### 2.1.1 Eligibility for the ISV Royalty Licensing Program

The Microsoft ISV Royalty Licensing Program is a worldwide software licensing program for solutions partners that qualify as an ISV.

With the ISV Royalty Licensing Program, you can provide a unified solution to your end users by integrating select Microsoft licensed products from an authorized distributor into your applications and distributing them to your end users. A unified solution is the software product that you license to your end users that includes one or more Microsoft licensed products, adds significant and primary functionality to the Microsoft licensed products, and potentially includes third party software.

### 2.2 Program Requirements and Conditions

The following are the requirements for participating in the ISV Royalty Licensing Program. For the complete details of program requirements, please refer to your ISV Royalty Licensing Agreement:

- **Develop a unified solution.**  
Develop a value-added unified solution that uses Microsoft licensed products and distribute the unified solution in a tangible media format. For a list of licensed products, contact your distributor or visit <https://partner.microsoft.com/global/40084876>.
- **Comply with the Microsoft license terms.**  
Incorporate any applicable Microsoft license terms into the end user agreement for the unified solution.
- **Designate a licensed products Distributor (where available).**  
Work with an authorized Microsoft ISV Royalty Licensing Program Distributor to complete the ISV Royalty License and Distribution Agreement. For a list of authorized distributors visit <https://partner.microsoft.com/global/40012214>.
- **Join the Microsoft Partner Network.**  
ISV must enroll and maintain its status as a member of the Microsoft Partner Network at any level (Community, Subscriber, Competency, or Advanced Competency).
- **Provide technical support.**  
You are responsible for providing technical product support to your end users for the Microsoft licensed products included in the unified solution.



- **Abide by the correct use of Microsoft's copyright notice, trademarks, and antipiracy obligations.**

Microsoft ISV Royalty Licensing Program partners and affiliates must abide by the requirements for preventing the piracy of Microsoft licensed products. You must also comply with trademark and logo use requirements and pass-through copyright and similar notices. For more information on piracy, visit <http://www.microsoft.com/piracy/>.

- **Provide monthly reporting on software licenses.**

Submit either a monthly royalty report or zero royalty report for all licensed products that you and your affiliates distributed to your end users.

- **Agree to participate in Microsoft ISV Royalty Licensing Program audits.**

Microsoft and/or its designees may review your records and facilities (including the data centers) to verify compliance and conduct on-location audits if needed. Microsoft may conduct this review for up to two years after the agreement ends.

- **Comply with the export requirements.** You need to comply with all applicable export laws. It is also recommended that you obtain legal advice regarding the export laws applicable to your business. For informational purposes only, Microsoft has collected information on export requirements and other information, including U.S. export regulations, product Export Control Classification Numbers (ECCNs), and export-restricted products at <http://www.microsoft.com/exporting>.

### 2.3 ISV Royalty Program Guide

For more information on the ISV Royalty Licensing program, please refer to the ISV Royalty Program guide at

<https://partner.microsoft.com/global/licensing/licensingprograms/ltvolumelicensing/40082657>.

### 3.0 Tools and Training

Indirect ISVs work with a Distributor for securing product and reporting revenue. Please contact your Distributor for their tools, processes, and requirements.

This handbook's sections 3.0 to 7.0 are for Distributors and Direct ISVs.

#### 3.1 Introduction

This section describes the systems and tools needed to operate within the ISV Royalty Licensing Program for **Distributors and Direct ISVs only**. Indirect ISVs contact their Distributor for all operational functions.

The ISV Royalty Training section at <https://www.explore.ms> provides further training on how to use the tools. Contact your Microsoft Regional Operations Center [via the Call Logging Tool \(CLT\)](#) (For Japan, email [jplquest@microsoft.com](mailto:jplquest@microsoft.com)) or your Operation Account Manager if you need help with the tools.

#### 3.2 Microsoft Order Entry Tool (MOET)

##### 3.2.1 An Overview of MOET

Direct ISVs and Distributors electronically place and report orders with Microsoft using the **Microsoft Order Entry Tool** (MOET). MOET is also used to [order Gold Master Media](#) (fulfillment media).

MOET can be accessed at <https://moet.microsoft.com> or from the link in Explore.ms under Tools > MOET.

##### 3.2.2 The Microsoft Extranet Portal

MOET user accounts are set up and maintained in Microsoft Extranet Portal (EPP). Therefore, to activate a MOET account, access to the Microsoft Extranet Portal is required. MOET and EPP are accessed with the same logon name and password.

Access to the Microsoft Extranet Portal is used for the following:

1. To **activate a MOET account** (Note to re-enroll explore.ms and MOET must be re-registered.)
2. To **change a MOET password** (at least every 70 days)
3. To **reset a MOET password** if forgotten or if expired

After an account has been activated (see the section [Creating Your MOET Password](#) of this document), the username and password will be the same for Extranet and MOET.

##### 3.2.3 Accessing MOET?

After a new ISV Royalty Distributor Authorization or a new Direct Agreement is activated, Microsoft Regional Operations Center creates a MOET account for the authorized parties, and contacts him / her with the account and access details. If you already have access to MOET, you can continue to use the same logon name and password.

If an account was not created for you initially, you can request a new MOET account by using the Call Logging Tool (CLT) on <https://www.explore.ms>, sending an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com) (for customers in Japan), **or**, Distributors can contact your operational account manager.



Please ensure that the following details are present when requesting for a MOET account:

- Public Customer Number
- Enrollment Number
- Company Name
- First and last name of user
- Email address
- Telephone and fax number

Microsoft Regional Operations Center will set up your account and either phone or email you with the PIN number for activating the account. See the section [Creating Your MOET Password](#) of this document on how to activate the account.

### 3.2.4 Creating Your MOET Password

Your new MOET account is activated by creating a password that you will use for logging on to MOET. Note that this needs to be done only once, if not already done.

To create your MOET password and activate your account, you need three pieces of information:

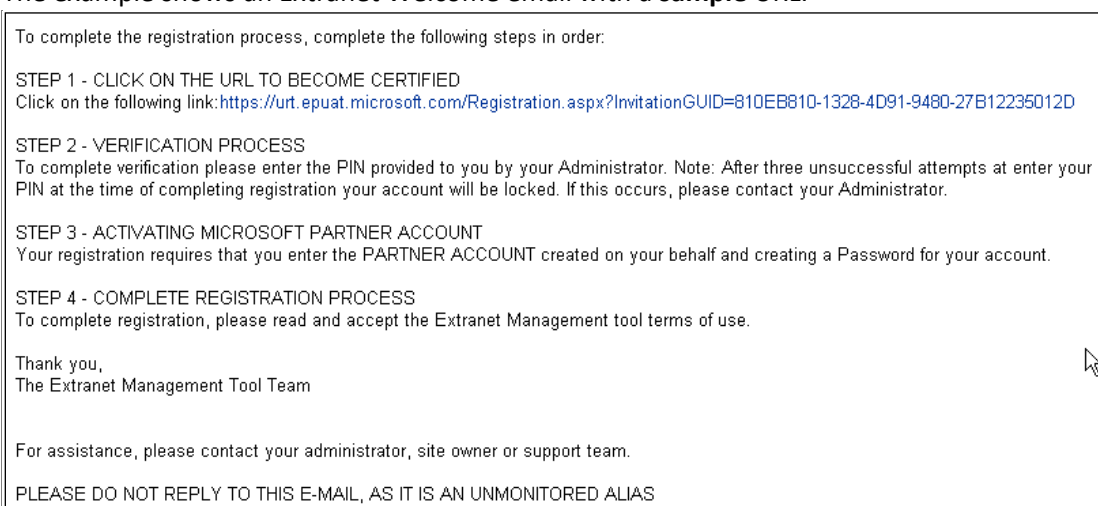
1. Locate the Extranet Welcome email (sent by [epp@microsoft.com](mailto:epp@microsoft.com) – Microsoft Extranet Portal)
2. Your unique MOET username (User Account) included in the Extranet Welcome email (in the format Partners\xxxxxx)
3. Your Extranet Registration PIN – Microsoft Regional Operations Center will either phone or email you to give you the PIN, your pin can be found on the Welcome Letter included with your completed ISV Agreement (a 6-digit number)

**Note:** The *Extranet Registration PIN* you receive from Microsoft expires after 14 days if not used.

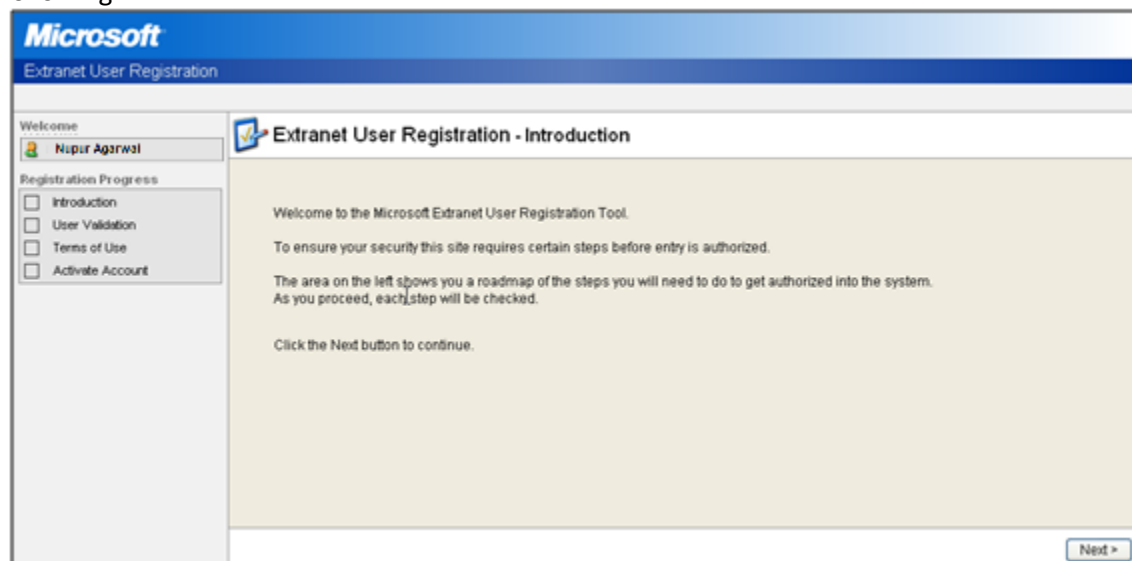
**Note:** In Asia Pacific Operations Center (APOC) the PIN is provided via email only.

The next step is **to log in to the Extranet Portal** to create your MOET password.

The example shows an Extranet Welcome email with a **sample URL**.



To begin, click the link in **STEP 1** of your Extranet Welcome email (sample above). You will see the following:



Click **Next**.

Enter the Extranet Registration PIN that was provided to you by Microsoft Regional Operations Center by telephone or email, and then click **Next**.

Microsoft  
Extranet User Registration

Welcome  
Nupur Agarwal

Registration Progress  
☒ Introduction  
☐ User Validation  
☐ Terms of Use  
☐ Activate Account

Extranet User Registration - User Validation

Please enter the PIN (Personal Identification Number) that was provided to you by your sponsor.

Enter PIN

\* PIN:

\* Confirm PIN:

Click the Next button to continue.

\* - Required Field

Next >

Read the Terms of Use and click **I Sign The Terms Of Use**:

Microsoft  
Extranet User Registration

Welcome  
Nupur Agarwal

Registration Progress  
☒ Introduction  
☒ User Validation  
☐ Terms of Use  
☐ Activate Account

Extranet User Registration - Terms of Use

Terms of Use

Last Updated: March 2005  
**MICROSOFT Extranet User and Application Management tool TERMS OF USE**  
 ("Terms")

Welcome to the Microsoft Extranet User and Application Management tool website (the "EMT"). The information posted on the EMT is confidential.

The EMT may be accessed by authorized employees or acting agents of companies ("Company" or "Companies") who have entered into one or more qualifying agreements, including any EMT Access Agreement that has been or may be agreed upon ["Qualifying Agreement" or "Qualifying Agreements"], with Microsoft Corporation. Microsoft designates, in its sole discretion, which agreements qualify as Qualifying Agreements for the purposes of this EMT.

I Sign The Terms Of Use I Decline

On the next page, enter your new password for your MOET account and confirm password:

Microsoft  
Extranet User Registration

Welcome  
Nupur Agarwal

Registration Progress

- ☒ Introduction
- ☒ User Validation
- ☒ Terms of Use
- ☐ Activate Account

Extranet User Registration - Activate Account

Please enter a new password for your account.

Account Activation

Account Name: PartestPDarapu

\* Password: [Redacted]

\* Confirm Password: [Redacted]

Click the Next button to continue.  
[Account Password Policies](#)

\* - Required Field

Next >

**Note:** The link **Account Password Policies** displays the rules for the password, which can assist you in knowing which characters are allowed in passwords. This is important as you need to choose a secure password.

Click **Next** to finish.

Microsoft  
Extranet User Registration

Welcome  
Nupur Agarwal

Registration Progress

- ☒ Introduction
- ☒ User Validation
- ☒ Terms of Use
- ☒ Activate Account

Extranet User Registration - Process Complete

✓ Your account has been successfully activated!  
Your browser will be redirected to the Extranet Home Page in 5 seconds.

After you have successfully registered, you will be redirected to the Extranet Home page and you will also receive an email message confirming that your account has been activated. You will no longer need your Extranet Registration PIN. For all future visits to the Extranet Portal, please use the password you created during the registration process.

You will now be able to access the Microsoft Extranet Portal (<https://home.ep.microsoft.com>) and MOET (<https://moet.microsoft.com>) sites using the MOET User Account and new password that you have just created.

Please see the next chapter – you will now need to [set up the secret questions and answers to be able to reset your password](#).

### 3.2.5 MOET Password Reset – Setting Up

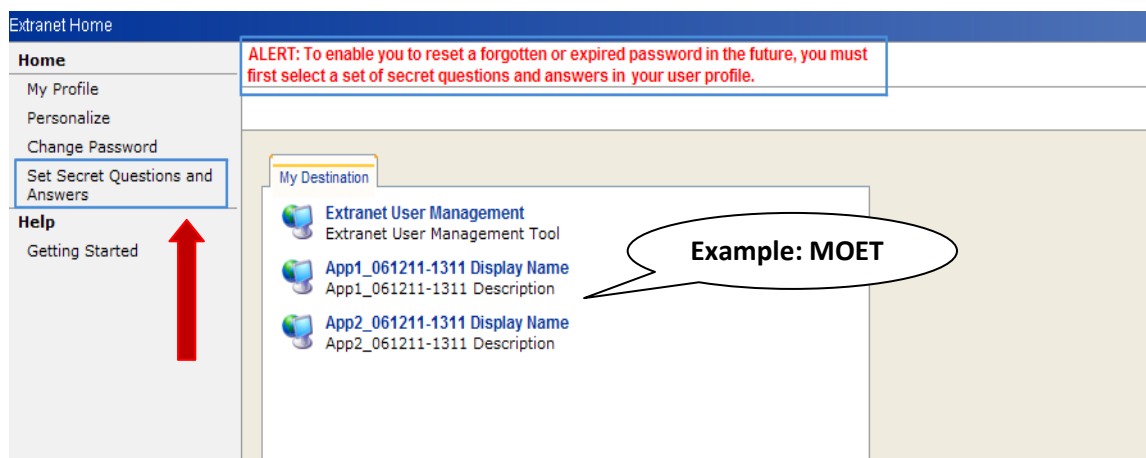
MOET passwords expire every 70 days. You will receive a daily notification to reset your password fifteen days before it is due to expire.

If your password expires or has been forgotten, you can reset it:

- By yourself if you have previously set up a series of secret questions and answers.
- By contacting Microsoft to provide assistance in resetting your password. Please Refer to section 3.2.6.

The first time you access the Extranet at <https://home.ep.microsoft.com> after registration, you will see an alert prompting you to set up for password reset by choosing a set of secret questions and answers.

1. Choose “Set Secret Questions and answers”



2. Use the drop down menu to select three questions. The answer should have at least **five characters**. Type the answer to your questions in the fields on the right. When you are finished, click “**Apply**”.

Extranet Home

**Home**

- My Profile
- Personalize
- Change Password
- Set Secret Questions and Answers

**Help**

- Getting Started

**Change Secret Questions and Answers**

Secret Questions

In order for you to reset a forgotten or expired password in the future, you must select and answer these secret questions

1. Your Favorite Car? \*

2. Your Favorite Movie? \*

3. -- Select a question -- \*

-- Select a question --

- Your Favorite Car?
- Your Favorite Movie?
- Your High School Name?
- Your Favorite Food?
- Your Favorite Fictional Non Fictional Character?
- A Pet Name For You Or The Name Of Your First Pet?
- Your Favorite Sports Team?
- Your City Of Birth?
- Your Mothers Maiden Name?
- Your Favorite Toy?
- Your Favorite Color?

\* - Required Field

Apply

### 3.2.6 Resetting your MOET password

To reset your password if you forgot it or if it expired, go to the **Extranet Home Page** at <https://home.ep.microsoft.com>

**Note:** Resetting the password requires that you previously set up the secret questions and answers—see [the previous chapter](#). If you did not previously set up the secret questions and answers, and your password is forgotten or expired, then [use the Call Logging Tool \(CLT\)](#) or send email to [jplquest@microsoft.com](mailto:jplquest@microsoft.com) for Japan to contact your Microsoft Regional Operations Center for help.

1. Under the Partner User Realm click “**Forgot or Expired password**”

Microsoft

Extranet Home

**Welcome to the Extranet Home**

Select a realm based on your account type

Standard Realms

**Partner User**  
User with a Partners domain account (ex. Partners\username) [Forgot or expired password.](#)

**MS User**  
Microsoft Employee, vendor, or contractor with an internal domain account

**Windows Live ID User**  
User with a Windows Live ID account



- Follow the link to the password reset site. Enter your Logon Name starting with Partners\ and the characters you see in the picture.

Microsoft  
Extranet Home

Welcome to the Extranet Home - Self Password Reset Tool

\* Partner Alias:

Picture:

Type the characters you see in the picture

\* Characters:

\* - Required Field

**Apply** **Cancel**

- Click the “**Apply**” button. You will receive an email with instructions for resetting your password.

**Note:** The content of the email will expire in 24 hours.

(Below is an example of the Password Reset email with a sample URL):

This password reset email is for the user: Name: Surname, Name

User Name: Parttest\NameS

To complete the Self Password Reset process, complete the following steps:

**STEP 1 - CLICK ON THE URL:**  
<https://Home.EPUAT.Microsoft.com/SelfPasswordReset.aspx?InvitationGUID=C02DA78B-2D98-4FEB-9A14-8688E8974C76&ln=en>

**STEP 2 - ENTER THE ANSWERS FOR THE SECRET QUESTIONS** chosen by you for resetting your password. Note: If you fail to enter the correct Answers to the Secret Questions three times in a row, you will not be able to use the Self Password Reset tool.

**STEP 3 - ENTER NEW PASSWORD** to complete the Self Password Reset process, enter a new password for your account.

For assistance, please contact your administrator, site owner or the [Helpdesk](#).

Thank you,  
 The Extranet Management Tool Team  
 Enterprise Portal Platform (EPP)

- Click **the link in STEP 1** of the email.

5. Enter the answer to the questions previously selected, then click the “Next” button:

**Welcome to the Extranet Home - Self Password Reset Tool**

Secret Questions

In order to authenticate yourself to the extanet, please answer the questions below.

1. Your Favorite Sports Team?

2. Your City Of Birth?

3. Your Favorite Food?

\* - Required Field

**Next >**

6. Enter and confirm a new password for yourself, then click the “Apply” button:

**Welcome to the Extranet Home - Self Password Reset Tool**

Reset Password

Account Name:

\* New password:

\* Confirm New Password:

Account Password Policies

\* - Required Field

**Apply**

**Microsoft**

Extranet Home

**Welcome to the Extranet Home - Self Password Reset Tool**

The password has been changed. To logon to Extranet Home, click this link: [Extranet Home](#)

7. You will receive an email confirming that your password has been changed.

**Note:** Please contact your Microsoft Regional Operations Center (ROC) if you need additional help. Go to the appendix [“Frequently Asked Questions”](#) for your ROC’s contact information.

### 3.2.7 Changing Your MOET Password

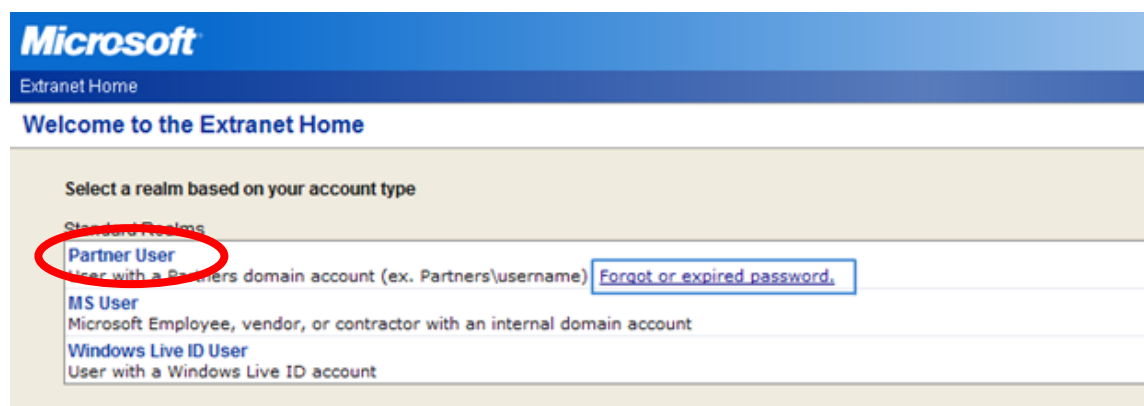
Due to security requirements, **you are required to change your MOET password every 70 days.**

You can change your password at any time. An automatic email notification is sent to you when your current password is nearing expiration. It is important that you change your password when you receive the reminder email.

**If you do not change the password, it will expire.** After the password expires, you will be required to contact Microsoft Regional Operations Center (go to [“Frequently Asked Questions”](#) to see how) to request that a new password is issued to you. It is important to avoid letting your password expire as this may prevent you from submitting your reports by the monthly deadline.

**If you have set up your secret answers and questions,** you will be able to **reset your password** without contacting Microsoft Regional Operations Center. See the section [Resetting Your MOET Password](#) of this document to see how.

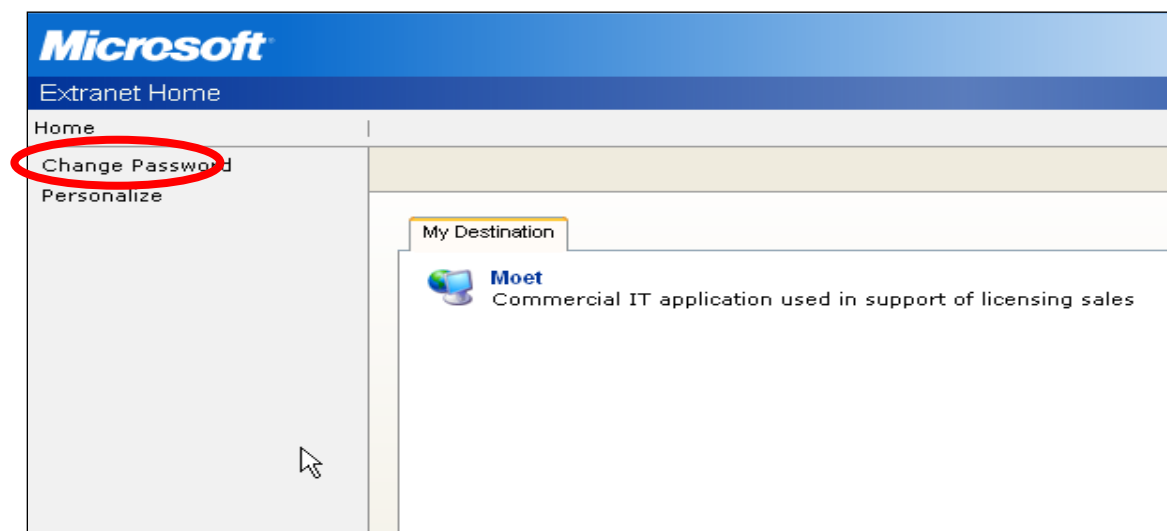
1. Go to <https://home.ep.microsoft.com> and click **Partner User**:



2. On the page that opens, enter your logon details:

- **User name:** enter your MOET User Name WITH the PARTNERS\ prefix
- **Password:** enter your current password (see [“Frequently Asked Questions”](#) if you have forgotten your password)

3. In the next screen that appears, select “**Change Password**” from the left navigation menu



4. Enter the following information:

- **Old Password:** enter your current password
- **New Password:** create a new password
- **Confirm New Password:** enter the password you created a second time for verification

The screenshot shows the 'Change Password' page within the Microsoft Extranet Home. The left navigation menu has 'Change Password' selected. The main content area displays the 'Change Password' form with the following fields: 'Account Name' (containing 'partestpsands'), '\* Old Password' (masked with dots), '\* New password' (masked with dots), and '\* Confirm New Password' (masked with dots). Below the form is a link for 'Account Password Policies'. At the bottom right, the 'Apply' button is circled in red, next to a 'Cancel' button.

5. Click the “**Apply**” button to finish.

You will now be able to access the Microsoft Extranet Portal (<https://home.ep.microsoft.com>) and MOET (<https://moet.microsoft.com>) sites using your MOET User Account and new password that you have just created.

### 3.2.8 Accessing MOET

You can access MOET from the link in <https://www.explore.ms> under **Tools > MOET** or by clicking on the direct link <https://moet.microsoft.com>

1. You will be prompted to log in:



2. Use your user account with the PARTNERS\ prefix (PARTNERS\YourLogonName).

3. Enter your password (Note: Do not check “Remember my password”)

4. Click OK to log in to MOET.

## 3.3 Explore.ms

### 3.3.1 What is Explore.ms and why do I need it?

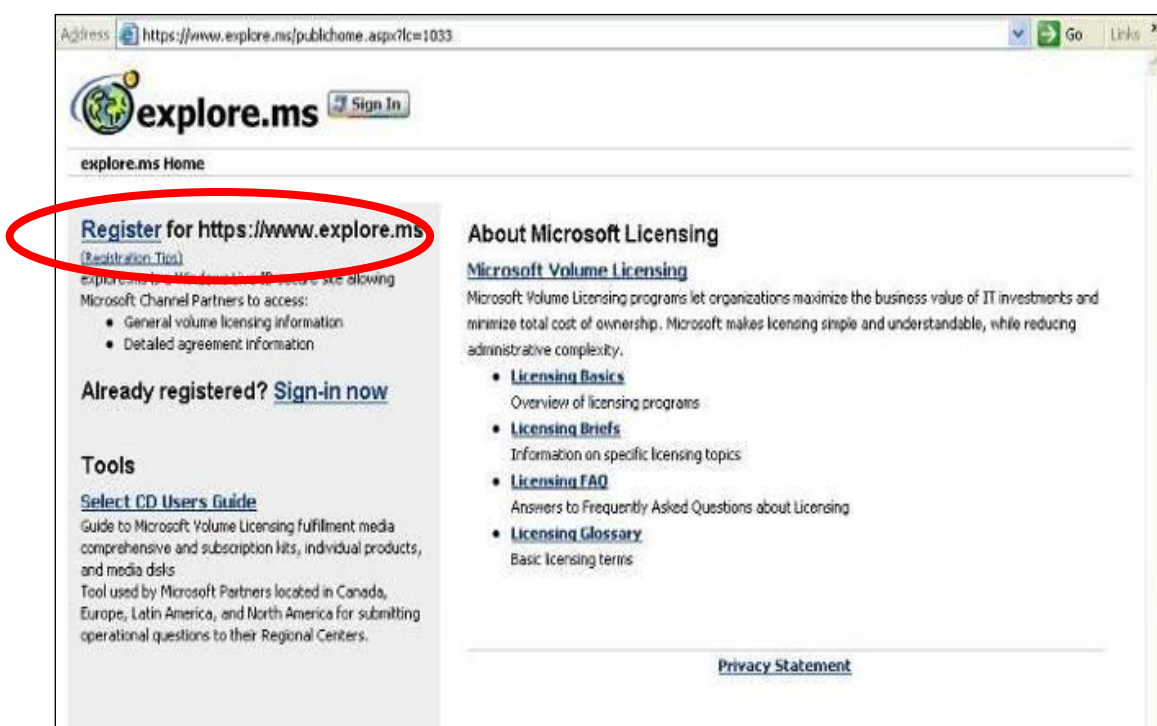
<https://www.explore.ms> is your ISV Royalty portal, which you will use to:

- Download the monthly ISV Royalty pricelist
- View Agreements, orders and invoice details
- Download the End User License Agreements (EULAs)
- Find ISV Royalty program and process information
- View training demos and ISV Royalty Operations Guidebook at <https://www.explore.ms> > [Independent Software Vendor \(ISV\)](#) > [Training](#).

- Use the CLT (Call Logging Tool) to contact Microsoft with operational questions (Not applicable for Japan)
- Access MOET (Microsoft Order Entry Tool)

### 3.3.2 Registering for Explore.ms

Go to <https://www.explore.ms> and click **Register for https://www.explore.ms**.



On the next page you will be asked to sign-in with your **Windows Live ID** (or Passport Network) credentials.

**Note:** If you already have a Windows Live ID or Passport account, you can skip the next part and go the section "[Sign in and register for Explore.ms](#)" to continue.



### 3.3.3 Sign up for a Windows Live ID account

Go to <https://www.explore.ms/register.aspx> and click the link “Windows Live ID”

**Sign-in...**  
Enter your Windows Live ID sign in name and password:  
Example: JoeUser@Passport.com

**Our site requires a Windows Live ID account. To sign in, you will need to:**

Type your Windows Live ID (or Hotmail or MSN e-mail account) sign-in name and password  
-OR-  
If you don't have a Windows Live ID, you can create one by clicking on the "Windows Live ID Network" link and choose "Sign Up" from the menu on the left side of the window.

A Windows Live ID provides an easy, secure way to sign in using a single user sign-in name and password, which flows seamlessly to all participating Windows Live ID sites.

**Sign In to Microsoft Explore.ms** Help

E-mail address:

Password:  [Forgot your password?](#)

**Sign In**

☐ Save my e-mail address and password  
☒ Save my e-mail address  
☐ Always ask for my e-mail address and password

**Windows Live ID**  
Works with Windows Live, MSN, and Microsoft Passport sites  
[Account services](#) | [Privacy Statement](#) | [Terms of Use](#)  
 © 2006 Microsoft Corporation. All rights reserved.

A new page will open. Click the link “Sign up” in the left menu.

Microsoft Passport Network **Sign In**

Passport Network  
[Home](#)  
[Sign up](#)  
[Account Services](#)

**Simplify your sign in**  
 Create your sign in credentials (e-mail and password) once, then use them everywhere on the Microsoft Passport Network. You can even set the site to remember your credentials for you!

**Use the Passport Network to sign in to MSN Messenger, MSN Hotmail, MSN Music, and other sites and services! The Passport Network works with Windows Live ID.**  
 It's free to access the Passport Network. After you sign up and create credentials, you can sign in on any site that displays Microsoft Passport Network or Windows Live ID.

Send instant message text to your friends with MSN Messenger, and get a free e-mail account with MSN Hotmail. Sign in to all these sites with the same e-mail and password.

If you'd like your business on the Passport Network, [learn how to join today.](#)

**Sign up today**

Return to: Passport Network website

## Do you have an e-mail address?

If you have an e-mail address, you can use it to sign in to Microsoft Passport Network and Windows Live ID sites. If you don't have an e-mail address, you can get a free MSN Hotmail e-mail address.

☒ Yes, use my e-mail address

☐ No, sign me up for a free MSN Hotmail e-mail address

**Continue** Cancel

We recommend using your corporate email address to sign up.

Choose “Yes, use my email address” and click **Continue**. You will see the following:

E-mail address: someone@example.com  
The address can contain only letters, numbers, periods (.), hyphens (-), or underscores (\_).

Password: .....  
Six-character minimum with no spaces  
[Learn how to create a strong, memorable password.](#)

Password strength: Strong

Retype password: .....

**Create your password reset option**  
If you forget your password, you can provide the secret answer to reset it. [Learn more about resetting your password.](#)

Question: Name of first pet

Secret answer: Garfield  
Five character minimum; not case sensitive

**Type the characters you see in this picture**  
This ensures that a person, not an automated program, is creating this account. [Why is this important?](#)

Picture: The picture contains 8 characters.

Characters: URRD96YR

**Continue** Cancel

- Enter your **work email address** and **choose a password**.
- Enter the password again for verification.
- Choose a question and answer for the password reset option.
- Type the characters you see in the picture.
- Click the “**Continue**” button.

Microsoft Passport Network

Return to: Passport Network website

### Review and sign the Agreements

Your Microsoft Passport Network account is governed by all of the following, which are collectively the "agreements":

- [Passport Network Terms of Use](#)
- [Passport Network Privacy Statement](#)

To view and print the agreements, click each link and print a copy of each agreement. To accept all of the agreements, type your e-mail address and click I Accept.

your@email.com

By typing your e-mail address and clicking I Accept, you are accepting all of the agreements, and consenting to receive all information from Microsoft electronically. You understand that you are creating credentials that you can use on other sites in the [Microsoft Passport Network](#). If you do not accept the agreements as written, click the Cancel button to discontinue sign-up.

Read the “**Passport Network Terms of Use**” and “**Passport Network Privacy Statement**”. Enter your email address into the text field and click **I Accept**.

You can now go back to <https://www.explore.ms/register.aspx> to sign in and continue.

### 3.3.4 Sign in and register for Explore.ms

Open the link <https://www.explore.ms/register.aspx>.

Enter your Windows Live ID/Passport Network credentials (email address and password) and click **Sign In**.

explore.ms

Welcome to Explore.MS!

**Sign-in...**  
Enter your Windows Live ID sign in name and password:  
Example: JoeUser@Passport.com

**Our site requires a Windows Live ID account. To sign in, you will need to:**

Type your Windows Live ID (or Hotmail or MSN e-mail address) sign-in name and password  
-OR-  
If you don't have a Windows Live ID, you can create one by clicking on the "Windows Live ID Network" link and choose "Sign Up" from the menu on the left side of the window.

A Windows Live ID provides an easy, secure way to sign in using a single user sign-in name and password, which flows seamlessly to all participating Windows Live ID sites.

**Sign In to Microsoft Explore.ms** Help

E-mail address:

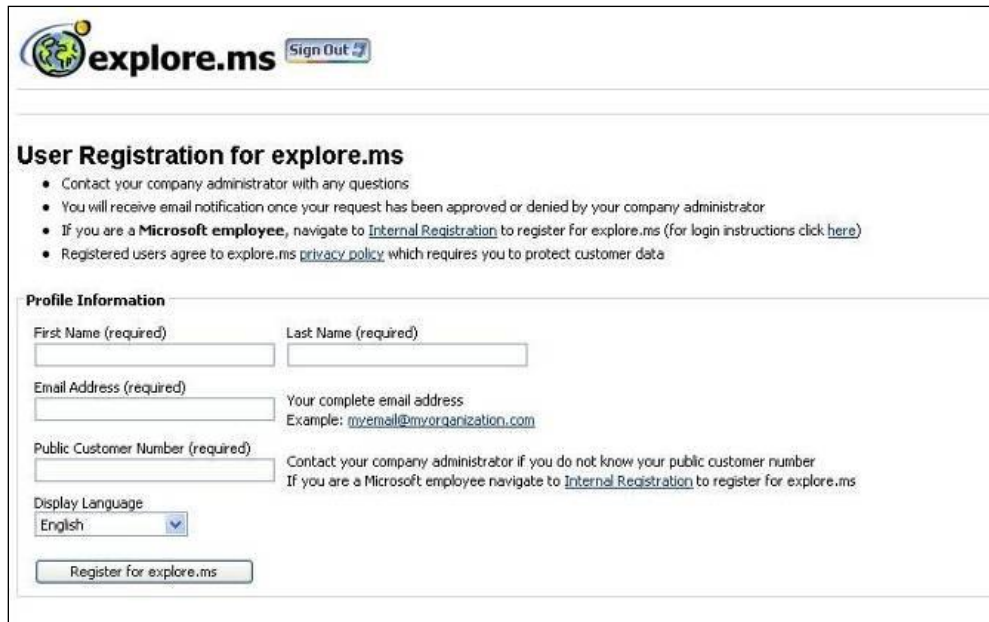
Password:  [Forgot your password?](#)

☐ Save my e-mail address and password  
☒ Save my e-mail address  
☐ Always ask for my e-mail address and password

**Windows Live ID**  
Works with Windows Live, MSN, and Microsoft Passport sites  
Account Services | Privacy Statement | Terms of Use  
© 2006 Microsoft Corporation. All rights reserved.

**Note:** If you have forgotten your password, click **Forgot your password?** located above the “Sign In” button. Enter your email address and the characters you see in the picture; then click **Continue**. You will receive an email message with instructions for resetting your password.

When you have logged on to Windows Live ID/Passport Network, you will be directed to the Explore.ms registration page at <https://www.explore.ms/register.aspx>.



**User Registration for explore.ms**

- Contact your company administrator with any questions
- You will receive email notification once your request has been approved or denied by your company administrator
- If you are a **Microsoft employee**, navigate to [Internal Registration](#) to register for explore.ms (for login instructions click [here](#))
- Registered users agree to explore.ms [privacy policy](#) which requires you to protect customer data

**Profile Information**

First Name (required)  Last Name (required)

Email Address (required)  Your complete email address  
Example: myemail@myorganization.com

Public Customer Number (required)  Contact your company administrator if you do not know your public customer number  
If you are a Microsoft employee navigate to [Internal Registration](#) to register for explore.ms

Display Language  
English

Enter your **first and last name**, your **email address** and your **Public Customer Number** (from your ISV Royalty Agreement acceptance email).

Click **Register for explore.ms**.

**Note:** After registering, your Explore.ms account needs to be **activated**.

**Note:** ISV Royalty Distributors and Direct ISVs receive the Public Customer Number (PCN) during on-boarding into the program.

### 3.3.5 Activate your Explore.ms account

- If you are the first person under authorization to register for Explore.ms, you now need to email [explhelp@microsoft.com](mailto:explhelp@microsoft.com) or Distributors can email your Operations Account Manager or ROC and request account activation and administrator access rights.
- If a user with administrator access rights already exists for your authorization, they will now receive an automatic email requesting to activate and profile you for Explore.ms.
- After your user account has been successfully activated and profiled, you will receive an email notification indicating your account has been activated.
- You will now be able to log on to Explore.ms by going to <https://www.explore.ms> and clicking the “**Already registered? Sign-in now**” link.



### 3.4 Call Logging Tool (CLT)

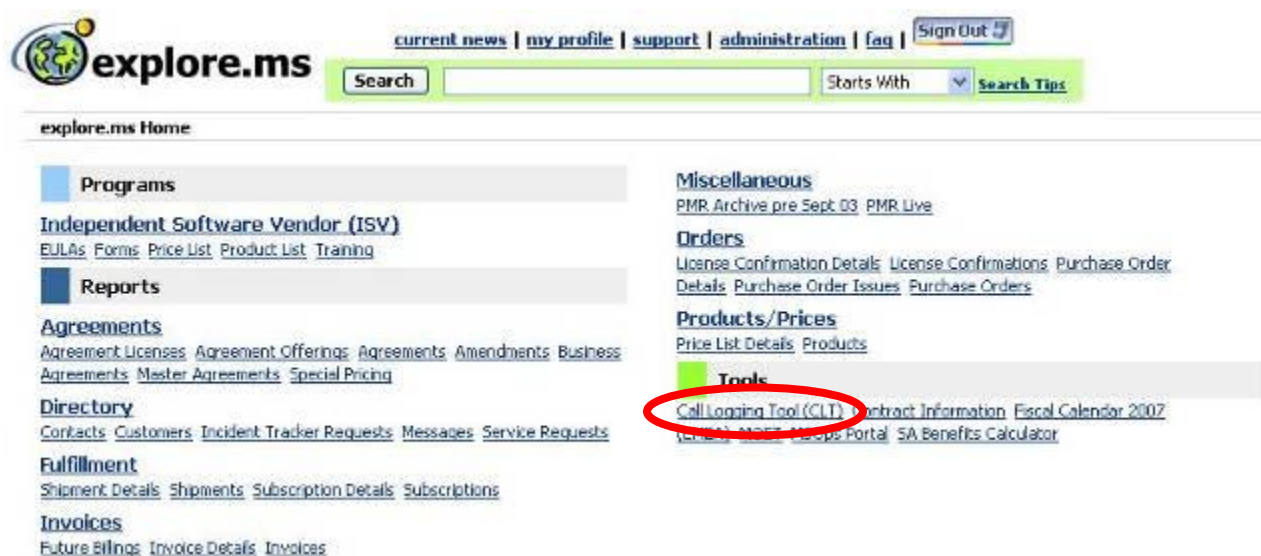
#### 3.4.1 What is CLT and why do I need it?

The Call Logging Tool (CLT) allows you to send operational queries directly to Microsoft Licensing. The CLT is the only tool that you should use for communicating directly with your Microsoft Regional Operations Center. The tool will automatically route your request to the appropriate department at Microsoft Regional Center for resolution. All requests submitted through the CLT are responded to within 48 to 72 hours of receipt.

Please note that CLT is not applicable for Japan. All request and queries for Japan should be emailed to [jplquest@microsoft.com](mailto:jplquest@microsoft.com).

#### 3.4.2 Accessing the CLT

The Call Logging Tool is accessible through Explore.ms (<https://www.explore.ms>) under 'Tools'. You must be a registered user of Explore.ms in order to access the tool. If you have not yet registered for Explore.ms, follow the steps described in the section "[Register for Explore.ms](#)".



#### 3.4.3 Submitting a Request in the CLT

1. After you open the Call Logging Tool, the Call Logging Tool Home will appear. Click **New Query**.



2. The Incident Tracker screen (below) will appear. Choose the appropriate Country, Business Stream, Program Name, Transaction Type, Reason, and Sub Reason for your request.

**Note:** See the section [Submitting Common Requests through CLT](#) for the choices you need to make in case of common requests. Always select **Commercial** as the Business Stream when your query is related to an ISV Royalty Agreement.

To submit an Incident Tracker Request to the appropriate helpdesk, you will need to select an entry within each list box below that best matches your situation. Your selection within a particular list box will determine entries that are displayed in the next one. If you do not see any entries that fit your needs, you may go back to previous list boxes and select a different entry.

<b>Step 1: Select Country ( Required)</b> Turks,Caicos Is Tuvalu Uganda Ukraine Unit.Arab Emir. United Kingdom <b>United States</b> Uruguay Uzbekistan Vanuatu Add to my profile <input type="checkbox"/>	<b>Step 2: Select Business Stream ( Required)</b> <- Please Select One -> FPP Volume Licensing - TAX SA Benefits Services System Builder Channel <b>Commercial</b> Add to my profile <input type="checkbox"/>
<b>Step 3: Select Program Name ( Required)</b> Fulfillment Media GGS GGWA Large Organizations GGWA Small / Medium Government HVMS Internet Cafe <b>ISV</b> Microsoft TV MSDN / TechNet Add to my profile <input type="checkbox"/>	<b>Step 4: Select Type ( Required)</b> <- Please Select One -> <b>Inquiry</b> Transaction Add to my profile <input type="checkbox"/>
<b>Step 5: Select Reason ( Required)</b> Finance Inquiry Media/Subscription Order/CPS Inquiry Partner Compensation Price Inquiry Program / Policy Inquiry Report Request Shipment>Returns <b>System Account Set-up &amp; Changes</b> System Error Add to my profile <input type="checkbox"/>	<b>Step 6: Select Sub Reason ( Required)</b> ESA Explore.ms / PMR / UPL Extranet Portal Global Returns Tool (GRT) ICMODS <b>MOET / EDI / XML</b> MOVE MS Oper MSE MSL Add to my profile <input type="checkbox"/>

**Subject (Required)**  
  
 EMail CC (Semicolon (;) between email addresses if ccing more than one person)

3. Indicate the subject of your request as well as the email address of those individuals that you would like to receive a copy of your request(email CC).

4. Enter the subject of your message. It should indicate the company name and Royalty Agreement number, as well as the nature of your request (e.g., MOET password reset request).

5. Click **Next**.



### Complete Your Incident Tracker Request

Complete the Information below, then click on submit.

**Comments (Required)**  
(Only 1000 characters are allowed.)

**Direct Phone Number – eg 00353 1 9876543 (Required)**

**Have you attached a screen shot of the error message? (Required)**

<Select One>

**File to Attach (\$)**  
( Each file should not exceed 5 MB )

Browse...

**Message Attachments**

Attach

Remove

Back

Submit

In the next screen that appears, enter the details of your request in the field labeled Comments as seen above. Please make sure your request is clear and concise to ensure timely processing of your request. Also include your company name and the Royalty Agreement number. Fill in all the required fields.

**Note:** For countries within the Asia Pacific region, the Direct Phone Number field and the Screenshot field are not available in CLT.

6. If you have any files to include with your request, you can attach them by following these steps:

- Click **Browse** and double click the file that you want to attach.
- Click **Attach** to attach the file to your Incident Tracker request

7. After you are done, click **Submit**. You will receive an email confirmation (along with an Incident Tracking Number - ITR#) after your request has been successfully submitted and received by your Microsoft Regional Operations Center. You can expect a response in 48 to 72 hours.

### 3.4.4 Examples of Submitting Common Requests in the CLT

Query Type	Taxonomy to choose from CLT selections
<b>Request an Invoice or Credit Memo</b> <i>Note: You must have the invoice or credit memo number in order to submit a hardcopy request. Invoice/Credit memo numbers can be obtained from Explore.ms under Invoice Details</i>	<b>Country:</b> Select your country <b>Business Stream:</b> Commercial <b>Program Name:</b> ISV <b>Type:</b> Inquiry <b>Reason:</b> Order/CPS Inquiry <b>Sub Reason:</b> Softcopy Document Request or Hardcopy Doc Request Comments: Be sure to include the invoice/credit memo number and original PO number. This process may vary by region.
<b>Request a MOET Password Reset</b> <i>For MOET users that have already gone through the process of creating a MOET password in the Extranet site</i>	<b>Country:</b> Select your country <b>Business Stream:</b> Commercial <b>Program Name:</b> ISV <b>Type:</b> Inquiry <b>Reason:</b> System Password Reset <b>Sub Reason:</b> MOET / EDI / XML Comments: Please include your name, telephone number, email, and your company's Agreement/enrollment number. You will be contacted via phone with your new password*
<b>Request a new MOET Account</b> <i>For new Agreements and individuals taking over the reporting responsibility for existing Agreements that have not created a MOET password in the Extranet site</i>	<b>Country:</b> Select your country <b>Business Stream:</b> Commercial <b>Program Name:</b> ISV <b>Type:</b> Inquiry <b>Reason:</b> System Account Set-up & Changes <b>Sub Reason:</b> MOET / EDI / XML Comments: Include your name, telephone number, email, and your ISV enrollment number. You will receive your new user name via email and your Extranet activation PIN via phone*
<b>Change the Primary, Notices, or Billing Contact for an ISVs Agreement</b> <i>Primary: Receives all legal notices</i> <i>Notices: Receives MOET ISV-related Communications</i> <i>Electronic Notices:</i> <i>Billing: Receives monthly paper invoices</i>	<b>Country:</b> Select your country <b>Business Stream:</b> Commercial <b>Program Name:</b> ISV <b>Type:</b> Inquiry <b>Reason:</b> Customer Mastering <b>Sub Reason:</b> Change Channel Details (or Change Billing Details) Comments: Include the name, address, email, and telephone of the new contact, as well as the ISV enrollment number. Attach the filled Contact Information Change Request Form (CICR).

Please refer to the [CLT Taxonomy sheet on Explore.ms](#) for the complete guide to the CLT selections and inquiries.

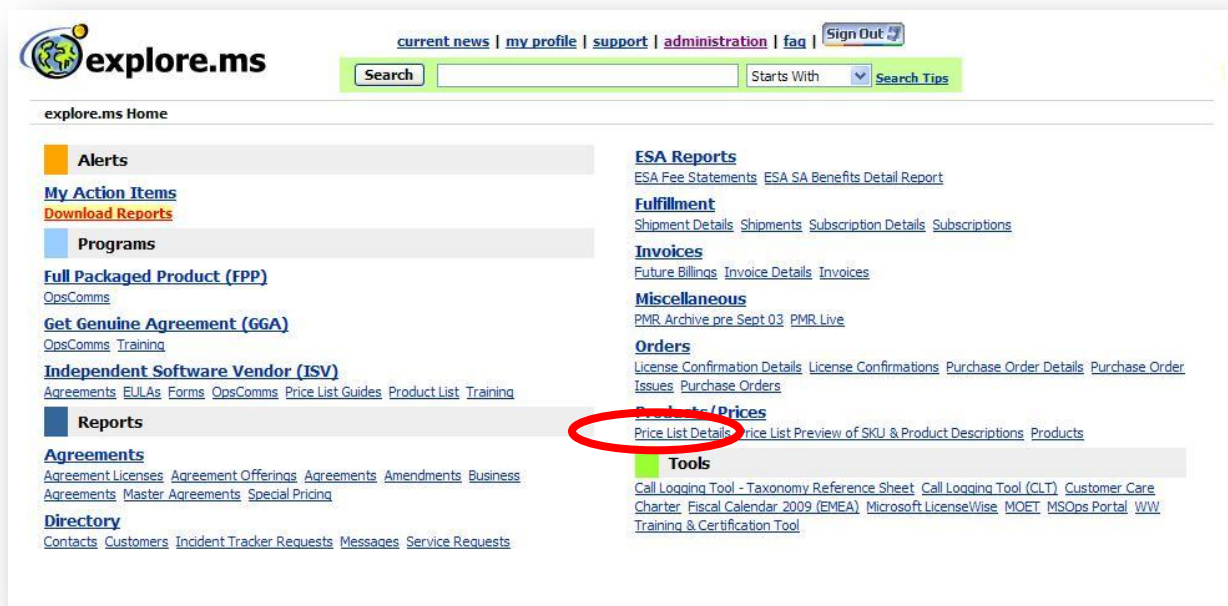
## 4.0 Pricing and Product Offering

These procedures are for Distributors and Direct ISVs. Indirect ISVs please contact your Distributor.

### 4.1 Download Part/Price Lists from Explore.ms

If the ISV works through a Distributor, then please contact the Distributor to obtain a price list. Direct ISVs and Distributors please use the following process:

1. Sign into <https://www.explore.ms>.
2. Click **Price List Details** under *Reports > Products/Prices*.



3. In the Price List Details screen (see the image on the next page), make the following selections for a Price List with all (Standard or Fulfillment) SKUs:

#### Price List

- Price List: (Your country) Direct to ISV \*
- Price List Type: Full
- Effective Date: The date the price list will become available - select the latest
- Program: ISV 3
- Offering: Standard (for monthly reporting) or Fulfillment (for media/master copies) or leave at —All—
- License Agreement Type: Corporate or Academic (or leave at —All—)
- All other fields: leave value at —All—

#### Delivery

- Delivery: Download Report File
- Rows: —All—
- The Partition Method and Partition Attributes can be left as default

\* Choose based on your country, e.g., “Australia Direct to ISV”, or the currency of your region; e.g., “Eurozone Direct to ISV” for EUR or “United States Direct to ISV” for USD. You can check which currency applies to you by looking at your enrollment details at <https://www.explore.ms> > [Agreements](#) > “Agreements”.

**Note:** The currency of the Agreement depends on the region/country of the Agreement.

explore.ms Home > Products/Prices > Price List Details

### ★ Price List Details

By Price List | By Product

**Price List**

Price List: Eurozone Direct To ISV  
 Price List Type: Full  
 Effective Date: 2006-12-01

Program: ISV, ISV 3, OSL, OSL 2.5  
 Offering: --All--, Additional Product, Authorized MS Customer, CTEC  
 License Agreement Type: --All--, Academic, Corporate, Government

Level: --All--, A, B, C  
 Pool: --All--, Applications, Embedded, Non-specific

Show more price list filters

**Result Set**

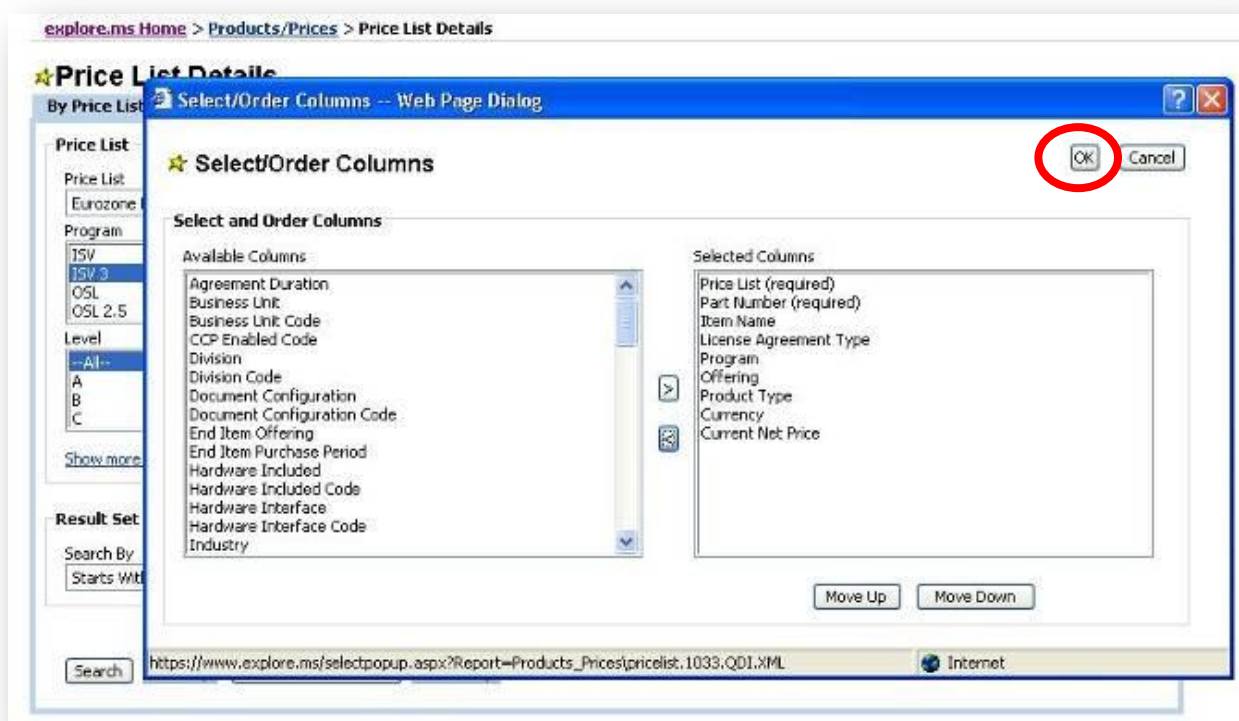
Search By: Starts With  
 Sort Order  
 Select/Order Columns

Search Search Tips Add to Favorites Favorites Tips

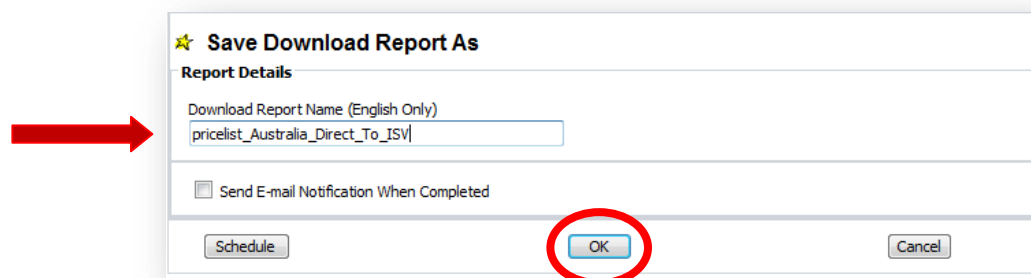
**Delivery**

Delivery  
 Download Re  
 Partition Meth  
 None

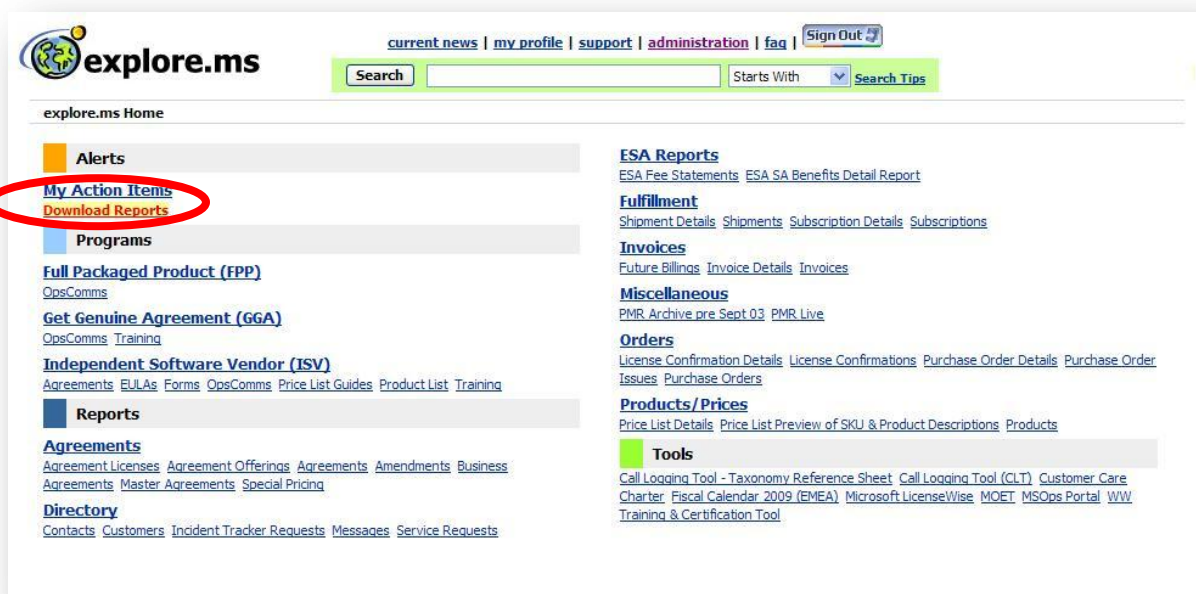
- You can change the columns displayed in the downloaded Price List. Do this by clicking on the ‘Select/Order Columns’ button and selecting these columns to display – *Price List, Part Number, Item Name, License Agreement Type, Program, Offering, Product Type, Currency, and Current Net Price*. (The screenshot below shows the columns to select)
- After you have selected the below columns, click **OK** on the Select/Order Columns window.



6. Click **Search**. You will see the following dialogue:



7. Name your report and click **OK**.
8. When **Download Reports** is highlighted on the Explore.ms homepage, or when you receive a notification email, your Price List is ready. Click the **Download Reports** link then click 'Download' in the new screen that opens.



**Note:** If you receive an error when trying to download from explore.ms, you will need to install the Microsoft File Transfer Manager ActiveX control. From the yellow popup menu at the top of the screen, select “Install Active X” to install the application. The File Transfer Manager is needed to download documents (price lists, EULAs, Product Lists, etc.) from <https://www.explore.ms>.

Contact your Microsoft Regional Operations Center for [help by using the CLT](#) (or send an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com) for distributors or direct ISVs in Japan) if you need further assistance.

## 4.2 Understanding the Price List

Price lists are updated on the Explore.ms website every month, and made available 30 days before the effective date. For queries on the products (e.g., finding the right part numbers), please contact your Partner Account Manager in your local Microsoft Subsidiary or contact [isvroy@microsoft.com](mailto:isvroy@microsoft.com).

**Note:** the program alias can help with SKUs but not sales or configuration advice.

### COLUMNS DISPLAYED IN THE DOWNLOADED PRICE LIST:

**Price List** = identifies which price list was selected for download (e.g., “Eurozone Direct to ISV”, “Australia Direct to ISV”)

**Part Number** = SKU used for **reporting** (if the Offering column equals “Standard”) or for ordering **Gold Master Media** (if the Offering column equals “Fulfillment”)

**Item Name** = description of Part Number

**License Agreement Type** = Corporate & Academic

- **Corporate** – Part Numbers, Item Name, etc. for Corporate Agreements



- Academic – Part Numbers, Item Name, etc. for Academic Agreements (requires a QEC Addendum if selling to Academic customers)

**Program** = ISV3 – Part Numbers for ISV Royalty version 3.x, 2008, and 2010 Agreements

**Offering** = Standard & Fulfillment;

- Standard – Part Numbers used for **reporting**
- Fulfillment – Part Numbers used for **ordering Gold Master Media** (fulfillment media)

**Version** = the version of the product described in the Item Name

**Product Type** = Disk Kit, Patch, Standard, Embedded, Software Assurance, & Embedded Maintenance;

- Disk Kit – Fulfillment Media Part Numbers; these are the master CD/DVDs
- Patch – Fulfillment Media Part Numbers; these are updates, patches for Disk Kit
- Embedded – Part Numbers for reporting product licenses sold
- Embedded Maintenance – Part Numbers for reporting upgrade rights

**Currency** = currency available for this price list

**Current Net Price** = Distributor's cost per Part Number

## 5.0 Fulfillment and Gold Master Media Offering

These procedures are for Distributors and Direct ISVs. Indirect ISVs, please contact your Distributor.

### 5.1 Introduction

ISV Royalty partners need a **Gold Master Copy** of Microsoft application(s) that will be embedded into the Unified Solution. This Master Copy is a physical CD or DVD shipped to the ISV partner based on the order submitted, and it should be replicated for distribution to End users.

The Master Copy is ordered from Microsoft Worldwide Fulfillment (WWF) via MOET – Microsoft Order Entry Tool – using the Fulfillment part numbers from the price list on <https://www.explore.ms>. For more details, please see the section [Download Part/Price Lists from Explore.ms](#) of this document.

### 5.2 Volume License Keys

Most Server products (for example, Microsoft SQL Server®) do not require Volume License Keys (VLKs) under the ISV Royalty Licensing Program; instead, these products usually have the key embedded into the Fulfillment media when it is ordered via the ISV program. MBS products, such as Microsoft Dynamics™ CRM 3.0, and some server products, have the VLK printed on the CD / DVD sleeve. For products requiring a Volume License Product Key, the CD will include the following text below the product name: **(Volume Licensing Product Key Required)**.

In general, the only products requiring VLKs under the ISV Royalty Program are desktop products, such as Microsoft Office Project Pro, Visio Std and Visio Pro. The complete list of products requiring Volume License Keys (VLKs) can be found on

<http://www.microsoft.com/licensing/resources/vol/volumelicensekey/default.mspx>

To obtain Volume License Keys (VLKs) for these products, contact the Product Activation Call Center using the number for their country as found on

<http://www.microsoft.com/licensing/resources/vol/numbers.mspx>. The Call Center will issue the VLKs via phone or email after you have quoted the ISV's enrollment number.

Each VLK can be used again and again by the ISV Royalty Partner to install each copy of a particular product that they are entitled to replicate as part of their ISV Agreement. For example, when using Microsoft Office Visio Standard 2010, it is necessary to ask for the applicable Office Applications 2010 key once from the Call Center and it can then be used with each copy of the Office Visio CD needed to install.

**Note:** VLKs cannot be used with retail media.

### 5.3 Ordering Gold Master Media in MOET

1. Go to <https://moet.microsoft.com>. Enter your MOET User Name (begins with PARTNERS\...) and password. From the menu at the top of the screen, select **New PO > Volume Licensing Order > Online**. The **PO Header Information** window will appear.

2. Enter the following information:

- **PO Number:** enter a unique PO number (can be a combination of alpha and numeric characters – 20 character maximum)
- **Usage Date:** not required for fulfillment orders (enter in the format DD/MM/YYYY if the PO includes license part numbers)
- **Order Type:** New Order
- **Sales Location:** choose your country (if applicable)
- **Enrollment #:** click on the drop down arrow and select the correct enrollment number
- **Ship-To:** click on the link [Choose/Enter]

3. In the new window that opens, click **New Ship-To**.

4. Complete the required Ship-To fields, including the postal code. Please ensure that the address entered is not a PO box address as Microsoft is not able to ship to PO box addresses.

5. When finished, click **Save to PO** at the bottom of the screen.

6. You will be returned to the Purchase Order Header Information Screen. Click **Save PO** button at the bottom of the screen.

7. Click **View Detail Lines** or scroll down the page.

8. The **Purchase Order Detail Lines** screen will appear. Complete the following fields:

- **MS Part Number:** enter in the [Fulfillment SKU/Part Number](#) (available on the Price List you downloaded according to the section [Download Part/Price Lists from Explore.ms](#) of this document)
- **Quantity:** number of CDs you wish to order (maximum: 10)
- **Offering Type:** FUL
- **Usage Country:** enter the two-digit country code (full list of country codes is available under [Help > Volume Licensing > Country Codes](#))

9. Click **Save PO**. If no error messages appear, click **Submit PO**.

## 6.0 Reporting Royalty Revenues

These procedures are for Distributors and Direct ISVs. Indirect ISVs please contact your Distributor.

### 6.1 Introduction

Royalty Reports are the monthly Purchase Orders submitted via MOET declaring the number of Microsoft application(s) distributed during the reporting period.

Before reporting revenues, [an End user Enrollment](#) must be set up for each customer to whom the ISV sells more than US\$1,000 worth of Microsoft licenses per month—these sales are reported separately by submitting a separate Purchase Order. In addition, **ALL Microsoft Dynamics CRM orders are required to be reported by end user enrollment.**

After you have the end user enrollment numbers, you can place individual orders or a batch of orders online through the **Microsoft Order Entry Tool** (MOET) at <https://moet.microsoft.com>, which is used for [ordering Gold Master Media](#) and submitting monthly royalty reports of licenses sold.

Contact your Microsoft Regional Operations Center (ROC) for [help by using the CLT](#) (or send an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com) if you reside in Japan) if you need to request a new MOET account or have access issues.

### 6.2 Reporting End User Details

To comply with the ISV Royalty Agreement, you need to report the name and address of each Customer that generates more than US\$1,000 per month in revenue to Microsoft. In addition, **ALL Microsoft Dynamics CRM orders are required to be reported by end user enrollment.** To be able to do this, the royalty report for this Customer has to be submitted separately under the Customer's End User Enrollment.

- **Step 1:** Download the [End User Enrollment Form](#) from <https://www.explore.ms>
- **Step 2:** Fill the form with the end users' details (sample of process appears below) and submit the form to the Microsoft Regional Operations Center by using the Call Logging Tool (CLT) on <https://www.explore.ms> (see the section [Using the Call Logging Tool](#) of this document for instructions on how to use the CLT) or send an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com) (for Distributors or ISVs in Japan). Microsoft will confirm the enrollment number(s) after they are processed. Proceed to step 3 after receipt of enrollment numbers.

#### Create End User Enrollments/Numbers – A Reporting Prerequisite

To begin, you will need the month's data of the end user's royalty purchases. Creating a table of each end user's royalty purchases for the month, including SKUs, quantities ordered, and overall revenue generated, will help quickly identify those end users who must have enrollments created from those who do not. For the purposes of this document, we will use the following example end user report:

Example ISV's End User Raw Royalty Report										
Line Item	Customer	Address	City	State/Province	Country	Uni. Sol. Purchased	MS Product Purchased (SKU)	Price	Quantity	Royalty Owed
1	End User 1	12345 N. Main St.	Denver	CO	US	Unified Solution 1	E65-00170	\$ 60.00	1	\$ 60.00
2	End User 1	12345 N. Main St.	Denver	CO	US	Unified Solution 1	E65-00171	\$ 12.00	1	\$ 12.00
3	End User 1	12345 N. Main St.	Denver	CO	US	Unified Solution 1	C30-00271	\$ 60.00	24	\$ 1,440.00
4	End User 1	12345 N. Main St.	Denver	CO	US	Unified Solution 1	C30-00272	\$ 12.00	24	\$ 288.00
5	End User 2	24680 W. 1st Ave	Vancouver	BC	CA	Unified Solution 1	C30-00271	\$ 60.00	10	\$ 600.00
6	End User 2	24680 W. 1st Ave	Vancouver	BC	CA	Unified Solution 1	C30-00272	\$ 12.00	10	\$ 120.00
7	End User 3	13579 Indiana Blvd E.	Spokane	WA	US	Unified Solution 2	AUC-00033	\$249.01	2	\$ 498.02
8	End User 3	13579 Indiana Blvd E.	Spokane	WA	US	Unified Solution 2	AUC-00034	\$ 72.21	2	\$ 144.42
9	End User 4	11235 Coastal Rd. S	Winnipeg	MB	CA	Unified Solution 3	QGA-00032	\$909.96	1	\$ 909.96
10	End User 4	11235 Coastal Rd. S	Winnipeg	MB	CA	Unified Solution 3	QGA-00033	\$227.49	1	\$ 227.49
11	End User 4	11235 Coastal Rd. S	Winnipeg	MB	CA	Unified Solution 3	QZA-00495	\$136.13	10	\$ 1,361.30
12	End User 4	11235 Coastal Rd. S	Winnipeg	MB	CA	Unified Solution 3	QZA-00494	\$ 34.03	10	\$ 340.30
13	End User 5	12357 N. Prime St.	Calgary	AB	CA	Unified Solution 1	C30-00271	\$ 60.00	1	\$ 60.00
14	End User 5	12357 N. Prime St.	Calgary	AB	CA	Unified Solution 1	C30-00272	\$ 12.00	1	\$ 12.00

As you can see in the second column, “Customer,” there are 5 End Users being reported by this Example ISV. In this form, we can see how much of each SKU was through the Example ISV and how much they owe in Royalty for that SKU.

The next step is to identify the End Users who have purchased over US\$1,000 in revenue across all SKUs or have purchased any CRM licenses, as these End Users will need to be reported as per the ISV Royalty Agreement. Going over the example report, we see that End User 1 and End User 4 have both purchased more than US\$1,000 in Microsoft Products while the rest are all under US\$1,000 and have not purchased any CRM licenses. Highlighted below are the End User 1’s and End User 4’s purchases:

Example ISV's End User Raw Royalty Report										
Line Item	Customer	Address	City	State/Province	Country	Uni. Sol. Purchased	MS Product Purchased (SKU)	Price	Quantity	Royalty Owed
1	End User 1	12345 N. Main St.	Denver	CO	US	Unified Solution 1	E65-00170	\$ 60.00	1	\$ 60.00
2	End User 1	12345 N. Main St.	Denver	CO	US	Unified Solution 1	E65-00171	\$ 12.00	1	\$ 12.00
3	End User 1	12345 N. Main St.	Denver	CO	US	Unified Solution 1	C30-00271	\$ 60.00	24	\$ 1,440.00
4	End User 1	12345 N. Main St.	Denver	CO	US	Unified Solution 1	C30-00272	\$ 12.00	24	\$ 288.00
5	End User 2	24680 W. 1st Ave	Vancouver	BC	CA	Unified Solution 1	C30-00271	\$ 60.00	10	\$ 600.00
6	End User 2	24680 W. 1st Ave	Vancouver	BC	CA	Unified Solution 1	C30-00272	\$ 12.00	10	\$ 120.00
7	End User 3	13579 Indiana Blvd E.	Spokane	WA	US	Unified Solution 2	AUC-00033	\$249.01	2	\$ 498.02
8	End User 3	13579 Indiana Blvd E.	Spokane	WA	US	Unified Solution 2	AUC-00034	\$ 72.21	2	\$ 144.42
9	End User 4	11235 Coastal Rd. S	Winnipeg	MB	CA	Unified Solution 3	QGA-00032	\$909.96	1	\$ 909.96
10	End User 4	11235 Coastal Rd. S	Winnipeg	MB	CA	Unified Solution 3	QGA-00033	\$227.49	1	\$ 227.49
11	End User 4	11235 Coastal Rd. S	Winnipeg	MB	CA	Unified Solution 3	QZA-00495	\$136.13	10	\$ 1,361.30
12	End User 4	11235 Coastal Rd. S	Winnipeg	MB	CA	Unified Solution 3	QZA-00494	\$ 34.03	10	\$ 340.30
13	End User 5	12357 N. Prime St.	Calgary	AB	CA	Unified Solution 1	C30-00271	\$ 60.00	1	\$ 60.00
14	End User 5	12357 N. Prime St.	Calgary	AB	CA	Unified Solution 1	C30-00272	\$ 12.00	1	\$ 12.00

For the sake of this demonstration, we will say that these End Users do not yet have an End User Enrollment Number.

To create an End User Enrollment Number, you will need to fill out the appropriate [New End User Enrollment Request form](#) by downloading one (select the appropriate region from the link) from Explore.ms. A blank form looks like this:

## ISV

### Worldwide Company Reporting Customer Set-Up Form

ISV Name: \_\_\_\_\_  
ISV Billing Enrollment Number: \_\_\_\_\_

Send the completed form via the Call Logging Tool (CLT) on [www.explore.ms](http://www.explore.ms)

Choose the following in CLT: Type: **Transaction Reason: Process Licensing Agreement**, Sub Reason: **Enrolment/Standalone Agreement**  
Insert in the subject line of your request the text : *ISV End User Enrollment Number request*.

Microsoft will send confirming report with assigned End User enrollment numbers for use when completing the ISV order template in MOET

Line	End User Enrollment Number (to be completed by Microsoft)	End User Company Name	End User Street Address	End User City	End User State/Province	End User Postal Code	End User Country
1							
2		Please complete shaded section for all End Users only					
3							
4							
5							

You will first need to fill out the ISV Name and ISV Royalty Agreement Number as well as all the appropriate fields EXCEPT for the End User Enrollment Number field (highlighted in beige above) for each End User that has more than US\$1,000 in Royalty Revenue or purchased any CRM licenses for the month. Using the example, a form filled out by the Example ISV for End User 1 and End User 4 would look like this:

## ISV

### Worldwide Company Reporting Customer Set-Up Form

ISV Name: **ExampleISVName Inc.**  
ISV Billing Enrollment Number: **ExAgr#123**

Send the completed form via the Call Logging Tool (CLT) on [www.explore.ms](http://www.explore.ms)

Choose the following in CLT: Type: **Transaction Reason: Process Licensing Agreement**, Sub Reason: **Enrolment/Standalone Agreement**  
Insert in the subject line of your request the text : *ISV End User Enrollment Number request*.

Microsoft will send confirming report with assigned End User enrollment numbers for use when completing the ISV order template in MOET

Line	End User Enrollment Number (to be completed by Microsoft)	End User Company Name	End User Street Address	End User City	End User State/Province	End User Postal Code	End User Country
1		End User 1	12345 N. Main St.	Denver	CO	80015	US
2		End User 2	11235 Coastal Rd. S.	Winnipeg	MB	12934	CA
3							
4							

After this form is completed and saved, it will need to be submitted to the CLT (for Japan, please send an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com)). Simply log in to [explore.ms](http://explore.ms) and click **Call Logging Tool (CLT)** under the tools section:

#### Tools

[APOC CLT Resources](#) [Call Logging Tool - Taxonomy Reference Sheet](#) [Call Logging Tool \(CLT\)](#) [Certification](#) [Contract Information](#) [eAgreements](#) [Explore.ms General Overview](#) [Fiscal Calendar 2010](#) [MBS Registration](#) [Microsoft LicenseWise](#) [Microsoft Licensing Fulfillment User Guide](#) [MOET](#) [MSOps Portal](#) [Product Description FAQ](#) [Product Description Glossary](#) [Product Family Version Matrix 2009](#) [Product Step Up List](#) [Requested Orders](#) [SA Benefits Calculator](#) [Software Advisor Validation Tool](#) [WW Training & Certification Tool](#)

After launching the tool, you will need to submit a new query, and then select the following steps:

1. <Your country>
2. Commercial
3. ISV
4. Transaction
5. Process Licensing Agreement
6. Enrollment/Standalone Agreement



After selecting these options, you will need to enter in “ISV End User Enrollment Number request” and click next. In the following section, please specify your ISV name and Agreement number as well as stating the request to create End User Enrollments. Be sure to also attach the End User Enrollment Request Form that you had filled out at the bottom before submitting your request. You should receive a response from the Regional Operations Center in 1 to 3 business days with End User Enrollments for your End Users.

In this example, a completed form returned from the Regional Operations Center will look as such:

ISV							
Worldwide Company Reporting Customer Set-Up Form							
<p>ISV Name: <u>ExampleISVName Inc.</u></p> <p>ISV Billing Enrollment Number: <u>ExAg#123</u></p> <p>Send the completed form via the Call Logging Tool (CLT) on <a href="http://www.explore.ms">www.explore.ms</a>            Choose the following in CLT: Type: Transaction Reason: Process Licensing Agreement, Sub Reason: Enrollment/Standalone Agreement            Insert in the subject line of your request the text : <i>ISV End User Enrollment Number request.</i>            Microsoft will send confirming report with assigned End User enrollment numbers for use when completing the ISV order template in MOET</p>							
Line	End User Enrollment Number (to be completed by Microsoft)	End User Company Name	End User Street Address	End User City	End User State/Province	End User Postal Code	End User Country
1	ExEndUser#837	End User 1	12345 N. Main St.	Denver	CO	80015	US
2	ExEndUser#934	End User 2	11235 Coastal Rd. S.	Winnipeg	MB	12934	CA
3							
4							

**Note:** There is one important thing to note about the End User Enrollment Numbers: you will only need to create an End User Enrollment Number once for each End User who has purchased over US\$1,000 in Microsoft Products or have purchased CRM SKU. After you have an End User Enrollment Number for a particular End User, you can then use that number to report all future CRM purchases or purchases that total over \$1,000 by that End User from that point on while under the current Agreement. You should NOT create a new enrollment number each time an End User purchases CRM licenses or over \$1,000 of Microsoft Product. You should only create one enrollment number and use that one for all future reporting for that End User.

Now that the Regional Operations Center has provided the End User Enrollment Numbers, the Example ISV is now ready to prepare its Volume Licensing Batch Report.

- **Step 3:** With the End User enrollment numbers, you are ready to report royalty revenues for Microsoft solutions sold through your organization. The next two sections cover using MOET for individual or batch reporting. You can use the same enrollment numbers for the same End User each month. The first time you report for an End User remember to choose the new **End User Enrollment** in the Purchase Order Header **instead of the main enrollment/Agreement**.

The End User Enrollment(s) will automatically be added to your MOET account, and can be used for reporting until the ISV Royalty Agreement expires.

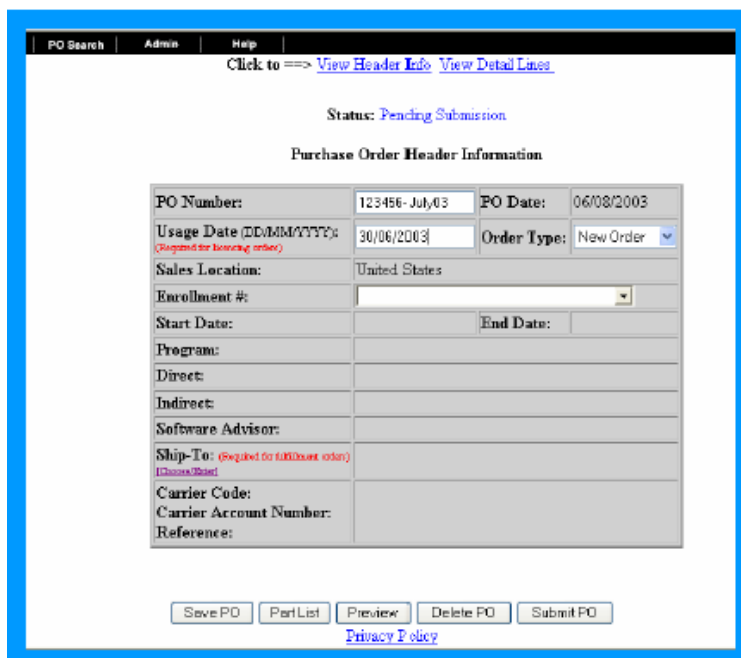
The End User Enrollment(s) will appear in the Purchase Order Header Information after 24 hours (after choosing “New PO” > “Volume Licensing Purchase Order” > “Online” from MOET top menu) as shown on the screenshot to the left.

**Note:** Microsoft will not contact the End Users.

### 6.3 Submitting a Royalty Report in MOET (Online Method)

The online method is ideal for companies that submit POs under one or two enrollment numbers (and with less than ten separate line items).

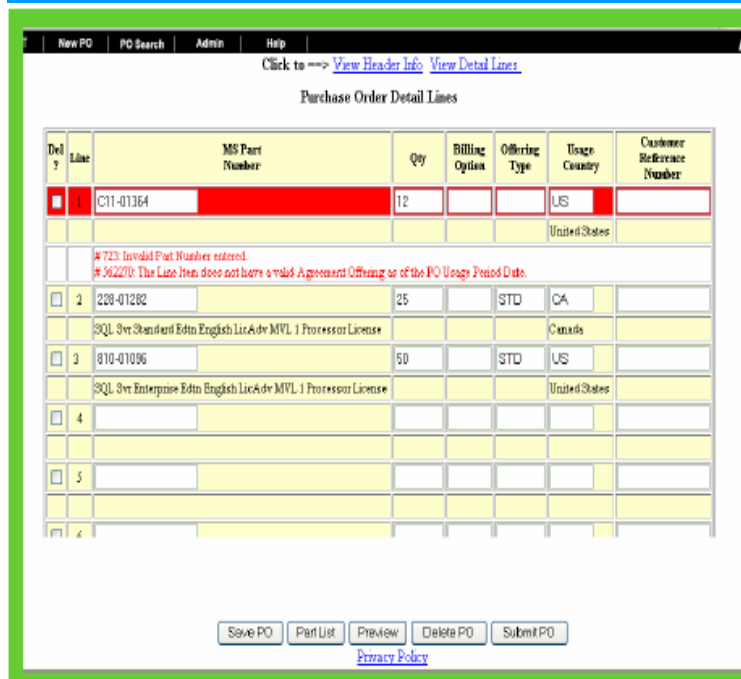
1. Go to <https://moet.microsoft.com>. Enter your MOET User Name (begins with PARTNERS\...) and password. From the menu at the top of the screen, select **New PO > Volume Licensing Order > Online**. The **PO Header Information** window will appear.



2. Enter the following information:

- **PO Number:** enter a unique PO number (you cannot enter multiple orders under the same PO number)
- **Usage Date:** enter in dd/mm/yyyy format – last day of the month you are reporting for
- **Order Type:** New Order
- **Sales Location:** choose your country (if applicable)
- **Enrollment Number:** click on the drop down arrow and select the enrollment number (main enrollment or End User enrollment). You must create a separate PO for each enrollment under which you are reporting (as appropriate, refer to the batch reporting process section)

3. Click **Save PO** button at the bottom of the screen.



4. Click **View Detail Lines** or scroll down the page. The **Purchase Order Detail Lines** window will appear.

5. Enter information in the following fields:

- **MS Part Number:** enter the **Standard** SKU/Part Number (available on the Price List you downloaded according to the section [Download Part/Price Lists from Explore.ms](#) of this document)
- **Quantity:** enter the number of licenses you are reporting
- **Billing Option:** leave this field blank
- **Offering Type:** STD
- **Usage Country:** enter the two letter country code – a list of country codes is available from *Help > Usage Country Codes*
- **All other fields:** leave all other fields blank

6. Click **Save PO**.

7. If no error messages appear, click **Submit PO**.

**An Important Note about Reporting Country of Usage:** You are required to accurately report the location in which End Users are using the reported software. If the ISV has customers that are located in other countries, you will have to report their usage as a separate line item (with the corresponding two-digit country code).

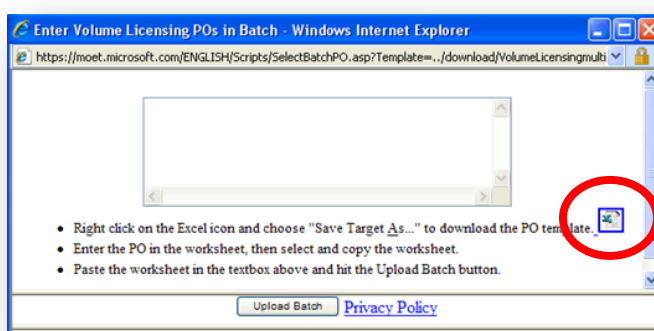
*\*\*Instructions for downloading part numbers from Explore.ms are available in this document – [“Downloading Part/Price Lists from Explore.ms”](#)*

## 6.4 Submitting a Report in MOET (Batch Method)

This method is ideal for companies submitting POs under multiple enrollments (and with more than ten separate line items).

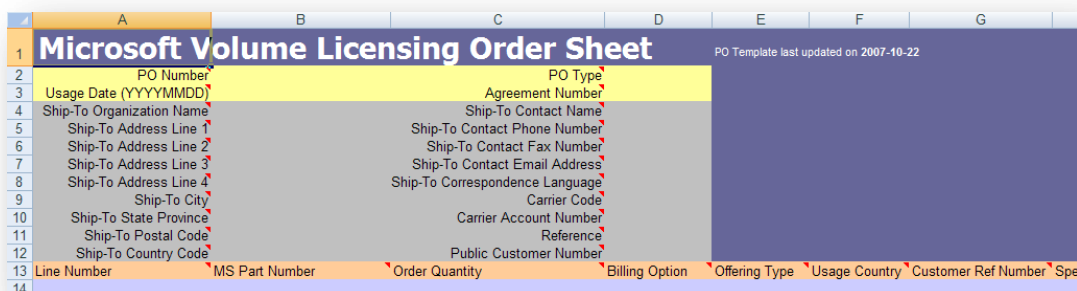
The general steps to follow for reporting the End User name via Volume License Batch Report:

1. Determine the revenue generated from each End User for the month.
  - a. All End Users that have purchased more than US\$1,000 worth of Microsoft products OR any End User purchasing CRM products will need to be separated out for specific identification and reporting.
  - b. End Users purchasing less than US\$1,000 can be grouped under a general heading of the ISV name. However, you still need to report aggregate sales allocated to the End Users' usage country for those under the US\$1,000 bar.
2. Fill out the [End User Enrollment form](#) (see section 6.4) for all **NEW** End Users who do not currently have an enrollment and submit form by using the CLT (or send an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com) for Japan).
  - a. You need to create only one enrollment number per End User. After you have an enrollment for that End User, you will continue to use that enrollment number to report any future purchases from that End User.
3. After the Regional Operations Center sends back your form with the new enrollment numbers, use these enrollments (as well as any previous enrollments you have created) to report the End Users who have reported any CRM product licenses or purchases totaling over US\$1,000. The other End Users can be rolled up under the ISV's default enrollment (usage country still applies).
4. Submit Volume License Batch report to [MOET](#).



1. Go to <https://moet.microsoft.com> and enter your MOET User Name (begins with PARTNERS\...) and password. From the menu at the top of the screen, select **New PO > Volume Licensing Order > Batch**. This will open the MOET Batch Order screen (see screenshot).
2. Download the **batch template** to your computer by right-clicking on the Excel icon located on the right side of the window (see red circle on

screenshot). With the new End User Enrollment Numbers (see section 6.4 on how to get these numbers), you are then ready to fill out the Volume License Batch Report. A generic/blank report looks like this:



Start the process by filling out the Volume License Batch form for all the End Users that either did not purchase more than US\$1,000 of Microsoft Product or did not purchase any CRM licenses and combine these sales to report under the ISV's own enrollment number. It is important to note that while the specific End Users will not be reported in this section, the sales by usage country will still need to be designated for this report. In filling out the Volume License Batch form, a line item will be needed for every unique SKU sold per usage country. For example, if there were sales to 10 End Users, 3 in Canada and 7 in the US, who all purchased one SQL SKU through the unified solution, there will need to be two line items on the Volume License Batch form; one item for 7 SKUs sold in the US and one item for 3 SKUs sold in Canada.

Next, fill out a Volume License Order sheet for each of the End Users that did purchase more than US\$1,000 or purchased any CRM licenses. First ensure that the proper End User Enrollment Number is being used for the appropriate End User. When filling out the line items for the End User, please follow the steps above, but only for the particular End User sales.

### 3. Open the batch template and enter the following information:

- **PO Number:** enter a unique PO number
- **Usage Date:** enter in yyyyymmdd format
- **PO Type:** NE
- **Agreement Number:** enter the seven-digit enrollment number (main enrollment or end user enrollment)  
**Do NOT fill in any of the Ship-to fields (highlighted in Gray)**
- **Line Number:** leave this field blank
- **MS Part Number:** enter the [Standard](#) SKU/Part Number (available on the Price List you downloaded according to the section [Download Part/Price Lists from Explore.ms](#) of this document)
- **Order Quantity:** enter the number of licenses
- **Billing Option:** leave this field blank
- **Offering Type:** STD
- **Usage Country:** enter the two letter country code - a list of codes is available on the spreadsheet tab labeled Codes
- **Customer Ref Number and all other fields:** leave the fields blank

To add POs to the batch template, cut and paste the PO Header lines (lines 1-13) after the last line item of each PO in your batch.

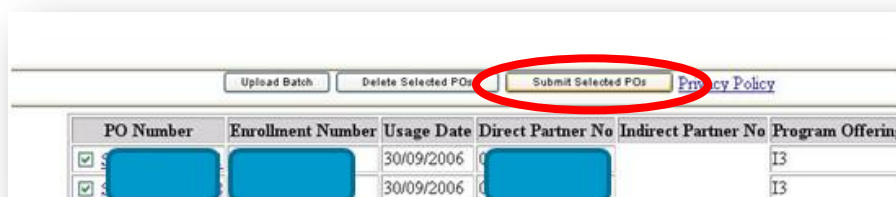
It is also important to note that all these forms can be submitted on one Excel sheet (and hence, one workbook) to MOET.

4. After you have filled in the batch template, hit **Ctrl-A** (to select all), then **Ctrl-C** (to copy the entire template).

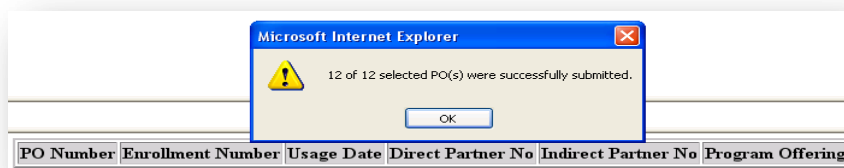
5. Go back to the MOET Batch Order screen and click once in the text window, then hit **Ctrl-V** (to paste your completed template in the text box). Then click **Upload Batch** as shown below. Do not make further changes after this step. If changes are required, return to step 3, to make the corrections in the batch form before pasting them into the correct area.



6. If you receive an error message, click the PO number to view the message in detail (this will allow you to see the PO details in a separate window). After you have fixed the error, click **Save PO** at the bottom of the screen and go back to the MOET Batch Order screen.



7. Click **Submit Selected POs** to submit all of the Purchase Orders included in your batch.

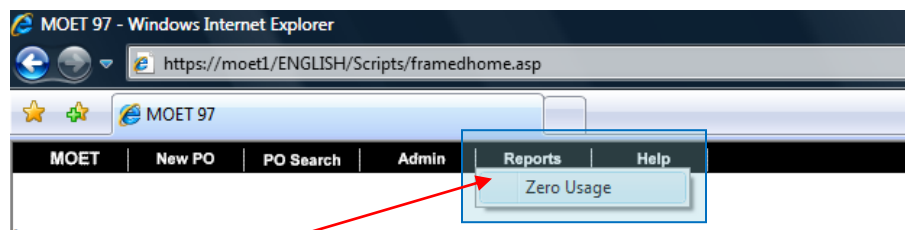


This completes the monthly report.

## 6.5 Submitting Zero Usage Reports

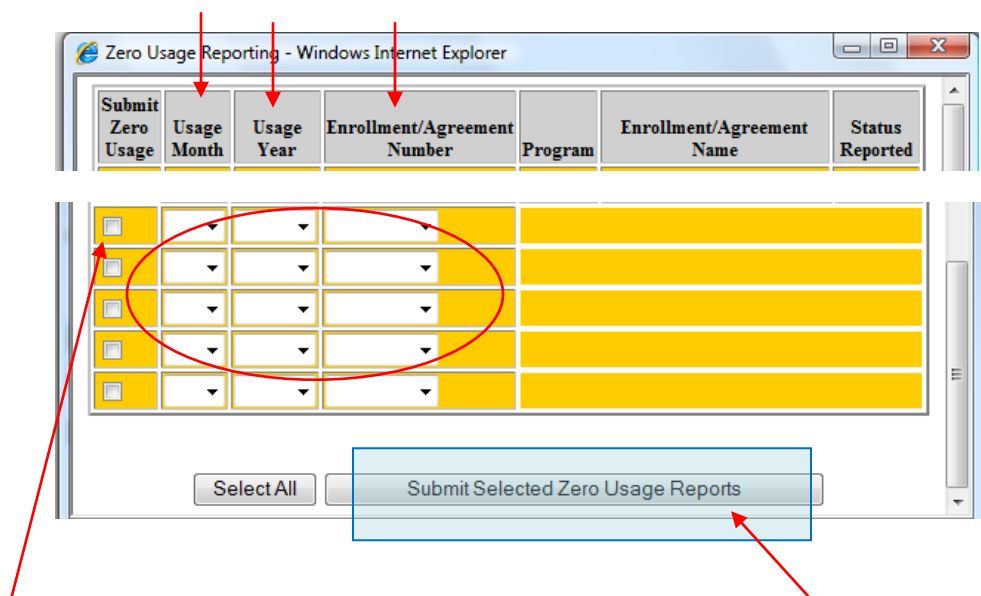
To comply with the ISV Royalty Agreement the Distributors and Direct ISVs are required to report each month, even if there were no sales of the unified solution including any Microsoft application(s) in the previous month. The reports declaring no sales the previous month are called - Zero Usage Reports. The zero usage report must be sent to Microsoft Regional Operations Centre instead of placing a royalty report through MOET.

To submit a **Zero Usage Report** the partner has to enter **MOET** at <https://moet.microsoft.com> and enter their MOET user name (begins with PARTNERS\...) and password.



Choose “Reports” and then “Zero Usage” from the menu.

On the Zero Usage Reports page, choose the Usage Month, Year and the Enrollment Number.



Mark the checkbox in the first column and then click the button “Submit Selected Zero Usage Reports”.

## 6.6 Submitting Revisions with Adjustment Requests

If you need to make adjustments and changes to prior periods or sales, then you must submit a revision report, within 90 days from the original invoice date. Provide a detailed explanation of the adjustment or revision with the revised monthly royalty report. In cases for credit/rebills, the rebill report must be submitted with the credit request.

**Note:** Adjustments can only be made to deduct items from your PO – to add items; you must submit an additional PO in MOET.



The process to submit an Adjustment Request (Make changes to a PO that has already been submitted in MOET) (please note that the following method is not applicable to Japan. For distributors or direct ISVs residing in Japan, you will need to fill out the credit adjustment form (available on [explore.ms](https://www.explore.ms)) and email the completed form to [jplquest@microsoft.com](mailto:jplquest@microsoft.com). Please refer to the second tab in the adjustment form on [explore.ms](https://www.explore.ms) for instructions on the completion of the form.)

1. Go to <https://www.explore.ms> and click on the Adjustments link under *Tools > Adjustments*.

2. In the new screen that appears, click **ISV**.



**Microsoft® Volume Licensing**

**Microsoft Licensing, GP**  
6100 Neil Road, Suite 210  
Reno, NV 89511-1137

**Adjustment Request Form**

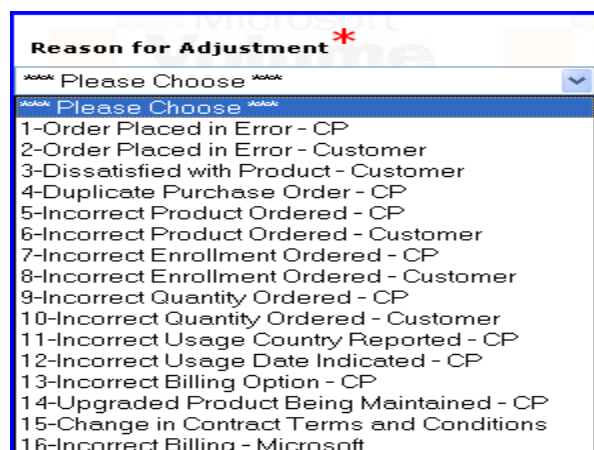
\* = Required Field

**Agreement Type Validation \***

☐ SELECT ☐ COMMERCIAL ☐ CAMPUS/SCHOOL ☒ ISV ☐ GIA/USG ☐ VAL

3. Complete all the required fields, as indicated by an asterisk \*.

4. Select the appropriate Reason for Adjustment from the drop down.



**Reason for Adjustment \***

Please Choose

- 1-Order Placed in Error - CP
- 2-Order Placed in Error - Customer
- 3-Dissatisfied with Product - Customer
- 4-Duplicate Purchase Order - CP
- 5-Incorrect Product Ordered - CP
- 6-Incorrect Product Ordered - Customer
- 7-Incorrect Enrollment Ordered - CP
- 8-Incorrect Enrollment Ordered - Customer
- 9-Incorrect Quantity Ordered - CP
- 10-Incorrect Quantity Ordered - Customer
- 11-Incorrect Usage Country Reported - CP
- 12-Incorrect Usage Date Indicated - CP
- 13-Incorrect Billing Option - CP
- 14-Upgraded Product Being Maintained - CP
- 15-Change in Contract Terms and Conditions
- 16-Incorrect Billing - Microsoft

5. Complete the “Line Item Detail”.

- Enter the reported quantity (*This is the number of units originally reported which were incorrect*)
- The quantity being adjusted (*The number of units to be removed from the incorrect number of units*)
- Net Quantity (*Number of units which should have originally been reported. Correct number of units*)
- MS Part Number
- Product Description
- Usage Country

- Unit Cost
- Extended Cost

Line Item Detail\* (minimum of 1)

Reported Quantity	Quantity Being Adjusted	Net Quantity	MS Part Number	Product Description	Usage Country	Unit Cost	Extended Cost	Upg Adv Payment Plan (AE or PE)	Delete
4	1	3	381-02122	Exchange CAL 2003 All Languages Embed	US	43.08	172.32	None	<input checked="" type="checkbox"/>
								None	<input type="checkbox"/>

To add additional lines, click **Add Line Item**.

To delete lines, click **Delete**.

6. After you have finished, click **Submit**.

7. You will receive an email confirmation (along with an Incident Tracking Number - ITR#) after your request has been successfully submitted and received by Microsoft ROC.

## 7.0 Invoicing

These procedures are for Distributors and Direct ISVs. Indirect ISVs, please contact your Distributor.

### 7.1 Invoice Payment and Notification Instructions

Microsoft uses the information contained in the monthly royalty reports submitted via MOET to invoice Distributors and Direct ISVs, in the applicable currency, for the royalties owed to Microsoft. Invoices will be received by post. Invoices can also be viewed on the <https://www.explore.ms> website. Payment terms are net 30 days of the date of the Microsoft invoice, unless otherwise stated in any amendments to the Terms and Conditions in the Agreement signed.

Payments should be submitted without deductions as follows, depending on your location.

### 7.2 North America

#### **Wire Transfer (US Dollar - USD)\***

Microsoft Licensing, GP  
c/o Bank of America  
Rt: 0260-0959-3/Acct 375 120 5782  
Dept. 842467  
1401 Elm Street, 5th Floor  
Dallas, Texas 75202

#### **Overnight or Express Mail (US Dollar - USD)\***

Microsoft Licensing, GP  
c/o Bank of America  
Rt: 0260-0959-3/Acct 375 120 5782  
Dept. 842467  
1401 Elm Street, 5th Floor  
Dallas, Texas 75202

#### **Wire Transfer (Canadian Dollar - CAD)**

Microsoft Licensing, GP  
c/o Royal Bank of Canada Main Branch  
Transit: 003-0002  
Account # 1253913  
200 Bay St  
Toronto, Ontario M2J 2J5

#### **Overnight or Express Mail (Canadian Dollar - CAD)**

Microsoft Licensing, GP  
c/o Royal Bank of Canada  
Lockbox # TO7808C  
325 Front Street West, 4th Floor  
Toronto, Ontario M5V 2Y1

\*ISVs located in Canada can also submit to these locations if desired.

Remittance information (including company name, date and amount of payment) and tax certificates should be submitted via the Call Logging Tool (CLT) accessible via <https://www.explore.ms>. When submitting your request via SRT, select:

- The country in which your Agreement was signed from the choices in the “Query Location” box
- “Customer Details” from the “Query Type” box
- “Change End User Details” in the “Query Subtype” box

Original reseller permits/ tax certificates should be mailed to (if you cannot mail originals, mail a letter, on your company’s letterhead, explaining why you cannot provide the originals):

Microsoft Western Region Collections  
Attn: Special Agreements – A/R  
6100 Neil Road, Suite 210  
Reno, Nevada 89511-1137

### 7.3 Latin America (Including Brazil) and Caribbean

#### **Wire Transfer (US Dollar - USD)**

Microsoft MSLL GP (Latin America and Caribbean & Central America) #848441

ATTN: Microsoft Licensing, GP

Bank: Bank of America

Account # 3752072765

ABA 02600959-3

Swift Address: BOFAUS3N

Bank of America

Dallas, Texas 75202

#### **Overnight or Express Mail (US Dollar - USD)**

Microsoft MSLL GP (Latin America and Caribbean & Central America) #848441

ATTN: Microsoft Licensing, GP

Bank of America

P O Box 848441

1401 Elm Street, 5th Floor

Dallas, Texas 75284-8441 USA

#### **Bank Information for Letter of Credit**

Bank of America, N.A.

Global Trade Operations

One Fleet Way

Mail Stop: PA6-580-02-30

Scranton, PA 18507-1999

Swift: BOFAUS44

Fax: (570)330-4186/4187

Telex: 67652

Remittance information (including company name, date and amount of payment) and tax certificates should be either:

1) Faxed to (787) 273-3600, Attn: Cash Applications,

OR

2) Sent by email to [laacsup@microsoft.com](mailto:laacsup@microsoft.com)

Original tax certificates should be mailed to (if you cannot mail originals, mail a letter, on your company's letterhead, explaining why you cannot provide the originals):

Microsoft MSLL GP

Attn: Cash Applications

Metro Office Park

Microsoft Building

Street 1, Lot 18, Suite 5000

Guaynabo, PR 00968

## 7.4 Europe, the Middle East and Africa

### **Wire Transfer (US Dollar - USD)**

Microsoft Ireland Operations Limited  
Account # 3090841  
MT100 to Citibank N.A., London (CITIGB2L)  
MT202 to Citibank N.A., New York (CITIUS33)  
USD - IBAN nb GB 37 CITI 1850 0803 0908 41

### **Wire Transfer (EURO - EUR)**

Microsoft Ireland Operations Limited  
Account # 3165701  
Direct clearing linkage to Citibank N.A., London (CITIGB2L)  
EUR - IBAN nb GB 06 CITI 1850 0803 1657 01

Remittance information (including company name, date and amount of payment) and tax certificates should be either:

- 1) Faxed to +353 1 706 4776, Attn: Special Agreements Payments  
OR
- 2) Emailed to the Regional Credit Controller [emeacc@microsoft.com](mailto:emeacc@microsoft.com)

Original reseller permits/ tax certificates should be mailed to (if you cannot mail originals, mail a letter, on your company's letterhead, explaining why you cannot provide the originals):

Microsoft Ireland Operations Limited  
Attn: EMEA Partners Credit & Collections Department  
Atrium Building Block A  
Carmenhall Road  
Sandyford Industrial Estate  
Dublin 18  
Ireland

## 7.5 Asia (Except Korea), India and the South Pacific

### **Telegraphic Transfer (US Dollar - USD)**

Bank of America, N.A. New York in favor of Bank of America, N.A. Singapore  
Account # 6212-54683-010  
Beneficiary Name: Microsoft Regional Sales Corporation  
Bank of America Singapore Swift Code: BOFASG2X  
Bank of America New York Swift Code: BOFAUS3N

### **Telegraphic Transfer (Chinese Renminbi - RMB)**

公司中文名称:	微软(中国)有限公司
Name in Han Yu Pin Yin:	Weiruan ZhongGuo You Xian Gong Si
Address in English:	Hyundai Motor tower, No.38, Xiaoyun Road, Chaoyang District, Beijing, 100027
公司中文地址:	北京市朝阳区霄云路38号现代汽车大厦19层
City, State, Zip (邮政编码):	100027
Telephone No (电话):	Huang Wei: 86-10-5917 8353; Julia Zhu: 86-10-58967190
Fax No (传真):	010-84539413
联系人:	Huang Wei and Julia Zhu
Name in English:	Huang Wei ( <a href="mailto:i-weihua@microsoft.com">i-weihua@microsoft.com</a> ); Julia Zhu ( <a href="mailto:i-juliaz@microsoft.com">i-juliaz@microsoft.com</a> )

Beneficiary Name in Han Yu Pin Yin:	Weiruan ZhongGuo You Xian Gong Si
收款人中文名称:	微软(中国)有限公司
Bank Name (English):	Bank Of China, Beijing Branch Haidian Sub-Branch, Zhichunlu Office, Beijing, China
银行中文名称:	中国银行北京知春路支行
Bank Address (English):	No.100, Zhichun Road Haidian District, Beijing
银行中文地址:	北京市海淀区知春路100号
Bank Account No # (银行账号):	人民币账号: 03295118092001 美元账号: 03295108092014
Bank SWIFT Code (银行电汇代码):	BKCHCNBJ110

Remittance information (including company name, the country company is operating from, date and amount of payment) and tax certificates should be either:

- 1) Faxed to (65) 6370-9003, Attn: APAJ Credit & Collections Department OR
- 2) Emailed to [apoccl@microsoft.com](mailto:apoccl@microsoft.com)

Original tax certificates should be mailed to (if you cannot mail originals, mail a letter, on your company's letterhead, explaining why you cannot provide the originals):

Microsoft Regional Sales Corporation  
438B Alexandra Road  
#04-09/12, Block B  
Alexandra Technopark  
Singapore 119968  
Attn: APAJ Credit & Collections Department

## 7.6 Korea

Payments should be submitted as follows:

Beneficiary name: Microsoft Korea  
Bank name: Woori bank  
Bank address: 1-203, Hoehyeon-dong, Jung-gu, 100-792, Seoul, Korea  
Bank account number: 116-057234-13-001  
Swift code: HVBKKRSE

Or

Beneficiary Name : Microsoft Korea  
Bank name: Citibank  
Bank address: CitiCorp Center Bldg, 89-29, 2-ka, Shinmoon-ro, Chongro-ku, Seoul 110-762, Korea  
Account No. 5001296037  
Swift code: CITIKRSX

Remittance information (including company name, date and amount of payment) and tax certificates should be either:



- 1) Faxed to (822) 531-4804, Attn: ISV Royalty Collections  
OR
- 2) Emailed to [payment@microsoft.com](mailto:payment@microsoft.com)

## 7.7 Australia

Bank Name: Bank of America, Australia  
Bank Address: MLC CENTRE  
19-29 MARTIN PLACE  
SYDNEY 2000  
AUSTRALIA

Account Name: MICROSOFT REGIONAL SALES CORPORATION  
Account No.: 5201-13309-412  
BSB Code: 232-001  
Swift Code: BOFAAUSX

## 7.8 New Zealand

Bank Name: Citibank N.A  
Account Name: Microsoft Regional Sales Corporation  
Swift Code: CITINZ2X  
Account Number: 31-2840-0026181-02  
Bank Address: Citibank Centre, Level 11  
23 Customs Street East,  
PO Box 3429  
Auckland 1, New Zealand

## 8.0 Program Processes & Communications

### 8.1 Agreement Maintenance

ISV Royalty Agreement term is three years. When it is time for re-enroll, the **Agreement packet** can be downloaded from <https://www.explore.ms> under [Independent Software Vendor \(ISV\)](#) under [Agreements](#).

For any **Amendments**, please contact your Partner Account Manager at your local Microsoft Subsidiary, or email [isvroy@microsoft.com](mailto:isvroy@microsoft.com).

To change or update the **Agreement contact details**, please complete and submit the Contract Information Change Request (CICR) form (available on [explore.ms](https://www.explore.ms) under “Independent Software Vendor (ISV) -> Forms” through the Call Logging Tool (CLT) on <https://www.explore.ms> or, for Japan, send an email message with the completed form to [jplquest@microsoft.com](mailto:jplquest@microsoft.com) or send the updated contact information to your Microsoft Regional Operations Center. To do this, please include the Contract Information Change Request Form (CICR) that can be downloaded from <https://www.explore.ms> under [Independent Software Vendor \(ISV\)](#) under [Forms](#).

Agreement details can be viewed on <https://www.explore.ms> in the Reports section under “Agreements” > [Agreements](#).

### 8.2 Order Maintenance

Order and invoice details can be viewed on <https://www.explore.ms> in the Reports section under “Orders” > [Purchase Orders](#). In case of queries on orders or invoices, including credit and re-bill requests, please use the Call Logging Tool (CLT) on <https://www.explore.ms> (for distributors and direct ISVs in Japan, please send an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com)) to contact your Microsoft Regional Operations Center.

### 8.3 Operational Communications

From time to time your Microsoft Regional Operations Center may need to provide information on program updates and other relevant updates. These communications are posted on the <https://www.explore.ms> under: [Independent Software Vendor \(ISV\)](#) under [OpsComms](#).

### 8.4 Notices to Microsoft

Notices to Microsoft, such as updating the ISV Royalty Agreement contact details, should be sent by using the Call Logging Tool (CLT) on <https://www.explore.ms> (for distributors and direct ISVs in Japan, please send an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com)) (see the chapter [Using the Call Logging Tool to Contact Microsoft](#) of this document for instructions).

## 9.0 Appendix

### 9.1 Resources

Microsoft offers a range of resources to help you understand the ISV Royalty Licensing Program and to promote your success. These include:

#### Program-Specific Resources

- [www.microsoft.com/isvroyalty](http://www.microsoft.com/isvroyalty)
- [Webcast on Royalty Licensing \(English\)](#)
- [Program Guide for ISV Royalty Licensing Program](#)
- [Program Guide Addendum for the ISV Royalty Licensing Program](#)
- [Program Overview for ISV Royalty Licensing Program](#)
- [Presentation for ISV Royalty Licensing Program](#)
- [Comparison Charts for All Volume Licensing Programs](#)
- [ISV Royalty Product List](#)
- [ISV Royalty End User License Agreements](#)
- [ISV RSS Feed](#)

#### Volume Licensing Information

- [Licensing Certification Training](#)
- [Inside Licensing Webcast Series](#)
- [Volume Licensing Program Definitions](#)
- [Volume Licensing Glossary](#)
- [Volume Licensing Briefs](#)

#### Volume Licensing Tools

- [Product-Specific Licensing](#)
- [Microsoft Licensing Reseller Handbook](#)
- [Microsoft Volume Licensing Reference Guide](#)
- [Microsoft Volume Licensing Service Center](#)

### 9.2 Frequently Asked Questions

#### I have my MOET User Account and Extranet Registration PIN, now what do I do?

Follow the instructions in the section [Creating Your MOET Password](#) of this document to activate your account. With your password and MOET User Account, you will be able to access MOET.

**Note:** The Extranet Registration PIN expires after 14 days.

#### My MOET Extranet Registration PIN doesn't work, what do I do?

The PIN expires 14 days after it was created for you. If you do not use it to create your unique MOET password before it expires, you will need to submit a request by using the CLT(for Japan, please send the request in an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com)) asking Operations for a new MOET account.

#### I received an email message from [ep@microsoft.com](mailto:ep@microsoft.com) telling me that my account (that is, logon partners\xxxxxx) will expire. What should I do now?

You need to log on to Microsoft Extranet Portal at <https://home.ep.microsoft.com> and change your password. See the section [Changing Your MOET Password](#) of this document to see how.

You can access the Online Training video for changing your MOET password at <https://www.explore.ms> under [Independent Software Vendor \(ISV\)](#) under [Training](#).

### **What happens with my Amendments, passwords and End User enrollment numbers upon expiration and renewal of an Agreement?**

These expire with your Agreement. You will need to re-apply for the Amendments and End User enrollment numbers as well as re-register on explore.ms and MOET with your new Agreement information.

### **What do I need to do if I have forgotten my MOET password?**

See the section [Resetting Your MOET Password](#) of this document if you have previously set up this option. If you have not set up the secret questions and answers then you need to ask Microsoft Regional Operations Center for your password to be reset by using the CLT on <https://www.explore.ms> (for Japan, please send the request in an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com)).

### **I received an email from [epp@microsoft.com](mailto:epp@microsoft.com) telling me my account has been deleted. Now what?**

The most likely cause for this is that your account was not activated during the 14 days following the account creation date. Microsoft Regional Operations Center will need to recreate your account. Submit a request for a MOET account by using CLT at <https://www.explore.ms> (for Japan, please send the request in an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com)).

Be sure to quote the enrollment or Agreement number, and the first and last name, email address and telephone number of the MOET user.

### **What is a strong password?**

When creating or changing your password in Microsoft Extranet Portal it needs to meet the following criteria:

- Be at least 8 characters long
- Contain both upper- and lower-case characters
- Contain digits and punctuation characters as well as letters
- Use at least one digit or a special character between the 2nd and 6th positions of the password
- Not contain common words in any language, slang or dialect known to you
- Not be reused

### **I now have access to MOET. How do I find out how to use it to place orders and reports?**

You can access Online Training videos for ordering Fulfillment media and reporting royalty at <https://www.explore.ms> under [Independent Software Vendor \(ISV\)](#) under [Training](#)

### **How do I get Volume Licensing Keys?**

See the section [Volume License Keys](#) of this document.

### **How do I get pricing?**

Use the instructions in this document for [downloading a Price List](#).

### **Where do I get the Microsoft Product List and EULA documents?**

These documents are available for download on <https://www.explore.ms> > [Independent Software Vendor \(ISV\)](#) under [EULAs](#).

### **What needs to be done with the EULA documents?**

ISVs prepare the End User product licenses for their unified solution, incorporating the Microsoft Licensing terms from the exemplary Microsoft EULAs and distribute the licenses together with the software.

### **Are downgrade rights included as part of ISV Royalty for any product?**

No. ISV Royalty offers ISVs an extended distribution period of between 18 and 24 months after the release a newer version of a product. It does not matter how many newer versions are released after a product is retired. The 18 or 24 month clock starts when the then current product is initially retired aka dropped from the ISVR Price List. Exception: If the ISVR has not purchased the product prior to its retirement in their active Agreement they will not qualify for any extended distribution period.

### **How will I know which part numbers to use?**

See the section [Understanding the Price List](#) of this document for common terms used within the ISV Royalty Price List. For further pre-sales and product queries, contact your Partner Account Manager at your local Microsoft Subsidiary, try the Microsoft License Advisor tool, or research options at <http://www.microsoft.com/licensing/>. The program email [isvroy@microsoft.com](mailto:isvroy@microsoft.com) does not answer product support or pure licensing questions.

### **I received an email (or error message) saying that my PO has been rejected. What happened?**

Check the following:

- Part numbers are correct – when you download your part/price list, make sure that the part numbers have “ISV 3” in the program field. Different fulfillment SKUs are used by each of the volume licensing programs – all non-ISV fulfillment or license SKUs will be rejected by MOET.
- Required Ship-To address field are filled out – this is required information for all fulfillment (master media) orders. Failure to fill in any of the required Ship-To fields will result in rejection of your PO.

If you need further assistance, submit a request for help through the Call Logging Tool (CLT) located on [explore.ms](http://explore.ms) or send an email message to [jlquest@microsoft.com](mailto:jlquest@microsoft.com) (for distributors or ISVs in Japan).

### **How much does the Gold Master media cost? How do I pay for it?**

The current (Fall 2010) cost for all Master CDs is US\$20 or EUR €21.41 per CD/DVD (depending on your region). After you place your media order in MOET, a paper invoice will be automatically generated and sent out. This invoice will arrive via a courier no later than 5-7 days after your order is placed in MOET.

### **How quickly will the media arrive?**

After your order has been submitted and accepted by MOET, the media will be sent out by courier (if it is in stock). If the product is in stock, please allow three to five days for your order to arrive after it has been placed in MOET.

### **Who do I contact if I have a question relating to an ISV Agreement, MOET or Microsoft Extranet Portal?**

Contact your Microsoft Regional Operations Center for any issues or questions relating to ISV Agreement, MOET or Microsoft Extranet Portal – see below for the contact details.

### **Europe, Middle East and Africa (EOC)**

- Submit your question or the description of the issue via the Call Logging Tool (CLT) at <https://www.explore.ms>
- If CLT is unavailable then please email [mscosup@microsoft.com](mailto:mscosup@microsoft.com)

To get an update on your request, or to prioritize or escalate it, you may call the following Phone Support Numbers:

- English: +353 1 706 4690
- French: +353 1 706 4974
- Italian: +353 1 706 5078
- Spanish: +353 1 706 5077
- German: +353 1 706 4973
- Russian: +353 1 706 5049

Service Options:

- Dial 1 for. Select and Enterprise Agreements
- Dial 2 for. Academic and ISV Royalty Agreement Programs
- Dial 3 for. Systems
- Dial 4 for. Fulfillment & Media
- Dial 5 for. Rebates & Fees
- Dial 6 for. General queries

### **The Americas (AOC) and Asia Pacific (APOC)**

- Submit your question or the description of the issue via the Call Logging Tool (CLT) at <https://www.explore.ms>
- For Japan, please send an email message to [jplquest@microsoft.com](mailto:jplquest@microsoft.com)
- If CLT is unavailable then please email [emquest@microsoft.com](mailto:emquest@microsoft.com) (AOC) or [aplquest@microsoft.com](mailto:aplquest@microsoft.com) (Asia excluding Japan)

### **Who can I contact for more questions about the Microsoft ISV Royalty Licensing Program?**

Please send email messages for additional clarification to [isvroy@microsoft.com](mailto:isvroy@microsoft.com).



