



Welcome to the Microsoft Service Providers License Agreement Program!

Thank you for choosing Insight as your SPLA reseller. We have put together this SPLA Information Packet that should help answer most of your questions, show you how to get started and report monthly usage and order media. Please contact our team at spprograms@insight.com with any questions.

Keeping You Informed!

For all of the latest SPLA news and information including product and program changes/updates please visit: www.insight.com/spla

In this packet you will find the following:

- **SPLA Quick Check**
- **Media Download Information**
- **Media Ordering Guide**
- **Reporting Guide**
- **How to report Country of Usage if different than U.S.**
- **Academic Enrollment Information**
- **SPLA FAQ**
- **Reporting Reminder Notification Process and FAQ**

In addition to this Information Packet, included in your Contract Announcement you will find your SPLA agreement details such as Start and End Date, Agreement/Enrollment Numbers, SPLA Contact and Key Codes. You will also receive a separate e-mail from the Customer Account Services team that includes your login and password to our site <https://shop.insight.com/shop/default1.asp>. At this site you will be able to do the following:

- **Browse Products Available under the SPLA Program**
- **Order Media**
- **Place Monthly Reporting Orders**

If you do not receive your login/password within 24 hours, please notify us and we will send a second request on your behalf. If you should have any questions regarding the SPLA program or questions specific to your agreement, please do not hesitate to contact us.

SP Programs Team
spprograms@insight.com

SPLA Quick Check

Reporting

- **For customers signing a New SPLA agreement** - You must report usage for the month in which your SPLA agreement is active (ex. If your agreement is activated in January you would need to begin reporting usage for January no later than February 5th. February's report will not be due until no later than March 5th).
- **For customers renewing a SPLA agreement that was previously direct with Microsoft** -You must report your last month's usage to Microsoft (ex. If your agreement expired in December, you must report your December usage directly to Microsoft even if you are reporting in January). You must report usage continuously (ex. If your agreement ended in December and you are continuing to provide services and you sign a new agreement executed in January then you will be responsible for reporting January's usage in February).
- **For ALL customers** - All usage must be reported including Zero Usage for the month.

Volume License Key Codes

- Key codes are specifically assigned to your enrollment and listed in your agreement details e-mail.
- This Microsoft link shows what products require key codes
<http://www.microsoft.com/licensing/resources/vol/volumelicensekey/default.mspx>

SPLA Media Download Guide

Product downloads are now available through the Volume Licensing Service Center (MVLS)

SPLA Partners will now have the ability to download products via Microsoft Volume Licensing Services (MVLS as an alternative to purchasing media from the pricelist.

Note: all SPLA partners will still need to contact the product Activation Call Center to obtain their VL keys (888-352-7140)

Benefits:

- ☐ No-cost option for media
- ☐ No longer have to wait for media to be delivered - download option also makes products available at time of launch

To order physical media you may choose either of the following:

1. Contact the Customer Account Services team at 1-800-688-3447 for US customers, 1-800-263-3119 for Canadian customers and place an order for media via the phone using a credit card.
2. Order online by logging into <https://shop.insight.com/shop/default1.asp> and follow these steps.
 - Click on the “Contracts” link
 - Click on “Browse Products Available Under this Program”
 - You will be brought to 3 tabs – Support and Maintenance, Media and Bundles (licenses)
 - At the Media tab choose the products you need by checking the box to the left of the product SKU and then adding the product to your shopping cart by clicking the “Add to Cart” button on the right of the SKU.
 - Once you have selected all media click on the shopping cart at the top of the page. This will take you to the shopping cart details page.
 - Process order if the products and quantities are correct.

Top 15 Most Frequently Ordered Media SKUs:

1. M179498 - EXCHANGE SERVER ENT 2003
2. M212787 - EXCHANGE SERVER ENT 2007
3. M238596 - WINDOWS SERVER 2008 STANDARD
4. M238594 – WINDOWS SERVER 2008 ENTERPRISE

5. M238591 – WINDOWS SERVER 2008 WEB SERVER
6. M198650 - WINDOWS SERVER 2003 STANDARD R2
7. M198649 - WINDOWS SERVER 2003 ENTERPRISE R2
8. M244309 – SQL Server 2008 STANDARD
9. M244318 – SQL Server 2008 ENTERPRISE
10. M196101 - SQL SERVER 2005 STANDARD
11. M196128 - SQL SERVER 2005 ENTERPRISE
12. M179443 - OFFICE STANDARD 2003
13. M179477 - OFFICE PROFESSIONAL 2003
14. M212807 - OFFICE STANDARD 2007
15. M216284 - OFFICE PROFESSIONAL PLUS 2007

Media Pricing:

- US – All product titles are \$23.00 USD.
- Canada – All product titles are \$32.00 CAD.

NOTE: Any media orders should be placed separately from the monthly reporting orders.

SPLA Monthly Reporting Guide

Instructions for monthly usage reporting under the Microsoft SPLA Program

- Reports are due by the 5th for usage in the prior month
- There should be 1 reporting order submitted for each month.
- You are required to report your total license usage for each month, there is no pro-rated pricing.

- With the SPLA program you pay for usage based on either the number of subscribers accessing your service for each product or the number of processors with the product loaded on it.
- You should report usage for each product you are utilizing in your configuration to deliver service.
- The pricing you see is the price per license (subscriber or processor) per month.
- Media can be downloaded from MVLS or physical media order at any time during the month and is \$23.00 per title. You are limited to 10 media copies of each individual product.

If you are reporting Monthly Usage for the first time under a new agreement, after logging in to <https://shop.insight.com/shop/default1.asp>, follow these steps:

- Click on "Contracts" link at the top
- Click on "Browse Products Available under this Program"
- This will take you to 3 tabs – Media, Support & Maintenance, and Bundles - to report licensing usage click on the Bundles tab Select the parts you need to report (check the box next to the product and click the "add to cart" button to the right of the product)
- Once you are ready to checkout, click on the shopping cart icon at the top of the page
- This will take you to the shopping cart details page
- Adjust the quantities as needed
- On this page you will see the "Usage Period" drop-down menu - select the month for which you are reporting (**please note that there may be previous months listed**

in the dropdown menu, however it is important to Select the correct month in which you are reporting before processing your order)

- Process your order

If you are reporting the same products as the previous month or you are reporting Zero Use again, please follow these steps after logging in:

- Click on "Contracts"
- Click on "Retrieve Last SPLA Report..."
- This will take you to the "shopping cart details" of your last order
- Change the quantities for each product based on usage for the month
- Select month of usage from drop down box in upper right (**please note that there may be previous months listed in the dropdown menu, however it is important to Select the correct month in which you are reporting before processing your order**)
- Process your order

If you are reporting Zero Use for the first time, please access the online ordering tool at <https://shop.insight.com/shop/default1.asp> and login using your login id and password.

- Click on "Contracts" at the top
- Click on "Browse Products Available under this program."
- This will take you to 3 tabs- media, support & maintenance, and bundles – to report licensing usage click on the Bundles tab and select the parts you need to report (check the box next to the product and click the “add to cart” button to the right of the product)
- To submit a Zero Use Report, click the Support and Maintenance tab - the part number for zero usage is M180209 - Check the box on the left hand side and then add to cart by clicking the shopping cart + button
- Click on the shopping cart at the top - this should take you to the shopping cart details page

- Choose your usage period for the month you are reporting from the drop down menu on the top right corner (**please note that there may be previous months listed in the dropdown menu, however it is important to Select the correct month in which you are reporting before processing your order**)
- Process your order

How to report Country of Usage if different than U.S.

- Once you are in contracts
- Find “Billing Account/Usage Country” at the top of screen highlighted in red
- Click on “Change”
- Select the appropriate country from the drop down menu listed under “Usage Country”
- Click “Change Usage Country”
- Click on Contracts again
- Click on “Retrieve Last Report” or if reporting for the first time “Browse products available under this program”

Academic Enrollments

For customers who qualify for Academic pricing you must complete a Qualified Education Customer Addendum in addition to the SPLA Agreement. This will allow you to purchase various products at a discounted price.

Once you have completed the QEC Addendum, Microsoft will activate a new enrollment separate to your corporate enrollment. (There is no way to have only an academic enrollment without a corporate enrollment.) We will set both enrollments up in our system and each enrollment will be tied to its own account number. Both account numbers will be tied to the same login.

To access either account follow these steps...

- Once you login one account will show
- At the top of the page find “Billing Account *****/Usage Country...” and click on “Change”
- This will take you to the “Change Billing Account Page” where you can select the other account tied to your login
- Click on the “Change Billing Account” button on the right hand side of the account information that you want to select
- Once you have selected the new account click on “Contracts” to report usage, etc.

Microsoft does require that you report for both the corporate and academic enrollment. If you only have usage under one enrollment you will report that usage and report zero usage under the other enrollment.

***For an Academic Price List or to request the QEC addendum please send a request to spprograms@insight.com.**

SPLA FAQs

Q: How do I obtain pricing?

A: Once your agreement is setup and you have received your login/password you may logon to our site <https://shop.insight.com/shop/default1.asp>, click on "Contracts" and "Browse Products Available". You will be able to see a Media and Bundles (licenses) tab which will show you the pricing for each.

Q: Is there a price break or discount for large orders?

A: No, there is only one price level for all SPLA customers regardless of how many users or processors you are reporting.

Q: What products require a key code?

A: Please see link for complete listing of products that require a key code
<http://www.microsoft.com/licensing/resources/vol/volumelicensekey/default.msp>

Q: How do I obtain key codes for Windows 2008 Server:

A: You will need to call the Microsoft Product Registration Center at 888-352-7140 to activate the licenses. You will need your SPLA Master Agreement or Enrollment number available to provide the Registration Center. There are two ways to activate the Windows Server 2008 product, one is MAK and the other is KMS. KMS allows for multiple activations from your server and MAK allows for a one-time activation.

Q: How do I get my login/password?

A: Your login/password will be sent to you from the CAS team after your agreement has been setup. If you have not received it within 24 hours of receiving your agreement information please contact spprograms@insight.com and we will have it resent to you.

Q: Can I use media I already have prior to the SPLA?

A: The type of media required under the SPLA is Volume Licensing Media. If you currently have VL Media then you can install the products you need. If you do not have VL Media then you will need to purchase it through your SPLA program (see p.2 for how to order media).

Q: Do I need a license for both the Server and the Client Connections?

A: Under SPLA you only need to license either 1) the user accessing the server with a SAL (Subscriber Access License) or 2) each processor on the server running the server software with a PL (Processor License).

Q: What is Hyper-V?

A: Hyper-V, previously codenamed Viridian, is a hypervisor-based technology that is a key feature of Windows Server 2008. It provides a scalable, reliable, and highly available virtualization platform. It is part of Microsoft's ongoing effort to provide our customers

and partners with the best operating system platform for virtualization. For more information click on <http://www.microsoft.com/windowsserver2008/en/us/virtualization-consolidation.aspx>

Q: What are the differences between Hyper-V and Virtual Server?

A: Microsoft Virtual Server 2005 R2 is the current server virtualization solution from Microsoft and is based on a hosted virtualization platform. Hyper-V, a key feature of Windows Server 2008, is a hypervisor-based virtualization platform that will enable customers to not only consolidate a vast array of workloads but also enable moving toward a dynamic IT environment. Core feature set differences include support for 64 guest virtual machines, SMP support, performance improvements, and other key features in Hyper-V. For more information click on <http://www.microsoft.com/windowsserver2008/en/us/virtualization-consolidation.aspx>

Q: What is the difference between an Authenticated and an Unauthenticated (Anonymous) user when referencing the Windows Server?

A: If a user is logging into Windows Server and triggers the Authentication Services and/or the Windows Server Services (File, Print, Remote Access and Terminal Services) then they are considered an Authenticated User. If a user does not trigger these services or is an anonymous user from the internet they are considered an Unauthenticated or Anonymous User.

Q: Where can I find more information Hosted Messaging and Collaboration?

A: <http://www.microsoft.com/serviceproviders/solutions/hostedmessaging.msp> If you'll click on "Get the Solution" this will take you to the Partner Website which will provide further information.

Reporting Reminder Notification Process

Your monthly report for license usage under the program is due by the 10th. Please use this link to <https://shop.insight.com/shop/default1.asp> to log in and report usage.

Microsoft will send automatic reporting notifications on a monthly basis. You will also receive a monthly reminder from Insight on the 1st. The primary function of these reporting notifications is to assist you in maintaining the accuracy of your SPLA agreement reporting obligations with Microsoft. Please see below for FAQ's

Notification	When sent
Non-Reporting Reminder	1st of the month following the non-reporting month.
Non-Reporting Final Notice	1st of the month following the second consecutive month of non-reporting.
Zero Usage Reminder	1st of the month following 5 consecutive months of zero usage reporting.

Zero Usage Final Notice	1st of the month following 6 consecutive months of zero usage reporting.
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If you receive a reporting notification that you feel was sent in error, please follow the instructions within the notification itself or contact spprograms@insight.com

SPLA Monthly Reporting Reminder FAQs

1) How can I tell which Enrollment resulted in this Notification?

The Reporting Reminder notification contains a table at the bottom that lists the “Enrollment” numbers that are showing as out of compliance. An Enrollment number is defined by Microsoft as an active PO under your Master Agreement.

2) Will I receive multiple notifications each month for each non-reporting Enrollment?

A SPLA Agreement will only generate one reporting notification of each type (non-reporting, zero usage) regardless of number of non-compliant enrollments. A table at the bottom of the notification will identify which of the Enrollments are showing as out of compliance.

3) Why am I receiving a Reporting Reminder?

Reporting reminders will be sent out to SPLA partners when our records show that we did not receive a monthly use report or a zero use report for the previous month. This report was due as required under the Service Provider License Agreement (SPLA) Agreement signed with Microsoft. You should submit a monthly use or zero use report as soon as possible (or within 30 days of receiving the reminder) so that the agreement and noncompliant enrollments are not subject to termination by Microsoft.

Please note that the Reporting Reminder notification contains a table at the bottom that lists the “Enrollment” numbers that are showing as out of compliance. An Enrollment number is defined by Microsoft as an active PO under your Master Agreement. If you currently have inactive enrollments or customers you are no longer doing business with under a particular enrollment please notify Microsoft so we can deactivate those enrollments.

4) I did submit a monthly use report or a zero use report for the previous month. Why am I receiving this notification?

If you did submit a report for the previous month, there are a number of possible explanations as to why you may be receiving this reminder:

- The report was not received by the correct deadline.
- The month, day, and/or year was not entered correctly within the fields for the current date or the usage period dates on the submitted report.
- In the date field, the numbers representing the month and day were entered incorrectly or inadvertently transposed by the person submitting the report.
- Identification information (agreement, enrollment number, etc.) was entered incorrectly.
- Duplicate or multiple reports were submitted within the same month. For example, a Zero Usage report and Use report were submitted under the same enrollment for the same month.
- The report submission did not go through due to technical error and was never received by Microsoft.

5) I am still certain I received this report in error. What should I do?

Please see the instructions in the Reporting Reminder you received via email to determine the steps specific to your agreement and or contact spprograms@insight.com.

6) I am not the person responsible for submitting monthly orders to Microsoft. How do I fix this so I do not continue to receive these notifications?

If you are no longer the person responsible for orders relating to a particular Volume License Agreement, please contact spprograms@insight.com and request the change of contact information.

7) Why am I receiving a Reporting Final Notice?

Reporting reminders will be sent out to SPLA Partners when our records show that we did not receive a monthly use report or a zero use report from your company for the previous two months. These reports were due as required under the Service Provider License Agreement (SPLA) signed with Microsoft. You should **immediately** submit your monthly use report or zero use report so that the agreement and noncompliant enrollments are not terminated by Microsoft.