



1-800-456-8000 x76163  
Microsoft-Licensing@Ingrammicro.com  
Desk hours - 8:30-8:00 Eastern  
[www.microsoft.com/licensing](http://www.microsoft.com/licensing)

## **Microsoft Open Licensing Program Overview**

Simply stated, volume licensing of software makes it easier and more affordable to run software on multiple computers within an organization. By acquiring software licenses through Microsoft Volume Licensing programs, you only pay for the software license. Purchasing in volume often reduces cost and provides more customized purchasing options and improved software management. Depending on the Volume Licensing program you choose, you may receive media, and you have the option to acquire media, documentation and product support separately as needed.

## **Key Products**

Office Suites – Desktop productivity software  
Windows Server System – A whole line of server based operating systems  
Windows 8.1 Upgrades – Microsoft's desktop operating system offering  
Exchange Server – Server based email and communications messaging software  
SQL Server – Server based database application

## **Software Assurance**

Software Assurance for Volume Licensing offers a range of tools and resources to help your company deploy, manage, and maximize your Volume Licensing purchases. The program covers Microsoft technologies and services and includes new product version rights, training, deployment planning, and support. Software Assurance is designed to help improve productivity of IT professionals and end users in your organization, and to help you extend the value of your technology investment. For more details, visit

<http://www.microsoft.com/licensing/software-assurance/>

## **Media**

Media (with the exception of SBS products) is available as a free electronic download on Microsoft's VLSC website at <https://licensing.microsoft.com> after the purchase of the license is made. Physical media can be purchased from Microsoft directly at 1-800-336-0098.

## **Authorization Requirements**

Microsoft Open Licensing products can be purchased through Ingram Micro by any reseller with an Ingram Micro account. However, authorization is required to purchase licenses in the following programs: Open Academic, Open Charity, Campus Agreement and School Agreement. For academic authorization requirements, please visit <https://aer.microsoft.com/aer/default.aspx>. Microsoft currently is not accepting new applicants to be charity authorized. See <https://aer.microsoft.com/aer/default.aspx> for a list of Microsoft Charity authorized resellers.

### **Ordering Requirements**

The minimum purchase to qualify to initiate a Microsoft Open License Agreement is five licenses.\* To assure prompt processing of your software purchase, please be sure to include the following information when placing your order with us:

1. Your PO#
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required

5. End-user contact phone number
6. End-user contact email address
7. A list of the items and quantities of each item being purchased
8. If your order is being added to an existing license agreement, please provide the existing agreement number.

\*The five license requirement applies to the following licensing programs: Open Business, Open Government, Open Academic, Open Charity, Open Value 2.0, Open Value for Government, Open Value Subscription, and Open Value Subscription for Government.

## **Product Delivery**

Microsoft Open Licensing orders are sent electronically to the reseller within 24-48 hours of Ingram Micro receiving the order with all required information from the reseller. Media can be downloaded on Microsoft's website\* or a physical copy can be purchased from Microsoft directly.

\*SBS product media must be purchased from Microsoft directly. For new Open Value agreements, complimentary physical media is sent to the end-user from Microsoft.

## **Renewal of Software Assurance**

The end-user has the option to renew their Software Assurance coverage. The renewal order must be placed within 90 days of the expiration date of the license agreement with the exception of Open Value agreements which must be renewed within 30 days of the agreement expiration date. Please see the renewals management tool within the Click2License website for a list of agreements with active Software Assurance. For quotes to renew expiring Software Assurance, please contact us at 1-800-456-8000 x76163.

## **Pricing Levels**

Microsoft offers limited pricing levels through distribution. For orders for corporate resellers of 500 points or more in a particular product pool (Servers, Applications or Desktop Operating Systems), the end-user qualifies for Open Business 500+ level pricing which offers an approximate 2-3% discount. Government end-users qualify for Open Government or Open Value for Government program pricing which in general provides a discount of approximately 17% compared to the equivalent corporate licensing option. Significant discounts of over 50% are offered to Academic and Charity end-users that qualify.

## **Program Offerings**

Open License 6.0 – Includes Open Business, Open Academic, Open Government, Open Charity and Open Business 500+. Licenses are perpetual and the customer has the option to purchase the licenses with or without 2 years of Software Assurance

Open Value – Includes Open Value 2.0, Open Value Subscription, Open Value for Government, Open Value Subscription for Government, Open Value Level C, and Open Value Subscription Level C. Licenses for subscription based licenses are not perpetual. Licenses for non-subscription based licenses are perpetual. All license agreements in the Open Value program include Software Assurance. Reseller has the option to annualize their payments. Media kits are sent from Microsoft with the purchase of a license.

Program Offerings (continued)

Campus and School Agreement – Licenses are not perpetual. These programs are designed for K-12 schools and universities that want to standardize with Microsoft products campus-wide with fluctuating enrollment from year to year. Minimum requirement is 300 PC's for K-12 schools and 300 faculty members for qualified higher education facilities.

SPLA Agreement – Licensing program available to resellers that host Microsoft solutions to be used by their end-users. Resellers must own the hardware infrastructure and report their monthly end-user usage and are billed on a per month basis.

## **Special Notes**

Quotes for Microsoft Licensing products are only good for the month they are created in since Microsoft updates their pricing to Ingram Micro monthly. Orders for items with expiring promotions or for items

with pricing that will be increasing must be submitted with all necessary information provided no later than 5pm EST on the day of expiration.

### **Ingram Micro Microsoft Open License Program Returns Policy**

Microsoft Open Licensing has a 90-day return policy. Ingram Micro must submit all return requests within 90 calendar days of Microsoft's original invoice to Ingram. **Requests for returns after 90 calendar days will be considered ONLY in the case of end-customer error, at Microsoft's sole discretion.** Microsoft may require detailed backup for any return. Any return request submitted and approved after 90 days will be assessed a 10% cancellation fee. Microsoft will automatically reject any request that is greater than 365 days from the original invoice date.

Returns within sixty (60) days from the license issue date will be processed for full credit.

Returns between sixty (60) and ninety (90) days will be accepted with a 10% cancellation fee.

Ingram Micro has two (2) business days to process your request.

Please note: In the event the two (2) business-day period causes the license to fall outside of the sixty (60) day return policy, the return will be processed with the 10% cancellation fee. If this is a potential issue, we recommend that the request be sent prior to the 58th day.

Please note that if the request is sent with incorrect information or insufficient documentation, the request cannot be processed. Requests are processed in the order they are received. Please allow 48 hours for a response.

If your request needs immediate attention, please contact us at 800-456-8000 ext 76163, Option 2, or [Microsoft-Licensing@IngramMicro.com](mailto:Microsoft-Licensing@IngramMicro.com).

### **Ingram Micro Microsoft Open Value Program Returns Policy**

Open Value is a no-return program. Every return request through Open Value requires an exception from Microsoft before processing can take place.

Returns pertain to one invoice. PARTIAL RETURN REQUESTS ARE ACCEPTED for Open Value.

Returns should be requested within the first three (3) weeks after the order has been processed.

Please note that if the request is sent with incorrect information or insufficient documentation, the request cannot be processed. Requests are processed in the order they are received. Please allow 48 hours for a response.

If your request needs immediate, please contact us at 800-456-8000 ext 76163, Option 4, or [Open.Value@IngramMicro.com](mailto:Open.Value@IngramMicro.com).

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