

## SWI/Microsoft Order Process for Multi-year Licensing



### Steps 1, 2

- Sales person takes all pertinent order details
  - *E-mail given for order must match LIVE ID.*
- Payment taken now (unless account is NET Terms)
- Sales person will send you a copy of your order via e-mail
- SWI contacts Microsoft to initiate your order
- Microsoft will send you an e-mail, called an eAgreement
- The eAgreement comes directly from Microsoft ([eAgreements@microsoft.com](mailto:eAgreements@microsoft.com))
- *Spam filters have hindered delivery in the past – please make sure you are able to receive!*

### Step 3

- Open eAgreement e-mail upon receipt to review and sign (electronically)
  - Some browsers, such as Safari and Firefox, have problems opening eAgreement. Please use Explorer to open, review and sign eAgreement. Please note that IE8 is not compatible with the eAgreement site.
- Please double-check all the information given on eAgreement
- MSDN Subscribers, please ignore media selection section of eAgreement
  - This is NOT MSDN specific, rather, covers non-MSDN products
- DO NOT SIGN an eAgreement if there are ANY mistakes
  - Call SWI at 1-800-774-9187 to resolve immediately. Please DO NOT reject the eAgreement if there are errors; this will cause duplication issues.
- ***YOUR ORDER WILL NOT BE FULFILLED UNTIL AFTER YOU SIGN YOUR eAgreement!***

### Step 4

- Once eAgreement has been completed, your Agreement will be activated.
  - Keep in mind an eAgreement is an *e-mail outlining the terms and conditions of the licensing*. An Agreement is a *number* that you receive after signing your eAgreement, which identifies your organization, terms of license and products covered.
- Once Agreement is ACTIVE, SWI will place the products you ordered onto your Agreement. An Agreement is not product specific; rather, it allows you to order any Microsoft product under the Agreement umbrella.

### Step 5

- 1-2 business days after you have signed your eAgreement, you will receive an e-mail from Microsoft titled “Welcome Letter”. No action is required for this email.
- ***You will be getting numerous e-mails from Microsoft but please wait for our Registration Instructions to arrive as 1) MS websites are not intuitive and 2) We send the registration instructions when the websites are ready for you to register.***
- Approximately 1-3 business days after you receive the “Welcome Letter”, you will receive an e-mail from Microsoft titled “Open Value Order Confirmation”.
- Now the licensing process is complete.
  - ***SWI WILL SEND YOU THE REGISTRATION INSTRUCTIONS AT THIS POINT! Once you have registered completely, you will be able to add users, claim your benefits, retrieve your Benefit Access Number, download media, etc...***

## **VERY IMPORTANT**

Please read and understand this document. Keep this document handy so you can stay informed on the order process. Failure to do so may result in feeling lost or angry. Thank you – SWI Licensing Team