

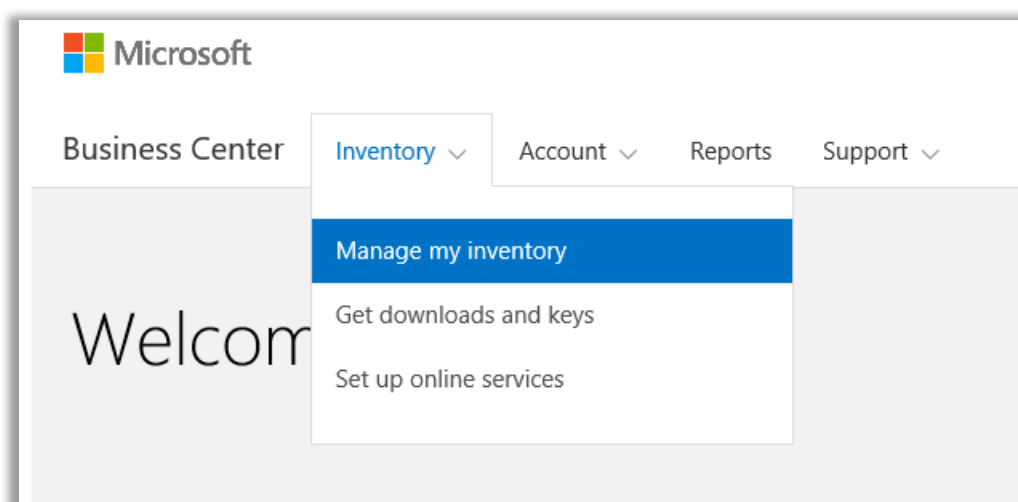
# Quick Start: View Licenses, Services and Order History

## Customer Guide

November 2016

The **Licenses, Services and Benefits** section of the **Microsoft Business Center** is where you can view your licenses, online services and purchase history (order history.)

To get started, sign in to the Business Center, select **Inventory** from the top menu, and then **Manage my inventory**.



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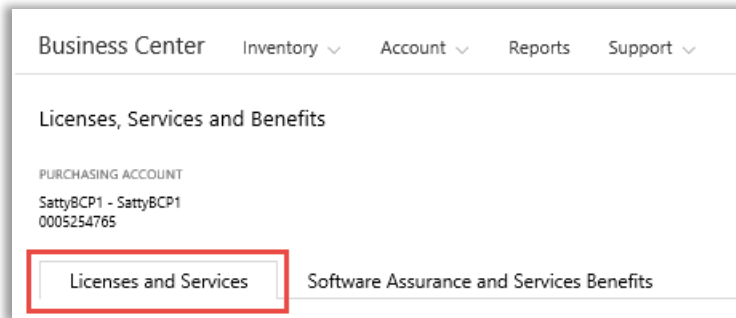
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# Quick Start: View Licenses, Services and Order History

## View your licenses and online services

When you first go to the **Licenses, Services and Benefits** section of the Business Center, it will open by default to the **Licenses and Services** tab. (There is also a tab on the page called **Software Assurance and Services Benefits** where you can view your benefits.)



The **Licenses and Services** tab displays a list of all your Microsoft product licenses and services, arranged by product group.

# Quick Start: View Licenses, Services and Order History

Licenses and Services    Software Assurance and Services Benefits

Search by product

Show expired     Show packages

Expand/Collapse all

**Products**  
Items purchased individually or as part of a package

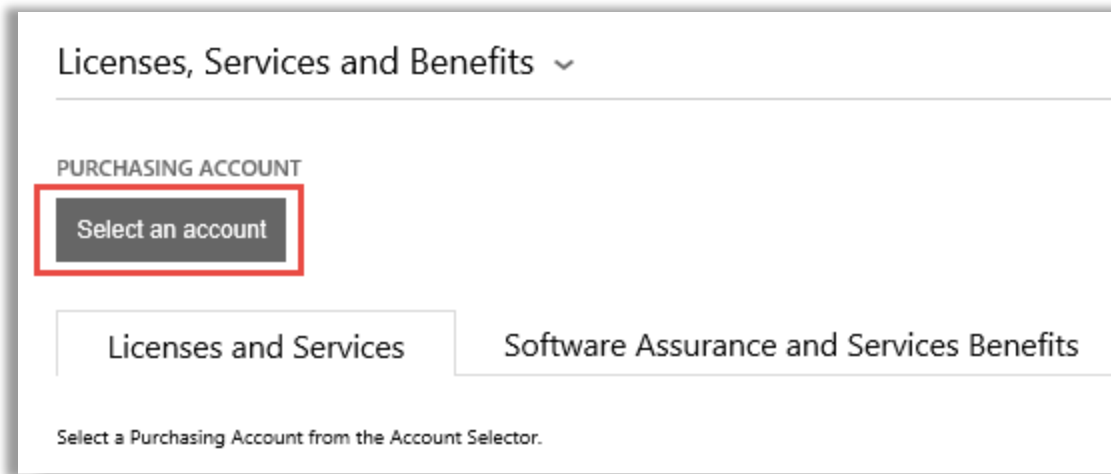
Access	▼
BizTalk Server	▼
Dynamics CRM Online	▼
Dynamics CRM Server	▼
Enterprise Mobility Suite	▼
Office 365	▼
Power BI	▼
PowerPoint	▼
SQL Server	▼
System Center Server	▼
Visio	▼
Windows	▼

SET UP ONLINE SERVICES    EXPORT

## View details about your licenses and services

1. Sign in to the Business Center, select **Inventory** from the top menu, and then **Manage my inventory**.
2. If you have more than one Purchasing Account, choose **Select an account**. (If you want help selecting an account, see instructions below for [Select a purchasing account](#).)

# Quick Start: View Licenses, Services and Order History

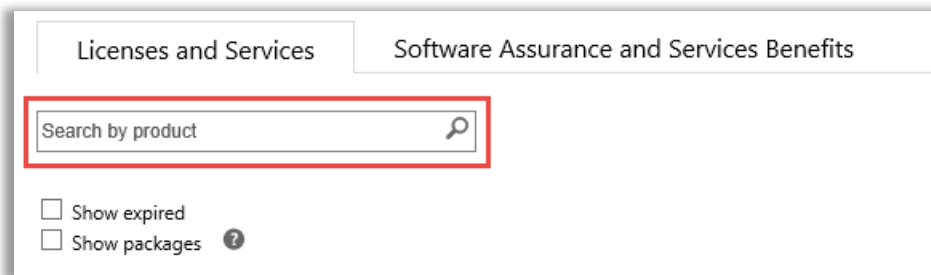


**NOTE** If you only have one purchasing account, the account selector will not appear. Instead, your purchasing account will display automatically.


- Once you find the Purchasing Account you want and select it – or if you have only one Purchasing Account – you can look for the licenses or services you want to view.

**Do one of the following:**

- Search:** Use the Search box to find a particular product you have licensed or subscribed to. This works best if you have many different products and services.



- Browse:** Browse the list of your products displayed on the page..

- After you see the list of products and services you are looking for, select the Expand/Collapse icon  to view details about each product or service.

When you expand an item, you will see all the individual versions and editions that you have licensed within that product group, such as different versions and editions of Office.

# Quick Start: View Licenses, Services and Order History

Office					
EDITION	VERSION		LICENSE QUANTITY ?	SA QUANTITY ?	
Professional Plus	2013		120	120	
PURCHASING ACCOUNT NUMBER	PURCHASING ACCOUNT NAME	RESOURCE USAGE	LICENSE QUANTITY	SA QUANTITY	NEXT EXPIRATION
0005219480	Fabrikam IT	Per Device	120	120	

This expanded listing shows the details for a license of Office 2013 Professional Plus

An expanded listing for a **product** such as Office shows:

- ▶ EDITION
- ▶ VERSION
- ▶ PURCHASING ACCOUNT NUMBER
- ▶ PURCHASING ACCOUNT NAME
- ▶ RESOURCE USAGE
- ▶ LICENSE QUANTITY
- ▶ SA QUANTITY
- ▶ NEXT EXPIRATION

**NOTE** Only online services have a **NEXT EXPIRATION** date

An expanded product listing for an **online service** such as Office 365 displays **AVAILABLE SUBSCRIPTIONS** and **ORDERED SUBSCRIPTIONS** instead of **LICENSE QUANTITY** and **SA QUANTITY**.

Office 365						
EDITION			AVAILABLE SUBSCRIPTIONS ?	ORDERED SUBSCRIPTIONS ?		
Office 365 E5w/oPSTN				200		
Office 365 Enterprise E1				50		
CUSTOMER LEGAL ENTITY NAME	PURCHASING ACCOUNT NAME	PURCHASING ACCOUNT NUMBER	RESOURCE USAGE	AVAILABLE SUBSCRIPTIONS	ORDERED SUBSCRIPTIONS	NEXT EXPIRATION DATE
100 any street	100 any street	0005279867	Per User		50	5/31/2019
Office 365 Enterprise E1 for CoreCAL					1,500	
Office 365 Enterprise E3					900	
Office 365 Enterprise E3 for ECAL+OPP					2,000	

- ▶ **AVAILABLE SUBSCRIPTIONS** shows the net quantity of this service available to the customer, not what the partner has ordered.

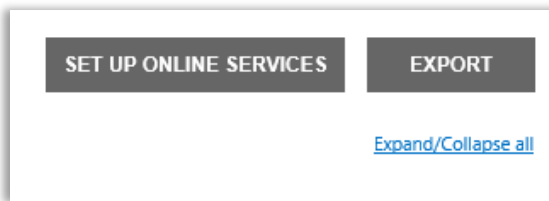
# Quick Start: View Licenses, Services and Order History

- ▶ **ORDERED SUBSCRIPTIONS** shows what services the partner has ordered on their customer's behalf.

**NOTE** Any difference between **AVAILABLE SUBSCRIPTIONS** and **ORDERED SUBSCRIPTIONS** shows what online services you are already using (set up on your own) that your partner has not yet ordered for you.

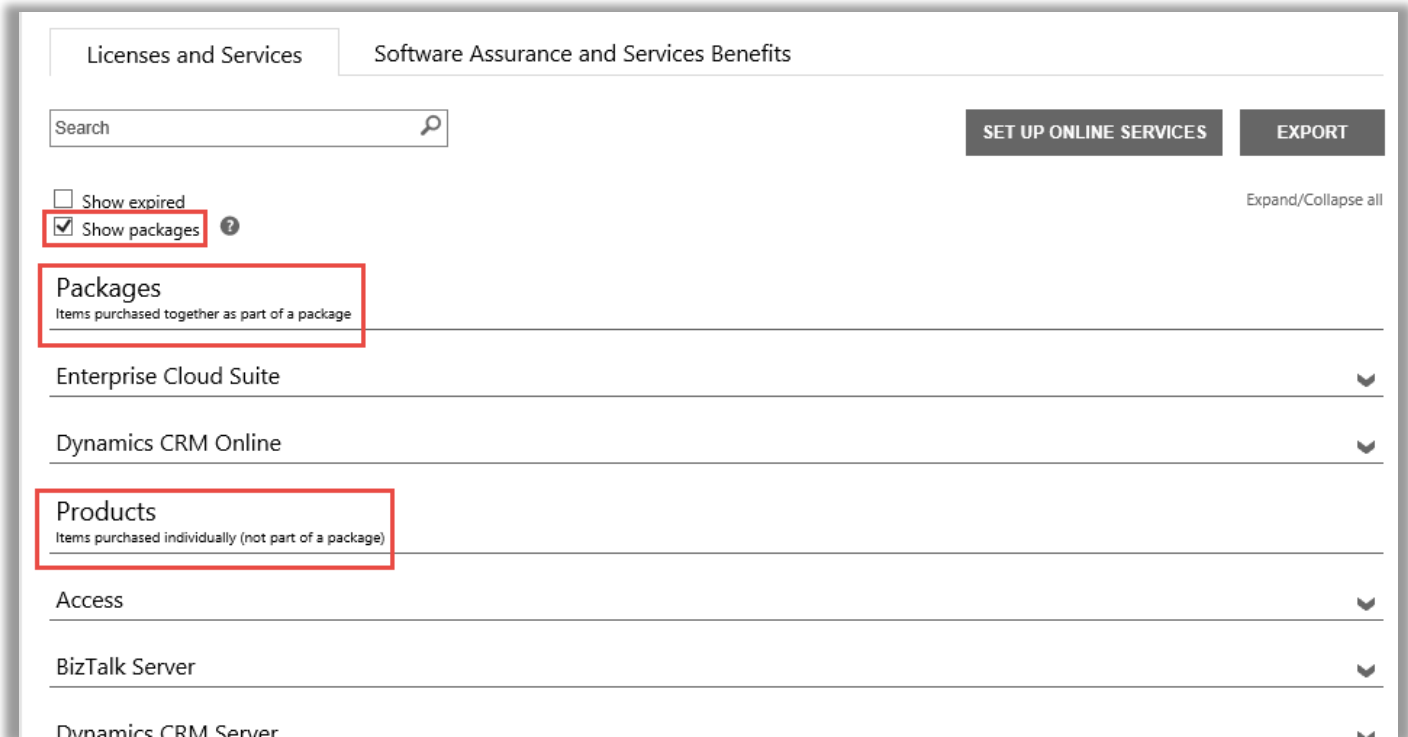
- ▶ **NEXT EXPIRATION DATE** shows when this service will expire and need to be renewed.
- ▶ **ACTIONS** let you select **View History** or **Manage services**.

**TIP** Select **Expand/Collapse all** near the top of the Licenses and Services page to expand or collapse your entire product list at once.



## View packages

The default view in the **Licenses and Services** tab shows all your **Products**. If you select the check box labeled **Show packages**, then you will also see a category called **Packages**.



**Packages** are items purchased together as part of a package.



# Quick Start: View Licenses, Services and Order History

**Products** are items purchased separately (not part of a package.)

Both views display a similar view of your items, but group them by how you licensed them – as items purchased separately or purchased together as part of a package. For example, both the Products and Packages views display the **AVAILABLE SUBSCRIPTIONS** and **ORDERED SUBSCRIPTIONS** for your online services.

The screenshot displays two views: Packages and Products. The Packages view shows a table with columns for Edition, Available Subscriptions, and Ordered Subscriptions. The Products view shows a similar table for Office 365 editions. Red boxes highlight the headers and the subscription columns in both views.

Packages Items purchased together as part of a package		
Enterprise Cloud Suite ^		
▶ EDITION	AVAILABLE SUBSCRIPTIONS ?	ORDERED SUBSCRIPTIONS ?
▶ Enterprise Mobility Suite Non-specific		10
▶ Office 365 Enterprise E3	10	10
▶ Windows Enterprise SA		10
Dynamics CRM Online v		
Products Items purchased individually (not part of a package)		
Access v		
BizTalk Server v		
Dynamics CRM Server v		
Office 365 ^		
▶ EDITION	AVAILABLE SUBSCRIPTIONS ?	ORDERED SUBSCRIPTIONS ?
▶ Office 365 Enterprise E1	1,010	1,000
▶ Office 365 Enterprise E3	1,001	1,001
▶ Office 365 Enterprise E4	1,010	1,000

## View and manage MSDN and Azure subscriptions

If your Microsoft partner has ordered subscriptions for you to MSDN and Azure, you can view them along with all your other Microsoft products and services in **Licenses and Services**.

# Quick Start: View Licenses, Services and Order History

Azure				
O365				
Visual Studio				
EDITION	VERSION	LICENSE QUANTITY ?	SA QUANTITY ?	
▶ Ultimate w/MSDN	2013	100	100	
▶ Premium w/MSDN	2013	100	100	

You cannot manage your MSDN and Azure subscriptions in the Business Center, but there is a link that will take you to portal sites where you can sign in and manage them. Here's how:

1. In **Licenses and Services**, select the product with the MSDN or Azure subscription you want to manage (such as Visual Studio with MSDN).
2. Go to **ACTIONS** and select **Manage subscription** from the drop-down menu. If this is an MSDN subscription, this link will take you to the MSDN Administrators Portal. If this is an Azure subscription, this link will take you to the Microsoft Azure Enterprise Portal.

**NOTE** You can also select **View History** to see a history of transactions for this subscription.

Visual Studio							
EDITION	VERSION	LICENSE QUANTITY ?	SA QUANTITY ?				
▼ Ultimate w/ MSDN	2013	100	100				
CUSTOMER LEGAL ENTITY NAME	PURCHASING ACCOUNT NAME	PURCHASING ACCOUNT NUMBER	RESOURCE USAGE	LICENSE QUANTITY	SA QUANTITY	NEXT EXPIRATION DATE	ACTIONS
Contoso, Inc.	Contoso	000519956	Per User	100	100	12/31/2017	Select ▼
				AVAILABLE SUBSCRIPTION	ORDERED SUBSCRIPTION		
				100	100	Select ▼	
				View History			
				Manage subscription			

## View your order history

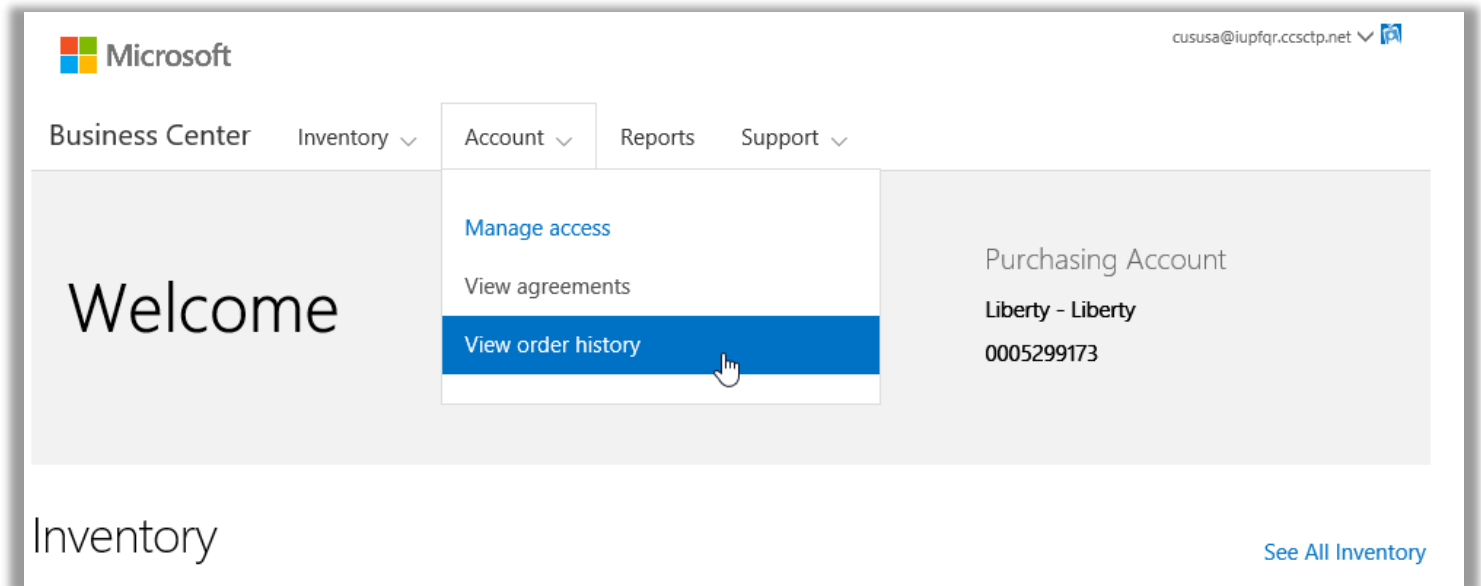
You can quickly and easily view all orders placed for you by your Microsoft partners. Here's how:





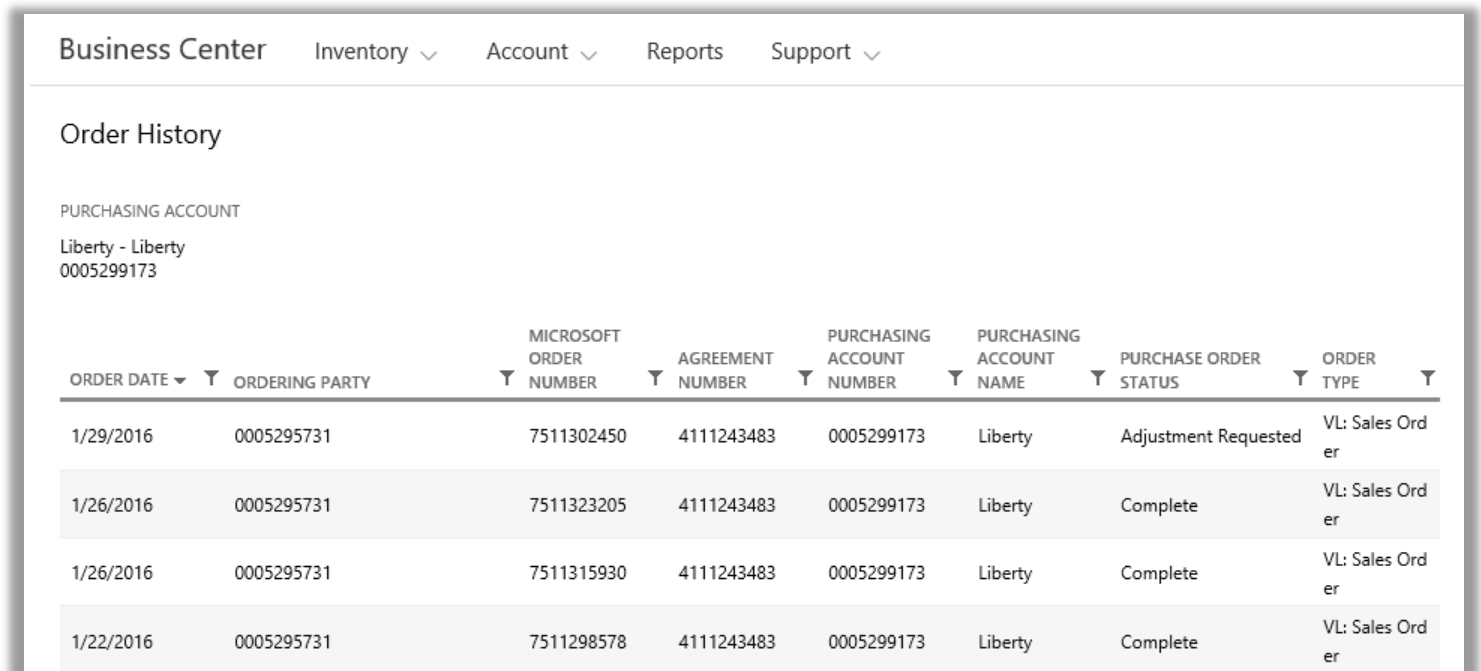
# Quick Start: View Licenses, Services and Order History

1. In the Business Center, select **Account** and then **View order history**.



The screenshot shows the Microsoft Business Center interface. At the top left is the Microsoft logo. The navigation bar includes 'Business Center', 'Inventory', 'Account', 'Reports', and 'Support'. The 'Account' dropdown menu is open, showing options: 'Manage access', 'View agreements', and 'View order history' (which is highlighted in blue and has a mouse cursor over it). On the right, the 'Purchasing Account' is identified as 'Liberty - Liberty' with ID '0005299173'. Below the navigation bar, the word 'Welcome' is displayed on the left, and 'Inventory' is displayed on the right with a 'See All Inventory' link.

2. View your list of orders.



The screenshot shows the 'Order History' page in the Microsoft Business Center. The page title is 'Order History'. Below the title, the purchasing account is identified as 'Liberty - Liberty' with ID '0005299173'. A table lists the order history with the following columns: ORDER DATE, ORDERING PARTY, MICROSOFT ORDER NUMBER, AGREEMENT NUMBER, PURCHASING ACCOUNT NUMBER, PURCHASING ACCOUNT NAME, PURCHASE ORDER STATUS, and ORDER TYPE. The table contains four rows of order data.

ORDER DATE	ORDERING PARTY	MICROSOFT ORDER NUMBER	AGREEMENT NUMBER	PURCHASING ACCOUNT NUMBER	PURCHASING ACCOUNT NAME	PURCHASE ORDER STATUS	ORDER TYPE
1/29/2016	0005295731	7511302450	4111243483	0005299173	Liberty	Adjustment Requested	VL: Sales Order
1/26/2016	0005295731	7511323205	4111243483	0005299173	Liberty	Complete	VL: Sales Order
1/26/2016	0005295731	7511315930	4111243483	0005299173	Liberty	Complete	VL: Sales Order
1/22/2016	0005295731	7511298578	4111243483	0005299173	Liberty	Complete	VL: Sales Order

3. Select any orders you want to expand and view in more detail. This will display sections titled **Order header**, **Order information**, and **Order items**.

# Quick Start: View Licenses, Services and Order History

Business Center   Inventory ▾   Account ▾   Reports   Support ▾

## Order History

### Order header

ORDER STATUS	MICROSOFT ORDER NUMBER	PURCHASING ACCOUNT NAME	PURCHASING ACCOUNT NUMBER	AGREEMENT NUMBER	USAGE DATE
Adjustment Requested	7511302450	Liberty	0005299173	4111243483	1/29/2016

### Order information

CUSTOMER PURCHASE ORDER NUMBER	PURCHASE ORDER DATE	BILL TO	DELIVERY LOCATION
30456	1/29/2016	Insight Direct, Inc 6820 South Harl Avenue TEMPE, AZ 85283 US	Liberty East Mercer Way Mercer Island, WA 9804012

### Order items : 4

	ITEM NUMBER	ORDERING PART NAME	QUANTITY	PURCHASE TYPE	PURCHASE OPTION	LINE ITEM TYPE	
▶	1	AAA-04061	ExchOnline Kiosk User CSS	10	Transactional	Basic	New Order

Details   Pricing

PRICE LEVEL	ITEM POINTS
A	10

For pricing information, please contact your partner.

**NOTE** The field previously named **SECONDARY PURCHASE ORDER NUMBER** has been replaced with **CUSTOMER PURCHASE ORDER NUMBER**.

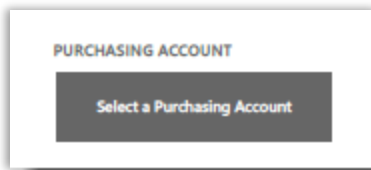
## Select a purchasing account

If you have multiple purchasing accounts, the account picker option will appear. The account picker lets you select a purchasing account from a list of all accounts.

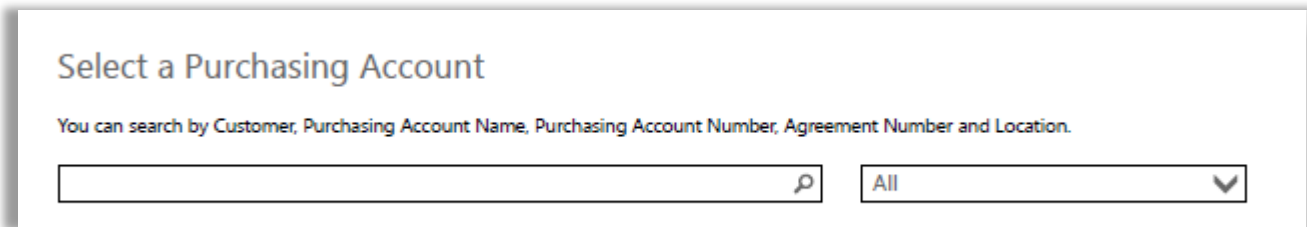
**NOTE** If you have only one purchasing account, this option will not appear. Instead, your purchasing account will display automatically.



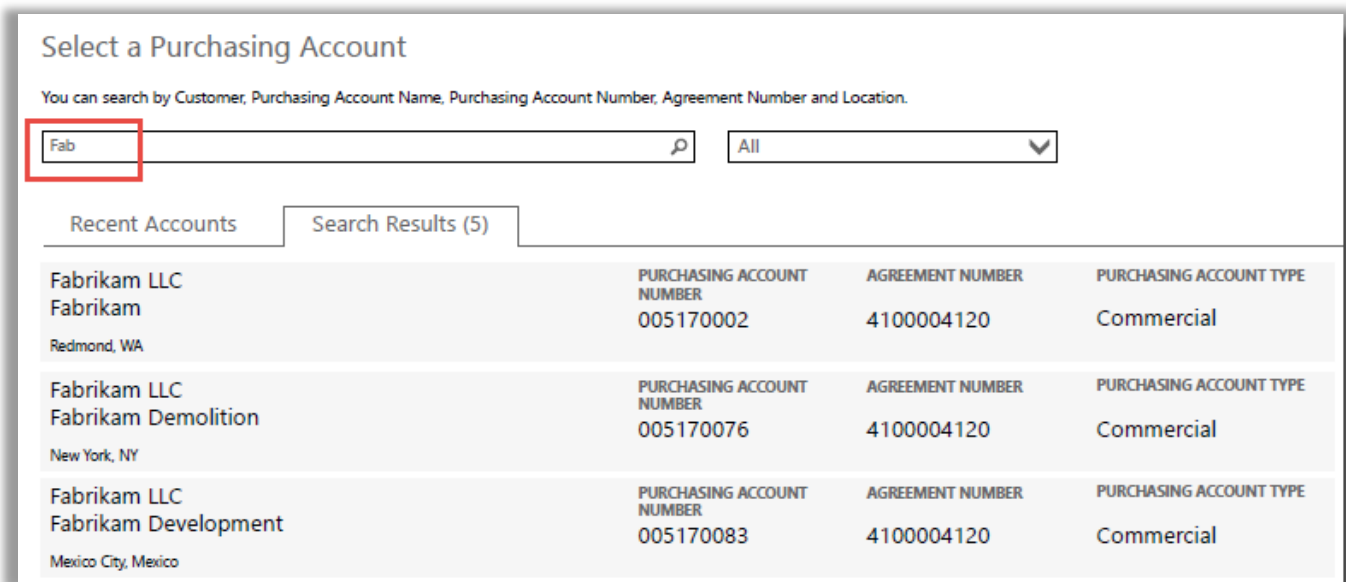
# Quick Start: View Licenses, Services and Order History



1. Go to **Select a Purchasing Account**.



2. Start typing all or part of the name of the purchasing account name that you want in the search box. Keep typing more of the name until you see the account you want.



*Typing Fab brings up several different purchasing accounts with that in the name*

If you have trouble finding the purchasing account you want, try searching by one of the four other types of information:

- Agreement Number
- Customer Legal Entity Name
- Location
- Purchasing Account Name
- Purchasing Account Number

# Quick Start: View Licenses, Services and Order History

Use the drop-down menu to select the field you want, then type that information into the search box.

Select an account

You can search by Customer, Purchasing Account Name, Purchasing Account Number, Agreement Number and Location

Recent Accounts Search Results

- All
- Agreement Number
- Customer Legal Entity Name
- Location
- Purchasing Account Name
- Purchasing Account Number

You can also combine different types of information. For example, in the screen shot below, part of the Purchasing Account Name is entered (Fabrikam) along with the location (Redmond). Together they narrow the list of search results, to help identify the correct Purchasing Account.


Select a Purchasing Account

You can search by Customer, Purchasing Account Name, Purchasing Account Number, Agreement Number and Location.

Recent Accounts Search Results (1)

	PURCHASING ACCOUNT NUMBER	AGREEMENT NUMBER	PURCHASING ACCOUNT TYPE
Fabrikam LLC Fabrikam Redmond, WA	005170002	4100004120	Commercial

## View help tips

When there is a help tip available to explain a term, the **help** icon  appears. When you hover over the icon, a help tip should appear. These terms have a help tip:

1. **LICENSE QUANTITY:** The license count only shows licenses purchased through a Microsoft Products and Services Agreement and with a confirmed underlying license.
2. **SA QUANTITY:** The number of Software Assurance orders or renewals for this product version.
3. **AVAILABLE QUANTITY:** The total number of seats or licenses ready for you to use.
4. **ORDERED QUANTITY:** The total number of seats or licenses ready for you to use and ordered by your partner.

# Quick Start: View Licenses, Services and Order History

The screenshot shows two sections: 'Office' and 'Office 365'. In the 'Office' section, there are two columns: 'LICENSE QUANTITY' (callout 1) and 'SA QUANTITY' (callout 2). The 'Office 365' section has two columns: 'AVAILABLE QUANTITY' (callout 3) and 'ORDERED QUANTITY' (callout 4). The data is as follows:

Office	
EDITION	VERSION
Professional Plus	2013
LICENSE QUANTITY	250
SA QUANTITY	100

Office 365		
EDITION	AVAILABLE QUANTITY	ORDERED QUANTITY
Enterprise E1	44	5,029
Enterprise E2		20
Enterprise E3		120
Enterprise K1	11	11

## Find online services that will expire soon

Every online service lists a **NEXT EXPIRATION** date. To make it easier to notice if a service will expire soon, there are alerts if the service will expire within 90 or 30 days:

- If an online service is within 90 days of its expiration date, an **Expiring soon** notification appears.
- If an online service will expire within 30 days, its **NEXT EXPIRATION** date is red.

The screenshot shows the 'Office 365' section with a table of details. The 'NEXT EXPIRATION' date is highlighted in red.

Office 365					
EDITION			AVAILABLE QUANTITY	ORDERED QUANTITY	
Enterprise E1			450		
PURCHASING ACCOUNT NUMBER	PURCHASING ACCOUNT NAME	RESOURCE USAGE	AVAILABLE QUANTITY	ORDERED QUANTITY	NEXT EXPIRATION
0005219480	Fabrikam IT	Per User	450		6/30/2017

*This online service is not expiring soon, so it has no alerts*

## Set up online services

You can set up (self-provision) online services such as Office 365 on your own, but then you must ask your partner to order the services for you.

To set up new online services, select the **SET UP ONLINE SERVICES BUTTON** in the **Licenses and Services** tab.

To learn about setting up online services, see the Quick Start Guide titled *Set Up and Use Your Online Services*, in the **Support** section of the Business Center.

## Quick Start: View Licenses, Services and Order History



The *SET UP ONLINE SERVICES* button is where you can go to find and start using new online services

If you set up new online services on your own, you will see this message below notifying you that you must place an order promptly for those services through your partner

The screenshot shows the 'Licenses, Services and Benefits' section with a dropdown menu set to 'Verify online services setup'. Below this, there are two fields: 'PURCHASING ACCOUNT NAME' (FABRIKAM IT) and 'PURCHASING ACCOUNT NUMBER' (0005219480). A table follows with the following data:

PLAN NAME	QUANTITY	ACTIONS
Office 365 Ent E1 Per User Cloud Subs	100	X

Below the table, it states: 'These online services will renew on your next purchase account anniversary date of 7/1/2014.'

A red box highlights the following warning message:

**i** By setting up this online service, you commit to placing an order for this promptly with your partner.  
If you don't, we may cancel the service. Microsoft will notify your partner after you complete setup.

**TIP** The *Unpaid Online Services Reconciliation* report enables you to check for discrepancies between the quantity of online services you have set up yourself (self-provisioned) and the quantity ordered by your partner. This report helps you determine what online services to order to avoid any interruptions in service. You can filter the report by account, order, agreement, or product. You can find this in the **Reports** section of the Business Center.