



World Wide Change of Reseller/Consultant Request Form

This document indicates that **customer name** wish to change Microsoft Business Solutions Reseller. In submitting this document **customer name** confirms that our current Reseller is aware of our intention to transfer and we have addressed our contractual obligations with them.

Your company details:

*Registered company name	
*Contact name	
*Contact email address	
*Contact telephone number	
*Address (Street, City, State/Providence if applicable)	
*Company Postal Code (if applicable)	
*Microsoft Product Line	
*Customer VOICE Account Number	
*Customer VOICE Authorized Number	

Existing Reseller details (details of the Reseller who currently supports your organization)

*Registered company name	
*Contact name	
*Contact telephone number	
*Contact email address	

New Reseller details (details of the Reseller who wish to support you in the future – please indicate if no Reseller has been selected, in which case, you will be prompted to select a new Reseller by the time you place a new order for licenses. Microsoft Business Solutions can assist in identifying a suitable Reseller).

*Please indicate whether the change is for a Consultant or Reseller.	<input type="checkbox"/> Reseller (owning/billing Reseller) <input type="checkbox"/> Consultant (consulting Reseller)
*Registered company name	
*Contact name	
*Contact email address	
*Contact telephone number	
*Address (Street, City, State/Providence if applicable)	
*Company Postal Code (if applicable)	
*Reseller VOICE Account Number	
*Reseller VOICE Authorized Number	



Details of Transfer (these details will enable Microsoft Business Solutions to accurately process your transfer request and improve the service that we provide to our customers)

<i>*Change of Reseller/Consultant Reasons</i>	<i>*Please place a X for the primary reason</i>
Customer Satisfaction Issue - Slow Response	
Customer Satisfaction Issue - Pricing/Ordering Issue	
Customer Satisfaction Issue- Overall Poor Reseller Performance	
Consolidated purchase through new Reseller	
Favorable pricing from new Reseller	
Additional services provided by new Reseller	
*Other-See comments (comments are mandatory)	

Any additional comments you wish to mention relating to this transfer should be noted below:

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The new Partner of Record, understands that customer name will work out all open arrangements relating to this change with their current Partner of Record, however, if the customer name is on a multi- year plan, the new Partner of Record will take on any future instalment payments due. The new Partner of Record understands that if customer name is on a 3 year Instalment Plan, they do not have the option to opt-out them out of any future instalment billing until the 3 year plan is complete.

customer name hereby authorizes Microsoft Corporation and its affiliates to disclose to the New Reseller appointed herein, information stored in Microsoft Dynamics Virtual Organization Centre (VOICE) concerning Microsoft Business Solution recorded transactions, including contact information and Personal Identifiable Information associated therewith, to the extent necessary to allow the New Reseller to provide licenses and services to customer name. VOICE is a secured web application administered by Microsoft and accessed by resellers to manage, process, record and display orders of licensed software and services

Privacy Statement. At Microsoft, we are committed to protecting your privacy. Microsoft uses the information you provide on this form to notify you of important information about our products, upgrades and enhancements, and to send you information about other Microsoft products and services. Microsoft will not share the information you provide with third parties without your permission except where necessary to complete the services or transactions you have requested, or as required by law. Microsoft is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. Your personal information is never shared outside the company without your permission, except under conditions explained above. If you believe that Microsoft has not adhered to this statement, please contact Microsoft by sending the America's Operating Center an email at emacoc@microsoft.com; the Asia Pacific Operating Center an email at mbslques@microsoft.com; or the European Operating Center an email at eocdpc@microsoft.com.

Print Name* _____

Signature* _____ Date* _____

*Licensee signature

"By signing this, I accept that Microsoft may inform my old Reseller about this request for transfer".



Please return the completed form to your local Regional Operations Centre via your local Reseller.

Americas Operations Centre please submit a request through VOICE Support Application (VSA) that is available on PartnerSource - <https://mbs.microsoft.com/support/createincident.aspx>

Asia Pacific Operations Centre please submit a request to the APOC Microsoft Business Solutions alias.

European Operations Centre please submit a request through the Call Logging Tool (CLT). The tool is available on the country/region specific sites on PartnerSource - (<https://mbs.microsoft.com/PartnerSource>) which can be accessed from *Worldwide Sites* on the left navigation bar. Select the correct country and the tool can be seen on the lower right side of the screen.

Please allow a minimum of two business days from the date we receive this template duly completed to process the manual request.

*Please note that we cannot process this transfer unless all mandatory fields are completed - fields marked * are mandatory. Upon completion of the Customer Transfer, we will confirm the change to the new Reseller.*

Disclaimer: This document is a Customer request to Microsoft that Microsoft registers the transfer of Reseller for the Customer. Microsoft has no liability whatsoever in relation to any consequences that the processing of this request from the Customer may have.