

eMOLP - Frequently Asked Questions

What is eMOLP?

It is a program for a new delivery method of the Microsoft Open Licensing Program. This improved program eliminates the need for paper license certificates. Instead, customers can view their Open License purchases through a secure website.

When does it start?

eMOLP launches at Tech Data on February 2, 1998.

How does it work?

No significant changes will be required in the method resellers order with Tech Data. We would request you include an E-mail address or fax number at the time of ordering. This will facilitate a confirmation notice being sent to you when Tech Data receives verification that the license has been processed at Microsoft successfully.

What is the difference?

Instead of receiving a hard copy license certificate, which your customer had kept to prove ownership, your customer will receive a letter within 5-7 days from Microsoft with instructions on how to use the eMOLP website to view their license status. For customers who require a physical certificate from you, Tech Data can print certificates information.

eMOLP does not change

- The data sent to customer
- Channel model or margins
- Returns policies or rules
- Any sales message/positioning
- Alter Terms or conditions
- Change levels/pricing/SKUs

How will this benefit me - the reseller?

It will reduce cycle time - eliminating the need to receive license certificates, eMOLP allows your customer to see what products they are licensed for much faster.

Improved customer service - eMOLP eliminates the need to maintain physical certificates because your customer's official license status, including returns is tracked on-line.

What if my customer does not have access to the Web to view licenses?

For customers who require a physical certificate Tech Data can print a copy of the customer certificate information. However, the eMOLP web site is the official license. A printed order confirmation, shows what was ordered under the displayed authorization and license number. The order confirmation, either electronic or printed, does not in itself constitute permission to use any of the indicated software.



How will I know that my order has been received and processed for my customer if I don't receive a paper license certificate?

Tech Data will be sending a confirmation E-mail to you verifying the license has been created at Microsoft. If we do not receive E-mail confirmation, we will be sending a fax confirmation. Included in the confirmation will be your Purchase Order# and an attached file with license information.

How does my customer view their license?

All license information on their website is secured by a password which only the customer organization knows. In order to view official license information, your customer must enter the authorization number under which the purchase was made and the password. The license information will then be displayed on the website. With each Open License purchase the customer will receive a notification letter containing instructions to view the license status on-line. Note that the first time the customer views their licenses, they will be prompted to create a password for their authorization number.

What does "official" license status mean?

The eMOLP web site will display all licenses purchased under an authorization number on or after February 1, 1998. This is a record of what Microsoft Open License product the customer's organization is legally licensed to run as well as the terms of the Open License Agreement.

How do I get my password?

Passwords to the eMOLP Customer site will be set by the customer in a first time set-up page requiring the authorization number and license number to establish the password. Instructions on how to access the eMOLP Customer Site and how to set a password are included in both the Notification letter to the Customer as well as within the customer's site.

What is an "authorization number"?

An authorization number is your key to making reorders at an established pricing level. When you order Open License product for the first time, your order is assigned an "authorization number". This authorization number is valid for two years. When placing future orders, give Tech Data your authorization number to secure the same discount you received on your initial purchase.

What if I have an affiliate who purchases Open License products under my authorization number?

Legal affiliates may still purchase under the authorization number the same way they do today. Your customer's affiliate will receive a notification letter for any orders received with information to access the website and view licenses on-line. Each authorization number has only one password, your customer's affiliates will see all licenses purchased under that authorization number.

Note that licenses are only valid if the Licensee is a legal affiliate of the original customer, as specified in the Microsoft Open License Agreement. The original customer is that organization whose Open License purchase created the authorization number.

How does my customer set their password?

The first time they view licenses under an authorization number, the eMOLP system will prompt them to create a password for that authorization number. To create the password, they will:

Go to "View Licenses" from the eMOLP home page. Enter the authorization number for the license(s) you wish to view. If this is the first time they've viewed licenses under this authorization number, the system will ask them for the License Number (on your letter or order confirmation) and a password. The system will ask them to verify the password they just entered.

Note that the password they just created is valid for all licenses (orders and reorders) purchased under that authorization number. If they have more than one authorization number, you must create a password for each authorization number.

What is a "license number", and how is it different from "authorization number"?

A license number is simply a tracking number for each Open License order you place. An authorization number, on the other hand, contains information about the pricing discount you receive for Open License orders. Because you can order as many times as you wish using the same authorization number (within its two-year lifetime), many license numbers can exist under the same authorization number.

What if I my customer loses their password or never received their notification letter?

If the customer loses their password or did not receive the initial notification letter, the customer may request another notification letter which contains authorization number, password, and the eMOLP URL. Simply enter the authorization number for which you need a new notification letter. The new notification letter will be mailed to the original customer.

What if I don't know my authorization number?

Contact Tech Data at 888-TDLICENSE to find out what your authorization number is.

What if there is an error in the information contained on their eMOLP page?

Resellers can help make any corrections to company name, contact, or address information. You can work through Tech Data for any corrections. If you feel there is an error in fulfillment of an order (i.e., if the number or type of licenses shown is incorrect), please work through Tech Data, as well. You will need to provide a copy of the confirmation letter received from Microsoft or a printout of their eMOLP screen accompanied by customer written consent to process the return.