



# Surface Commercial Distributor Managed Partner (DMP) Partner Center Onboarding Guide

Last updated: January 2025

Microsoft partner confidential





[High-level DMP onboarding flow](#)

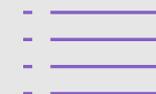
[Onboarding: Prerequisites and callouts](#)

[Step-by-step onboarding guide](#)



## Topics covered

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## Objective

The purpose of this guide is to help companies navigate the new Surface Commercial DMP onboarding process in Partner Center.





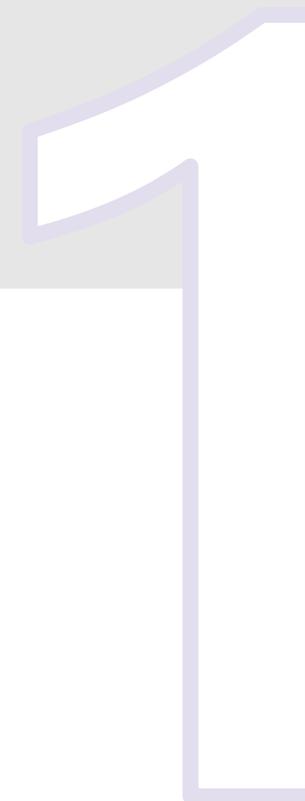
## [High-level DMP onboarding flow](#)

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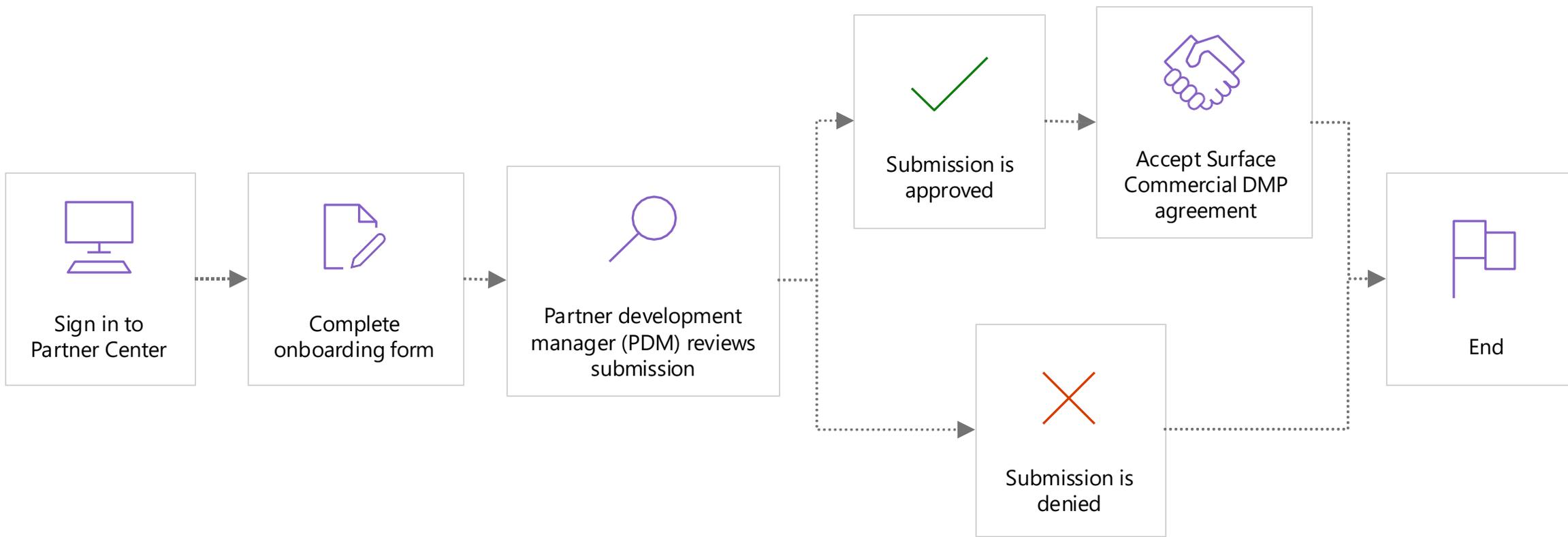


# High-level DMP onboarding flow





# High-level DMP onboarding flow





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## Onboarding: Prerequisites and callouts





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# Prerequisites for Onboarding into Partner Center Surface Programs

**1. Existing Microsoft AI Cloud Partner Program or Microsoft Partner Network (MPN) Account:** You must have an active Microsoft AI Cloud Partner Program/MPN account in order to onboard into Partner Center. If you do not have an active tenant account or need to create an additional one, follow the link below:

› [Partner Center – Join a Program](#)

**2. Tenant 'Global Admin' is a required role:** In order to complete the onboarding process, you will need to have the Global Admin for your Company's Partner Center domain/tenant identified and available. If this role needs to be assigned, or if you would like to verify the role owner(s), refer to the links below.

› [Become a global admin for your company](#)

› [What to do if the only admin for your Microsoft AI Cloud Partner Program has left the company](#)

**3. Mailbox Configuration:** Ensure that your Mailbox preferences are configured correctly to receive Partner Center communications

› Go to [my preferences](#)

› Update the **Contact Email** field with your preferred email ID. Once you have entered the email address in this field, refresh the page and then click on **Send OTP** (in this order).

› You'll receive a one-time password (OTP) to your specified email ID. Enter the password per the instructions to complete verification of your email address.



# Additional Callouts

## If you are an existing Cloud Solution Provider (CSP) Partner:

Please note that you cannot have a non-CSP **Partner Location ID (PLA)** under the same AAD tenant as a PLA associated to your CSP program.

1. If the PLA you are using to sign up for Surface is already enrolled in CSP, you will be able to use that PLA for your Surface programs with no issues. During **Step 3** of the onboarding guide (Slide 12), be sure that you are selecting the same PLA as your CSP account when you see the prompt to **Associate your MPN ID to your Surface Reseller account**.
2. If the PLA you wish to enroll into Surface is not the PLA for your CSP account, it will need to be associated to Surface programs under a different tenant. In this scenario, select **'Skip for now'** and sign-in using an eligible tenant. If you do not have an existing tenant that meets these requirements, you will need to create a new account as defined in **Step 1a** (slide 10). Then select **Associate Partner ID** using the new tenant to search for the required PLA.

## Only One Surface enrollment per tenant is allowed

If you are managing multiple locations or subsidiaries, please note that only one Surface enrollment is allowed per tenant. You will need to associate each Surface enrollment to its respective PLA/tenant.

- › If you have more than one PLA that needs to be enrolled into Surface, refer to this resource on [adding tenants to your Partner Center account](#).
- › If you can't access **Insights**, refer to [this resource on multi-tenant accounts](#) to link the tenants.

**Associate your MPN ID to your Surface Reseller account**

We need to link your company's location Microsoft Cloud Partner Program ID (Partner ID) to your Surface Reseller account. Be sure to choose the Microsoft Cloud Partner Program location linked to your incentives enrollments and your competencies, if applicable. The location Partner ID must be active and located in the same country as your Surface Reseller account.

Enter your company name or Partner ID (Formerly MPN ID) \*

6691726

Select a location to associate to this account

Test\_Test\_bvioz, Austin, TX, US (MPN ID : 6691725)

|                                  | Company name    | Address                                   | Partner ID |
|----------------------------------|-----------------|---|------------|
| <input checked="" type="radio"/> | Test_Test_bvioz | 701 Brazos St, Austin, TX, US, 78701-3258 | 6691726    |

Skip for now Continue

**Enroll into Surface Reseller**

You need to link your Surface account to an MPN ID located in the same country as your MPN Tenant.

|  |  |
|--|--|
| <b>Organization</b><br>Test_Test_DMPone                      | <b>Country/region</b><br>United States |
| <b>Global admin</b><br>Elparchment@TestTestDMPone.ccsctp.net |  |

Not the right account? Sign out Associate Partner ID ⓘ **Enroll**



# Additional Callouts

## How to locate your Partner ID :

It may be necessary for a DMP Partner to locate their **Partner Global ID (PGA)** or **Partner Location ID (PLA)** in Partner Center in order to reference it with a Distributor.

› In Partner Center, go to **Account Settings - Identifiers - MCPP tab** and you will find your account numbers in this location.

The screenshot shows the Microsoft Partner Center interface. The breadcrumb navigation is Home > Account settings. The left sidebar has 'Identifiers' selected. The main content area is titled 'Account settings | Identifiers' and contains a section for 'Microsoft Cloud Partner Program' (Publisher). Below this is a table of Partner IDs. The table has columns for Partner ID, Type, Location company name, Location, and Contact. Two rows are visible, both with Partner IDs 6711464 and 6711465, Type PartnerGlobal and PartnerLocation respectively, and Location New South Wales, AU. The contact email for both is nikhilgupta@microsoft.com. There are also navigation links for 'Delete account' and a search bar.

| Partner ID ↑ | Type            | Location company name           | Location            | Contact                   |
|--------------|-----------------|---------------------------------|---------------------|---------------------------|
| 6711464      | PartnerGlobal   | Test_Test_Surface_Test_Aus_2023 | New South Wales, AU | nikhilgupta@microsoft.com |
| 6711465      | PartnerLocation | Test_Test_Surface_Test_Aus_2023 | New South Wales, AU | nikhilgupta@microsoft.com |



# Additional Callouts

If "A relationship already exists with a different Legal Entity" error occurs, please follow the below step:

- › On the Company Information page, append your legal company name with a **space " "** or a **period "."** at the end of the company name. (ex. Change Contoso Inc to Contoso Inc.)
- › See **Step 4** within the 'Step-by-step onboarding guide' section of this guide ([slide 16](#)) for the Company Information page.
- › This is a known issue during enrollment.

Help + support ↔ Change topic ↩ Start over

## Company name already in use during Surface onboarding

**Recommended Steps**

1. Append the legal company name with a space " " or a "." at the end of the company name. This is a known issue during enrollment.

**Recommended Documents**

[Verify or update your company profile information](#)

Please note that this is also provided under Help + Support for Surface Enrollment



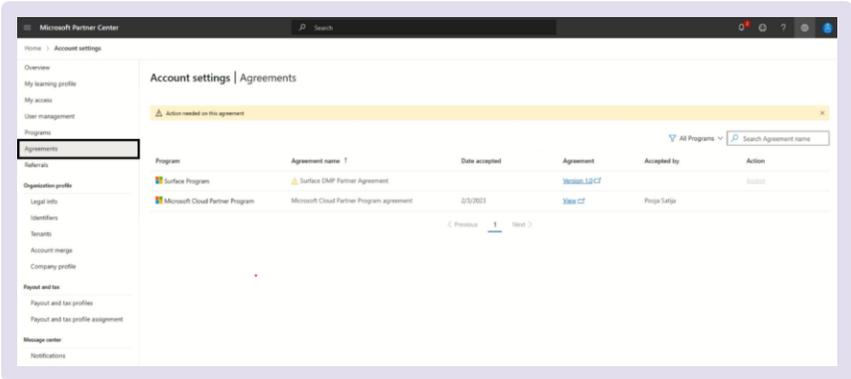
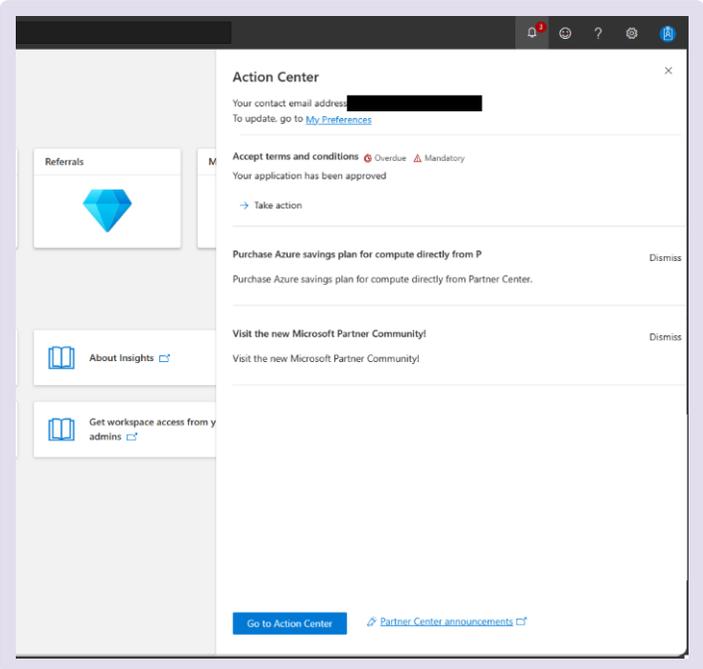
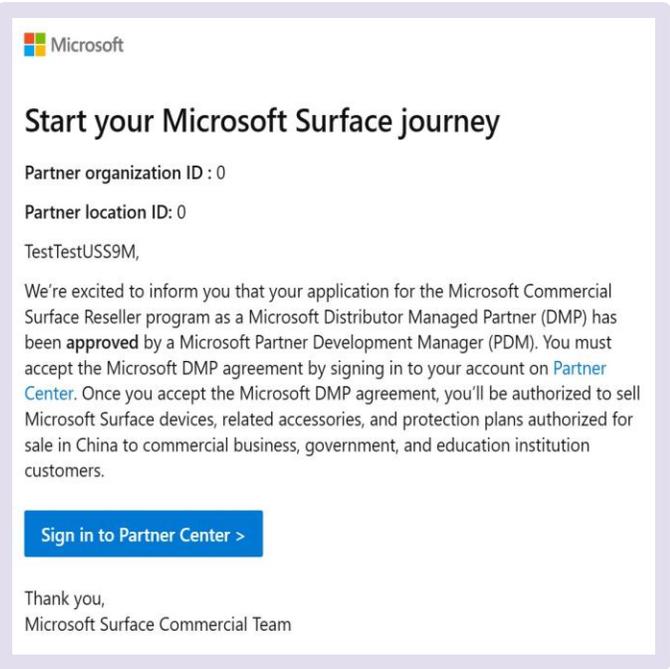
# Additional Callouts

## How to determine when you can Accept Program Terms?

1. Once the PDM approves, the partner Global Admin will receive an **email from [microsoft-noreply@microsoft.com](mailto:microsoft-noreply@microsoft.com)** with subject 'Complete Microsoft Surface Distributor Managed Partner program enrollment' to accept the terms.

2. Once the PDM approves, the Global Admin will see PC notification in Action Center to accept the terms.

3. The partner Global Admin can also navigate to the Agreements page and view/accept the agreement in Partner Center.





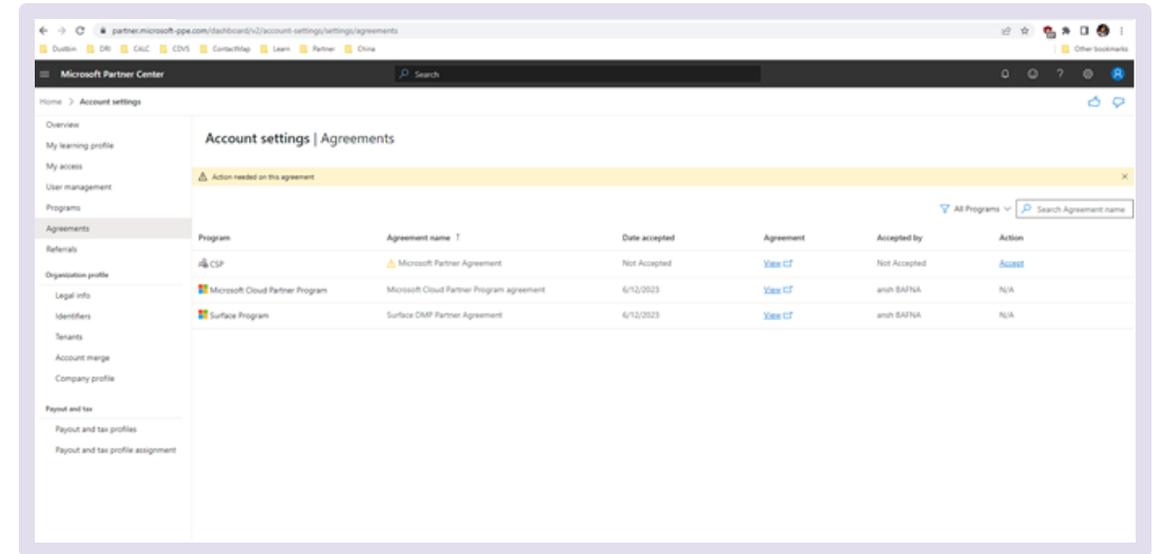
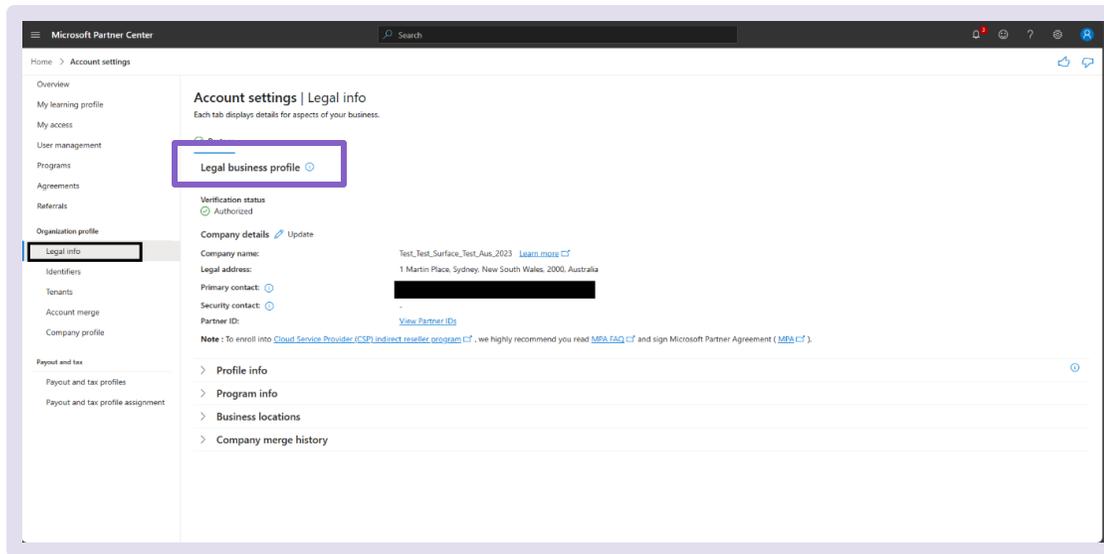
# Additional Callouts

## How to determine when you can Accept Program Terms?

In the case that you cannot see the communications to accept terms, it may be due to vetting being in progress

- Once vetting is complete, you will be listed as Authorized in Partner tab of Legal Info page.

- Accept the agreement to become active and receive the welcome email.





# Step-by-step onboarding guide





# Step 1

- Go to **Partner Center**: [Surface DMP partner enrollment](#)
- If you are a net new partner, or need to create an additional **Azure Active Directory (AAD)** tenant to support your Surface program, select **Create work account** and follow instructions in **Step 1a** (slide 11) to create your new account.
- If you already have an existing Azure AD tenant, select **Sign in** and complete the sign in using your existing username and password. From there, proceed to **Step 2** (slide 12)

*If you have multiple AAD logins, Be sure to sign in with the correct credentials for the **Partner organization ID** and **Partner Location ID** for the correct Company/Subsidiary and Country that you would like to be associated to your Surface account.*

*Please note again that the **Global Admin** role for the tenant will be required.*

## Welcome to Partner Center

Partner Center is the single destination for your organization to manage your business relationship and partnering opportunities with Microsoft, customers, and other partners. Get started with setting up your account by choosing one of the options below.

- Create Azure AD tenant**  
If you don't already have an Azure AD tenant or want to create a new one for development, create one today! [Learn More](#)
- Sign in**
  - If you are an **organization or business**, use the work email address that you use to log in to Office 365, Microsoft Azure, or Microsoft Dynamics CRM (for example, *you@yourcompany.com*).
  - If you are an **individual developer**, use the email address that you use to log in to Outlook, OneDrive, Xbox LIVE, or Microsoft 365 (for example, *you@outlook.com*).
- Review your company's account information and agree to the terms and conditions.
- Take the tour to explore the dashboard and start managing your membership.

[Create work account](#) [Sign in](#)



# Step 1a (for net new accounts only)

To create a new Azure AD account, you'll need to fill out the form with your company's information and provide the contact details for the **Global Administrator** user account. Once you receive final notification that your account is ready, click **Next** and proceed to **Step 2** (slide 12).

### Create a new Azure Active Directory

**Market**  
Select the country or region where your office is located. Your office location determines your market, which may include more than one country or region.  
If you're a reseller, you can sell to customers in this market only. You can't change markets after creating your account. To sell in multiple markets, create a Partner Center account for each market. [Learn More](#)

Country/region\*

**Directory information**

Organization name\*

Address line 1\*

Address line 2

City\*

State/province\*

ZIP/Postal Code\*

Primary contact phone\*

### Global administrator user account

As the global administrator of this Azure AD, you'll need a username and password for your account. You can sign agreements, set up Partner Center accounts for other employees, and be the primary admin contact for Microsoft.

First Name\*

Last Name\*

User name\*

Primary domain name  
.ccsctp.net

Password\*

Confirm password\*

Alternate email address\*

**Continue**

### Verify your phone number

Send me a text message at the number below

Country Code\*

Phone number\*

**Send code**

VerificationCode\*

**Create account**

Once you select **Continue**, you'll be asked to verify your phone number via text.

After you enter the verification code and select **Create account**, your work account will be created. (This might take up to two minutes)

### Your work account is ready

We're sending you an email with your work account info.

|                  |                |
|------------------|----------------|
| Organization     | Country/region |
| Test_Test_DMPone | United States  |

Currently signed in as  
Elparcment@TestTestDMPone.ccsctp.net

**Next**



# Step 2 – Join the Surface DMP Program

» After sign-in is completed with your new or existing account:

» Select the [Surface Commercial Reseller - DMP](#) button > [Next](#) >

[Surface Commercial Reseller - DMP.](#)

## Join a program to unlock new opportunities

Looking to partner on:



### Surface Commercial Reseller - DMP

Purchase Microsoft Surface for Business devices and related products directly from an authorized Microsoft distributor and sell them directly to customers through in-house sales staff. Own the end-to-end relationship with your customer and with a Microsoft distributor.

### Active In



### Microsoft Cloud Partner Program

The Microsoft Cloud Partner Program is a portfolio of programs and offers that help any company that wants to partner with Microsoft to build a profitable business and build, go to market, and sell their Microsoft-based solutions with Microsoft and other partners. [Learn More](#)

### Other areas

To enroll in one of the following programs [Sign in](#) again using your personal account.



### Bethesda Partner Program

Share and sell your creations within The Elder Scrolls V: Skyrim in-game marketplace.

[Next](#)



# Step 3: Associate your PLA to your Surface Account

Verify your account information is correct. Click **"Enroll"**

- › If your account does not have any PLA associated, you will receive the **"search"** option to locate the PLA you would like to associate. Refer to **Step 3a** (Slide 14) for additional details
- › If your Account already has PLA(s) associated, you will receive the **"select"** option to select an available PLA from the list. If you are unable to find the desired PLA in this list, select **'Associate Partner ID'** from the previous screen to enter the company name or Partner ID manually.

Once you've linked your Surface account to your partner ID, select **Continue**.

### Enroll into Surface Reseller

You need to link your Surface account to an MPN ID located in the same country as your MPN Tenant.

|   |  |
|---|--|
| <b>Organization</b><br>Test_Test_DMPone                     | <b>Country/region</b><br>United States |
| <b>Global admin</b><br>EJparchment@TestTestDMPone.ccctp.net |  |

Not the right account? [Sign out](#) [Associate Partner ID](#) ⓘ [Enroll](#)

### Associate your MPN ID to your Surface Reseller account

We need to link your company's location Microsoft Cloud Partner Program ID (Partner ID) to your Surface Reseller account. [Learn More](#) ⓘ

Be sure to choose the Microsoft Cloud Partner Program location linked to your incentives enrollments and your competencies, if applicable. The location Partner ID must be active and located in the same country as your Surface Reseller account.

Enter your company name or Partner ID (Formerly MPN ID)\*

[Continue](#)

### Associate your Partner ID to your Surface Commercial Reseller account

We need to link your company's location Microsoft Cloud Partner Program ID (Partner ID) to your Surface Commercial Reseller account. Be sure to choose the Microsoft Cloud Partner Program location linked to your incentives enrollments and your competencies, if applicable. The location Partner ID must be active and located in the same country as your Surface Commercial Reseller account.

Select a location to associate to this account

Test\_Test\_LabelTest2023, Bangalore, KA, IN (Partner ID: 6674926)

| Company name   | Address   | Partner ID |
|--|---|------------|
| <input checked="" type="radio"/> Test_Test_LabelTest2023 | Flat 10084, Tower 10, Prestige Ferns Residency, Bangalore, KA, IN, 560102 | 6674927    |

[Continue](#)



# Step 3a

In case you are using a new account or are unable to find the required Partner Location ID (PLA), search for your company information either by company name and details or the Data Universal Numbering System (D-U-N-S) number, or by entering your information manually.

### Company Information

This information will be used to verify application details. Please use a registered legal business name and address.

**Search company address by**

Company name and Details  D-U-N-S number

Company name\*

Country/region\* [Why can't I change this?](#) State/province

United States  Washington

City ZIP/Postal Code

Redmond 98052

### Company Information

This information will be used to verify application details. Please use a registered legal business name and address.

**Search company address by**

Company name and Details  D-U-N-S number

D-U-N-S number ⓘ [Learn More](#)



# Step 4 – Company Information

Continue with the form by validating your company information and then entering the details for the key contacts. Click **Next** when completed

### Company Information

This information will be used to verify application details. Please use a registered legal business name and address.

**Company address**

Company name\*

Address line 1\*

Address line 2

Country/region\* [Why can't I change this?](#)

State/province\*

City\*

ZIP/Postal Code\*

**Validate Address**

Registration Number  
 For faster verification of your account details, enter your registration number. If you don't know your registration number, find it by country. [Learn More](#)

Website\*

Sales Territory\*

**Legal contact details**

Primary contact first name\*

Primary contact middle name

Primary contact last name\*

Primary contact email\*

Primary contact phone\*

By selecting **Accept and continue** below, you confirm that you are authorized to act on your company's behalf and you agree to the terms and conditions in the [Microsoft Cloud Partner Program Agreement](#).

### Contact Information

**Surface Authorized Signatory contact details**

This is an optional contact that can be added as a signing authority, specific to your Surface Reseller Agreement. This individual will be authorized to click-accept the agreement. If you plan to have your Global Admin click-accept the agreement, then you do not need to enter a contact here.

First Name

Middle Name

Last Name

Email

Phone

**Sales contact details**

First Name

Middle Name

Last Name

Email

Phone

**Channel incentives contact details**

First Name

Middle Name



# Step 5 – Accept Program Terms

- › After submitting your key contacts, the form will be submitted to a Microsoft PDM for approval.
- › Once your form is approved by the PDM, the primary contact will receive an email to go back to Partner Center and accept the agreement.
- › Return to Partner Center and go to [Account settings](#) to review and accept the Surface Commercial DMP agreement.

To access your [Account settings](#):

- › 1 Select the gear icon on the upper-right corner.
- › 2 Select [Account settings](#) from the dropdown menu.
- › 3 Select [Agreements](#) on the left pane.

### Surface Commercial Distribution Managed Partner (DMP) Agreement

Your application has been sent to the Partner Development Management for their approval. Once approved, you can accept the **Surface Commercial Distribution Managed Partner (DMP)** agreement.

[Back](#) [Cancel](#) [Enroll now](#)

The screenshot shows the 'Account settings | Agreements' page in Microsoft Partner Center. A yellow banner at the top indicates 'Action needed on this agreement'. Below this is a table of agreements:

| Program                         | Agreement name ↑                          | Date accepted | Agreement                   | Accepted by | Action                 |
|---------------------------------|---|---------------|-----------------------------|-------------|------------------------|
| Surface Program                 | Surface DMP Partner Agreement             |               | <a href="#">Version 1.0</a> |             | <a href="#">Accept</a> |
| Microsoft Cloud Partner Program | Microsoft Cloud Partner Program agreement | 1/24/2023     | <a href="#">View</a>        | First Last  |                        |

Navigation: < Previous 1 Next >



## Step 5 – Accept Program Terms

- ▶ After you accept your agreement, you'll receive a welcome email that contains multiple links to help get you started on your Surface journey.



### Start your Microsoft Surface journey

Partner organization ID: 6699389

Partner location ID: 6699390

Welcome, TestTestUSS6M.

We're excited to welcome you to the Microsoft Surface Commercial Reseller program as a Microsoft Distributor Managed Partner (DMP). Since your application has been approved by a Microsoft Partner Development Manager (PDM) and you've accepted the Microsoft DMP agreement, you're now authorized to sell Microsoft Surface devices, related accessories, and protection plans authorized for sale in United States to commercial business, government, and education institution customers.

You can view a copy of the Microsoft DMP agreement by signing in to your [Partner Center](#) account. A list of Authorized Device Distributors (ADDs) in United States that you can begin purchasing from can be found in [Partner Center](#). If you have questions, please contact any of the Microsoft Authorized Device Distributors (ADD) you see listed.

As you start your Microsoft Surface journey, here are some resources you might find helpful:

- [Surface Reseller Alliance \(SRA\) portal](#): Here you'll find marketing assets, operational resources, partner programs, and a place to find support if you need it.

- [Surface Reseller Alliance program](#): Our partner program offers incentives to resellers who've met defined criteria.
- [Asset gallery](#): A collection of content to help you recruit, develop, launch, and grow your Microsoft Surface business.
- [Surface Academy](#): Take advantage of our reseller training and certifications to help you achieve success with Microsoft Surface.
- [Microsoft Devices Pricing Programs](#): Designed to provide profitability to partners and discounts to end customers.
- [Partner Center support](#): Find information on the various programs supported in Partner Center and open support tickets for personalized assistance.
- Learn more about Microsoft Protection Plans at the SRA portal's Surface Warranty & Protection Plan Collection. Your Microsoft DMP agreement is supplemented by additional requirements set forth in the "Guide for Selling Microsoft Protection Plans," which is available at <https://partner.microsoft.com/en-us/surface/assets/collection/surface-warranty-and-protection-plan-collection/>. In addition, please reach out to your ADD for resources and training on the different dynamics of selling Microsoft protection plans.
  - Access additional training at [Selling Microsoft Protection Plans Process and Compliance \(sharepoint.com\)](#). Then, tell us, "I'd like access to Selling Microsoft Protection Plans training." We'll help with the rest to get you connected.

Thank you,

Microsoft Surface Commercial Team



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# Additional information





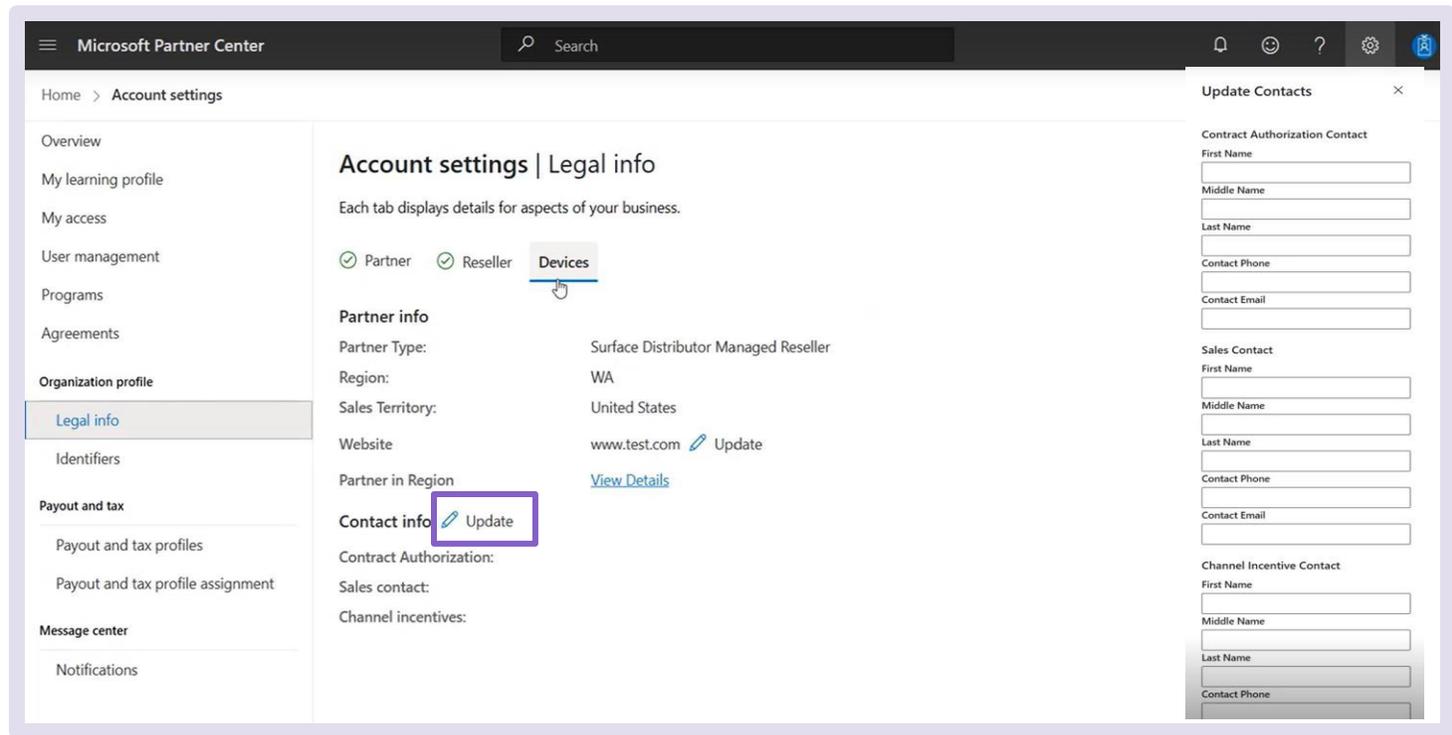
# Additional information

## How to review and edit Surface contacts

- 1 Go to [Account settings](#) by selecting the gear icon on the upper right corner.
- 2 Select the [Legal info](#) tab under [Organization profile](#).
- 3 Select [Devices](#) > [Update](#) (next to [Contact info](#)).
- 4 Either add or edit contacts on the right side.

## Learn more about Partner Center:

- › [What is Partner Center?](#)
- › [Get around Partner Center](#)
- › [Action Center overview](#)
- › [Manage your Partner Center account](#)
- › [Partner Center account structure](#)
- › [Find your workspaces, roles, and admins in Partner Center](#)
- › [Verify your company profile](#)

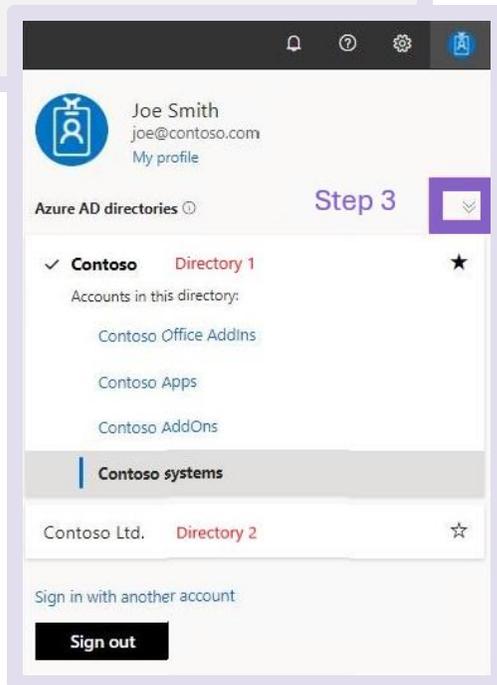
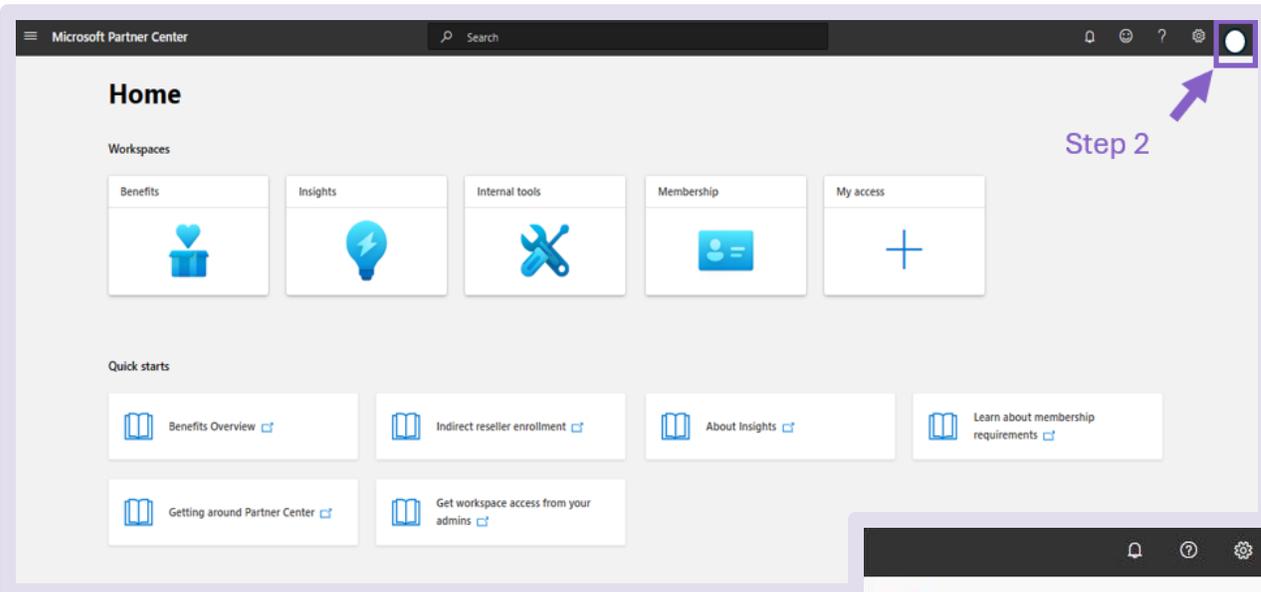




# FAQ

## Steps to follow if you are unable to see your agreement

- 1 Visit [Partner Center](#) and login using your global admin email.
- 2 Select **profile icon** on top right.
- 3 Select **expand option** from the panel. All your Azure AD Directories will be listed here. Select the right AAD directory which was enrolled in the program.
- 4 Now visit the Agreements page to find the program agreement.





Step-by-step  
onboarding guide

Additional informati

[Support](#)



## Support





# Support

- › For any help or support needed during onboarding, use the link: [Get support in Partner Center](#).
- › Select ? in Partner Center to open the **Help + Support** form, input the following:
  - › **Problem Summary** = surface
  - › **Workspace** = Enrollment
  - › **Problem type** = Surface > Surface Partner Enrollment (Onboarding)
    - Select appropriate topic - Surface Partner Enrollment (Onboarding) is frequently selected.
- › Support will be offered in English per the hours of operation. You will receive emails from [support@mail.support.microsoft.com](mailto:support@mail.support.microsoft.com).
- › To update a partner account, either a global admin or an MPN partner admin role must be assigned. To learn how to assign roles, refer to [Partner Center resource on assigning roles and permissions to users](#).

Help + support Start over

Problem summary \*  
surface

Workspace \*  
Enrollment

Problem type \*  
surface

**All Enrollment Topics**

- Surface > Offboard Surface partner
- Surface > Request for Surface Confirmation Letter
- Surface > Surface partner agreement/contract
- Surface > Surface Partner Enrollment (Onboarding)
- Surface > Transition DMP/ADR partner

Not finding your problem type? Verify your workspace selection, try different keywords, or select browse topics. [Browse topics](#).



Thank you