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Microsoft Volume Licensing Service Center

License and Relationship Summary

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Microsoft Volume Licensing Service Center tasks

The Microsoft Volume Licensing Service Center (VLSC) is the primary location for Microsoft Volume Licensing customers to view and manage their licensing agreements. You can perform many tasks in the VLSC. Some key tasks include viewing License Summary and Relationship Summary information.

Viewing License Summary and Relationship Summary information

On the main navigation bar, you can select **Licenses** to view License Summary and Relationship Summary information for the agreements that you are authorized to view and manage. In the VLSC, there is a three-level hierarchy of licensing. You can use the Licenses page to view the Master Business Service Agreement (MBSA), Parent agreement, and Licensing ID.

- **Master Business Service Agreement (MBSA)**: This defines the type of agreements that you have for using your software, and discusses how all of your Microsoft licensing agreements are managed. The MBSA governs the parent agreement that details the types of benefits and entitlements that you have elected. Purchases are not made at the MBSA level.
- **Parent agreement**: As a child of the MBSA, the Parent agreement governs the use of one or more agreements for each licensing ID or enrollment at the program level. The Parent agreement details the status of the agreement you have made with Microsoft, such as start and end date, the benefits you elect, such as Software Assurance, and in the case of Open License business agreements, your digitally signed agreement with Microsoft.
- **Licensing ID**: Depending on what it is referred to by the type of licensing program, each licensing ID, entitlement, and enrollment has a child relationship to the parent agreement. The licensing ID is the end item, such as the actual software and the license keys and enrollment that you order under the parent agreement.

  NOTE: *Depending on the specific Microsoft Volume Licensing program, a Licensing ID may be an Enrollment (Enterprise or Select programs*), Affiliate (Select Plus program*), Agreement (Open Value program), or License (Open License program). License IDs have a child relationship to the Parent Program and is the actual application, software, or service ordered.*

  *Effective July 1, 2016, in markets where the MPSA is available, Microsoft will stop accepting new orders and Software Assurance renewals through existing commercial Select Plus agreements at your next agreement anniversary date. This retirement does not apply to government and academic Select Plus agreements. More information is at www.microsoft.com/selectfaq.

The License Summary page

The License Summary page provides details of all of your licensed Microsoft products across all Volume Licensing programs. You can view the effective quantity of your licenses across all your active and inactive Microsoft Live IDs. The License Summary displays all licenses that you are authorized to view and modify.

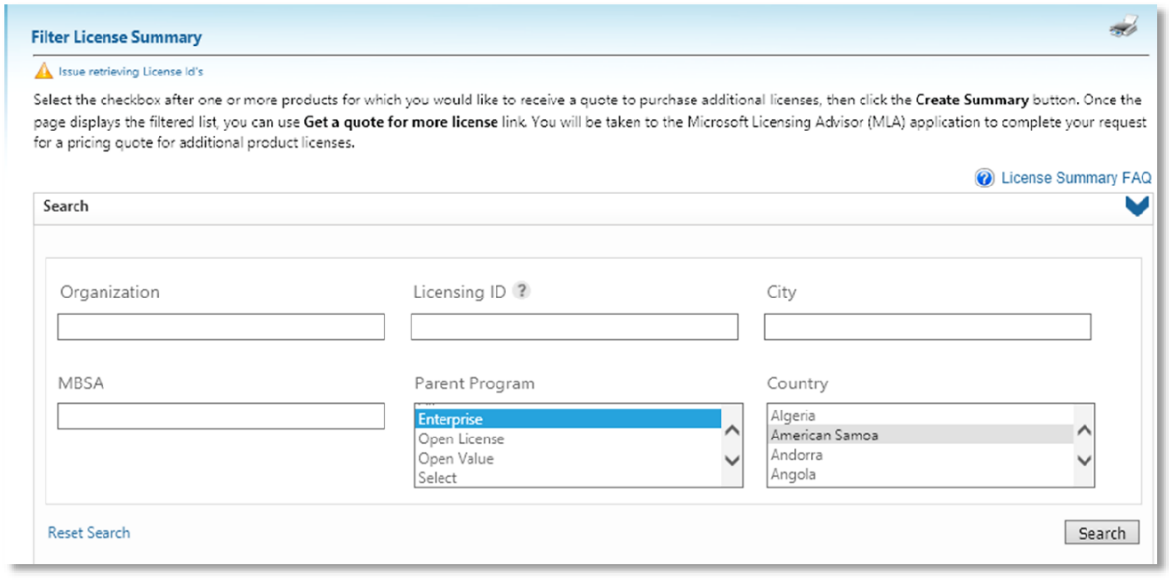
Filter your search results

If your initial search displays too many results, filter the results using search criteria.

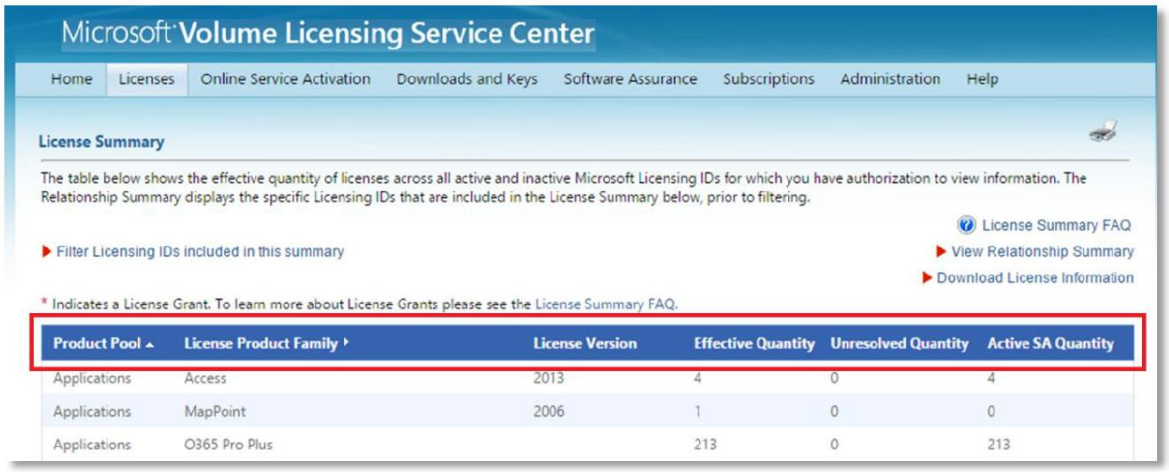
To narrow your search results, select Filter Licensing IDs included in this summary. Then complete one or more of the following fields for the licenses you want to find:

- Organization
- Licensing ID
- City
- Country
- MBSA
- Parent Program (Campus/Schools, Enterprise or

Government) When you are finished, select **Search**.



The License Summary displays a table with six columns of information about each license.



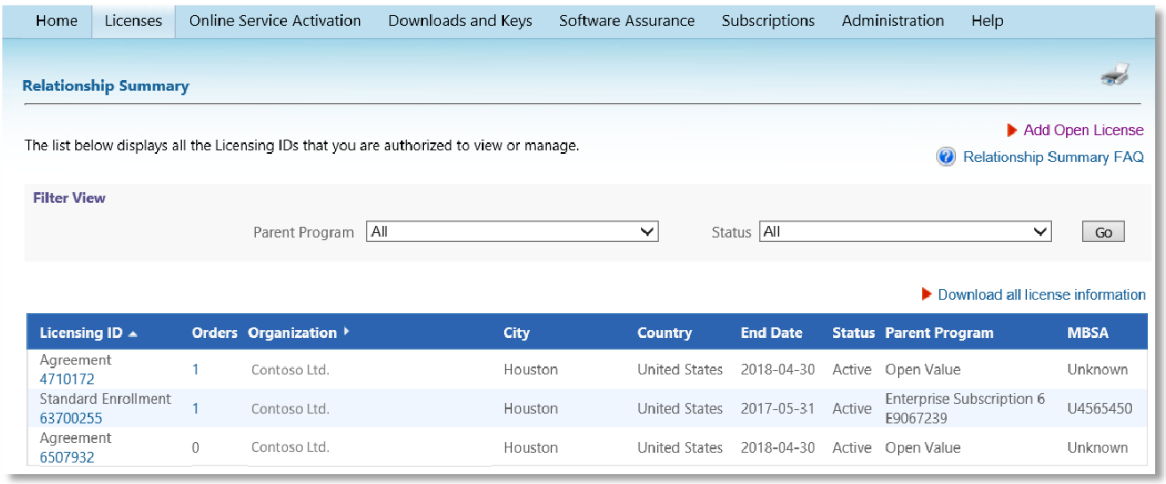
- **Product Pool** - This identifies the product type from three choices: Application, Server, or System.
- **License Product Family** - The name of the product.
- **License Version** - The product version.
- **Effective Quantity** - The set number of Volume Licensing entitlements. This indicates the highest version of a product that may be used. Volume licensing customers may combine all of their licenses to install an earlier version, or divide their deployment between older and newer software versions.
- **Unresolved Quantity** - The number of upgrade licenses without a base license. Unresolved quantity occurs when:
    - A customer purchased an upgrade license but has not purchased a base license for the fully licensed product, or the base license cannot be found.
    - A customer purchased a computer with Original Equipment Manufacturer (OEM) software installed from a retail outlet. As a result, the base licenses are unknown to the VLSC since these products shipped with OEM software, such as the Windows operating system or Microsoft Office licenses. When a non-Volume Licensing base license is present, a Volume License can be used to upgrade a non-Volume Licensed OEM product. The unresolved quantity can be added to the Effective Quantity column.
- **Active SA Quantity** - The number of licenses covered by Software Assurance complimentary benefits. Active SA Quantity is for Software Assurance customers who receive complimentary product upgrades.

The Relationship Summary page

The Relationship Summary page provides the summary of your company's business relationship with Microsoft. It details all of the licensing agreements that you have permission to view, such as Volume Licensing agreements, Licensing IDs, enrollment details, and Parent Program details.

You can also use this page to view status details for agreement start and end dates, entitlements, Software Assurance benefits, license details related to your business (your organization and business contact information), the agreement status, your organization information, license ID, MBSA, and Parent Program information.

NOTE: *The Parent Program has a child relationship to the MBSA in the Volume Licensing Agreement structure. The Parent Program defines the actual program(s) against which products may be ordered. The Parent Program shows Microsoft products for purchase and the levels of discount a customer receives based on the number of orders.*

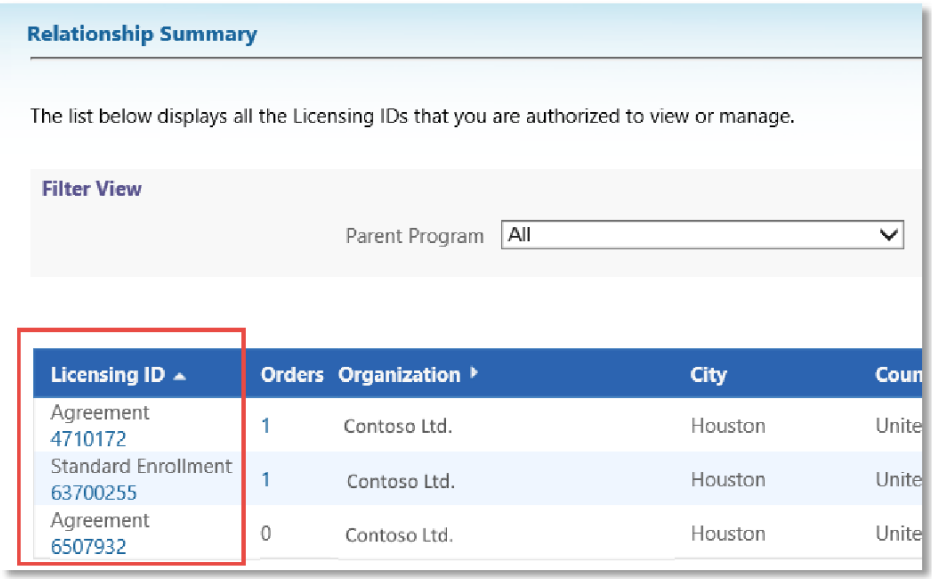


- **Filter View:** Use the Parent Program and Status drop-down menus to select license IDs to view or manage.
    - Select the Parent Program down arrow to filter the Orders view to view the parent programs by type (for example, Select).
    - To sort your Status search results, select the Status down arrow to select an option from the menu (for example, Active).
    - After you have set your filter options, select **Go**.
- **Download all license information:** Use this link to download all license information on this page to a local drive.

- **Licensing ID:** Use this column to view the licensing ID enrollment type. You can select the number link to navigate to the Enrollment Details page for a selected enrollment number to view enrollment details and offerings information such as offerings, contacts, licenses, product keys, and order confirmations.
- **Orders:** This column shows the total orders you have for an entitlement. An order can have as many enrollments as needed with a minimum of one enrollment. An order may contain one or more products.
- **Organization:** Use this column to view the business organization details for an enrollment.
- **City:** The city in which the enrollment was signed.
- **Country:** The country in which the enrollment was signed.
- **End date:** Provides the ending date for the enrollment and its benefits.
- **Status:** Provides the state of the agreement: Active, Expired, or Terminated.
- **Parent Program:** Provides detail to what type of agreement and the agreement's enrollment details and offerings. Select a number link to access the Enrollment Details page to view parent program details for a selected program number such as Offerings, Contacts, and Performance Summary information.
- **MBSA:** The Master Business Service Agreement (MBSA) that states the business relationship with Microsoft that is specific to a division of a corporation.

Viewing Licensing Agreement and Enrollment Details

When you select an agreement number or enrollment number in **the Licensing ID** column of the **Relationship Summary** page, it opens the Agreement Details or **Enrollment Details** page.

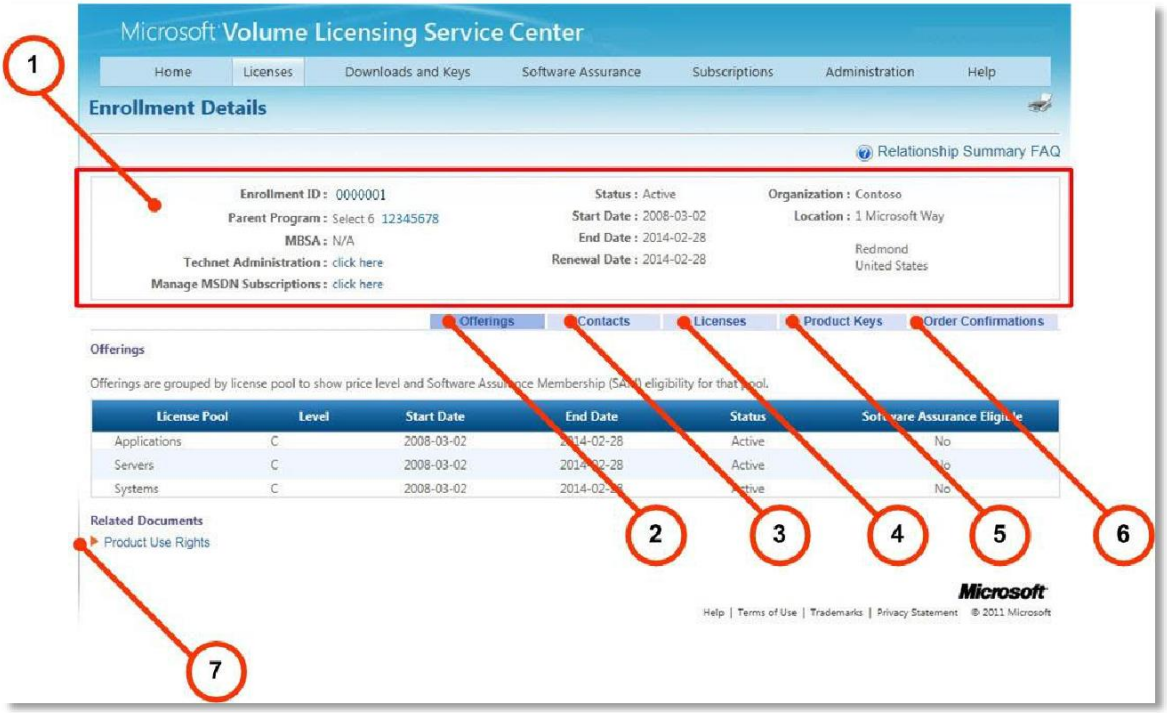


Both of these pages let you view your Microsoft applications, servers, operating systems, contacts, licenses, product keys, and order confirmations associated with a selected agreement, enrollment or license.

NOTE: *Enrollments are referred to as licenses in some licensing programs, and agreements in other programs. You may see either enrollment or license numbers listed in the* ***Licensing ID*** *column, in addition to agreement numbers.*

If you have an MSDN or TechNet enrollment, you can select links on these detail pages to view and manage these enrollments.

NOTE: *On the Enrollment Details page, the Order Renewals and the Software Assurance (SA) Step-ups columns display only for Open License agreements. To view an Open License agreement, select the country of usage and language, and then select Display.*



Number	Name	Purpose
1	**Enrollment Details**	Displays the agreement hierarchy for the selected license ID, such as Parent Program and MBSA. The Status, Start Date, End Date, and Renewal Dates are provided. If the license ID has MSDN or TechNet agreements, the links to manage these agreements are visible.
2	**Offerings**	The following columns are provided on the Offerings header. Offerings are grouped by License Pool to show the type (Applications, Servers, or Systems). The **Level** column shows the pricing level. Generally, the higher the letter, the more of a discount a customer receives. The letter becomes higher as more products are ordered. The **Start Date** and **End Date** columns display start and end dates for the offering. The **Status** column details the status of the offering (Active, Expired, or Terminated). The **Software Assurance Eligible** column indicates whether your product may be eligible for Software Assurance benefits, such as upgrades and support. For Open License and Select Plus* agreements, the **Offerings** tab displays Units Achieved, Units to Maintain Level, and Units to Next Level columns to indicate the status of your offerings. **Units Achieved** indicates the total units purchased by all affiliates that roll up under the Lead Affiliate. **Units to Maintain Level** are the number of units required to remain at the existing price level. **Units to Next Level** are the number of points required to reach the next price level.
3	**Contacts**	Displays the type, (or title) of the company contact that signed the enrollment. The City and Country columns detail where the enrollment was signed and the name of the signing contact are provided in the last column.

Number	Name	Purpose
4	**Licenses**	Displays a view similar to the License Summary tab, but is limited only to the selected license ID.
5	**Product Keys**	Provides details regarding the keys for the selected license ID. The **Product** column lists the product. The **Product Key** column displays the key for the product. The **Type** column describes what type of licensing key. The choices are Volume Licensing Key, KMS, and MAK. In the **MAK Activations Used/Available** column, you can view the number of used and available Multiple Activation Key (MAK) activations (for example, 235 keys have been used out of a possible 2500 total keys). You can also select the **Download all product keys** link to download the keys displayed for an entitlement to a local drive.
6	**Order Confirmations**	This tab allows you to view confirmation details to show the receipt of what software, application, or service that was purchased under the selected enrollment number in the Volume Licensing program.
7	**Product Use Rights**	Select the **Product Use Rights** link to learn more about the terms and conditions of using Microsoft intellectual property.
8	**Order Renewals** (Displays for Open License and Select Plus agreements* only)	For the Select Plus program*, you can filter your line items to view details regarding your three-year renewal options, auto renewal status, renewal term and coverage end date, Software Assurance ending dates, and billing options. Instead of an agreement duration, the Select Plus program* has an evergreen anniversary agreement that does not expire. On the renewal agreement's third anniversary, you have the option to continue the agreement or change it to a different agreement type.
9	**Software Assurance Step-ups** (Displays for Open License and Select Plus agreements* only)	As part of the Software Assurance program, Step-up Licensing allows you to pay only for the price difference between product versions instead of having to purchase the entire product. You can view the available version upgrades for your licenses.

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To purchase software with Step-up Licensing

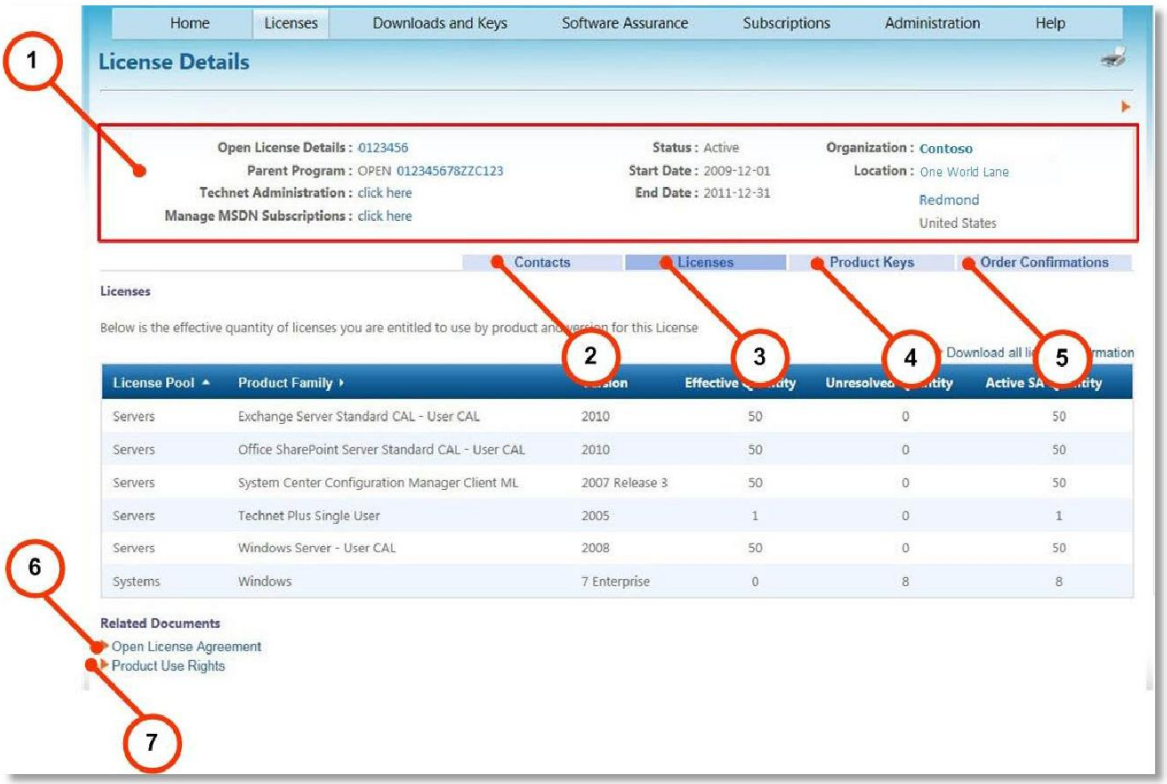
Step-up Licensing enables your organization to upgrade to a higher-level software edition and pay only the pricing difference.

To purchase software using your Step-up Licensing benefit, contact your Microsoft Account Manager or reseller. Once purchased, you may download the software through the VLSC.

The License Details page

When you select a license on the **License Summary** page, the **License Details** page opens. This is similar to the **Agreement Details** or **Enrollment Details** pages described in the previous section.

The License Details page displays the License Details, Contacts, Licenses, Product Keys, and Order Confirmations for a selected Open License.



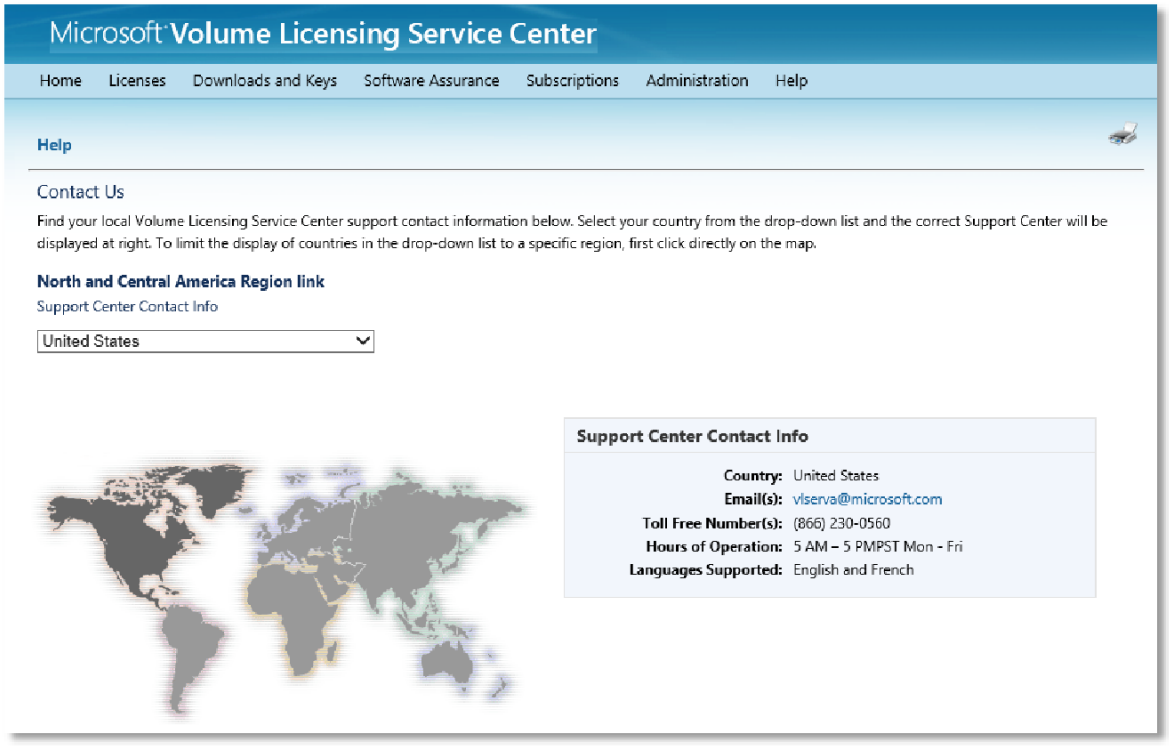
Number	Name	Purpose
1	License Details	Displays the agreement hierarchy for the selected Open License ID, such as Parent Program, Status, Start Date, and End Date. If the license ID has MSDN or TechNet agreements, then the links to manage these agreements are visible.
2	Contacts	Displays the type, (or title) of the company contact that signed the enrollment. The City and Country columns detail where the enrollment was signed, and the name of the signing contact is provided in the last column.
3	Licenses	Displays a view similar to the License Summary tab, but is limited only to the selected license ID.
4	Product Keys	Provides details regarding the keys for the selected license ID. The **Product** column lists the product. **Product Key** column displays key for the product. The Type column describes what type of licensing key. The choices are Volume Licensing Key, KMS, and MAK. In the **MAK Activations Used/Available** column, you can view the number of used and available Multiple Activation Key (MAK) activations (for example, 235 keys have been used out of a possible 2500 total keys). You can also select the **Download all product keys** link to download the keys displayed for an entitlement to a local drive.
5	Order Confirmations	This tab allows you to view confirmation details to show the receipt of what software, application, or service that was purchased under the selected enrollment number in the Volume Licensing program.
6	Open License Agreement	If you have Open License agreements, then the products you have purchased are displayed for download where available.
7	Product Use Rights	Select the **Product Use Rights** link to learn more about the terms and conditions of using Microsoft intellectual property.

Getting help

Select the **Help** link on the main navigation bar to view a drop-down menu with two options: **See FAQ** (Frequently Asked Questions**)** or **Training & Resources**. You do not have to be signed into the VLSC to view and use the VLSC FAQs or Training and Resources.

The **Help** link in the footer at the bottom of every page in the VLSC also points to the FAQs page. There is a **Contact Us** link at the bottom of the FAQs page that points to information about how to contact Microsoft by phone or email if you need support. This Contact Us page has three items:

- **Support Center Contact Info:** This drop-down menu lets you select your country from the drop-down list to display the Support Center information.
- **Interactive map:** This lets you select the region to limit the number of entries in the Support Center Contact Info drop-down list.
- **Support Center Contact Info:** This displays contact information and Support Center hours of operation.



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