Unable to upload & process the SDF file.

- Please validate SDF "Quote Header" Sheet details with MSQuote "Heading" Tab details must be same.
- Please check and remove extra spaces in any of the "Quote Header" selected details.
- If Quote Header is Blank for SDF generated by VL Central, please use the existing Quote SDF Header Page as a work around. This is Due to Bug# 40796249.
- If unable to view the SDF Upload option, please check if the Quote is in Final Modifiable state.

DTF Flag is not generating.

- Deal should have valid Enterprise Agreement number.
- Channel Model should be Direct to Reseller
- Deal needs to have Discounts.
- License Agreement Type should be Government (or if commercial, then customer PCN must be present on SOE list)

User is unable to Install MS Quote

- Please check your MSFTVPN Connection is Connected. If you are facing issues with MSFTVPN Connection, please reach out to Your Local IT Team for assistance.
- Please ensure all the system updates are installed in your local machine. To check this, go to Windows --> Check for Updates then click on Check for System Updates. Please install pending updates if any.
- MSQuote Needs High Internet Bandwidth Connectivity for Installation / Updates.

PSF File is not generating.

- Please check if the Quote type is New / Renewal or not. If it’s Supplemental Quote, then it’s expected behaviour.
- Also, If the Quote is Server and Cloud Enrolment (SCE) then PSF will not generate.

GP DTDF Document is not generating in VL Central

- As per system design, GP DTF is no longer available in VL Central Deal Management application.
- There is no Policy / Concession for the GP DTF Design Change. The current plan is to officially update Concession# 1637 when MSQuote is officially retired.

PO number not coming in CPS.

- PO Section will only show for Final CPS. Please check the Quote CPS is Final / Prelim.

DTF Exception is not generating.

- Please make sure to check if the quote satisfies all below conditions to flag DTF Exception,
- Deal should have valid Enterprise Agreement.
- Channel Model should be Direct to Reseller.
- Deal needs to have discounts.
- License Agreement Type should be Government (if commercial, then customer PCN has to be present on SOE list).

Products disappeared after allocation.

- Product allocation feature currently follows the same behaviour as MSQuote. So, allocate products only supports for Enterprise and Enterprise Online sections. Other section products if we try to allocate the products will disappear.

Unable to search Org PCN in Partner Quote application.

- Organization type should be Large Account Reseller or Software Advisor and Distributor.
- If the Organization Type is SPLAR Then please add Organization Type as Large Account Reseller or Software Advisor and Distributor in the Allow Business tab under the Organization as a work around (Bug# 39054231).
- To Apply the Workaround Partners, need to reach out to ROC (AOC (American Operations Center): selquest@microsoft.com, EOC (European Operations Center): mscosup@microsoft.com, APOC (Asia Pacific Operations Center): aplquest@microsoft.com) Team.

Unable to view Generate button in Price Sheet page in Partner Quote

- If the Partner Role is Partner Quote Reader, then Generate Button not visible as per system design. Please reach out to appropriate role owner for assistance.

Unable to create a supplemental True Up Quote in Partner Quote application.

As per system design, Supplemental True up is not supported in Partner Quote. Please reach out to Commercial Executives for creating Quote in MSQuote.

Getting a warning on Supplemental should require an "order" in VL Central.

This is just a Warning, and it does not restrict us to create the Final CPS.

Unable to create Contact / Organization in VL Central

This feature not yet implemented in VL Central yet. It will implement in next couple of months.

Unable to generate CPS PDF Document or Finalized quote not moving to MOPET from VLC.

If users upload documents like CPS /PSF prior to the Generation of Price sheet, then then the uploaded documents type (CPS / PSF) will not generate after clicking on Generate Price Sheet Button. We need to remove the uploaded documents again and try to regenerate the Price Sheet.

Enrollment number is not showing in my claimed opportunities section.

The Enrolment link will only appear if the opportunity has the Enrolment data. so, need to verify with MSX team if that the Enrolment is present in those MSX opportunities or not.

E3 / STP Products not showing under PSF in VL Central

STP Products are not supported to PSF in VL Central. This is as per design.

Link to provide Feedback or new feature request in VL Central

To provide any feedback or suggestions or feature request please click on this VL Central Ideas link.

Which Rounding Rules option should I select?

Choosing “Default” is the recommended option for Rounding Rules. It will apply the programmatic rounding rules that match the quoted currency.

E.g., the US transacts in cents and the default rounding rule for US Dollar is 0.01. Other countries, mostly Asian, transact in higher denominations, and therefore will have a higher rounding rule by default.

This option should be changed from Default to some other value if you want more (or less) precision in quoting prices than normally supported by the programmatic currency rounding rules. Changing this option will trigger discounting exceptions requiring discount approvals as rounding rules effectively change prices.

Why does VL Central change the discounts that I enter?

All discounts are reevaluated automatically based on the results of the currency rounding rules. Therefore the exact discount percentage you apply may either increase or decrease slightly. This is a programmatic requirement to ensure that all discount empowerments are calculated based on the actual price offered to the customer post rounding rules.

What types of deals are supported at this time?

As of April 10, 2023 NEW, RENEWAL, and SUPPLEMENTAL quote types are available in VL Central.

Does VL Central support only EA Deals?

For now, VL Central supports only EA, EAS, and SCE deals. There are no plans to expand to any other programs in the near future.

Am I able to upload a group of SKUs, from Excel, all at once?

Yes, ‘Copy and Paste’ functionality is available.

Will we see detailed information on non-Enterprise 6 agreements?

Not yet. We are focusing on EA/EAS/SCE deals for now.

Does VL Central pull customer data based on TPID or Enrollment?

You can search either via Enrollment or TPID or a few more Advanced search options. We've enabled search on TPID. But the Autofill and Customer Agreement Research pulls in information from Enrollment Numbers.

When will EDDA functionality be added into VL Central?

EDDA functionality will be added to VL Central in Phase 3, which is currently to be determine but we expect H1 FY24.

Is it still possible to create a quote without an opportunity ID?

Yes. Add Override to enable finalizing CPS.

Can multiple people work on a deal?

Yes, people can self-assign or be assigned to a deal. This is a great way for managers to see what deals their directs are working on.

Can you search for multiple SKUs in one go?

Yes, separated by Comma.

Can we revert a CPS to draft status once finalized?

Yes, there is the ability to work on a case that is already pending for approval.

How do you add the same SKU for different profile/tenant?

Product browser does not allow addition of same SKU to product grid. You can allocate the added SKU to multiple profiles and tenants from Configure -> Allocate.

What are the best settings for the best UI experience?

Change screen resolution and scale system > display setting, and change web zoom to get the best experience. For laptop screens, set resolution to 1520 x 1080 (Recommended) and Scale to 125%. Set your browser zoom to 100%.

When will partners be able to generate Quotes on VL Central?

This is on the roadmap. But, we do not have specific dates yet. Our first priority is to give the best of the tools to the CEs and then expand the toolset to non-CE users.

Can we create contacts in VLC now?

This functionality will be available in VL Central in a future release. For now, you need to create new contacts via MS Quote and use that data on VL Central to create quotes. As a workaround, you can edit an existing contact in VL Central to replace an old with one new.

Is there an option to create a CPS with uplifts and discounts?

Uplifts and Discounts based on pricing is already available. Uplifts based on SA will be available in the future after we retire MS Quote.

Is there a way to create modifiable CPS?

Modifiable CPS option is already available for New and Renewal quotes via the “Modifiable - for Deal CoE” option in Generate CPS.

Can we see prior CPS/quotes in VL central that may have been created in MSQ?

Not yet. But we will be building that capability before retiring MS Quote.

Will the CPS be updated at some point in the near future to display "VL Central" and not indicate "MS Quote" (bottom right of each page)

MBO uses these values for their processing. To avoid any ROC process changes we have kept the name as-is. By the way, in that context, "MS Quote" reflects that Microsoft finalized the quote. As opposed to Partner Quotes. The name "MS Quote" on the footer is not a tool name. Therefore we will likely not change it in the future because ROC still needs the information on who finalized the quote.

Does VL Central recognize MPSA for auto credits?

Not yet. MPSA credits needs to be applied via Manual credits. We are evaluating if this scenario can be automated.

How do we accept quote from partner quote?

In VL Central, go to ‘Pending Handover’, from the ‘Action’ dots select ‘View Summary’, then ‘Accept’ to accept the handover (or select Reject to reject the handover). If the quote is not handed over to you, you will have to search by alias in pending handover deal page

How do you delete and/or archive a deal?

There is no explicit option to delete/archive a deal or folder. Instead, you can delete/archive the Scenario or Quote within a deal using the “Delete Scenario” menu option in the Action column.

How can I accept Partner Quotes in VL Central?

You may accept Partner submitted quotes into VL Central. As of Jan. 2023 only New and Renewal quotes may be accepted with Supplemental quotes coming later in 2023. DCoE and LST teams are already using VL Central for Partner submitted quotes.

Here are the steps:

From the My Deals menu, choose "Pending Handover"

If the quote is directly assigned to you via Partners, then it will be shown in the list by default. Otherwise, use the Search functionality to search for the handed over quote.

Use the Action menu to view handed over quote and accept/reject as appropriate.

Note: This process is transparent to Partners. They just select hand over to Microsoft from the PQ tool. They don't know which tool MS uses to accept or review their quotes.

When will the Japanese/French/Localized CPS available in VL Central?

This is work in progress and will be available around August 2023.

How to edit the Usage Indicator of the SKUs on a quote?

Check the box on the left and click edit option just above the table. It should give you Excel like editable grid to change many parameters including Usage Indicator.

How to view version history of the quote and how to create new versions without first finalizing the quote?

The Version History menu is available in the Action column in Scenario list view.

How to create new PCN within VL Central?

Ability to create new PCN and Contact in VL Central is under development. It will be available in Q4FY23.

The below workaround will allow you to utilize VL Central for new PCN scenarios:

Select any existing PCN with the same country you want new record and rename the data using the form that opens up on clicking the pencil icon.

This edited data is stored within the quote and not saved back to the central organization system. No other record will be affected by this action. This should enable you to create New quotes within VL Central.

Are Frameworks available in VL Central?

Yes. You can select the Framework from Price Settings screen. The frameworks functionality in VL Central is on par with MS Quote.

Why is the products screen in VL Central different from MS Quote?

VL Central screens are designed to provide more flexibility to the user community and enable high level of custom negotiation scenarios that were not possible in MS Quote. Therefore the screens look different in VL Central. Users have provided multiple suggestions to simplify the products screens while retaining the much appreciated customization features. Most of the user feedback is implemented in the recent releases. Please utilize the latest products screens and let us know what you think. Log feedback via VL Central as appropriate.

You can filter the grid to show data for one pricing & usage period which would be similar to MSQuote.

Why am I not able to edit the quote even if I included myself as a team member on the scenario via the Add/Assign options?

The Add/Assign option makes the quote easily visible to you in your My Deals view. However, to edit the scenario, you need to be Assigned as the current owner of the quote AND you must open the latest version of the prelim scenario. Most people either forget to assign themselves or open a previous revision and therefore see a read only quote. Use the Takeover menu option to assign to yourself, or you can also use the Add/Assign screen and change the current owner of the quote to yourself or someone else.

How do I create a revised quote for a CPS that was finalized in MS Quote?

This feature is under development and will be available by August 2023. For now, continue to use MS Quote for Revised quote scenarios, if the original quote was created in MS Quote. All the quotes that were created in VL Central must be revised within VL Central, via DCoE.

How do I create an Extension CPS in VL Central?

Choose the Term of Agreement as 1 Year in the Scenario Setup page. If you want to create a 2 year extension then first change the Enrollment Term Type to “Custom Yearly – upto 7 Years” and then change the Term of Agreement to 2 Year. This method can also be used to create deals that are beyond 3 year.

How do I hide Future Products groups or levels on CPS?

In Future Products tab select the Future Product Setting button. A menu will pop-up which provides option to show or hide on CPS.

How to ramp pricing in Future Products?

In set up page, select Custom Yearly and then check the “Print all years” checkbox. This would set up the template for yearly FP which would allow you to ramp.

How to allocate products?

A new user interface is going live on 7th April 2023 to make this more clear. It will have Edit, Bulk/Ramp and Allocate buttons; also look for filter capability to keep the product page clean.

Am I able to see the amounts of the CPS (price list, discount, and totals) before the CPS is generated?

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Yes. In VL Central you can select the Scenario Summary to see this and more.

Does VL Central allow for adding different discounts for each year?

Yes. In the Products section select the product you want to discount. Then, select Bulk/Ramp menu item and complete the information in the pop-up dialog box.

What is the new Tool to raise CLTs?

It is My Cases & Support and could be accessed here [My Cases & Support - Volume Licensing Central (microsoft.com)].

How could one raise a new incident for support in VL Central?

You could click on the "New Case" button under My Cases & Support page.

Is there Live Chat support for VL Central?

Yes, you are just a click on "Live chat" Link under My Cases & Support page.

How could I get access to VL Central Case Management?

If you are an existing CLT user, then you already have the access to VL Central Case Management. Just click here [My Cases & Support - Volume Licensing Central (microsoft.com)] and use work or personal account as you do in CLT.

How should I decide between a Work account and Microsoft account for accessing VL Central?

The account which you use for CLT previously has the same access to VL Central. So use the same account for accessing.

What should I do if I do not have access to VL Central Case Management.

Please contact your Organization Admin to get access to VL Central. If there is NO admin then contact UAM Provisioning wwaccess@microsoft.com Team to get the admin details and access to VL Central.

How could a VL Central Organization Admin provide access to new user?

Organization Admin has the access to User Management - Volume Licensing Central (microsoft.com) and by clicking on “New User” Admin could provide access.

After providing the email address admin could add the PCN details and select the roles for each Organization they require the access.

What are the details required to create a new case in VL Central Case Management.

They are very simple, just the Agreement or Enrollment Number is sufficient.