Quick Start: View Licenses, Services and Order History

Customer Guide  
November 2016

The Licenses, Services and Benefits section of the Microsoft Business Center is where you can view your licenses, online services and purchase history (order history.)

To get started, sign in to the Business Center, select Inventory from the top menu, and then Manage my inventory.

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View your licenses and online services

When you first go to the Licenses, Services and Benefits section of the Business Center, it will open by default to the Licenses and Services tab. (There is also a tab on the page called Software Assurance and Services Benefits where you can view your benefits.)

The Licenses and Services tab displays a list of all your Microsoft product licenses and services, arranged by product group.
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View details about your licenses and services
1. Sign in to the Business Center, select Inventory from the top menu, and then Manage my inventory.
2. If you have more than one Purchasing Account, choose Select an account. (If you want help selecting an account, see instructions below for Select a purchasing account.)
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NOTE If you only have one purchasing account, the account selector will not appear. Instead, your purchasing account will display automatically.

3. Once you find the Purchasing Account you want and select it – or if you have only one Purchasing Account – you can look for the licenses or services you want to view.

   **Do one of the following:**

   - **Search:** Use the Search box to find a particular product you have licensed or subscribed to. This works best if you have many different products and services.

     ![Search by product input field]

     - **Show expired**
     - **Show packages**

   - **Browse:** Browse the list of your products displayed on the page.

4. After you see the list of products and services you are looking for, select the Expand/Collapse icon to view details about each product or service.

   When you expand an item, you will see all the individual versions and editions that you have licensed within that product group, such as different versions and editions of Office.
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This expanded listing shows the details for a license of Office 2013 Professional Plus

An expanded listing for a **product** such as Office shows:

- **EDITION**
- **VERSION**
- **PURCHASING ACCOUNT NUMBER**
- **PURCHASING ACCOUNT NAME**
- **RESOURCE USAGE**
- **LICENSE QUANTITY**
- **SA QUANTITY**
- **NEXT EXPIRATION**

**NOTE** Only online services have a **NEXT EXPIRATION** date

An expanded product listing for an **online service** such as Office 365 displays **AVAILABLE SUBSCRIPTIONS** and **ORDERED SUBSCRIPTIONS** instead of **LICENSE QUANTITY** and **SA QUANTITY**.

- **AVAILABLE SUBSCRIPTIONS** shows the net quantity of this service available to the customer, not what the partner has ordered.
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- **ORDERED SUBSCRIPTIONS** shows what services the partner has ordered on their customer's behalf.

  **NOTE** Any difference between **AVAILABLE SUBSCRIPTIONS** and **ORDERED SUBSCRIPTIONS** shows what online services you are already using (set up on your own) that your partner has not yet ordered for you.

- **NEXT EXPIRATION DATE** shows when this service will expire and need to be renewed.

- **ACTIONS** let you select **View History** or **Manage services**.

  **TIP** Select **Expand/Collapse all** near the top of the Licenses and Services page to expand or collapse your entire product list at once.

View packages

The default view in the **Licenses and Services** tab shows all your **Products**. If you select the check box labeled **Show packages**, then you will also see a category called **Packages**.

<table>
<thead>
<tr>
<th>Licenses and Services</th>
<th>Software Assurance and Services Benefits</th>
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</thead>
<tbody>
<tr>
<td><img src="#" alt="Packages" /></td>
<td><img src="#" alt="Enterprise Cloud Suite" /></td>
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<tr>
<td><img src="#" alt="Enterprise Cloud Suite" /></td>
<td><img src="#" alt="Dynamics CRM Online" /></td>
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<td><img src="#" alt="Products" /></td>
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<td><img src="#" alt="BizTalk Server" /></td>
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<tr>
<td><img src="#" alt="Products" /></td>
<td><img src="#" alt="Dynamics CRM Server" /></td>
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</table>

**Packages** are items purchased together as part of a package.
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**Products** are items purchased separately (not part of a package.)

Both views display a similar view of your items, but group them by how you licensed them – as items purchased separately or purchased together as part of a package. For example, both the Products and Packages views display the **AVAILABLE SUBSCRIPTIONS** and **ORDERED SUBSCRIPTIONS** for your online services.

<table>
<thead>
<tr>
<th>Packages</th>
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<tr>
<td>Items purchased together as part of a package</td>
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<th>Enterprise Cloud Suite</th>
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<tr>
<td><strong>Edition</strong></td>
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<td>Enterprise Mobility Suite Non-specific</td>
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</tr>
<tr>
<td>Office 365 Enterprise E3</td>
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<td>Windows Enterprise SA</td>
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<td>Office 365 Enterprise E3</td>
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</tr>
<tr>
<td>Office 365 Enterprise E4</td>
<td>1,010 1,000</td>
</tr>
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</table>

**View and manage MSDN and Azure subscriptions**

If your Microsoft partner has ordered subscriptions for you to MSDN and Azure, you can view them along with all your other Microsoft products and services in **Licenses and Services**.
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You cannot manage your MSDN and Azure subscriptions in the Business Center, but there is a link that will take you to portal sites where you can sign in and manage them. Here’s how:

1. In Licenses and Services, select the product with the MSDN or Azure subscription you want to manage (such as Visual Studio with MSDN).

2. Go to ACTIONS and select Manage subscription from the drop-down menu. If this is an MSDN subscription, this link will take you to the MSDN Administrators Portal. If this is an Azure subscription, this link will take you to the Microsoft Azure Enterprise Portal.

   NOTE You can also select View History to see a history of transactions for this subscription.

View your order history

You can quickly and easily view all orders placed for you by your Microsoft partners. Here’s how:
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1. In the Business Center, select **Account** and then **View order history**.

2. View your list of orders.

3. Select any orders you want to expand and view in more detail. This will display sections titled **Order header**, **Order information**, and **Order items**.
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NOTE The field previously named SECONDARY PURCHASE ORDER NUMBER has been replaced with CUSTOMER PURCHASE ORDER NUMBER.

Select a purchasing account
If you have multiple purchasing accounts, the account picker option will appear. The account picker lets you select a purchasing account from a list of all accounts.

NOTE If you have only one purchasing account, this option will not appear. Instead, your purchasing account will display automatically.
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1. Go to Select a Purchasing Account.

2. Start typing all or part of the name of the purchasing account name that you want in the search box. Keep typing more of the name until you see the account you want.

Typing Fab brings up several different purchasing accounts with that in the name

If you have trouble finding the purchasing account you want, try searching by one of the four other types of information:

- Agreement Number
- Customer Legal Entity Name
- Location
- Purchasing Account Name
- Purchasing Account Number
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Use the drop-down menu to select the field you want, then type that information into the search box.

You can also combine different types of information. For example, in the screen shot below, part of the Purchasing Account Name is entered (Fabrikam) along with the location (Redmond). Together they narrow the list of search results, to help identify the correct Purchasing Account.

View help tips

When there is a help tip available to explain a term, the help icon appears. When you hover over the icon, a help tip should appear. These terms have a help tip:

1. **LICENSE QUANTITY**: The license count only shows licenses purchased through a Microsoft Products and Services Agreement and with a confirmed underlying license.
2. **SA QUANTITY**: The number of Software Assurance orders or renewals for this product version.
3. **AVAILABLE QUANTITY**: The total number of seats or licenses ready for you to use.
4. **ORDERED QUANTITY**: The total number of seats or licenses ready for you to use and ordered by your partner.
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Find online services that will expire soon

Every online service lists a NEXT EXPIRATION date. To make it easier to notice if a service will expire soon, there are alerts if the service will expire within 90 or 30 days:

- If an online service is within 90 days of its expiration date, an Expiring soon notification appears.
- If an online service will expire within 30 days, its NEXT EXPIRATION date is red.

Set up online services

You can set up (self-provision) online services such as Office 365 on your own, but then you must ask your partner to order the services for you.

To set up new online services, select the SET UP ONLINE SERVICES BUTTON in the Licenses and Services tab.

To learn about setting up online services, see the Quick Start Guide titled Set Up and Use Your Online Services, in the Support section of the Business Center.
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The SET UP ONLINE SERVICES button is where you can go to find and start using new online services.

If you set up new online services on your own, you will see this message below notifying you that you must place an order promptly for those services through your partner.

TIP The Unpaid Online Services Reconciliation report enables you to check for discrepancies between the quantity of online services you have set up yourself (self-provisioned) and the quantity ordered by your partner. This report helps you determine what online services to order to avoid any interruptions in service. You can filter the report by account, order, agreement, or product. You can find this in the Reports section of the Business Center.