



Microsoft Electronic Software Distribution (ESD) **PARTNER GUIDE**

Question? Let us know.

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Business Value

ESD is a Microsoft software license distribution model where software licenses are purchased and delivered through online platform, thus potential cost savings associated with physical media handling, reduce shelf time and increasing long-term profitability against physical software model.

Learning Objectives

- Placing ESD Orders via IMOnline.

Requirement

Partner need to be a valid Partner of Ingram Micro Malaysia and owns an IMOnline account.

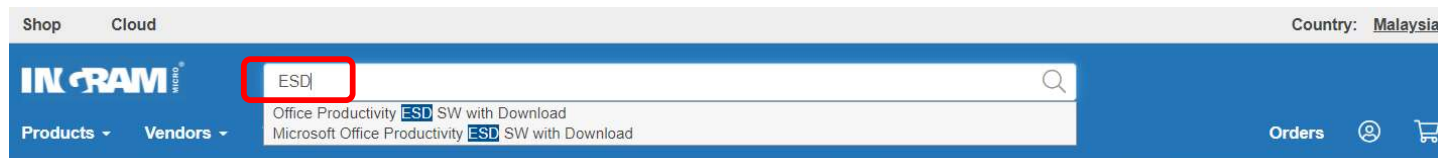
Step 1 : Partners can access ESD materials after login into IMOnline <https://my.ingrammicro.com>.

Step 2 : There are a few options to retrieve ESD materials:

a. Search keyword “ESD”

Enter “ESD” in the Search input box and press Enter.

ESD products will be loaded on searching.



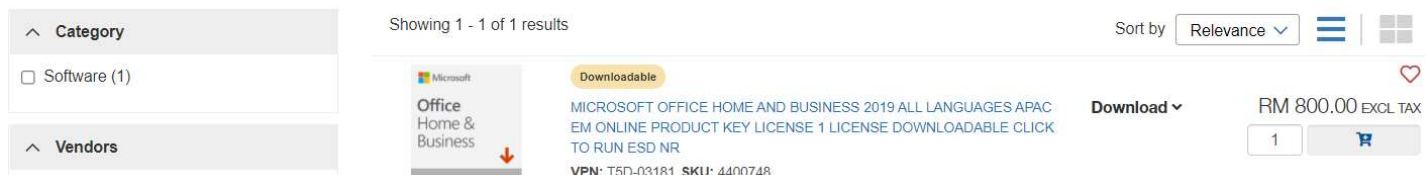
b. Search by IM SKU or Vendor Part Number

Enter “IM SKU” or “Vendor Part Number” in the Search input box and press Enter.

ESD products will be loaded on searching.



Search Results for “4400748”



c. Search by IM SKU or Vendor Part Number

Enter “IM SKU” or “Vendor Part Number” in the Search input box and press Enter.

ESD products will be loaded on searching.



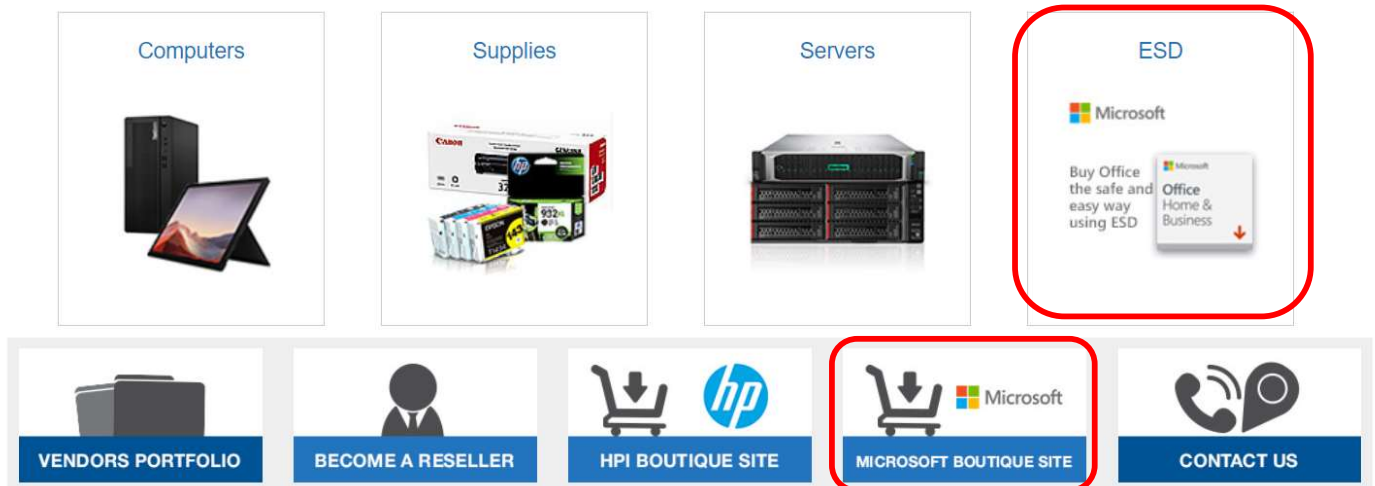
Search Results for “T5D-03181”





- d. Click on Top Categories “ESD” or “Microsoft Boutique Site”.
Search by IM SKU or Vendor Part Number
Enter “IM SKU” or “Vendor Part Number” in the Search input box and press Enter.
ESD products will be loaded on the searching.

Top Categories





Step 3 : You can view the material description by clicking on the desired product.

Shop
Cloud
Country: **Malaysia**

IN-RAM
Search by Keyword(s), VPN or IM SKU
Products ▾ Vendors ▾ Tools ▾ Explore More ▾
Orders

[Home](#) / [Products](#) / [Software](#) / [Office Productivity Software](#) / [Office Productivity ESD SW With Download](#) / [ESD OFFICE HOME AND STUDENT 2019 ALL LNG](#)

[ADD TO FAVOURITES](#)
[EMAIL](#)
[PRINT](#)

Microsoft ESD OFFICE HOME AND STUDENT 2019 ALL LNG APAC EM PKL ONLINE DWNL D C2R NR [Less](#)

By: Microsoft VPN: 79G-05020 SKU: 4400745

Downloadable

RM 340.00 EXCL TAX

Quantity:



Download ▾

[Notify me when available](#)

[Read Technical Specs](#) >



Description

ESD OFFICE HOME AND STUDENT 2019 ALL LNG APAC EM PKL ONLINE DWNL D C2R NR

All efforts are made to ensure the accuracy of the information. However, given the fact that specifications are provided by the manufacturer, Ingram Micro cannot guarantee this information.

Technical Specs

LICENSE INFORMATION

License Quantity	1
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OTHER FEATURES

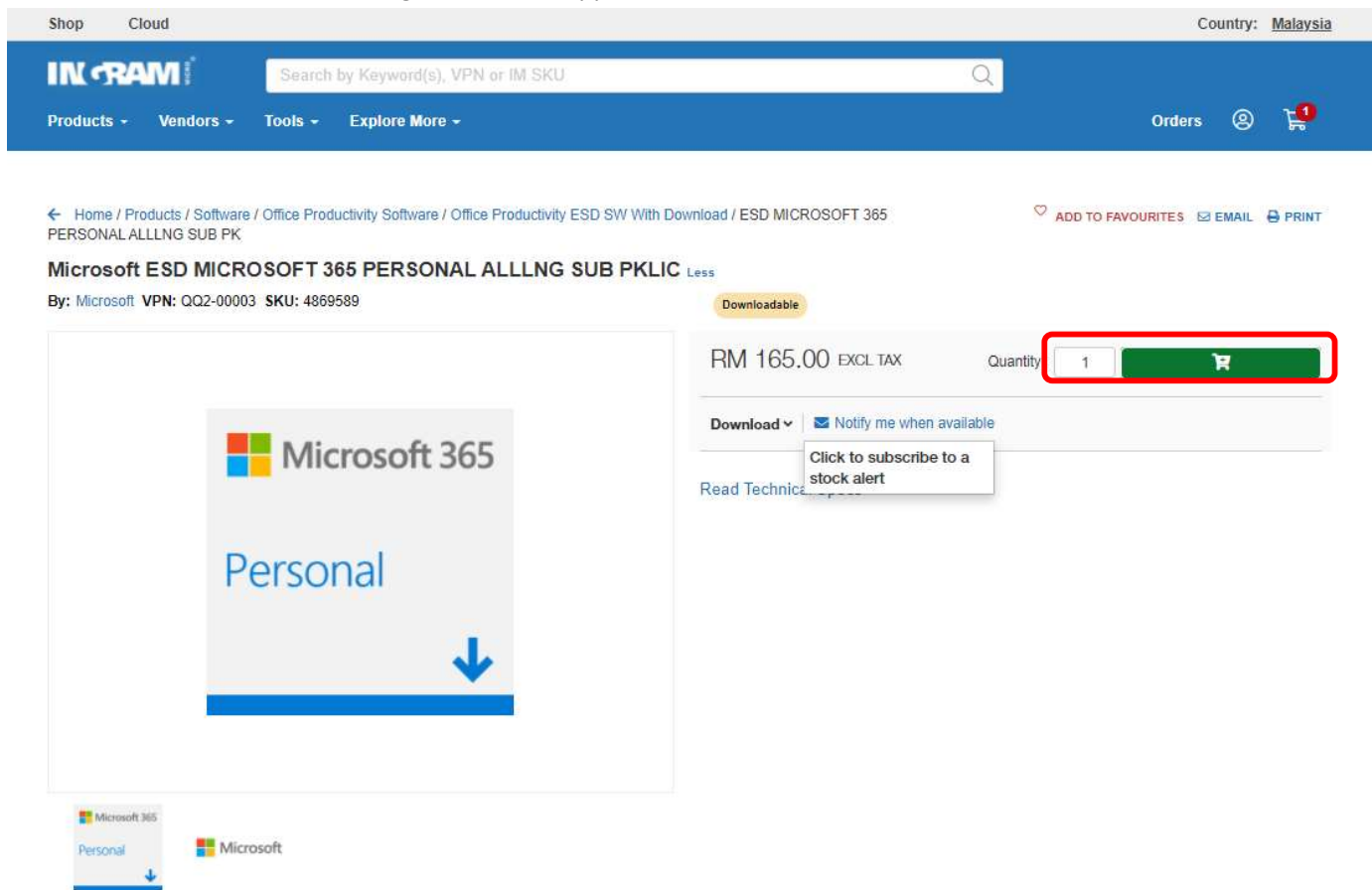
Other Features	Microsoft Office Home and Student 2019 All Languages APAC EM Online Product Key License 1 License Downloadable Click to Run ESD NR
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PRODUCT

Brand Name	Microsoft
Manufacturer Web site	http://www.microsoft.com
Product Line	Office
Product Type	License
Software Type	Office Home and Student
Version	2019

Step 4 : To place order, input the desired Quantity and click on the blue [**Add to Cart button**].

Once material is added, a green tick will appear beside the Add to Cart button.



The screenshot shows the Ingram Micro website interface. At the top, there's a navigation bar with 'Shop' and 'Cloud' links. Below it, a search bar and navigation menu are visible. The main content area displays the product 'Microsoft ESD MICROSOFT 365 PERSONAL ALLNG SUB PKLIC'. The product image shows the Microsoft 365 Personal logo with a download arrow. To the right of the image, the price is listed as 'RM 165.00 EXCL TAX'. Below the price, there's a 'Quantity' field set to '1' and a green 'Add to Cart' button, which is highlighted with a red box. A tooltip message 'Click to subscribe to a stock alert' is visible near the button. The page also includes links for 'Downloadable', 'Notify me when available', and 'Read Technical'.

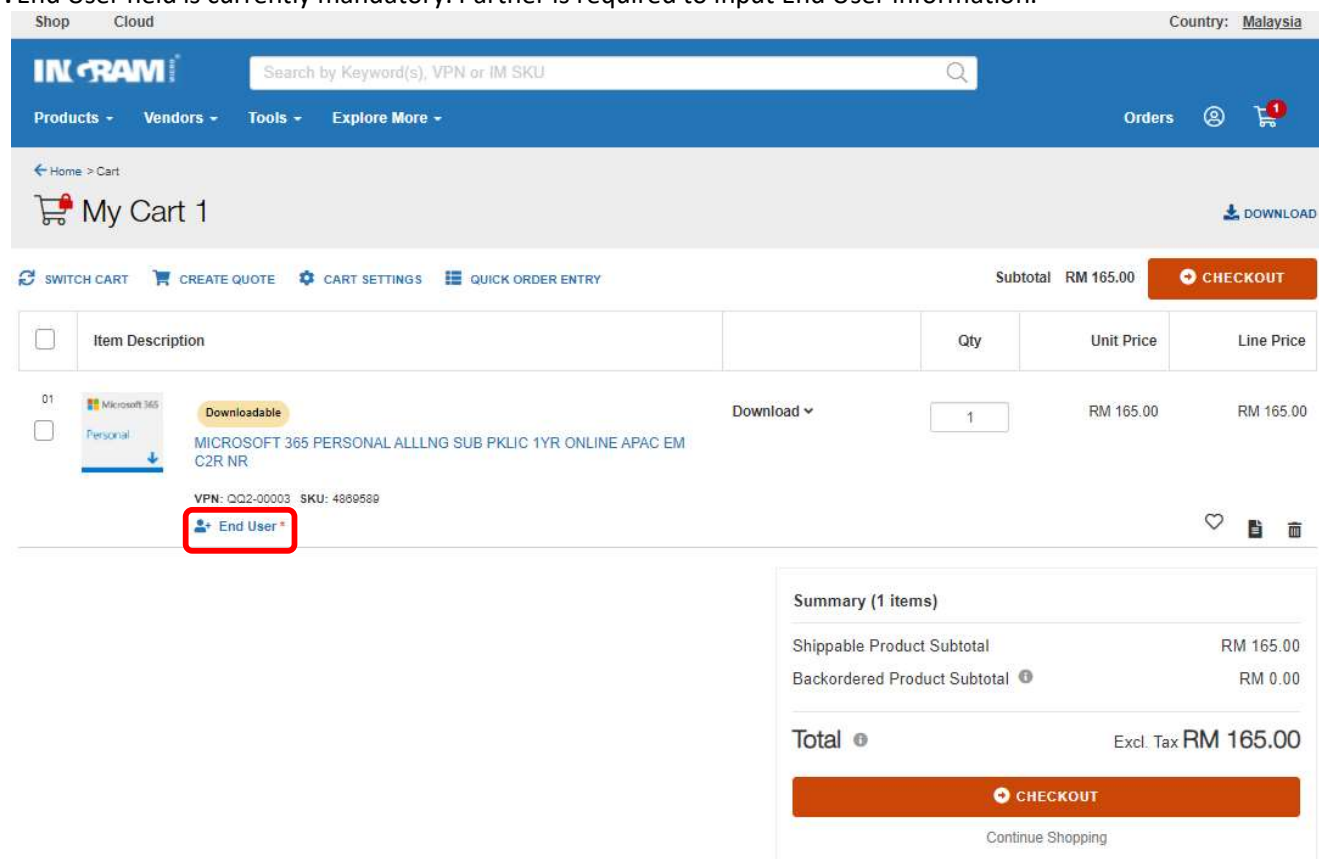
Step 5 : Repeat the step above to add more products into the cart.



Step 6 : Once you are satisfied, go to “My Basket” to review carted items.



Step 7 : End User field is currently mandatory. Partner is required to input End User information.



*Important! Ensure that mandatory fields (marked with red asterisk *) are filled.
For multiple End Users, Partners are recommended to place multiple Orders.*

Step 8 : There are a few ways to input End User:

a. For End User already in the system, Partner can choose from the existing library.

The screenshot shows the Ingram Micro IMONLINE interface. The main area displays a shopping cart with one item: MICROSOFT 365 PERSONAL ALLNG SUB PKLIC 1YR ONLINE APAC EM C2R NR. The subtotal is RM 165.00. On the right, the 'End User' dropdown menu is open, showing a search bar and a 'SEARCH' button highlighted with a red box.

b. Partner can also Create New End Customer.

The screenshot shows the Ingram Micro IMONLINE interface. The main area displays a shopping cart with one item: MICROSOFT 365 PERSONAL ALLNG SUB PKLIC 1YR ONLINE APAC EM C2R NR. The subtotal is RM 165.00. On the right, the 'End User' dropdown menu is open, showing a search bar and an 'ADD END USER' button highlighted with a red box.



New End User

* Company Name:

* First Name:

* Last Name:

* Email:

Phone Number:

Fax Number:

* Customer Type:

Corporate

* Address Line 1:

Address Line 2:

* City:

* State:

Please select a value

* Zip Code:

CANCEL

SAVE

Step 9 : Before Checkout, Partner can adjust the Quantity of materials or remove materials from cart.

- To adjust Quantity, click on the Qty column and adjust to your desired qty.
- To remove Line Items, under column Delete, select the checkbox and click button [**Update Total**].

[Home](#) > [Cart](#)

My Cart 1
 [DOWNLOAD](#)

[SWITCH CART](#)
[CREATE QUOTE](#)
[CART SETTINGS](#)
[QUICK ORDER ENTRY](#)

Subtotal RM 1,190.00
[CHECKOUT](#)

☐
☐
☐
☐
1 items selected

01	<div> Downloadable Download </div>	<input type="checkbox"/>	<input type="text" value="1"/>	RM 165.00	RM 165.00
MICROSOFT 365 PERSONAL ALLNG SUB PKLIC 1YR ONLINE APAC EM C2R NR VPN: QQ2-00003 SKU: 4869589 ABC Studio - Caren Yap					
<div> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div>					
02	<div> 1+ In Stock </div>	<input checked="" type="checkbox"/>	<input type="text" value="1"/>	RM 1,025.00	RM 1,025.00
MICROSOFT OFFICE HOME AND BUSINESS 2019 ENGLISH APAC EM MEDIALESS P6 VPN: T6D-03302 SKU: 4836922					
<div> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> </div>					

Summary (2 items)

Shippable Product Subtotal RM 1,190.00
Backordered Product Subtotal ① RM 0.00

Total ① Excl. Tax RM 1,190.00

[CHECKOUT](#)
[Continue Shopping](#)

Step 10 : Once End Users are updated, go to [Checkout].

Shop Cloud

Country: Malaysia

Products Vendors Tools Explore More

Orders

My Cart 1

1 product(s) have been removed from the cart.

SWITCH CART
CREATE QUOTE
CART SETTINGS
QUICK ORDER ENTRY

Subtotal RM 165.00
CHECKOUT

	Item Description	Qty	Unit Price	Line Price
01	Downloadable MICROSOFT 365 PERSONAL ALLNG SUB PKLIC 1YR ONLINE APAC EM C2R NR VPN: QQ2-00003 SKU: 4889588 ABC Studio - Caren Yap	Download 1	RM 165.00	RM 165.00

Summary (1 items)

Shippable Product Subtotal RM 165.00
Backordered Product Subtotal RM 0.00

Total RM 165.00

CHECKOUT

Continue Shopping

Step 11 : At the Checkout page, key-in Reseller PO Number. Make sure all the information entered are correct.
Next, you may [**PLACE ORDER**].

Summary (1 items)	RM 174.90
* PO Number ⓘ	
<input type="text"/>	
End Customer PO Number ⓘ	
<input type="text" value="Optional"/>	
PLACE ORDER	
By placing an order you affirm that you have read, understood and consent to Ingram Micro's Sales, Terms and Conditions	
Order SubTotal	RM 165.00
Service Tax	RM 9.90
Order Total ⓘ	RM 174.90



Step 12 : Once the Order is placed successfully, an email will be sent to the Partner to confirm receiving of orders.

ESD order number : 700 from Reseller 20



donotreply@ingrammicro.com

To ☐ ESD - MY


← Reply

⏪ Reply All

→ Forward

...

Tue 13/4/2021 11:29 AM



Thank you for your order!
 We appreciate your business.
 Please review your order information below.

Order Date: 13/4/2021

PO Number:

End User PO Number:

Ingram Micro Order Number(s): [999](#)

Cart Notes:

Billing and Payment Information
Company:

Shipping Information
Company:

Order Total Summary
Shippable Order Total:

Country: Malaysia
Payment Information:
Terms

Country: malaysia
Shipping Options:
 -Items will be delivered together in as few shipments as possible.


Service Tax: RM 9.90

Estimated Order Total: RM 174.90

* The backordered product subtotal is estimated and is subject to change once the backordered products become available.

** This total does not include shipping, taxes, or other applicable fees.

Order No. [999](#)

Item Description	Qty Ordered	Qty on Backorder	Unit Price	Line Price	Additional Line Item Information
 MICROSOFT 365 PERSONAL ALLING SUB PKLIC 1YR ONLINE APAC EM C2R NR 3KJUR A001-000000000004089659 VPNA Q02-00005 EAN#	1	0	RM 165.00	RM 165.00	End User:

Warehouse:
Shipping Carrier:
Expected Transit Days:

Shippable Product Subtotal: RM 165.00

Estimated Total for Order 1: RM 165.00

Sales Terms & Conditions

Please read our [Sales Terms & Conditions](#) here.

Condition of Orders:

- No delivery made for order value less than RM1000. All orders made below RM1000 will be under self-collection at Ingram's warehouse.
- Any order made via IM Online is non-cancellable. Any cancellation of order is subject to 30% cancellation charges of the total purchase made via IM Online.



Step 13 : For ESD materials, once Ingram obtains the Microsoft token key through API call to Microsoft, an email would be sent to the End -User with the token key details.

Your MICROSOFT REGIONAL SALES PTE. LTD. electronic order from [redacted] SDN BHD



ESD.MY@ingrammicro.com

To [redacted]

Reply

Reply All

Forward



Wed 3/2/2021 1:00 PM

Thank you for choosing MICROSOFT REGIONAL SALES PTE. LTD.

Reseller PO# [redacted]

Date Purchased [redacted]

Reseller Name [redacted]

The below confirms purchase and fulfillment of your order. Please click on the Product URL link provided in the table below to redeem your software purchase(s). You will be prompted to log in to the Download Center using an existing login from any of the following account providers :

- [Google](#)
- [LinkedIn](#)
- [Microsoft](#)

If you do not have a login for any of the account providers in the list above, click on your preferred provider to register before clicking on any of the Product URLs below.

Upon successful login to the Download Center, you will be directed to the Product Page where your new product purchase will be listed.

Note: If you have purchased more than one product as part of this transaction, following the download of your first product selection, you will need to return to this email and click on the Product URL link for subsequent product downloads.

Part No.	Product Name	Ordered Qty	Product Code	Product URL
QQ2-00003	ESD MICROSOFT 365 PERSONAL ALLNG SUB PK	1	[redacted]	Download URL

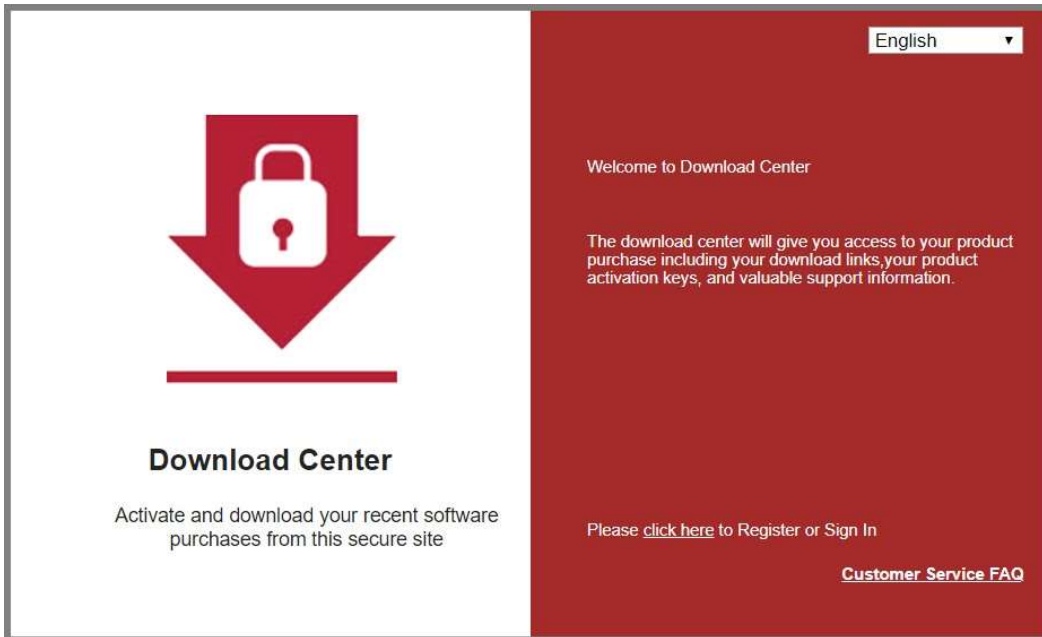
Your product serial number will be available for reference within the Download Center upon successful redemption of the product.

If you have any issues with your purchase and/or download and require support, please contact your reseller or click on the [Customer Support FAQ](#) for additional information.

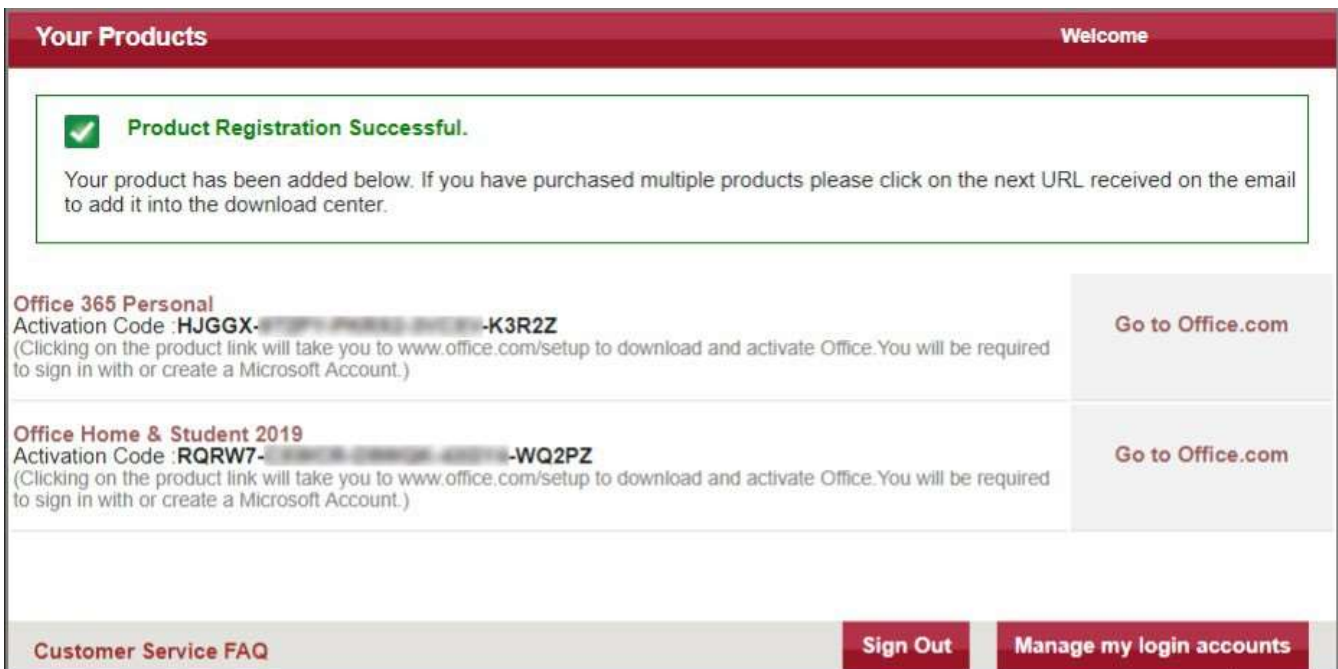
Thank You,

Important! The above email contains sensitive information with regards to the MS-ESD activation key. Please remind End User NOT TO SHARE the email with unauthorized persons.

Step 14 : Once End User receives the email above, they can click on the Download URL.



Step 15 : End User can manage their licenses at the Download Center.



Note: Whenever possible, please make sure you have the Product Code (listed in your order confirmation email) available for reference. You may also need to advise IM Purchase Order# too.

Q: I have ordered more than one product in a single transaction. How do I download multiple products?

A: If you have purchased more than one product in the same order, following download of the first product, you will need to return to the order confirmation email and click on the download link of the subsequent product.

Q: I'm having trouble completing my purchase. Can I contact Microsoft directly?

A: Please contact Your account manager directly. Do not contact Microsoft directly, as you will be redirected back to Ingram Micro.

Q: I have received the ESD order confirmation email. How do I download the software?

A: Please click on the download link provided in the order confirmation email. You will be redirected to the Download Center. The email contains detailed information on how to download your ESD products. In case you need support, please contact Your account manager directly.

Q: What happens if I do not receive the order confirmation email?

A: The confirmation emails of the orders are sent automatically after the order is processed. Please check that the mail has not gone to the spam folder. If you still do not find your confirmation email, please contact Your account manager immediately.

Q: What happens if I do not receive a Product Code?

A: The Product Code should be listed alongside the product table in the order confirmation email. If it is not listed, please contact Your account manager immediately.

Q: My Product Code is not valid. Who should I contact?

A: Your product code is provided by the software manufacturer. If it is not working, please contact Your account manager immediately.

**Q: My download has not been completed completely. Who should I contact?**

A: Please try the following:

1. Check your Internet connection and try to download your product again.
2. Sign-out of the account used to access Download Center, close the browser and clear the cookies.
3. Sign-in again to the Download Center and reattempt to download your product.
4. If you are still unable to download the ESD product, please contact Your account manager immediately.



Electronic Software Delivery (ESD) Account Registration:

Q: How can I log in to the Download Center?

A: The Download Center authenticates the user via an authentication service. There are many popular services that provide registration and password systems that secure services, like the Download Center, can use instead of requiring additional passwords. In some cases, the software manufacturer will require the user to log in using a software manufacturer provided authentication service when the download link in the Download Center is clicked. You can log in to the Download Center with one of the following supported authentication accounts:

- Google
- LinkedIn
- Microsoft

Q: Do I need to have a supported authentication account to purchase and download the software?

A: This is not mandatory to purchase the software product. However, an account is required following purchase to access the Download Center and download the purchased ESD product.

Q: I already have a supported authentication account. Do I need to create a new account for the ESD purchase?

A: No, your existing account can be used to redeem and download your ESD product.

Q: I already have a supported authentication account but have forgotten my user name and/or password. How can I access the Download Center with this account?

A: Please visit the website of the supported authentication account and follow the instructions for forgotten user name and/or password.

Q: I do not have an account with any of the supported authentication providers. How do I register for an account?

A: Please visit the website of your preferred supported authentication account and follow the instructions for creating a new account.

Q: Will the Download Center use my authentication account for any other purposes other than user authentication?

A: No, your authentication account will only be for user authentication. There is no additional interaction with your account.



Electronic Software Download (ESD) Order Tracking and History:

Q: I have made prior ESD purchases. Where can I view my order history?

A: You can view your prior purchases on “Your Products” page within the Download Center.

Q: How long will my product purchases be displayed within the Download Center?

A: The products will be visible for a period of 24 months from date of purchase.

Q: I have used different accounts to log in to the Download Center but I can only see products that were registered with that particular account. Can I see all products registered with any account in one place?

A: If you authenticate with more than one account, you may link the accounts together to obtain a single view of all your products.

Electronic Software Download (ESD) Product Questions

Q: I have general questions regarding the product I purchased. Who do I contact?

A: Please contact Your account manager.

Shipping Charges

Q: Are there any shipping charges on ESD products?

A: There are no shipping charges on ESD products.

Cancellation Policy

Q: How do I cancel an ESD order?

A: You need to obtain an approval from Microsoft before we allow Cancellation of ESD materials.

Returns Policy

Q: Can I return an ESD product?

A: You need to get an approval from Microsoft before we allow return of ESD materials. Most vendors do not allow a product to be Returned once the key is Activated.