

NCE Partner-to-Partner Transfer Process

What is the transfer process?

The transfer process involves moving a customer's Microsoft subscription, such as Office 365 or Azure, from one Cloud Solution Provider (CSP) partner to another—specifically, to AppDirect in this case. It's similar to switching phone carriers—and our team will guide you throughout the process!



4

Easy steps to complete

Prerequisites

You need an active Microsoft subscription from another CSP partner (Cloud Solution Provider) that you are looking to transfer to AppDirect.

"Our team will coordinate next steps with you upon receiving your request to gather all the relevant information required to seamlessly process the transfer."

4 easy steps:

1 You will need to notify your incumbent CSP partner that you are seeking to transfer your service and that you need their Entra ID. Note that **all licensing will transfer and will keep the same term date for renewal.**

2 [Contact our team.](#) Mention you are looking to transfer existing subscriptions. You will be asked to provide, via screenshot or screen sharing, the following items:

- Microsoft Global Admin Name
- Microsoft Global Admin Email
- Current CSP Partner Name
*Please note that in this context, we are referring to the organization **distributing** your licenses.*
- Current CSP Partner Microsoft ID

3 A Marketplace quote will be created and sent for your approval. Please note that even after you've approved our quote, our team will not "Place Order" until we've received confirmation from the incumbent partner that they've approved the transfer request. This is because we need them to release the relevant licenses beforehand.

4 Need help?

Our team is here to assist you with any inquiries related to the AppDirect Marketplace. Should you have any questions, please contact us at help@appdirect.com.

FAQ:

Why does my current CSP partner need to approve this?

Per Microsoft, partner transfers can only occur if both the source (current) and target (new) partner approve it. Partners are under no obligation to approve or send transfer requests.

How long do we have to complete this request?

Transfer requests are only active for 30 days. They will expire on their own. Our team can send another request if need be.

ABOUT APPDIRECT

AppDirect is a San Francisco-based B2B subscription commerce platform company that brings together technology providers, advisors, and businesses to simplify how they buy, sell and manage technology. More than 1,000 providers, 10,000 advisors and 5 million subscribers rely on the AppDirect ecosystem of subscription marketplaces to power their innovation, growth, and success. For more information about AppDirect, please visit www.appdirect.com.

