



### Microsoft Business Solutions Change of Partner/Consultant for PSBC customer account request form

This document indicates that **customer name** wish to change Microsoft Business Solutions Partner. In submitting this document **customer name** confirms that our current Partner is aware of our intention to transfer and we have addressed our contractual obligations with them.

#### Your company details:

*Registered company name	X	
*Contact name	X	
*Contact email address	X	
*Contact telephone number	X	
*Address (Street, City, State/Province if applicable)	X	
*Company Postal Code (if applicable)	X	
*Microsoft Product Line	X	
*Customer PSBC Account Number	X	
*Customer PSBC Authorized Number	X	

#### Existing Partner details (details of the Partner who currently supports your organization)

*Registered company name	
*Contact name	
*Contact telephone number	
*Contact email address	

#### New Partner details (details of the Partner who wishes to support you in the future)

*Registered company name	Update Affärssystem AB
*Contact name	Stefan Åström
*Contact email address	stefan.astrom@update.se
*Contact telephone number	+46 708 326 326
*Address (Street, City, State/Province if applicable)	Datavägen 12 A, 436 32 ASKIM, SWEDEN
*Company Postal Code (if applicable)	436 32
*Partner PSBC Account Number	4944916
*Partner PSBC Authorized Number	0009300342



**New Consultant details** (details of the Consultant who wishes to support you in the future)

*Registered company name	
*Contact name	
*Contact email address	
*Contact telephone number	
*Address (Street, City, State/Province if applicable)	
*Company Postal Code (if applicable)	
*Consultant PSBC Account Number	
*Consultant PSBC Authorized Number	

**Details of Transfer** (these details will enable Microsoft Business Solutions to accurately process your transfer request and improve the service that we provide to our customers)

<i>*Change of Partner/Consultant Reasons</i>	<i>*Please place a X for the primary reason</i>
Additional services provided by new Partner	<input checked="" type="checkbox"/>
Consolidated purchase through new Partner	<input type="checkbox"/>
Customer Satisfaction Issue- Overall Poor Partner Performance	<input type="checkbox"/>
Customer Satisfaction Issue - Pricing/Ordering Issue	<input type="checkbox"/>
Customer Satisfaction Issue - Slow Response	<input type="checkbox"/>
Favorable pricing from new Partner	<input type="checkbox"/>
*Other-See comments (comments are mandatory)	<input type="checkbox"/>

Any additional comments you wish to mention relating to this transfer should be noted below:

The new Partner of Record, understands that customer name will work out all open arrangements relating to this change with their current Partner of Record, however, if the customer name is on a multi- year plan, the new Partner of Record will take on any future instalment payments due. The new Partner of Record understands that if customer name is on a 3 year Instalment Plan, they do not have the option to opt-out them out of any future instalment billing until the 3 year plan is complete.

customer name hereby authorizes Microsoft Corporation and its affiliates to disclose to the New Partner appointed herein, information stored in Microsoft Dynamics PartnerSource Business Centre (PSBC) concerning Microsoft Business Solution recorded transactions, including contact information and Personal Identifiable Information associated therewith, to the extent necessary to allow the New Partner to provide licenses and services to customer name. PSBC is a secured web



application administered by Microsoft and accessed by partners to manage, process, record and display orders of licensed software and services.

These terms do not modify those of any applicable Enterprise Agreement currently in place with customer name.

Privacy Statement. At Microsoft, we are committed to protecting your privacy. Microsoft uses the information you provide on this form to notify you of important information about our products, upgrades and enhancements, and to send you information about other Microsoft products and services. Microsoft will not share the information you provide with third parties without your permission except where necessary to complete the services or transactions you have requested, or as required by law. Microsoft is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. Your personal information is never shared outside the company without your permission, except under conditions explained above. If you believe that Microsoft has not adhered to this statement, please contact Microsoft by sending the America's Operating Center an email at [emaoc@microsoft.com](mailto:emaoc@microsoft.com); the Asia Pacific Operating Center an email at [mbslques@microsoft.com](mailto:mbslques@microsoft.com); or the European Operating Center an email at [eocdpc@microsoft.com](mailto:eocdpc@microsoft.com).

Print Name\*  \_\_\_\_\_

Signature\*  \_\_\_\_\_ Date\*  \_\_\_\_\_

\*Licensee signature

*"By signing this, I accept that Microsoft may inform my old Partner about this request for transfer".*

***Submit this form through the Online Service Request Tool (MIMOS) available on PartnerSource via:  
<https://mbs2.microsoft.com/Support/OperationsIncidents.aspx?Mode=Create>***

***Please allow a minimum of two business days from the date we receive this template duly completed to process the manual request.***

***Please note that we cannot process this transfer unless all mandatory fields are completed - fields marked \* are mandatory. Upon completion of the Customer Transfer, we will confirm the change to the new Partner.***

***Please indicate if no Partner has been selected, in which case, you will be prompted to select a new Partner by the time you place a new order for licenses. Microsoft Business Solutions can assist in identifying a suitable Partner).***

***Disclaimer: This document is a Customer request to Microsoft that Microsoft registers the transfer of Partner for the Customer. Microsoft has no liability whatsoever in relation to any consequences that the processing of this request from the Customer may have.***