

What does Consolidated Invoicing mean?

Ingram Micro Cloud is moving to a single invoicing event for our resellers partners per month, regardless of the volume of daily transactions during a billing period.

Previous Invoice Model: Ingram Micro Cloud invoices for every order that is placed and services are renewed every 30 days on the anniversary day of your purchases. This caused partners to receive several invoices from Ingram Micro Cloud which were difficult to manage.

New Invoice Model (starting March 7th): Ingram Micro will bill you once a month with a consolidated invoice which is based on the day following your very first cloud purchase on the Ingram Micro Cloud Marketplace. Any services purchased thereafter during a billing cycle, will be deferred and included in your next invoice.

Who does this change impact?

This will impact all reseller partners who are on Net30 Terms for cloud services. To apply for a Net30 terms, please contact your cloud sales team.

Will the change affect me if I'm on credit card terms with Ingram Micro Cloud?

If you are on Credit Card terms, this change does not affect you. Reseller partners on Credit Card terms will continue receiving invoices for every order that is placed.

How is my Consolidated Invoice date determined?

All existing and new Ingram Micro Cloud Marketplace resellers will have their invoices (re)set to the day of your very first service purchased + 1 day. **Example:** service purchased on January 7th, consolidated invoices will be set to the 8th of every month.

I am a new reseller with Ingram Micro Cloud, when should I expect my first invoice?

Your first invoice will occur the day after you made your first purchase on the Ingram Micro Cloud Marketplace.

Are all Subscriptions/Services included in consolidated invoicing? What is not included?

All new subscriptions (monthly and annually), and new add-on licenses that were ordered in the past and current billing period will be included in the next consolidated invoice.

The following services are not included in consolidated invoicing and will be invoiced separately:

- Ingram Micro - Service Desk
- IDSync - ConnectWise billing integration for Odin
- IDSync - Autotask billing integration for Odin (when released)

Can I still receive one invoice per customer?

Invoices will include purchases made for all customers. At this time a single invoice by end customer is not available

When are my invoices due?




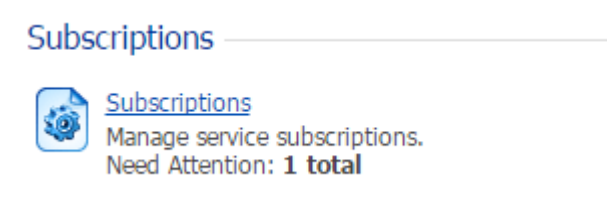
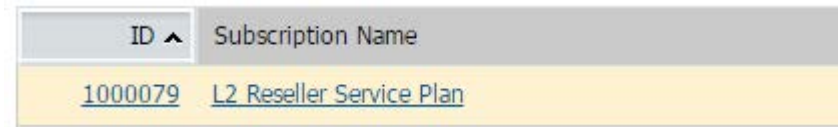
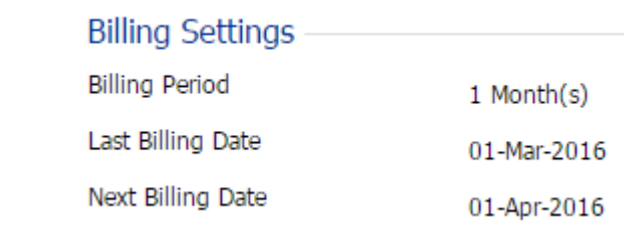
Your invoices are due 30 days from the day they are issued.

Can I receive one invoice for all my transactions?

Yes. All of your transactions during a billing period and recurring charges for past purchases will show up on your consolidated invoice.

How can I tell when my invoice date will be?

This information can be found in the Reseller Control Pane

1.	Log into the Cloud Marketplace and Select Control Panel	
2.	Select My Subscriptions	
3.	Select the Account Tab	
4.	Select Subscriptions	
5.	Select L2 Reseller Service Plan	
6.	Invoice date will be listed in the Next Billing Date field	

Will there be proration of services purchased?

There will be no proration of services purchased during a billing period (please see below examples) with the exception to add-on resources purchased for existing subscriptions.

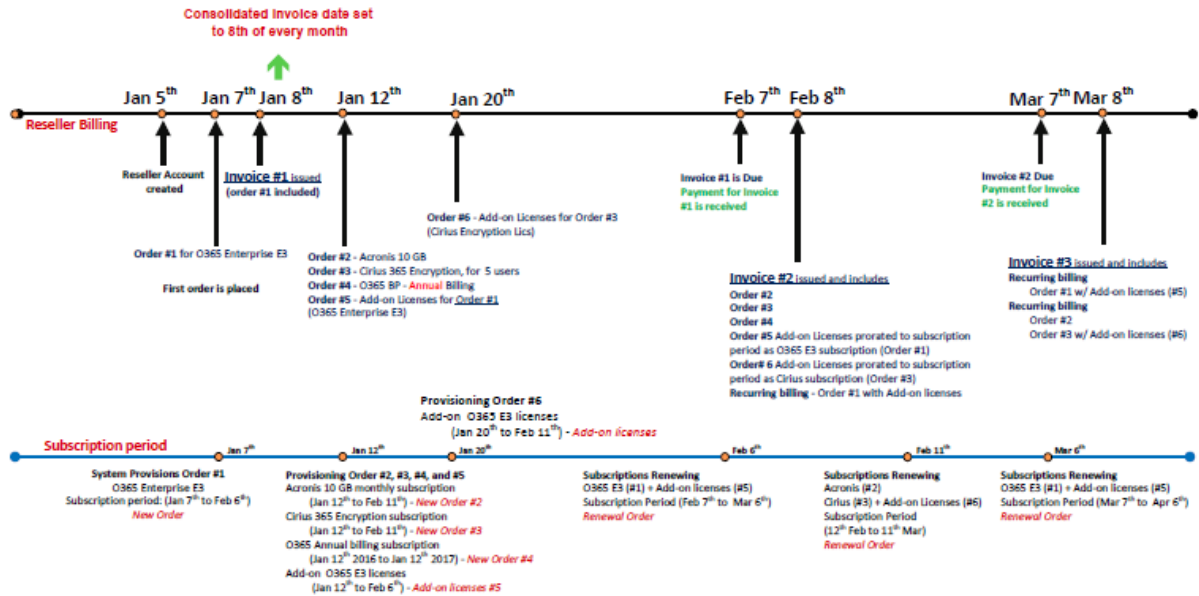
Add-On licenses will be co-termed to meet up with the original subscription period. Invoice will contain a prorated price for the add-on licenses to reflect this.

For example:

- January 7th - Purchase is made for Microsoft O365 E3 (subscription period is set as 01/07 - 02/06)
- January 20th - Purchase is made for additional licenses for O365 E3 (subscription period is set as 01/20 - 02/06)
- Invoice reflects a prorated amount for the period of 01/20 - 02/06

Can you provide an example of how the invoicing will work?

The below is a representative of invoice sequence based on purchase activity and subscription provisioning/renewing activities.



Consolidated Invoicing Model

Date	Activity	\$	Sub Period	Amount	Account Balance	Notes
1/5/2016	Reseller Account Created				\$ -	
1/7/2016	First Order Placed (Order # 1)	\$ 100	01/07 - 02/06			
1/8/2016	Invoice #1	\$ 100		\$ 100	\$ 100	
	Order #1	\$ 100	01/07 - 02/06			
	Consolidated Invoice date set to 8th of every month					
1/12/2016	Order Placed (Order #2)	\$ 25	01/12 - 02/11			
1/12/2016	Order Placed (Order #3)	\$ 125	01/12 - 02/11			
1/12/2016	Order Placed (Order #4) - Annual	\$ 500	01/12/2016 - 01/11/2017			
1/12/2016	Order #5 - Add-on license for Order #1	\$ 100	01/12 - 02/6			

1/20/2016	Order #6 - Add-on license for Order #3	\$ 125	01/20 - 02/11			
2/7/2016	Invoice #1 Due			\$100		
	<i>Payment</i>			\$ (100)	\$ -	
2/8/2016	Invoice #2			\$ 1,032	\$ 1,032	
	Order #2	\$ 25	01/12 - 02/11			NEW
	Order #3	\$ 125	01/12 - 02/11			NEW
	Order #4	\$ 500	1/12/2016 - 01/11/2017			
	Order #5 Add-on licenses for Order #1 (prorated to match up with Order #1 Subscription period)	\$ 86	01/12- 02/06			NEW
	Order #6 Add-on licenses for order #3 (prorated to match up with Order# 3 Subscription period)	\$ 96	01/20 - 02/11			NEW
	Order #1	\$ 100	02/07 - 03/06			Renewal
	Add-on license for Order #1	\$ 100	02/07 - 03/06			Renewal
3/8/2016	Invoice #3			\$475	\$ 1,507	
	Order # 1	\$100	03/07 - 04/06			Renewal
	Add-on license for Order #1	\$100	03/07 - 04/06			Renewal
	Order #2	\$25	02/12 - 03/11			Renewal
	Order #3	\$125	02/12 - 03/11			Renewal
	Add-on license for Order #3	\$125	02/12 - 03/11			Renewal
3/9/2016	Invoice #2 Due			\$1,032		
	<i>Payment</i>			\$ (1,032)	\$475	
4/7/2016	Invoice #3 Due			\$ 475		
	<i>Payment</i>			\$ (475)	\$ -	

Invoice Template Changes

Along with changes listed above, Ingram Micro is also changing the look and feel of the invoices you will receive moving forward. The changes to the invoices are to support Consolidated Invoicing as well as improve the overall look and content of the invoices.

Template changes to expect:

- Visual and formatting changes including more readable font, alignment changes and improved information
- Addition of end-customer field
- Addition of Tax Total field (where applicable)
- Revised service descriptions
- Inclusion of duration field
- Updated invoice numbers
- Inclusion of Promos/Discounts field

What do some of these fields mean?

Header	Description
End Customer	Displays end customer name that has purchased the services as well as the end customer ID as created by the IM Cloud Marketplace - unique ID for each end customer.
Order Number	Unique ID created by IM Cloud Marketplace when a purchase is made
Service Description	Subscription ID. Full description of the service purchased. Subscription Period (date ranges).
Qty	Quantity of seats/units per subscription.
Unit Price	The price the reseller pays Ingram Micro Cloud per seat/unit.
Discount/Promo	Any discounts/promotions offered by Ingram Micro Cloud to the reseller will be shown.
Duration	A unit of measure relative to the subscription (yearly, or monthly). Services (for Example Office 365 Business Premium) that allow co-terming the purchase of additional licenses with the original subscription, will have their prices pro-rated and will display here as a fraction of 1 unit (month/year) Example: licenses purchased for an existing monthly (30 days) subscription is prorated for 15 days, duration will show "0.50"
Net Price	Final price (before tax) to the reseller, calculated as a measure of quantity, unit price, duration, and applicable discounts/promos.

What will my invoices look like?

A sample of the enhanced invoice is attached for you to review.
(*please note these invoices may also reflect regional specific information.)

Where can I go to get a detailed Cost of Goods Report for all my purchases?

You can run a report in the Custom Reports tab within your reseller Control Panel. For a video on how to use this feature, please click [HERE](#). You can also find an instructional article in the Knowledge Base: [COGs Reporting – Introduction](#).

