

AWS Reseller Handbook with Ingram Micro

Thank you for choosing Ingram Micro as your AWS partner and welcome to your AWS Handbook. Below you'll find all Ingram Micro's AWS processes and procedures in 6 different categories. These guides will enable you to successfully transact, manage, and grow your AWS practice through Ingram Micro.

Ingram Micro Resources

RESOURCE	NUMBER	EMAIL
AWS Sales Team		AWS@ingrammicro.com
AWS Operations Team		awscloudops@ingrammicro.com
Unified Support Team	1-844-256-8346	Imcloudservicedesk.us@cloud.im
Electronic Services (ECS)	800-616-4665 opt 1	Electronic.services@ingrammicro.com

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Xvantage Starter

Guide

Welcome to the Xvantage Starter Guide, your comprehensive resource for getting started with Xvantage – Ingram Micro’s cutting-edge digital platform designed to streamline your business operations, drive growth, and improve customer engagement.

Below are links to Knowledge Base (KB) Articles, that will help you with getting started: *(To see the KB articles, login to Xvantage)*

GETTING STARTED

[How to book a Meeting with a Cloud Support Agent in X4C](#)

[How to Submit a Xvantage Support Ticket in X4C](#)

[How to Track the Status of a Xvantage Help and Support Ticket in X4C](#)

[How to Configure Multi-Factor Authentication in Xvantage](#)

[Carts and Checkouts](#)

[Home](#)

[My Business](#)

[Products](#)

[Vendors](#)

[Solutions](#)

[Services](#)

[Resources](#)

[Integrations Hub](#)

BILLING AND INVOICES

[How to Review and Manage Invoices in X4C](#)

[How to View Subscriptions and Cloud Invoices in X4C](#)

[How to Pay Cloud Marketplace Invoices in X4C](#)

[How to Find My Credit Memo in X4C](#)

[How to Complete Payments for an Invoice in X4C](#)

[How to Find and Download Invoices and Credits Notes in X4C](#)

[Invoicing FAQ](#)

[How to Resolve a Credit Hold Status on Your Accounts in X4C](#)

Onboarding to Ingram's AWS Program

OVERVIEW

Looking to grow your AWS business with Ingram Micro? Join our AWS Partner Program and take the first step forward towards transacting seamlessly through Ingram Micro.

Not part of the Amazon Partner Network? [Register as an APN Partner](#)

PROCESS

1. Request for the Distribution Sellers Agreement (DSA) through AWS Partner Central
 - a. For more details, please refer to AWS Documentation:
<https://partnercentral.awspartner.com/partnercentral2/s/resources?Id=0698W00000jc5sxQAA>

Note – Transferring DSA's to Ingram Micro

Distribution Seller Agreements (DSA) are transferable between distributors. If you need to transfer your signed DSA, an email notification must be sent to AWS from you (the Partner) to notify AWS that you are looking to transfer distributors. Email alias is distribution-program-team@amazon.com.

2. Place an AWS Distribution Billing Account Order through Xvantage.
 - a. *Ingram's Flow Down Terms are signed while placing the order.*

Note – Ingram will create an AWS Billing Account under Ingram Micro's Master Payer account. The billing will filter through this AWS account, and you will not receive access to it.

3. Once the order is placed, an email notification of the AWS Distribution Billing Account will be sent to AWS@ingrammicro.com.
4. Ingram Micro verifies that the AWS Distribution Sellers Agreement (DSA) has been signed every Friday afternoon.
 - a. *AWS manually validates the DSA information and approves it ONLY on Friday evenings, every week.*
5. After the DSA has been verified by Ingram's AWS Operations team, the subscription in Xvantage will show as active and the technical contact will receive CloudCheckr credentials via email.
6. Set up [Partner Central Account Linking](#) (see below for more information on this)
7. Set up a [Partner Connection](#) with Ingram Micro
 - a. Send Connection request to Ingram Micro. You can also send Connection requests to other Partners. (For more information, please watch this training by AWS: [Accelerating Business Growth Through Partner Connections: Maximizing Multi-Partner Co-Selling Opportunities - Business](#))

8. You are now ready to transact AWS through Ingram Micro. Reference our [AWS Welcome Kit](#) to get started.

FREQUENTLY ASKED QUESTIONS

When you are ready to transfer accounts, please stop All Automatic Billing: To help ensure a smooth transition of your AWS billing, please disable automatic payments you may have set up with your credit card provider or bank. Leaving automatic payments active can trigger billing errors that may require you to go through a lengthy refund process directly with AWS.

Question: I didn't receive my CloudCheckr login credentials. How do I request them to be sent?

Answer: Please email your Onboarding Rep or AWS Sales Rep so they can request a ticket to have the credentials resent. If you do not know who your Representative is, please email AWS@ingrammicro.com.

Question: I do not have access to Xvantage. How do I gain access?

Answer: You can reach out to Ingram's Electronic Services team. They can be reached by phone at 800-616-4665 option 1 or via email at Electronic.Services@ingrammicro.com.

Partner Central Account Linking

- Individual linking accounts are assigned as either an Alliance Lead or Cloud Admin user in AWS Partner Central.
- Have a 12-digits ID for AWS Marketplace Seller Account or AWS account where both AWS Partner Central and Marketplace activities can be conducted in the future.
- Identify and work with an AWS IT Administrator, who has access to AWS Identify and Access Management (IAM) console for the AWS account that will be linked with AWS Partner Central.
- You can use this video [AWS Partner Central and Marketplace Account Linking Demo](#) as an example.

Have further questions?

Contact our team at AWS@ingrammicro.com.

Additional Resources

[APN Partner Central](#)

[APN Resources](#)

[APN Marketing Central](#)

Welcome to Amazon Web Services (AWS) with Ingram Micro

Thank you for choosing Ingram Micro as your AWS Distributor. We are glad to have you onboard. In this document, we have identified important information for transacting your AWS practice through Ingram Micro. For additional questions, reach out to AWS@ingrammicro.com.

Ingram Micro Resources

RESOURCE	NUMBER	EMAIL
AWS Sales Team		AWS@ingrammicro.com
AWS Operations Team		awscloudops@ingrammicro.com
Ingram Micro Support Team	1-844-256-8346	Imcloudservicedesk.us@cloud.im
Electronic Services (ECS)	800-616-4665 opt 1	Electronic.services@ingrammicro.com

Ingram Micro AWS Validated Qualifications

Ingram Micro offers a full range of benefits around sales enablement, practice development, technical enablement and business and financial support. Services include augmented professional services, third-party billing platform cost relief, operational back office and billing support, RI optimization, creative financing options, go-to-market support, Immersion Days, Well-Architected Reviews and more.



AWS Competencies

- Migration Consulting Competency
- DevOps Consulting Competency
- Cloud Operations Software Competency
- Education Consulting Competency*
- Machine Learning Consulting Competency*
- Data & Analytics Consulting Competency*



AWS Certifications

- AWS Certified Solutions Architect – Professional
- AWS Certified Solutions Architect – Associate
- AWS Certified DevOps Engineer - Professional
- AWS Certified Developer - Associate
- AWS Certified SysOps Administrator - Associate
- AWS Certified Cloud Practitioner



AWS Service Validations

- Amazon EC2 for Windows Server Delivery
- Amazon EC2 Systems Manager Delivery
- AWS Config
- AWS Database Migration Service Delivery*
- AWS WAF Delivery*
- Amazon CloudFront Delivery*
- Amazon DynamoDB Delivery*
- AWS Lambda Delivery*
- Amazon API Gateway Delivery*
- Amazon EKS Delivery*
- Amazon OpenSearch Service Delivery*
- AWS Glue Delivery*
- Amazon EMR Delivery*



Partner Programs

- Premier Tier Services
- Select Tier Training
- AWS Managed Service Provider*
- Authorized Training Partner
- AWS Public Sector Partner
- AWS Solution Provider Program
- AWS Public Sector Solution Provider
- AWS Distributor
- APN Immersion Days
- AWS Well-Architected Partner Program
- AWS Marketplace Skilled Consulting Partner

**Services capabilities mentioned above are provided by BRLink (A leading managed service provider acquired by Ingram).*



Public Sector Contract Vehicles

- | | | |
|-----------------------|---|---|
| • OMNIA | • NASPO ValuePoint Cloud Solutions** | • U.S. Army Information Technology Enterprise Solutions – Software 2 (ITES-SW2)** |
| • GSA | • NASA Solutions for Enterprise-Wide Procurement (SEWP) V** | • General Services Administration (GSA) IT Schedule 70** |
| • NIH NITAAC CIO-CS** | | |

***Contracts held by our reseller partner Strategic Communications and offered via Ingram Contracts Alliance Program (CAP).*

Introduction

Use the **AWS Handbook** for all of Ingram's AWS processes and procedures that will enable you to successfully transact, manage, and grow your AWS practice through Ingram Micro.

Getting started with your IAM Credentials

- [Getting started with AWS Identify and Access Management \(IAM\)](#)
- [Enabling Multi-Factor Authentication \(MFA\) Devices](#)
- [Assign a virtual MFA device in the AWS Management Console](#)
- [List of compatible MFA Apps](#)
- [IAM Best Practices](#)

Become familiar with the [AWS Management Console](#). Deploy and manage your AWS environment in this portal. Check out this link for extra training - [Getting Started with AWS](#).

Grow your AWS business with the [APN Customer Engagement \(ACE\) Program](#) that will enable you to build, grow and drive successful customer engagements with AWS Sales.

Walk through AWS procedures with the help of our videos. Reference the AWS Console Instructional Videos section within the AWS Handbook.

Use CloudCheckr to set up billing alarms - [CloudCheckr Basics: Cost Alerts](#)

Read [Overview of Amazon Web Services](#) and expand your line card offerings.

Familiarize with the APN Journey – [APN Resources](#) and [Services Partner](#) Benefits and Requirements. If you are a Software Partner, learn more about the [AWS Foundational Technical Review](#)

Understand the different [AWS Support Plans](#) and their associate charges.

Support Escalation Pathway

Account and Billing Support - Submit an Ingram Micro Support ticket through Xvantage

[Create a Support case](#) with AWS for the below scenarios:

- For service-related technical issues and third-party applications
- For service limit increase requests

Ingram Micro Billing and Invoicing

When do I receive my first invoice?

Ingram Micro invoicing is done in arrears. AWS usage is uploaded into Ingram's system sometime between the 22nd and the 26th of the month. If your invoice date is before the 24th of the month, any usage in arrear (i.e., usage from previous month) will appear on next month's bill. However, if the invoice date is after the 24th, the usage in arrear will be included in the current month's bill.

For Example:

- **If your invoice is generated on the 20th of September:**
 - Any usage in arrears (such as usage from August) **will not** appear on the September 20th invoice. Instead, it will be included in the October 20th invoice.
- **If your invoice is generated on the 25th of September:**
 - The usage in arrear (such as usage from August) will be included in the September 25th invoice.

How do I validate my invoice?

Please refer to this document: [FAQ: How do I validate my Ingram Micro Cloud invoice?](#)

What are my payment terms for AWS with Ingram Micro?

Refer to your Ingram Micro agreement for payment terms. Payment terms will start with the invoice date, not from the calendar month end.

How can I change my billing date for Xvantage?

You can only change your billing date once with Ingram Micro. Since all cloud subscriptions follow a consolidated billing structure, this change will impact all associated services. If you understand and accept these terms, you can request the update through Ingram Micro Support by submitting a ticket via the Xvantage platform.

Billing Cycle – Important Dates to Remember

Let's look at important dates assuming we are talking about October Usage (Oct 1 – Oct 31) as an example.

Nov 5th	AWS finalizes usage for October
Nov 5-8th	Cloudcheckr typically "finalizes" the billing from AWS (is not inclusive of all discounts and credits for accounts under the consolidated model)
Nov 10-11th	Under the Stand Alone model, Reseller may bill the end user(s)
Nov 15th	Ingram receives discount files from AWS
Nov 22-26th	Reseller can view usage in CloudCheckr (including credits and discounts for accounts under consolidation)
Nov 22-26th	Ingram Invoices Resellers between 22 nd and 25 th (November Invoice for October Usage). Please note that invoice dates may vary in Xvantage depending on the date selected in the portal
Dec 22-26th	Reseller Invoice due date for October Usage (Net 30)

APN Fees

APN Fees are invoiced through Ingram Micro, if your APN fee is registered to an account billed under Ingram Micro. Ingram Micro will pay this invoice on your behalf and then invoice you for the APN Fee. Due to Ingram Micro having different payment terms with AWS, Ingram pays the invoice almost 2 months after it is issued by AWS to your account, and it will be almost 3 months before APN credits are received.

If having to wait 3 months to receive APN credits (or to change your APN status) is not ideal, Reseller Partners have the option to use an AWS account that is not being billed via Ingram Micro. To do this, Partners would need to make the change *prior* to the invoice being issued. The Alliance Lead would open an APN ticket and provide them with the new account ID that they want associated with their APN.

Promotional Credits

Promotional Credits apply to the AWS Account when the code is added to the AWS Console under that respective AWS Account ID. It is automatically applied to the services covered by that promotion. Credits cannot be used for past charges in the account. They will start covering charges that are incurred after the code is added to the account.

Promotional Credits will never cover purchases of the following:

- Any upfront fee for Reserved Instances or Savings Plans
- AWS Support Subscription
- AWS Marketplace
- Amazon Route 53 domain name registration or transfer
- Any upfront fee for a service

CloudCheckr

CloudCheckr is a complimentary, value-add tool provided to Ingram Micro Partners at no additional cost. There are two primary benefits to using CloudCheckr as part of your AWS resell business.

1. AWS Native Billing does not treat each individual linked account as a unique billing entity. As a result, the costs reflected in the AWS Billing Console or in AWS Cost Explorer are not representative of actual consumption costs when you have a multi-tenant environment. CloudCheckr has billing functions that can correct the costs and can increase your margins through RI un-sharing and the re-tiering of many of AWS tiered services in a multi-tenant environment.
2. CloudCheckr provides a variety of features that can be used to provide your customers with additional value such as Best Practice checks, Security & Compliance features, as well as inventory and cost optimization.

How long does it take from an account being added to Ingram billing for it to appear in CloudCheckr?

An account will not show in CloudCheckr until the following has happened:

- The account has spend so that AWS includes in the Cost and Usage Report (CUR).
- AWS writes a new CUR file about 6-8 hours
- CloudCheckr ingests and processes the CUR file and passes it from the Ingram level of CloudCheckr down to the Partner level of CloudCheckr.

Can I see my discounts in CloudCheckr?

Ingram Micro receives a discount file from AWS around the 15th of the month following consumption. The discounts are applied by account and by service for all the accounts under Ingram Micro. Due to the complexity of how files are provided, it is only possible to see discounts if your account is in the Ingram Micro Consolidated Payer (run an Advanced Grouping report and include Account, Service and Description in the report). These discounts will show up as a custom charge.

If you have a stand-alone master payer, your discounts will not show in CloudCheckr.

What is the difference between “Unblended” and “List” cost in CloudCheckr?

For accounts under Ingram Micro’s consolidated payer, Unblended Cost is what Ingram Micro invoices you, the Reseller. For accounts that are in a Stand-Alone Master Payer, Unblended Cost reflects MSRP.

List Cost is what you, the Reseller, invoices your customer(s) and list cost is customizable.

My Discounts in CloudCheckr aren’t reflecting correctly. What do I do?

If you are unable to validate the discounts in CloudCheckr using the Advanced Grouping Report or notice a discrepancy, please contact your AWS Sales Representative to create an internal ticket for review.

As a reminder, discounts will not show if you have a Stand-Alone Master Payer.

End Customer Accounts in Ingram Micro's Distribution Program

OVERVIEW

Take a deep dive into the [End Customer Accounts in Ingram Micro's Distribution Program.pdf](#) document.

The purpose of this document is to guide Resellers through various AWS Account scenarios they may encounter within the Ingram Micro AWS Distribution Program. These scenarios include transitioning existing AWS Accounts and creating new ones.

Each End Customer scenario has unique nuances that determine the appropriate process within the Ingram Micro AWS Distribution Program. Understanding these nuances from the start will help Resellers choose the correct process and deliver a seamless experience to their customers.

This document outlines the different End Customer account scenarios and details the required steps to enable transactions through the Ingram AWS Distribution Program. Each scenario includes supporting diagrams, explanations, and key notes to help Resellers fully grasp the necessary processes.

AWS Authorized Territories

OVERVIEW

Below is a list of territories that the Ingram Micro US business has been authorized to sell in. The AWS Account owner's primary physical address must be listed within an authorized territory for Ingram Micro to support.

If the primary address does not reside in one of the below authorized territories, Ingram Micro US is unable to support the opportunity.

Authorized AWS Territories

- Australia (ANZ)
- Austria
- Belgium (Benelux)
- Bolivia
- Brazil
- Canada
- Columbia
- Ecuador
- France
- Germany
- Hong Kong
- Hungary (CEE)
- India
- Italy
- Malta
- Mexico
- Netherlands (Benelux)
- New Zealand (ANZ)
- Peru
- Poland (CEE)
- Singapore
- Spain
- Sweden
- Switzerland
- Taiwan
- UK
- US

Creating an AWS Master Payer Account

OVERVIEW

AWS Master Payer Accounts can be used for a single tenant environment or a multi-tenant environment. Features like SSO, Control Tower and Service Control Policies can be enabled under this model for the Reseller and/or end customer to use. Resellers have the autonomy to create new accounts since Resellers will have access to the Management Account. Resellers are responsible for End User Reporting (EUR) monthly, which is a vital step in making sure the correct discounts are applied.

PROCESS OVERVIEW

1. Navigate to [Xvantage](#) and log into the platform.
2. In the Search Bar, search AWS Master Payer Account and select the tile that shows “AWS Master Payer Account”
3. Click the **Cart button** to add it to the cart and then select the **Cart Icon** in the upper right corner to move forward with the ordering process.
4. **Add an end customer** to the cart, which can be found in the left corner underneath the My Cart.
5. You may either select an existing end customer by searching for the company or contact or if you need to add a new end customer, select the **+ End Customer**.
6. Once the end customer is added, you may click on **Checkout**.
7. On the dropdown menu, select the **New AWS Master Payer Account**. Save & continue.
8. Complete all the boxes shown. Once all the information has been entered, click Save & Continue.
9. It is required to enter a PO Number before moving forward. Once entered, select **Place Order**.
10. Reseller Point of Contact will receive email confirmation with the Sales Order number.
11. AWS Operations Team to email IAM credentials to the email contact listed during the ordering process. Email alias will come from awscloudops@ingrammicro.com. **Note** – This will be an encrypted email.

Note – AWS accounts will automatically appear within CloudCheckr once AWS usage occurs.

Note – The process of creating a Master Payer account can take up to 48 hours.

IAM Password Reset

To reset your IAM password, complete and submit this form: [IAM Password Reset](#). Your AWS Sales Representative will coordinate with Ingram’s Operations Team to reset your password.

End User Reporting (EUR) - [Monthly End-User Reporting](#)

AWS requires the Amazon Partner Network (APN) to be updated each month so that discounts and credits are assigned in the correct manner ensuring accuracy on your Ingram Micro Invoice.

In efforts to comply with this, we ask that you submit a monthly End User Report (EUR) of all newly created or repurposed payee accounts to awscloudops@ingrammicro.com before the 24th of each month.

Use the following excel file, [End User Reporting for Management Accounts](#), to be use for End User Reporting.

Have further questions?

Contact our team at AWS@ingrammicro.com

Creating an AWS GovCloud Account

OVERVIEW

AWS GovCloud (US) give Customers and their Partners the ability to architect and deliver secure cloud solutions, which require elevated levels of compliance.

AWS GovCloud (US) regions comply with the FedRAMP High, Criminal Justice Information Systems (CJIS) Security Policy, U.S. International Traffic in Arms Regulations (ITAR), Department of Defense (DoD) Cloud Computing Security Requirements (SRG) for Impact Levels 2, 4, and 5 and many other frameworks.

GovCloud is a fit for customers who need to meet compliance mandates, safeguard sensitive data, strengthen identify management, improve cloud visibility, and protect accounts and workloads.

Note – An initial AWS Account must be created first before it can be activated in the AWS GovCloud Region. As best practice, it should be a Master Payer Account with the payee created underneath it. If you don't currently have a Master Payer Account for the customer, you can follow the "Create a Master Payer" process on page 16.

PROCESS OVERVIEW

1. Fill out the [AWS GovCloud Application](#) and submit. Form is routed to AWS@ingrammicro.com. Reseller Point of Contact (POC) also receives a copy of the submission.
2. AWS Sales Rep will create an internal ticket with our Partner Support team, who will in turn send the application to the AWS GovCloud Activations Team for review.
 - a. If request is **approved**, the Activations Team will activate the AWS Account(s) to be used within a GovCloud Region. Typical SLA to partition an account is 24 – 48 hours.
 - b. If request is **denied**, AWS Sales will notify the Reseller POC.
3. AWS GovCloud Activation Team will send an email notification to the root email address that the account has been activated. This email will not include the IAM credentials.
4. AWS GovCloud Activation Team will provide IAM credentials to the POC contact listed on the AWS GovCloud Application that will allow access into the GovCloud Region.

FREQUENTLY ASKED QUESTIONS (FAQ)

Question: Does the Reseller need to be Public Sector Authorized to transact with AWS GovCloud?

Answer: No. Both commercial and public sector opportunities can transact in AWS GovCloud, if authorized.

Have further questions?

Contact our team at AWS@ingrammicro.com

Purchasing AWS Skill Builder Subscription

OVERVIEW

The process outlined below is when a Reseller is interested in purchasing AWS Skill Builder subscriptions through Ingram Micro, either for their own internal use or for their end customers.

Minimum of 2 subscriptions required.

PROCESS OVERVIEW

1. Reach out to your AWS Ingram Micro Sales Representative or email AWS@ingrammicro.com to receive the Order Form.
2. Once form is completed, please send back to AWS Ingram Micro Sales Representative or AWS@ingrammicro.com.
3. Ingram Micro will use the information you provided to create an ACE opportunity. Please allow up to 5 business days for the ACE team to review and approve the opportunity.
4. After the ACE opportunity is validated, the AWS Skill Builder team will enter your order into the system and begin processing it. This step may take up to 3 business days to complete.
5. Once your order is processed, the designated Learning Admin Point of Contact (POC) will receive an email confirming the subscriptions are ready for use.

FREQUENTLY ASKED QUESTIONS (FAQ)

What is included in the AWS Skill Builder Subscription?

Learners who have the Team subscription have access to over 600+ digital courses that are freely available to all AWS Skill Builder learners. In addition to these courses, Team subscription includes:

- AWS Builder Labs – to build practical skills in an AWS Management Console environment
- Learning plans that provide a curated list of courses and labs related to a job role or a domain area
- AWS Cloud Quest – an immersive game-based learning experience that provides role-based learning paths
- AWS Industry Quest – an interactive training game that teaches AWS Cloud Solutions for common use cases for specific industries
- AWS Jam – offers scenario-based challenges that enable teams and cohorts to practice and validate skills
- Practice exams for select AWS Certifications

What is the discount for our Resellers?

Resellers receive 20% off the MSRP price of AWS Skill Builder Subscriptions.

- MSRP price - \$449
- Discount price - \$359.20

What is the minimum number of subscriptions that can be ordered?

A minimum of 2 subscriptions is needed.

Can Resellers bulk buy subscriptions to hand out to customers throughout the year?

Please note that subscriptions become active at the time of purchase. This means that if a subscription is handed out later in the year, the customer may receive less than 12 months of access.

Are subscriptions transferable if an employee leaves the company?

Yes, if an employee leaves the license, it can be re-assigned to another employee by the administrator.

Does the Team subscription auto-renew?

No. A new order will need to be placed before the end of the subscription term.

How will this show up on the Reseller's invoice?

The charge will be reflected under the AWS Account ID selected for billing. It will not appear as a separate line item but will be consolidated under the Reseller's over AWS consumption.

Have further questions?

Contact our team at AWS@ingrammicro.com

How to Setup Xvantage for End Customer Storefront

OVERVIEW

The process below will walk you through setting up your Xvantage Storefront for End Customers. Please follow each step carefully, as certain selections (such as your domain name) cannot be changed once submitted.

PROCESS OVERVIEW

1. Log into Xvantage.
2. From the main dashboard, select Storefront Management. Click “Begin Setup” to start the configuration process.
3. Configure storefront details.
 - a. Enter your Storefront Name (customer-facing)
 - b. Upload your Company Logo (high-resolution PNG recommended)
 - c. Select Brand Colors
 - d. Provide Contact Information (email and phone number for customer inquiries)
 - e. Upload your Terms & Conditions document.

Note: All information entered in this step will be visible to customers. Ensure accuracy and internal approval prior to submission.

4. After reviewing all entered information for accuracy, click “Save and Continue.”
5. Select your domain name
 - a. Important: the domain name is permanent and cannot be modified after submission.
6. Review and accept the applicable Terms & Conditions. Click “Save and Continue” to submit setup.
7. Your storefront will enter the activation process upon submission. Activation may take a short period to complete. You can:
 - a. Wait for a confirmation email or
 - b. Refresh the platform to check activation status

ADDITIONAL RESOURCE

For a visual walkthrough of the process, please refer to the demo video below:

[Xvantage Storefront Demo Video](#)

Have further questions?

Contact our team at AWS@ingrammicro.com

How to Purchase Unified Support SKU

OVERVIEW

This process walks you through how to purchase an AWS Unified Support SKU through Xvantage. You will complete the order directly within the platform, and it is important that all information is accurate prior to submission.

Before placing an order, please ensure there are no outstanding balances in Xvantage, as this will prevent the order from being submitted. After submission, AWS and Ingram Micro teams will process your request and complete activation.

PROCESS OVERVIEW

1. Log into Xvantage and search for “Unified Support AWS.”
2. Navigate to the Subscriptions tab and select the appropriate support plan.
 - a. Enterprise
 - b. Business
3. Click “Add to Cart” and then proceed to your cart (shopping cart icon in the upper right corner).
4. In the cart, either select an existing customer or create a new one. Once a customer is associated with the sku, click “Continue to Checkout.”
5. Provide if the request is for a management account, member/linked account or for both. Then check off the boxes before clicking “Save and Continue.”
6. Add a PO Number and then verify that the details are correct. Once verified, submit the order.
7. Once submitted, your order will be received and processed by Ingram Micro AWS Cloud Operations. AWS Cloud Ops will submit a request to AWS to place the identified account(s) under Partner-Led Support.
8. Order will show as pending until AWS approves the request. Once AWS approval is completed, the sku status will update to Active.
9. Reseller Point of Contact will receive a Welcome Email that includes the CloudFormation Stack for deployment.
10. It is the Reseller’s responsibility to either deploy or make sure that the CloudFormation Stack is deployed across all applicable AWS accounts.

Note: *Deployment is required to enable full functionality of the support model.*

11. If you encounter any technical issues, contact your Ingram Micro AWS representative for assistance.

Have further questions?

Contact our team at AWS@ingrammicro.com

Customer Invitation for Xvantage for End Customer

OVERVIEW

This process will walk through how to invite customers to your Xvantage Storefront. This action will be completed directly within the platform. Once the invitation is sent, customers will receive an email to join and access the storefront.

After the customer accepts the invitation, you will be able to manage additional users and permissions within your storefront.

PROCESS OVERVIEW

1. Log into Xvantage and navigate to Storefront Management.
2. Once in your Storefront, go to Invite Customers section.
3. Select an existing customer from the list or add a new customer.
4. Initiate the invitation by selecting “Invite.”
5. You will be prompted to assign account ownership. The account owner will be responsible for ongoing customer management and visibility.
6. Click “Send Email Invitation”

Have further questions?

Contact our team at AWS@ingrammicro.com

Transferring an AWS Master Payer Account

OVERVIEW

The process below only caters to Ingram **Inbound** AWS transfers. When transferring a Master Payer account, this entails also transferring over any payee accounts attached to that Master Payer.

Resellers are responsible for End User Reporting (EUR) monthly, which is a vital step in making sure the correct discounts are applied.

Note – *it is recommended that the effective transfer date is at the 1st of the following month. This is to prevent split billing.*

Note – *Ingram Micro is unable to process the transfer request if the transferring AWS Account has past due amounts. Please ensure that all transferring AWS accounts have current account balances PRIOR to submitting the transfer request.*

Note – *Please be aware, if you onboard accounts with past due invoices, AWS may request your assistance in getting these invoices paid. To avoid any service disruptions in the customer's AWS environment, it is best practice to review payment history with your customer prior to transfer and notify your customer of this risk if they do not make payments.*

Note - *To help ensure a smooth transition of your AWS billing, please disable automatic payments you may have set up with your credit card provider or bank. Leaving automatic payments active can trigger billing errors that may require you to go through a lengthy refund process directly with AWS.*

PROCESS OVERVIEW

1. Navigate to [Xvantage](#) and log into the platform.
2. In the Search Bar, search AWS Accounts and select the tile that shows “AWS Master Payer Account”
3. Click the **Cart button** to add it to the cart and then select the **Cart Icon** in the upper right corner to move forward with the ordering process.
4. **Add an end customer** to the cart, which can be found in the left corner underneath the My Cart.
5. You may either select an existing end customer by searching for the company or contact or if you need to add a new end customer, select the **+ End Customer**.
6. Once the end customer is added, you may click on **Checkout**.
7. On the dropdown menu, select the **Transfer your existing AWS Payer Account**. Save & Continue.
8. Select Yes or No to verify if the account being transferred is Public Sector. *(If this is not a Public Sector account, select No and Save & Continue)*
 - a. If Yes, you will be prompted with “Are you as a Reseller, authorized to sell into the Public Sector Program (SPP)?”

- i. If you are authorized to sell into the SPP, select Save & Continue.
 - ii. If you are NOT authorized, please reach out to your AWS Sales representative or email AWS@ingrammicro.com.
9. Download the following excel file: [https://ingram-distribution-documentation.s3.amazonaws.com/Inbound+Transfer+-AWS+account+info+\(1\).xlsx](https://ingram-distribution-documentation.s3.amazonaws.com/Inbound+Transfer+-AWS+account+info+(1).xlsx) and complete. Also obtain a screen shot of the billing page showing no past due balances.
10. Email the completed excel form and billing page screen shot to awscloudops@ingrammicro.com and cc your AWS Sales Representative (if you do not know who your sales representative is, cc the team alias aws@ingrammicro.com).
11. All boxes highlighted in red must be completed. Once all the information has been entered, click Save & Continue.
12. It is required to enter a PO Number before moving forward. Once entered, select **Place Order**.

Note – Master Payer transfers can take up to a month to complete. The AWS Operations and AWS Sales team will reach out to schedule a meeting to complete the transfer and onboard the account to Ingram Micro.

13. Once the transfer has been completed, the subscription in Xvantage will show as “Active.”

FREQUENTLY ASKED QUESTIONS (FAQ)

IAM Password Reset

To reset your IAM password, complete and submit this form: [IAM Password Reset](#). Your AWS Sales Representative will coordinate with Ingram’s Operations Team to reset your password.

Question: When will I receive my first Ingram/AWS Invoice?

Answer: It depends on your (the Reseller) terms. If you are on credit card, it will be between the 22nd and the 25th of the month following consumption. If you are on Net Terms, it will be the invoice date through Xvantage. Ingram bills Resellers once a month with a consolidated invoice, which is based on the day following the very first cloud purchase on Xvantage. Any services purchased thereafter during a billing cycle will be deferred and included in the next invoice. If the invoice date is before the 24th, the Reseller will not see their AWS consumption until the following month invoice.

For Example:

- **If your invoice is generated on the 20th of September:**
 - Any usage in arrears (such as usage from August) **will not** appear on the September 20th invoice. Instead, it will be included in the October 20th invoice.
- **If your invoice is generated on the 25th of September:**
 - The usage in arrear (such as usage from August) will be included in the September 25th invoice.

Question: What are the typical margins when transferring an existing AWS account?

Answer: For transferring existing accounts that require a business case and a completed DocuSign, the Reseller is subject to “Share Shift Margin.” This means that they receive a 2 % margin rather than the typical 3 % (when it is over \$50k MRR).

End User Reporting - [Monthly End-User Reporting](#)

What is it? – Excel file submitted by Resellers to record all newly created or repurposed payee accounts under their Master Payer Accounts. Here is the link to the excel file: [End User Reporting for Management Accounts](#)

Why does Ingram need it?

- To ensure credits and discounts are applied appropriately
- To confirm that these new AWS accounts are tagged correctly
- THIS ONLY APPLIES TO MASTER PAYERS

When is it due? – 24th of every month

Where do I need to send this excel file? – awscloudops@ingrammicro.com

Is it one excel report for all Master Payers? – Yes, you only need to submit one EUR excel file each month to include new/repurposed payee accounts for all your Master Payer Accounts.

Do I need to list all my payee accounts? – No, only the newly create or repurposed payee accounts within that month.

Have further questions?

Contact our team at AWS@ingrammicro.com

Transferring an AWS Account Internally

OVERVIEW

If both the current Reseller and the future Reseller reside with Ingram Micro, then Ingram can complete an internal transfer. Please follow the process this process for all accounts that currently reside in the Consolidated Payer or are moving to the Consolidated Payer and for transfers of Standalone Master Payers.

Note – Ingram Micro is unable to process the transfer request if the transferring AWS Account has past due amounts. Please ensure that all transferring AWS Accounts have current balances PRIOR to submitting transfer request.

PROCESS OVERVIEW

Process A – This process is if you want to change a Consolidated Payer account into a Standalone Master Payer Account.

1. Fill out the [AWS Request for CTA for Email Change Form](#). Future Reseller Point of Contact (POC) also receives a copy of the submission form. Form is emailed to aws@ingrammicro.com.
2. AWS Sales Representative will submit an internal case with our AWS CloudOps team.
3. Once completed, AWS CloudOps team will place a cancellation order of the linked account in Xvantage (to be approved the following month).
4. The AWS Account will leave Ingram's Organization and will update consolded information (including root email change).
5. AWS CloudOps team will then re-import account as a Master Payer on Xvantage and CloudCheckr will be configured.

Process B – This process is for when a customer (that is currently under Ingram Micro) is transferring from one Ingram Reseller to another Ingram Reseller.

1. Future Reseller needs to fill out the [AWS Internal Transfer Request](#) (automatically emailed to aws@ingrammicro.com). Future Reseller also needs to provide an email from the Current Reseller stating they approve of this transfer (attached to the request form above). All Point of Contacts (POC) will receive a copy of the submission.

Note – If the End Customer is a Public Sector Customer, ensure that you (the Reseller) have the Public Sector Authorization completed.

2. AWS Sales Representative submits an internal case with our AWS CloudOps team.

3. If the AWS Account is a Standalone Payer being moved, our IaaS Admin team will schedule a meeting with you to re-credential the account in CloudCheckr for Future Reseller (similar as if the customer was being newly onboarded).
4. Once completed, Reseller will be able to see the AWS Account in Xvantage.

Note – *Timelines may vary depending on if it is a Standalone Payer versus Ingram Consolidated accounts.*

Note – *Depending on time of month it is transferred will be when it reflects. If it is before the 15th, it will reflect that month. If it is after the 15th, it will reflect the following month.*

ADDITIONAL INFORMATION

If the current Reseller owns the Root Credentials, Ingram Micro Operations will have to reclaim the roots. If the End Customer owns the Root Credentials, they can continue to keep them.

If a Master Payer account is transferring, keep in mind that all its child/payee accounts attached to that Payer account will also transfer with it and the new Reseller needs to submit End User Reporting for all accounts.

When an AWS account is transferred to the new Reseller, the billing also transfers for the entire calendar month. For example, if an AWS account transfers on the 15th, the billing from the 1st – 31st will invoice to the new Reseller for that month.

Have further questions?

Contact our team at AWS@ingrammicro.com

Public Sector

Reseller Checklist for Selling into Public Sector

1. Signed Distribution Seller Agreement (DSA) with Ingram
2. Graduate from Registered Tier to Select Tier in the APN
3. Apply for Public Sector Partner (PSP) Program in the APN
4. Execute a Public Sector Authorization (PSA)

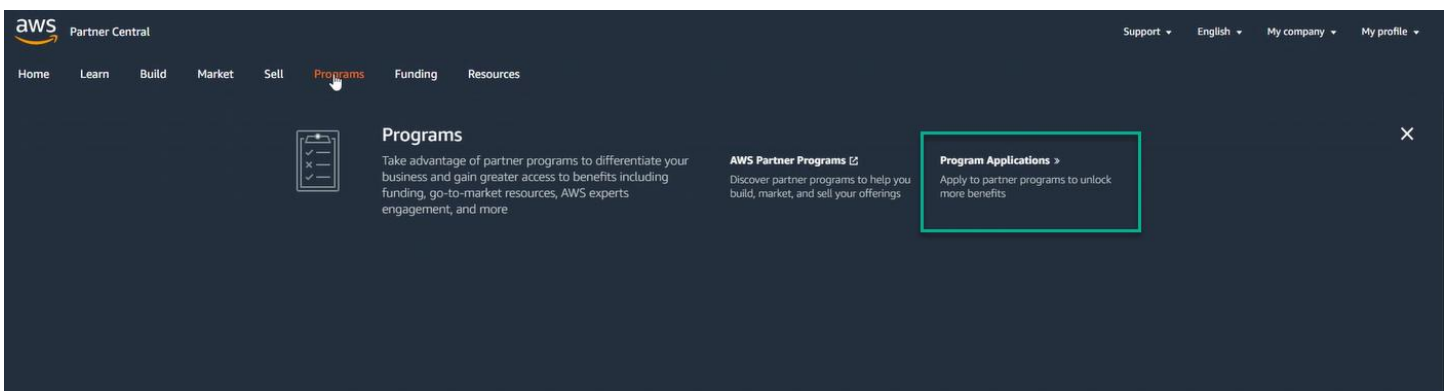
Public Sector Partner (PSP) Program

OVERVIEW

The AWS Public Sector Partner (PSP) Program recognizes APN Partners with solutions and experience in serving government, education, and nonprofit customers. It enables partners to accelerate their business growth on AWS through alignment with AWS public sector sales, marketing, capture and proposal, and funding teams. Partners also receive designation as a Public Sector Partner in the APN Partner Solutions Finder, and access to additional differentiation programs. **Note - PSP does not automatically permit Resellers to resell into Public Sector.**

PROCESS OVERVIEW

1. Log into the APN as the Alliance Lead and navigate to “Programs” on the top menu and choose “Program Applications.”



2. From “Program Applications”, select “Programs”, “Public Sector” and “Apply”.

Applications and Programs

Applications

Programs

Programs (1/6)

Apply

View details

Q Search Programs

Program	Status
☒ Public Sector	
☐ Private Sector	
☐ Government	
☐ Non-Profit	
☐ Education	
☐ Healthcare	
☐ Financial Services	

3. Navigate through the application process.

Note – You must meet eligibility requirements for approval into PSP. These include:

- Select Tier
- 2+ Public Sector references in the past 24 months (do not need to be AWS-specific)
- 2 AWS Certifications –Associate level
- Public Sector Practice web page with public reference to firm’s solutions and customer success stories (see How to Build a Microsite

Public Sector Authorization

OVERVIEW

“PSA” or “Public Sector Authorization” is an addendum to a Partner’s DSA that authorizes Partners to resell AWS to public sector end customers. Any Reseller that intends to resell AWS to public sector end customers and has met the minimum criteria (noted below) is eligible to apply.

PROCESS OVERVIEW

1. Meet the minimum criteria:
 1. Select Tier or above
 2. In the Public Sector Partner (PSP) Program
 3. AWS NDA on file
2. Complete and submit the PSA Onboarding Form to Ingram Sales. Ingram submits the completed form to AWS on behalf of the Reseller.
5. Once approved by AWS Contracts, you will receive the PSA via DocuSign to execute.

Note – *This process can take up to 4 weeks.*

Note – *If you already have a PSA in place and you move to Ingram from another distributor, the existing PSA moves over with your DSA.*

AWS Think Big for Small Business (TBSB) Program

OVERVIEW

Think Big for Small Business further enables and activates Small and Minority-owned Business (MOB) partners serving public sector entities to grow and sustain their cloud business. Upon meeting a set of requirements, Registered and Select Small/MOB partners can leverage AWS Select and Advanced benefits for 6-12 months, respectively, while they work towards achieving the full AWS Select and Advanced requirements.

PROGRAM ELIGIBILITY CRITERIA

- Resellers must be enrolled in the APN Program
- Resellers must be in the Public Sector Partner (PSP) Program or, if not yet, must enroll upon qualification for provisional Select. As such, resellers need to have a public sector practice and can provide at least 2 references for admission into the Public Sector Partner Program.
- Resellers must self-attest their small and/or MOB designation **or** refer to their participation in government sponsored programs for small or minority-owned businesses:
 - o Small businesses means those with up to 150 full time employees
 - o MOBs are businesses that are at least 51% owned, operated and controlled on a daily basis by one or more (in combination) citizens from under-represented socioeconomic groups, including women, ethnic minorities (e.g. African American, Asian American or Pacific Islander, Hispanic American, and native American in the US; aboriginals in Canada and Australia; black South Africans; or scheduled castes and tribes in India), the disabled, LGBTQ+ and/or military veteran classifications.
- Resellers must meet the Provisional Small Business Requirements listed in Table 1 below:

Table 1. Requirements for Provisional Access to APN Benefits for AWS Partners (Select and Advanced) offering consulting services

	Small Business Requirements for Select	Current APN Select	Small Business Requirements for Advanced	Current APN Advanced
Annual APN Program Fee	US\$2,500	US\$2,500	US\$2,500	US\$2,500
Knowledge				
AWS Accredited Professionals	2 (minimum 1 Technical & 1 Business)	4 (minimum 2 Technical & 2 Business)	6 (minimum 3 Technical & 3 Business)	8 (minimum 4 Technical & 4 Business)
AWS Foundational Certified Individuals (Cloud Practitioner)	1	2	3	4
AWS Technical Certified Individuals	1	2	4 (min 2 Professional or Specialty)	6 (min 3 Professional or Specialty)
Experience				
Launched Opportunities	2 (combined MRR of at least US\$500)	3 (combined MRR of at least US\$1,500)	10 (combined MRR of at least US\$5,000)	20 (combined MRR of at least US\$10,000)
Partner Business Plan	N/a	N/a	Yes	Yes

PROCESS OVERVIEW

1. Meet the Program Eligibility Criteria listed above.
2. Log into the APN as the Alliance Lead and navigate to “Programs” on the top menu and choose “Program Applications.”
3. From “Program Applications”, select “Programs”, “Think Big for Small Business” and “Apply”.
4. Navigate through the application process.

Note – *You must meet the eligibility requirements listed above for approval into TBSB.*

Have further questions?

Contact our team at publicsectorcloud@ingrammicro.com

CloudCheckr Resources and Videos

[CloudCheckr Success Center](#)

[CloudCheckr Overview: The Cloud Management Company \(for AWS\)](#)

[FAQ – AWS Cost Explorer vs CloudCheckr](#)

[Create Cost Alerts in CloudCheckr](#)

[CloudCheckr Demo](#)

[CloudCheckr Demo for Billing](#) – A follow-up to the above video. This is for Resellers interested in configuring CloudCheckr as a billing tool (to invoice their end customers).

Advanced Grouping Report: [PDF](#) | [Video](#)

Credentialing Payee Accounts in CloudCheckr: [PDF](#) | [Video](#)

Credentialing Users in CloudCheckr CMx: [PDF](#) | [Video](#)

Configuring custom Cost for Multi-tenant Accounts: [PDF](#) | [Video](#)

Configuring Custom Cost for Single tenant Accounts: [PDF](#)

Creating Multi-Account Views (MAVs) in CMx: [PDF](#)

Account Families: [PDF](#) | [Video](#)

For more information around CloudCheckr, please visit the [Welcome Kit](#).

Have further questions?

Contact our team at AWS@ingrammicro.com

AWS Console Instructional Videos

Here are some short instructional videos for assistance in managing your AWS Accounts.

VIDEOS

[AWS – IAM Users](#)

[AWS – Ingram Distribution Model](#)

[AWS Billing – Activate Cost Allocation Tags](#)

[AWS CloudWatch Agent](#)

[AWS Control Tower Overview](#)

[AWS Organizations – Creation and Cross-Account Access](#)

[AWS Organizations – Leaving an organization](#)

[AWS Resource Tags](#)

[AWS Storage Gateway – Overview](#)

[AWS Root User Access](#)

[AWS Control Tower and CMx Integration](#)

Have further questions?

Contact our team at AWS@ingrammicro.com

Changing a Support Plan for an AWS Account

OVERVIEW

Each AWS Account has a specific AWS Support Plan. Resellers choose this support plan upon creation of the account and can change the support plan throughout the lifetime of the AWS Account. Resellers no longer need root access to change Support Plans.

Although there are two exceptions to this, Enterprise Support and Partner Led Support that still need to be requested by the root credentials holders.

PROCESS OVERVIEW

To change the Support Plan yourself: Follow the following User Guide - [Changing AWS Support Plans](#)

If an AWS Account is upgrading to Enterprise Support or Partner Led Support, Ingram Micro will need to submit that APN ticket.

1. Fill out an [AWS Support Plan Change](#) form. Reseller Point of Contact (POC) receives a copy of the submission form. Form is automatically routed to AWS@ingrammicro.com.
2. Ingram AWS Sales Representative will submit an internal case with our AWS CloudOps team.
3. SLA can take up to four (4) weeks for Enterprise Support to change and up to five (5) days for Partner Led business to resold.
4. Ingram AWS Sales Representative will receive a notification once the ticket has been completed and will advise the Reseller Point of Contact (POC).

Have further questions?

Contact our team at AWS@ingrammicro.com

AWS & Ingram – Terminology

OVERVIEW

There are many AWS and Ingram phrases you may need to be familiar with. Below is a glossary of some of the most common AWS and Ingram terms.

TERMINOLOGY

[AWS Glossary](#)

Amazon Web Services Partner Network (APN) – is a global program designed to help businesses and organizations build, market, and sell their offerings on AWS. It provides partners with technical, marketing, and business resources to support AWS customers in achieving their goals using cloud technical. The APN is categorized into different partner types:

- **Consulting Partners:** These partners provide professional services to customers, including system integrators, managed service providers (MSPs), and consulting firms that assist in architecting, migrating, and managing customer environments on AWS.
- **Technology Partners:** These partners offer software solutions and tools that are either built on or integrated with AWS, such as Independent Software Vendors (ISVs), Platform as a Service (PaaS), and Software as a Service (SaaS) providers.

AWS Account Number – is a unique 12-digit identifier assigned to each Amazon Web Services (AWS) account. This number is used to identify and differentiate customer accounts across AWS services. It plays a key role in account management, security, billing, and access controls.

CloudCheckr – is a cloud management platform that provides comprehensive tools for managing and optimizing cloud environments, primarily across Amazon Web Services (AWS), Microsoft Azure and Google Cloud. It helps organizations gain visibility into their cloud infrastructure by offering services for:

- **Cost Management:** CloudCheckr helps businesses monitor cloud usage and control costs by identifying areas of inefficiency, offering cost-savings recommendations and tracking budget spending.
- **Security and Compliance:** It provides tools to ensure cloud environments are secure and compliant with industry standards. It monitors configurations, security settings, and access controls to detect vulnerabilities or compliance gaps.
- **Resource Management:** CloudCheckr allows organizations to manage their cloud resources effectively, ensuring they are optimized and use efficiently.
- **Automation:** The platform supports automated workflows for tasks such as cost reporting, security auditing, and infrastructure management.

Consolidated – This is Ingram’s Master Payer account. We regularly invite other payee accounts into our AWS Organization under our Master Payer ID.

Current Account Owner – This is the entity that owns the tenant domain/domain email address. For example, Ingram Micro owned accounts have the tenant domains that look like this – Awsresellerenduser####@ingrammicro.com.

DAM – Distribution Account Model

Direct Consolidation – also known as a transfer. This means that an AWS Account is looking to transfer into Ingram Micro's billing organization.

Distribution Seller Agreement (DSA) – is a legal contract between Amazon Web Services (AWS) and a Partner to authorize the Partner to transact AWS services through the Distribution Model; Ingram Micro serving as the distributor. Partner must have this agreement signed with AWS prior to transacting AWS through Ingram Micro.

IAM (Identity and Access Management) Credentials – It helps manage access to AWS resources securely by controlling who (users) is authenticated and authorized to use AWS services.

AWS Account/Payee/Linked/Child/Sub-Accounts/Member Accounts – these are the accounts that are grouped under the Management Accounts (Master Payer). They cannot exist without a Parent account. They are part of an AWS Organization.

Root Addendum – Ingram's legal documentation required from the Reseller before Ingram can provide Root Credentials. This document is signed once by the Reseller and is only used on rare occasions when Root Credentials are required to be shared.

Root Credentials – The credentials of the account owner allow full access to all resources in the account.

Master Payer/Standalone/Payer/Parent/Management Account – a Master Payer account is the AWS account you use to create your organization. From the Master Payer account, you can create other accounts in your organization, invite and manage invitations for other accounts to join your organization, and remove accounts from your organization. You can also attach policies to entities such as administrative roots, organizational unit (OUs), or accounts within your organization.

Have further questions?

Contact our team at AWS@ingrammicro.com

Billing Discrepancies

OVERVIEW

Follow the process below anytime you have an AWS Billing Discrepancy. Using this process allows us to gather all the necessary information to investigate and resolve.

PROCESS OVERVIEW

1. Reach out to your AWS Ingram Sales Representative or email AWS@ingrammicro.com with the billing discrepancy.
2. The AWS Ingram Sales Representative will submit a case with our Partner Support team to investigate the issue further.
3. If AWS assistance is needed, an AWS support ticket will be created by the root credential owner.
 - a. If Ingram Micro doesn't hold the root credentials, the root owner will be required to create an AWS support ticket unless Ingram has a Billing and Support role.
 - b. If Ingram Micro has the Billing and Support role, this allows Ingram Micro to have visibility into the AWS Account and can then create an AWS support ticket on the Reseller's behalf.

Platform Issues

OVERVIEW

Follow this process anytime you have an Xvantage Platform Issue. Using this process allows us to gather all the necessary information to investigate and resolve.

PROCESS OVERVIEW

1. Submit an Ingram Micro Support ticket through Xvantage. You can follow the steps through this KB Article - [How to Submit a Xvantage Support Ticket in X4C](#). Ingram Micro Support will work on the case and bring in any appropriate teams depending on the issue.

Have further questions?

Contact our team at AWS@ingrammicro.com

AWS Private Pricing Agreements (PPA)

OVERVIEW

The Private Pricing Agreement (PPA) is a custom pricing arrangement between AWS and an individual customer or Reseller. It is typically designed for large organizations or high-volume customers that require discounts or tailored pricing beyond the standard AWS pricing model. PPAs help companies better manage costs, optimize cloud investments, and align pricing with business goals while maintaining flexibility in their cloud strategy.

Key Features of an AWS PPA:

- **Custom Pricing Terms:** AWS negotiates specific rates and discounts for services, often tied to the customer's expected usage, long-term commitments, or unique needs. These agreements can cover various AWS services such as EC2, S3, RDS, and more.
- **Commitment-Based Discounts:** Customers often receive discounts based on a commitment to a certain level of spending over a specific period (e.g. 1 to 3 years). The higher the commitment spend, the greater the potential discount.
- **Service Usage Flexibility:** While customers commit to a total spend, they may have flexibility in how that commitment is spread across AWS services or regions, depending on the agreement.
- **Private Offers for Partners:** AWS PPAs are often used with partners, allowing them to offer customized pricing to end customers. This enables partners to differentiate themselves by providing better financial terms under specific business arrangements.
- **Additional Benefits:** Beyond pricing, some agreement may include other benefits, such as enhance technical support, access to AWS experts, or dedicated account managers.

If you have a Private Pricing Agreement (PPA) opportunity, please reach out to your dedicated AWS Development Executive for assistance and further guidance. If you are unsure who your Development Executive is, please contact AWS@ingrammicro.com for assistance.

APN Membership Fee

OVERVIEW

The annual fee for joining the AWS Partner Network (APN) is \$2,500, applicable across all partner tiers. Upon payment, partners receive \$3,500 worth of AWS Promotional Credits, effectively offsetting the initial fee and providing additional value.

To maintain the APN membership, this fee is billed annually as long as the Partner's company retains a confirmed or higher AWS Partner Path status. Partners have 90 days to complete the payment to avoid potential downgrades in their partner status.

PROCESS OVERVIEW

- Month 1 – AWS invoices Ingram Micro for the APN Membership Fee
- Month 2 – Ingram Micro invoices the Partner for the APN Membership Fee
- Month 3 – Partner pays Ingram Micro for the APN Membership Fee
- Month 4 – Ingram Micro pays on behalf of Partner for the APN Membership
- Month 5 –
 - **For accounts under our Consolidated Master Payer:** Ingram Micro receives AWS credits on your behalf. Once these credits are ingested, Ingram Micro will generate a report, and our billing team applies the available credits to offset invoices based on your APN membership payment.
 - **For Standalone Master Payer accounts:** AWS will directly email the Partner using the address provided to the APN team. The APN team will then send the Partner an alphanumeric code, which the Partner can redeem by entering it on the credit page within their AWS console.

Have further questions?

Contact our team at AWS@ingrammicro.com

Offboarding AWS Accounts

OVERVIEW

This process relates only to Outbound AWS Transfers.

An AWS Account can transfer out of Ingram Micro's Organization or remove association from Ingram Micro's Solution Provider Program (SPP). It is Ingram Micro's best practice to complete the below process to ensure proper offboarding. Offboarding is also known as outbound transfers.

Proper offboarding will ensure that the billing changes from Ingram Micro to the destination billing entity.

Note – *ALL outstanding invoices must be current with Ingram Micro before any AWS Accounts can be offboarded.*

Follow Process A IF Ingram Micro owns Root Credentials or has a Root Exception in place.

Follow Process B IF the Reseller or the end customer owns the root credentials (this process is for Payee (Member) accounts)

PROCESS OVERVIEW

Process A - Follow this process if Ingram Micro owns Root Credentials or has a Root Exception in place:

1. Fill out the [AWS Outbound Transfer Request Form](#) and submit. Reseller Point of Contact (POC) will receive a copy. Form is automatically routed to AWS@ingrammicro.com.

Note – *it is recommended that the effective transfer date is at the first of the following month. This is to prevent split billing. **Outbound requests after the 10th of the month will be processed the following month.***

2. Ingram AWS Sales Representative will review the request and submit an internal ticket to our Partner Support Team.
3. Partner Support Team will review the documentation and verify if Ingram Micro owns root credentials for the requested offboarding accounts. Partner Support will also verify that all invoices are current with Ingram Micro before moving forward.
 - a. If a CTA is required:
 - i. Ingram Micro will create an APN Support Case to initiate the review by Amazon. This process can take up to 3 weeks.
 1. If approved, a DocuSign will be emailed to Ingram and then to the Future Account Owner for Signature.
 2. If denied, your AWS Sales Representative will notify you of Amazon's decision.

4. Partner Support will schedule a phone call with the Reseller Point of Contact (POC) and the Service Operations team to work through the offboarding process. During the meeting, Partner Support will hand over the Root Credentials and recommend the following changes:
 - a. Reset password to the offboarded AWS Account(s)
 - b. Change email domain on the offboarded AWS Account(s)
5. **For Payee (Consolidated) accounts only**, once the invitation has been accepted, the AWS account(s) have been successfully offboarded.
6. Once the transfer has been completed, navigate to Xvantage and cancel the AWS Subscription for the offboarded AWS account(s). Reference this article for assistance: [Close an AWS account/cancel AWS SKU](#). *(To see the KB articles, select the Customer Portal and use your Xvantage login)* Cancelling the subscription removes the AWS tile and finalizes the outbound transfer process.
 - a. Please note that cancelling the AWS subscription will not cancel the true AWS account as the account ID has already been removed from Ingram Micro.

Process B – Please follow this process if the Reseller or the end customer owns root credentials. (This process is for Payee (Consolidated) accounts)

1. Resellers or the end customer can leave the organization through the AWS Organizations console. Reference this document for assistance: [AWS Organizations User Guide](#).
2. When you leave the organization, be prepared with a valid credit card, which is required to replace the current payment method.
3. Once the AWS account(s) have left the organization, navigate to Xvantage and cancel the AWS Subscription for the offboarded AWS account(s). Reference this article for assistance: [Close an AWS account/cancel AWS SKU](#) *(To see the KB articles, select the Customer Portal and use your Xvantage login)*. Cancelling the subscription removes the AWS tile and finalizes the outbound transfer process.
 - a. Please note that cancelling the AWS subscription will not cancel the true AWS account as the account ID has already been removed from Ingram Micro.

ADDITIONAL INFORMATION

You have 90 days to gather data from CloudCheckr before account privileges are revoked by Ingram Micro.

For AWS Payee (Consolidated) accounts, an additional invoice for the upcoming month will be generated. This invoice will include all usage charges up to the date when you accept the invitation to the new billing entity.

If you have a Stand-alone Master Payer account (completed during the onboarding process), your invoice will reset to the first day of the month corresponding to your transition into the new billing entity. It's

essential to complete the offboarding process within the specified AWS window timeframe to ensure a smooth transition.

If the AWS account is moving to a new AWS provider, it's the responsibility of the new AWS Provider to invite the account(s) to their AWS Organization. It's also the responsibility of the AWS Account Owner to accept the invitations for the new billing entity to commence.

Closing an AWS Account

OVERVIEW

Closing an AWS account can only be completed by the root credential owner. Therefore, if you want to close an AWS account, there are 2 different scenarios depending on who owns the Root Credentials.

PROCESS OVERVIEW

Process A – If you or the end customer does not possess the root credentials, follow this process.

1. Fill out the [AWS Account Closure Notification](#) form and submit. Reseller Point of Contact (POC) will receive a copy. Form is automatically routed to AWS@ingrammicro.com.
2. On the left side, navigate to the “My Business” and select “Subscriptions.”
3. Search for the End Customer and select the subscription you want to close.
4. Once in the subscription, click the “Change” drop down and select “Cancel Subscription.”
5. After selecting, you will be directed to confirm cancellation screen where you will need to provide the reason why the subscription is being cancelled, then click confirm.
6. Cancellation requests will be submitted to our AWS Cloud Operations team who will send an email to the Reseller Point of Contract (POC) to confirm the request.
7. After confirmation, AWS Cloud Operations will close the AWS account, and the subscription will reflect as terminated in Xvantage.

Process B – If you or the end customer possesses the root credentials, follow this process.

1. Fill out the [AWS Account Closure Notification](#) form and submit. Reseller Point of Contact (POC) will receive a copy. Form is automatically routed to AWS@ingrammicro.com.
2. Reseller or End Customer can follow the steps [here](#) to close the AWS account(s).
3. Once the AWS account(s) has been closed, navigate to Xvantage to cancel the subscription.
4. Once logged into Xvantage, on the left side, navigate to the “My Business” and select “Subscriptions.”
5. Search for the End Customer and select the subscription you want to close.
6. Once in the subscription, click the “Change” drop down and select “Cancel Subscription.”
7. After selecting, you will be directed to confirm cancellation screen where you will need to provide the reason why the subscription is being cancelled, then click confirm.
8. Cancellation requests will be submitted to our AWS Cloud Operations team who will send an email to the Reseller Point of Contract (POC) to confirm the request.
9. After confirmation, AWS Cloud Operations will close the AWS account, and the subscription will reflect as terminated in Xvantage.

ADDITIONAL INFORMATION

[Considerations before you close your AWS account](#)

[Troubleshooting errors when closing an AWS account](#)

[Accessing your AWS account after closure](#)

[After the post-closure period](#)

[Existing content and services still in use](#)

Note:

- The closed AWS account will have an additional invoice coming the following month for all usage charges up until the date of closure.
- Ingram Micro is unable to request effective closure dates. Cancellations are processed as they are submitted.
- If you close a Master Payer account, all child accounts attached to the Master Payer account will also be cancelled.
- AWS does NOT offer a “suspension of services” option. There is only cancellation of services. If an AWS account is closed, that AWS account ID can no longer be used again in the future.
- If you are closing multiple AWS accounts, fill out the above forms individually for each closed AWS account.

Have further questions?

Contact our team at AWS@ingrammicro.com