

Rhipe Microsoft CSP

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Overview

Service Type ID: 5315

Service Type name: Microsoft CSP - Rhipe

Carrier: Rhipe

This article contains critical information regarding the Microsoft CSP service type from Rhipe. It is a **fully automated service type** with integration between Emersion and Rhipe. This integration provides the ability for Emersion customers to be able to resell Office 365 products.

The Office 365 offering provides multiple avenues that a customer can use to order an Office 365 licence. Once a customer (and tenant) are created, subscriptions to licences can be maintained via:

- Office 365 directly
- the Rhipe Prime Portal
- within Emersion.

Onboarding

Service providers wanting to resell Rhipe products need to be accepted into the program.

A username (Client ID) and password (Client Secret) will be allocated by Rhipe for the purposes of integration. These will need to be supplied to Emersion.

Example:

Username (client_id):	8db0xxxx-xxxx-xxxx-xxxx-9155086axxxx
Password (client_secret):	5d7xxxx1209xxxx6a3b56c46cf55xxxx



Note the Client ID is longer and contains "-"

Terminology

The following terminology relates specifically to this service type.

Term	Definition
Customer	Refers to a customer of Rhipe. This is a retail service provider in Emersion.
Tenant	In a business context, a tenant is likely to mean a company + business unit, a company (if they are small) or some other similar entity. Emersion's representation of a tenant is a service .
Client	Another method in the Rhipe platform to identify end users of the service
Licence	A subscription to a component of Office 365. It may also contain a licence add on.

Packages and Plans

[Packages and Plans for Rhipe Microsoft CSP](#)

Orders and Service Management

[Orders and Subscriptions for Microsoft CSP Rhipe](#)

Usage Billing

The charges are mediated into the *miscellaneous usage* bucket. The product key is the product GUID. The GUID is managed by Rhipe.

Emersion checks for usage twice daily.

The usage has four billing metrics that are brought into the Emersion platform.

- Unit Rate
- Carrier Charge (Sub Total from API)
- Billable Ratio
- Units (Quantity)

Emersion uses the *Billable Ratio* or a *markup* (whichever applies).

This is then used with the units to calculate the final charge.

Quarantined Records

Records that can't be billed are sent to Misc Quarantine.

Billing > Quarantine > Misc BMS

Filter on the carrier (*Rhipe - Microsoft*) to see unbilled usage records waiting to be allocated to a service.

Service Cancellation

When a service is cancelled in Emersion, it does NOT cancel it in Rhipe. This must be done manually.

Importing Services

This is done regularly through a service import + property import.

Emersion requires the following:

1. Customer ID
2. Tenant

Get Office 365 License Pricing into Emersion

Emersion has an import solution, called the [Product Rate Import](#). Customers must complete the import sheet and send it to Emersion. Emersion will then import the product rates on your behalf.

Troubleshooting Articles

- [Tenant is Available during an SQ but an Error is returned when the Order is submitted](#)