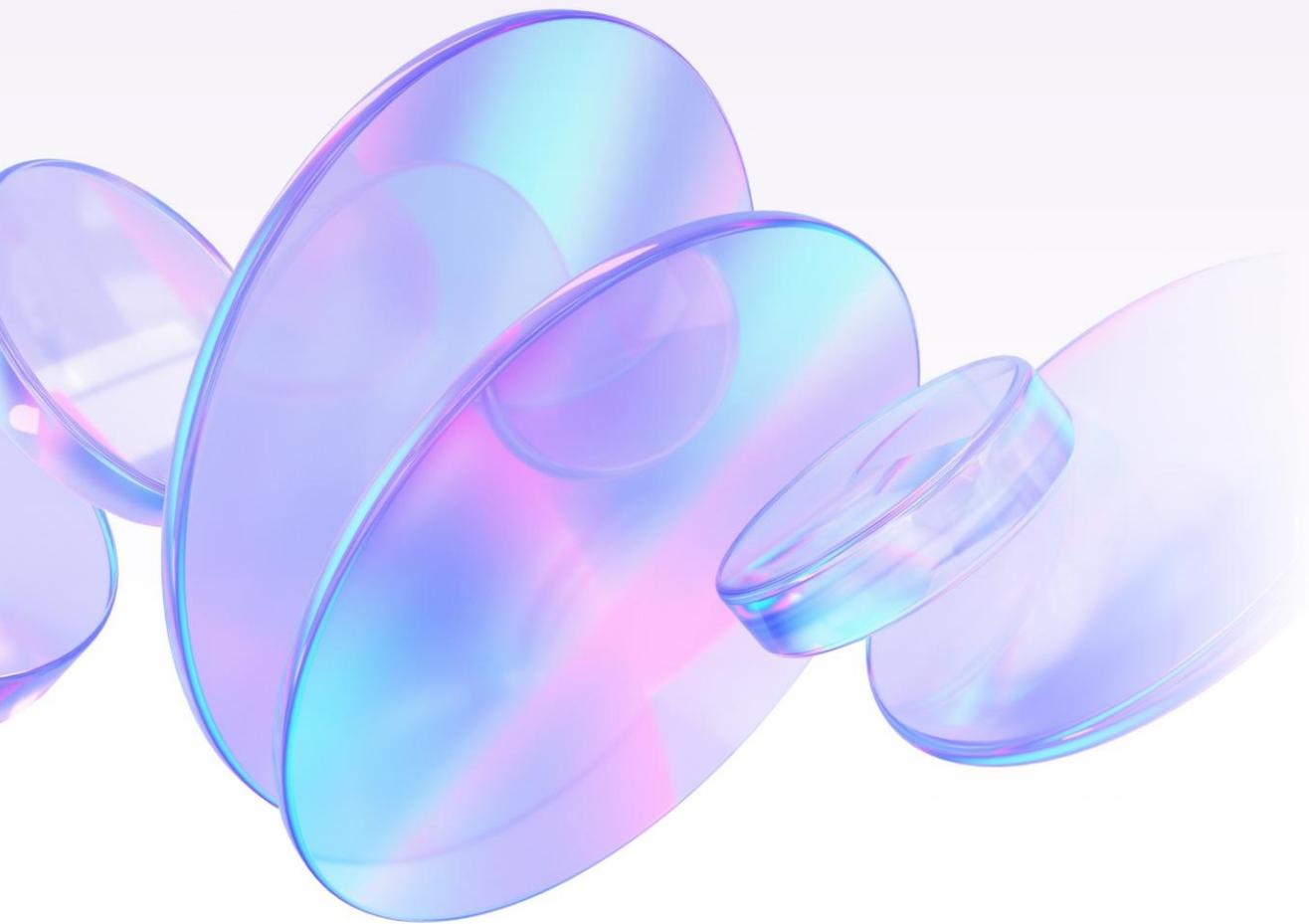




PLG & PLA MERGERS



Partner ID (PGA/PLA) Mergers

For partners looking to consolidate historical Partner IDs during mergers, acquisitions, or internal restructuring, it is important to ensure all Partner IDs (now represented through **Partner Global Accounts (PGA)** and **Partner Location Accounts (PLA)**) have been merged correctly so benefits, reporting, and designations are aligned under a single parent structure.

Purpose of a Partner Account (PGA/PLA) Merge

A Partner Account Merge in Partner Centre consolidates two or more partner organisations by moving one **Partner Global Account (PGA)** under another, where the acquired PGA becomes a **Partner Location Account (PLA)**. This is typically required when:

- Acquiring another partner business
- Rebranding or restructuring legal entities
- Aligning multiple regional PLAs under one global entity
- Consolidating partner benefits, incentives, and historical performance

This structure reflects the current Microsoft model for account merges. [\[learn.microsoft.com\]](https://learn.microsoft.com)

1. Confirm Business Justification and Readiness

- Ensure the merge aligns with Microsoft policies relating to legal control, organisational structure, and eligibility.
- Verify all involved **Partner IDs / PGAs / PLAs** are active.
- Confirm the legal relationship (e.g. parent–subsidiary, acquisition).
- Ensure executive-level approval has been obtained for all entities involved.

Partner Account Merges must be initiated and accepted by an **Account Admin** at the PGA level.

[\[learn.microsoft.com\]](https://learn.microsoft.com)

2. Gather Key Details

Collect the following information for each PGA/PLA involved:

- Registered company name and physical address
- Partner ID(s) associated with each PGA and PLA
- Azure AD tenant ID (note: **tenants do not merge**)
- Admin contacts in Partner Centre
- Details on programme enrolments (e.g. CSP, Incentives, Solution Partner)
- Determine which **PGA will remain the parent** and which entity will be converted into **PLAs**

After a merge, the acquired **PGA becomes a PLA**, and all its PLAs move under the surviving PGA.

Partner IDs themselves remain unchanged. [\[learn.microsoft.com\]](https://learn.microsoft.com)

3. Initiate a Partner Account Merge via Partner Centre

Sign in to Partner Centre using **Account Admin credentials**.

Go to **Settings** → **Account Settings** → **Partner Account Merge** (self-service workflow).

Initiate a merge request from the surviving PGA to invite the other PGA.

During the merge request:

- Clearly identify the **surviving PGA**
- List the PGA/PLA accounts being consolidated
- Provide a business rationale (acquisition, restructure, consolidation)
- Upload supporting documentation if requested

Microsoft now provides this primarily as a **self-service** process, though support may still request or review documentation where needed. [\[learn.microsoft.com\]](https://learn.microsoft.com)

Tip: Be explicit about whether the merge is for structural alignment only, or if you also require consolidated incentives, reporting, or customer associations — these do **not** transfer automatically.

4. Microsoft Review Process

- The invited organisation must accept the merge invitation.
- Microsoft may request additional legal evidence or documentation.
- Microsoft reviews all details for compliance with global policy.
- Processing time is typically **2–6 weeks**, depending on region and complexity.

Tenant separation continues even after the merge. [\[learn.microsoft.com\]](https://learn.microsoft.com)

5. Understand the Implications

Incentives

- Incentives remain at the **PLA (location) level**, not the global entity.
- Each PLA requires its own incentive enrolment and payout mapping.

[\[learn.microsoft.com\]](https://learn.microsoft.com)

CPOR / PAL / DCP Claims

- Claims are **not automatically transferred**.
- Reassignment must be completed manually after the merge.

FastTrack documentation confirms claims cannot be moved internally and must be resubmitted in Partner Centre.

Funding & Co-op

- Funding agreements may need to be re-associated at the PLA level.

Solution Partner Designations

- Performance scoring and metrics may need recalculation after consolidation.

Legacy Competencies

- Legacy competencies do not automatically transfer and may not be retained.

Customer Mappings

- Customer associations (CPOR/PAL) do **not** migrate automatically and require manual updates.
- CSP tenants remain separate; **CSP billing and customer relationships do not merge.**

6. Post-Merge Checklist

- Communicate the changes internally and to Microsoft stakeholders (PDM, PTA, etc.).
- Update CSP agreements, customer mappings, and tenant associations where applicable.
- Revalidate ongoing programme enrolments (e.g. Solution Partner, incentives, Azure programmes).
- Confirm all benefits and incentives are correctly operating at the updated PLA level.

CSP operations remain independent post-merge, so validation is essential.

Important Notes

- Partner Account Merges are **permanent** and cannot be reversed.
- **Azure AD tenants do not merge**; tenant isolation is strictly maintained.
- Benefits and incentives remain at **PLA level**, not the global account.
- Preserve incentive records, customer associations, and internal audit trails prior to merging.
- FastTrack Ready partners: child PLAs remain active for **6 months only** before mandatory offboarding.