

# Microsoft Select (MS) Plus and Enterprise Software Licenses Ordering Procedures

1. Determine agency product / service needs, if agency is unsure of their needs they can contact the West Virginia Office of Technology at [servicedesk@wv.gov](mailto:servicedesk@wv.gov). In making product / service selections, it is recommended agencies review their agency's assets to select compatible products or identify technical requirements required in choosing a product.
  
2. Requesting Agency requests a quotation from SHI (choose one option):
  - **West Virginia Sales Team**  
[WestVirginia@shi.com](mailto:WestVirginia@shi.com)  
Toll Free: 1-888-744-4084  
FAX: 732-652-0810
  - **Matthew Markle**  
Account Executive – Public Sector State Government  
[matthew\\_markle@shi.com](mailto:matthew_markle@shi.com)  
Office: 717-578-6077
  - Quote is returned to agency, carbon copying [OTMSOrdering @wv.gov](mailto:OTMSOrdering@wv.gov).
  
3. Requesting Agency verifies and screenshots pricing to attach to the release order:
  - On line: monthly pricing posted on [www.shi.com](http://www.shi.com)
  - User name: WVSTATE, Password: WVSTATE1
  - Soft copy: Request monthly spreadsheet via e-mail from [matthew\\_markle@shi.com](mailto:matthew_markle@shi.com).
  
4. Requesting Agency creates and submits the appropriate release order (ADO/CDO.):
  - Create ADO/CDOXXXXX...add your State's Procurement Info here
  - Submit ADO/CDO via e-mail [WestVirginia@shi.com](mailto:WestVirginia@shi.com); [Matthew\\_Markle@shi.com](mailto:Matthew_Markle@shi.com) and carbon copy [OTMSOrdering@wv.gov](mailto:OTMSOrdering@wv.gov).
  
5. SHI Order Confirmation:
  - SHI confirms order, matching agency ADO/CDO to MS order
  - SHI issues order number for tracking purposes

- SHI sends license confirmation, once MS receives and processes the licensing portion of the order

6. SHI Processing/Invoicing:

- SHI processes the order: Processed means that the order has been completed, software has been accepted by Requesting Agency.
- SHI sends invoice to Requesting Agency.
- Requesting Agency verifies invoice and processes payment.