# How to use this guide

A dynamic navigation pane is included on each page of this guide. Readers can click on each section or subsection to quickly jump to the relevant content they would like to view.

Navigates back one page

Sections pane: Details earning opportunity by solution area or individual incentive program. Also includes Terms and Conditions relevant to all earning opportunities included in this guide

Navigates forward one page

| Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | Incentive Program List | Terms and Conditions | Support and Resources |

How to use this guide | Our Incentives Journey | Customer Purchasing Motions | Program Structure

Subsections pane: Click down detailed information regarding specific content included in each section. Split by incentive program

Introduction
Redirects to guide introduction

Modern Work incentives
Links to a summary slide of the Modern Work solution area

Security incentives
Links to a summary slide of the Security solution area

Azure incentives
Links to a summary slide of the Azure solution area

Business Applications incentives
Links to a summary slide of the Business Applications solution area

Incentive program list
Navigates to the list of programs contained in this guide

Terms and Conditions
Redirects to common terms for programs included in this guide

Support & Resources
Redirects to additional information and support guidance

Looking for incentives exclusive to CSP authorized partners?

Click here!

This guide provides program materials on the five programs hosted on Partner Center and their associated engagements. Partners leverage this guide to fully understand program terms including program enrollment, earning opportunity, eligibility, and incentive calculation details. The information contained within this guide is Microsoft Confidential Information and may be subject to change. Any change or modification to the information contained within this guide will have prospective effect only.

Programs Included

| Microsoft Commerce Incentives (MCI) | Cloud Solution Provider Incentives (CSP) Indirect Reseller Incentives | Cloud Solution Provider Incentives (CSP) Direct Bill Incentives | Online Services Usage Microsoft 365 (OSU M365) | Online Services Usage Business Applications (OSU Biz Apps) | Online Services Advisor (OSA) |

For more information on incentive opportunities not included in this guide, visit the incentives page on the Microsoft partner website

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Summary of Program Guide Changes – updated for 10/31/2022

Change Type	Change Description	Section	Page Number
Updated opportunities	Updated Modern Work and Security Workshops with new Microsoft Syntex workshop, modified payout rate card, and additional details to Workshop Program controls	MCI-Build Intent Workshops	24-45
Updated opportunity	Added Azure Active Directory Conditional Access workload to the 40% milestone earning opportunity	OSU-M365	121, 129, 135

Incentive participation disclaimer

By participating in Microsoft commercial incentives made available through the Partner Center, the partner agrees to all rules, terms, and policies contained within the Microsoft Cloud Partner Program Agreement, incorporated here by reference, any amendments or any subsequent applicable mutually executed partner agreement, this incentive program guide and applicable Engagement Terms.

The information contained within this guide is Microsoft Confidential Information and may be subject to change. Any change or modification to the information contained within this guide will have prospective effect only.

This guide, effective as of October 31, 2022, replaces and supersedes all prior incentive guides and any related communications.

In the event of a conflict between this guide and the terms of the partner's Microsoft Cloud Partner Program Agreement, that partner's Microsoft Cloud Partner Program Agreement will govern. Except as otherwise set forth in this guide, terms defined in the Microsoft Cloud Partner Program Agreement will have the same meanings when used in this guide.

For full terms and conditions applicable to programs contained in this guide, view the Terms and Conditions section at the end of this document

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Microsoft incentives and investments

Microsoft's mission is to empower every person and every organization on the planet to achieve more. We believe partners are essential in realizing this mission and collaborate with our partner ecosystem to accelerate global digital transformation.

Microsoft's partner incentives programs are designed to reward partners for participating in our ecosystem and meet customer needs through value-added services. Customer needs often extend beyond the transaction, so we offer partner incentives and investments across each stage of the customer journey.

Build Intent
Encourage customers to pursue Microsoft solutions and prove Microsoft solution value

Partners have a role in each stage of the customer journey

Transact
Facilitate customer purchasing motions

Consume and Grow
Integrate solutions into customer environments and increase consumption

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Our incentives and investments journey

We are committed to transforming the go-to-market experience to better serve partners and our joint customers, while also making it easier for partners to collaborate with Microsoft and leverage the incentives that are right for them. This multi-stage, multi-year journey towards simplification helps partners maximize their earning opportunities and create new value for customers.

2019	2020	2021	February 2022	July-Oct 2022	Future

Launch of Microsoft Azure incentives for new commerce for both New Commerce CSP (formerly breadth motion) Microsoft Customer Agreement-Enterprise (formerly enterprise motion) purchasing motions

Brought together Azure incentives with the Microsoft Commerce Incentives (MCI) programs to provide a single destination for partners providing Azure managed and value-add services to our customers

Released new incentive and investment offers within the Microsoft Commerce Incentives program supported with an enhanced Partner Center experience providing partners with a single destination to manage their engagement opportunities and incentives

Continued release of new and refreshed earning opportunities in the MCI program:

- FY23 Build Intent Workshops (July 2022)
- AMMP Partner-Led (Sept 2022)
- FY23 global programs renewal (Oct 2022)

Additional enhancement, expansion, and migration of new and existing incentive opportunities into the MCI program

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Microsoft Cloud Partner Program – FY23 incentives impact and timeline

Available FY23 solutions partner designations

| Solutions partner for Infrastructure (Azure) | Solutions partner for Data & AI (Azure) | Solutions partner for Digital & App Innovation (Azure) | Solutions partner for Modern Work | Solutions partner for Security | Solutions partner for Business Applications | Solutions partner for Microsoft Cloud* |

Partners with an active gold/silver competency on September 30, 2022, will be considered eligible from October 1, 2022 until their competency anniversary date.

On the partner's anniversary date, partners can choose to renew their legacy benefits package or attain a solution partner designation, which enables eligibility for the program term. If neither is met, partner will not be considered eligible.

If the partner has an eligible competency and solutions partner designation prior to their anniversary date, partner will continue to be considered eligible.

Partners without an active gold/silver competency on September 30, 2022, will not be considered eligible until they attain a solution partner designation.

Example timeline

| Dec 2021 | Oct 2022 | Dec 2022 |

Partner renews membership, achieves a competency and is eligible to earn incentives

Microsoft Cloud Partner Program launches

Two options for partners

Partner purchases legacy benefits; continues to earn incentives in FY23 as eligible, based on competencies attained in FY22

Partner achieves solutions designation and earns FY23 incentives as eligible

Important! Partners can earn specializations, showcasing their technical expertise and achieving eligibility for certain earning opportunities in this guide. Beginning October 3, 2022, Solutions Partner designations are a prerequisite for obtaining a specialization. Partners with an existing advanced specialization are required to meet all specialization requirements by their next renewal anniversary to renew their specialization in FY23 – view the Microsoft partner website for more information.

More questions?

Evolving the Microsoft Partner Network programs   Frequently asked questions   Solutions Partner (microsoft.com)

*Partners who attain all six solutions partner designations receive a Microsoft Cloud Badge   ** Legacy CSP incentive programs do not accept solution partner designations. See program eligibility requirements for more information.

Three purchasing motions through a connected platform

New Commerce CSP (formerly breadth)

Small corporate and SMB customers

Typical customer traits:
- Small corporate and small and medium business (SMB).
- Fewer roles making purchasing decisions.
- Low or no IT; greater need for partner expertise and services.
- No unique licensing needs beyond price negotiation.

How they usually buy:
From a partner in the Cloud Solution Provider (CSP) program

Microsoft Customer Agreement-Enterprise (formerly enterprise)

Enterprise and large corporate customers

Typical customer traits:
- Complex organizations – usually multi-national, multi-affiliate, and multi-tenant.
- Executives, IT Decision Makers (ITDMs), Business Decision Makers (BDMs) make purchasing decisions.
- Strong central IT & procurement practices.
- Complex licensing needs that require a high level of Microsoft engagement.

How they usually buy:
From a Microsoft account team

Buy online (formerly self-service)

Individual and ad-hoc departmental customers

Typical customer traits:
- Individual or departmental purchases by customers in any segment.
- Individual or BDM knows what they need to buy and can self-serve online.
- IT managed centrally or by partner.
- No unique licensing needs.

How they usually buy:
Online

Purchasing motions are aligned to support different customer needs and expectations. **Customers will always retain the choice** on how they buy

For more information: Visit our customer purchasing motions overview blog post

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Program Structure

Online Services Usage – Microsoft 365 (OSU M365)	Online Services Usage – Business Applications (OSU Biz Apps)	Online Services Advisor (OSA)	Cloud Solution Provider (CSP) Indirect Reseller Incentives	Cloud Solution Provider (CSP) Direct Bill Incentives	Microsoft Commerce Incentives (MCI)
Rewards partners for driving Usage of Modern Work	Rewards partners for driving Usage of Dynamics 365	Rewards partners for influencing customers to leverage Dynamics 365, Power Apps and Power Automate solutions	Rewards partners for transacting under the CSP Legacy Licensing Program	Rewards partners for transacting under the CSP Legacy Licensing Program	Rewards partners across the customer lifecycle
Open Enrollment	Open Enrollment	Closed Enrollment	Closed Enrollment	Closed Enrollment	Open Enrollment
Eligibility: Per Lever	Eligibility: Per Lever	Eligibility: Per Lever	Eligibility: Program	Eligibility: Program	Eligibility: Per Engagement

Program **Levers**

The lever represents a particular earning mechanism (e.g., Rebate on a % billing).

Program **Engagements** **Levers**

An Engagement is a distinct set of levers aligned to solution areas and specific partner and customer eligibility.

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Programs and engagements example comparison

Partner enrolls in individual programs

Program
Online Services
Usage – Business Applications

Partner is eligible to earn incentives based on lever components

Lever
D365 Finance & Operations

Lever
D365 Customer Engagement

Lever
Activity and Device

Program
Microsoft Commerce Incentives

Partner enrolls in a single program and receives access to earning opportunities based on eligibility

Engagement
Azure CSP motion incentive

Lever
Azure core incentives

Lever
Azure reservation incentives

Engagements are unique earning opportunities organized by solution area with specific partner eligibility requirements and/or customer requirements

Engagement
M365 new commerce CSP - indirect reseller

Lever
Core - Modern Work & Security billed revenue - indirect reseller

Levers are the specific earning mechanisms inside the engagement

Engagement
Microsoft Hybrid Meetings Workshop

Lever
Microsoft Hybrid Meetings Workshop

Some engagements only have a single lever/payout mechanism

Incentive Opportunities by Solution Area

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 |

FY23 Modern Work incentives

Modern Work incentives are designed to enable partners to earn incentives when engaging with customers to transform their productivity and workplace. These engagements span across the customer lifecycle: from presales workshops to transaction-based incentives, to customer consumption.

		New Commerce CSP (Formerly Breadth)			Microsoft Customer Agreement-Enterprise (Formerly Enterprise)			Buy Online (Formerly Self-Service)		
		Small corporate and SMB customers			Enterprise and large corporate customers			Individual and ad-hoc departmental customers		
Program	Engagements	Build Intent	Transact	Consume	Build Intent	Transact	Consume	Build Intent	Transact	Consume
Microsoft Commerce Incentives	Microsoft 365 new commerce CSP incentive		◆							
	Microsoft 365 customer add new commerce CSP incentive		◆							
	Collaborative Apps Workshop	◆			◆			◆		
	Enable Frontline Workshop	◆			◆			◆		
	Endpoint Management Workshop	◆			◆			◆		
	Hybrid Meetings & Rooms Workshop	◆			◆			◆		
	Microsoft Syntex Workshop	◆			◆			◆		
	Microsoft Viva Workshop	◆			◆			◆		
	Microsoft Viva Insights Workshop	◆			◆			◆		
	Microsoft 365 Digital Workforce Workshop	◆			◆			◆		
	Modernize Communications Workshop	◆			◆			◆		
	NextGen Windows Workshop	◆			◆			◆		
Cloud Solution Provider Indirect Reseller Incentives	Not applicable		◆							
Cloud Solution Provider Direct Bill Partner Incentives	Not applicable		◆							
Online Services Usage – Microsoft 365	Not applicable			◆			◆			◆

For additional information on partner earning opportunities across Microsoft's partner incentives portfolio, view the Modern Work solution area narrative on the Microsoft partner website

| < | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | Incentive Program List | Terms and Conditions | Support and Resources | > |

Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365

FY23 Security incentives

Security incentives provide partners with earning opportunities as they encourage customer adoption of security workloads and products. These incentives benefit partners who drive seat acquisition, transact customer purchases, and provide value-added services across the customer lifecycle.

Program	Engagements	New Commerce CSP (Formerly Breadth) — Small corporate and SMB customers			Microsoft Customer Agreement-Enterprise (Formerly Enterprise) — Enterprise and large corporate customers			Buy Online (Formerly Self-Service) — Individual and ad-hoc departmental customers		
		Build Intent	Transact	Consume	Build Intent	Transact	Consume	Build Intent	Transact	Consume
Microsoft Commerce Incentives	Microsoft 365 new commerce CSP incentive		◆							
	Microsoft 365 customer add new commerce CSP incentive		◆							
	Sales – Defend Against Threats with SIEM Plus XDR Workshop	◆			◆			◆		
	Usage – Defend Against Threats with SIEM Plus XDR	◆			◆			◆		
	Executive Order 14028 Workshop	◆								
	Sales – Mitigate Compliance and Privacy Risks Workshop	◆			◆			◆		
	Usage – Mitigate Compliance and Privacy Risks Workshop	◆			◆			◆		
	Sales – Protect and Govern Sensitive Data Workshop	◆			◆			◆		
	Usage – Protect and Govern Sensitive Data Workshop	◆			◆			◆		
	Usage – Secure Identities and Access Workshop	◆			◆			◆		
	Sales – Secure Multi-Cloud Environments Workshop	◆			◆			◆		
	Usage – Secure Multi-Cloud Environments Workshop	◆			◆			◆		
Cloud Solution Provider Indirect Reseller Incentives	Not applicable		◆							
Cloud Solution Provider Direct Bill Partner Incentives	Not applicable		◆							
Online Services Usage – Microsoft 365	Not applicable			◆			◆			◆

For additional information on partner earning opportunities across Microsoft's partner incentives portfolio, view the Security solution area narrative on the Microsoft partner website

Microsoft Commerce Incentives

FY23 Azure Incentives

Azure incentives includes multiple ways for partners to earn incentives on customer Azure consumption for the influence and value-add services they provide in the customer's Azure environment. These incentive opportunities vary according to how a partner is associated to the customer's Azure environment and the channel the customer decides to transact through with Microsoft.

Program	Engagements	New Commerce CSP (Formerly Breadth) — Small corporate and SMB customers			Microsoft Customer Agreement-Enterprise (Formerly Enterprise) — Enterprise and large corporate customers			Buy Online (Formerly Self-Service) — Individual and ad-hoc departmental customers		
		Build Intent	Transact	Consume	Build Intent	Transact	Consume	Build Intent	Transact	Consume
Microsoft Commerce Incentives	Azure CSP motion incentive		◆							
	Azure enterprise and online purchase incentives						◆			◆
	Azure enterprise and online purchase incentives – Specialization partner						◆			◆
	AMMP Partner-led for Infrastructure and Database Migration	◆			◆			◆		
	AMMP Partner-led for Migrating to Azure VMware Solution	◆			◆			◆		
	AMMP Partner-led for Virtual Desktop Infrastructure	◆			◆			◆		
	AMMP Partner-led for SAP Migration	◆			◆			◆		
	AMMP Partner-led for App and Data Modernization	◆			◆			◆		

For additional information on partner earning opportunities across Microsoft's partner incentives portfolio, view the Azure solution area narrative on the Microsoft partner website

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Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Business Applications | Online Services Advisor

FY23 Business Applications incentives

Business Applications incentives provide partners with earning opportunities as they influence customer decisions and drive customer usage of Microsoft Dynamics 365 and Power Platform. These incentives benefit partners who drive seat acquisition, transact customer purchases, and provide value-added services to encourage consumption.

Program	Engagements	New Commerce CSP (Formerly Breadth) Small corporate and SMB customers			Microsoft Customer Agreement-Enterprise (Formerly Enterprise) Enterprise and large corporate customers			Buy Online (Formerly Self-Service) Individual and ad-hoc departmental customers		
		Build Intent	Transact	Consume	Build Intent	Transact	Consume	Build Intent	Transact	Consume
Microsoft Commerce Incentives	Dynamics 365 new commerce CSP incentive		◆							
	Dynamics 365 customer add new commerce CSP incentive		◆							
	Power Apps and Power Automate usage incentive			◆			◆			◆
	Power BI & D365 Customer Insights usage incentive			◆			◆			◆
Cloud Solution Provider Indirect Reseller Incentives	Not applicable		◆							
Cloud Solution Provider Direct Bill Partner Incentives	Not applicable		◆							
Online Services Usage – Business Applications	Not applicable						◆			◆
Online Services Advisor	Not applicable				◆					

For additional information on partner earning opportunities across Microsoft's partner incentives portfolio, view the Business Applications solution area narrative on the Microsoft partner website

| < | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | > |

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

Microsoft incentives programs in this guide

Microsoft Commerce Incentives

Rewards partners who create a direct impact by delivering value-added services and influencing decisions across the customer lifecycle.

Online Services Usage Incentives – Microsoft 365

Rewards partners for driving customer growth of usage on Microsoft 365.
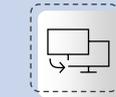
Online Services Usage Incentives – Business Applications

Rewards partners for influencing and driving customers' usage of Microsoft Dynamics 365.

Online Services Advisor Incentives

Rewards partners for influencing new and existing customers to choose the Microsoft Dynamics 365, Power Apps and Power Automate.

Cloud Solution Provider Indirect Reseller Incentives

Rewards Cloud Solution Providers for driving revenue and selling strategic products under the CSP Legacy Licensing Program.

Cloud Solution Provider Direct Bill Incentives

Rewards Cloud Solution Providers who buy directly from Microsoft for driving revenue and selling strategic products under the CSP Legacy Licensing Program.

For more information on incentive opportunities not included in this guide, visit the incentives page on the Microsoft partner website

FY23 incentives for partners with Cloud Solution Provider authorization

Partners with a Cloud Solution Provider authorization deeply engage with customers to drive industry-leading solutions and value-added services. In FY23, these partners have a variety of incentive earning opportunities specifically available to them as indicated below.

		New Commerce CSP (Formerly Breadth)		
Program	**Engagements**	**Build Intent**	**Transact**	**Consume**
Microsoft Commerce Incentives	Microsoft 365 new commerce CSP incentive		◆	
	Microsoft 365 customer add new commerce CSP incentive		◆	
	Azure CSP motion incentive		◆	
	Dynamics 365 new commerce CSP incentive		◆	
	Dynamics 365 customer add new commerce CSP incentive		◆	
	Power Apps and Power Automate usage incentive			◆
	Power BI & D365 Customer Insights usage incentive			◆
Cloud Solution Provider Indirect Reseller Incentives	Not applicable		◆	
Cloud Solution Provider Direct Bill Partner Incentives	Not applicable		◆	

Partners with a CSP authorization may earn additional incentives on the programs and engagements included throughout this guide, as eligible

Microsoft Commerce Incentives

Microsoft Commerce Incentives

Investing in a single view listing engagements and activities – Microsoft Commerce Incentives – to create a simplified and consolidated incentive for partners to earn across purchasing motions and stages of the customer life cycle.
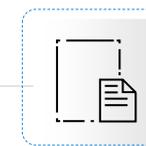
Summary of MCI Engagements[1]

Build Intent

- Collaborative Apps Workshop
- Enable Frontline Workshop
- Endpoint Management Workshop
- Hybrid Meetings & Rooms Workshop
- Microsoft Syntex Workshop
- Microsoft Viva Workshop
- Microsoft Viva Insights Workshop
- Microsoft 365 Digital Workforce Workshop
- Modernize Communications Workshop
- NextGen Windows Workshop
- Defend Against Threats with SIEM Plus XDR Workshop (Sales)
- Defend Against Threats with SIEM Plus XDR Workshop (Usage)
- Executive Order 14028 Workshop

- Mitigate Compliance & Privacy Risks Workshop (Sales)
- Mitigate Compliance & Privacy Risks Workshop (Usage)
- Protect and Govern Sensitive Data Workshop (Sales)
- Protect and Govern Sensitive Data Workshop (Usage)
- Secure Identities & Access Workshop (Usage)
- Secure Multi-Cloud Environments Workshop (Sales)
- Secure Multi-Cloud Environments Workshop (Usage)
- AMMP Infrastructure and Database Migration
- AMMP Migrating to Azure VMware Solution
- AMMP Virtual Desktop Infrastructure
- AMMP SAP Migration
- AMMP App and Data Modernization

Transact and Consume

- Azure CSP motion incentives
- Azure enterprise and online purchase incentives
- Azure enterprise and online purchase incentives– Specialization partner
- Microsoft 365 new commerce CSP incentive
- Dynamics 365 new commerce CSP incentive
- Microsoft 365 customer add new commerce CSP incentive
- Dynamics 365 customer add new commerce CSP incentive
- Power Apps and Power Automate usage incentive
- Power BI & D365 Customer Insights usage incentive

(1) An Engagement is defined as a unique earning opportunity with specific Partner eligibility requirements and in some cases Customer eligibility requirements, aligned to one Solution Area.

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| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Microsoft Commerce Incentives – Build Intent Incentives

Intent building engagements enable partners to drive customer intent to purchase or use Microsoft products and services throughout customer lifecycle and co-selling with Microsoft field sellers.

Drive customer intent

Engage with Microsoft field

Increase customer opportunities

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Microsoft Commerce Incentives – Build Intent Incentives

Solution Plays　　❯　　Build Intent Workshops
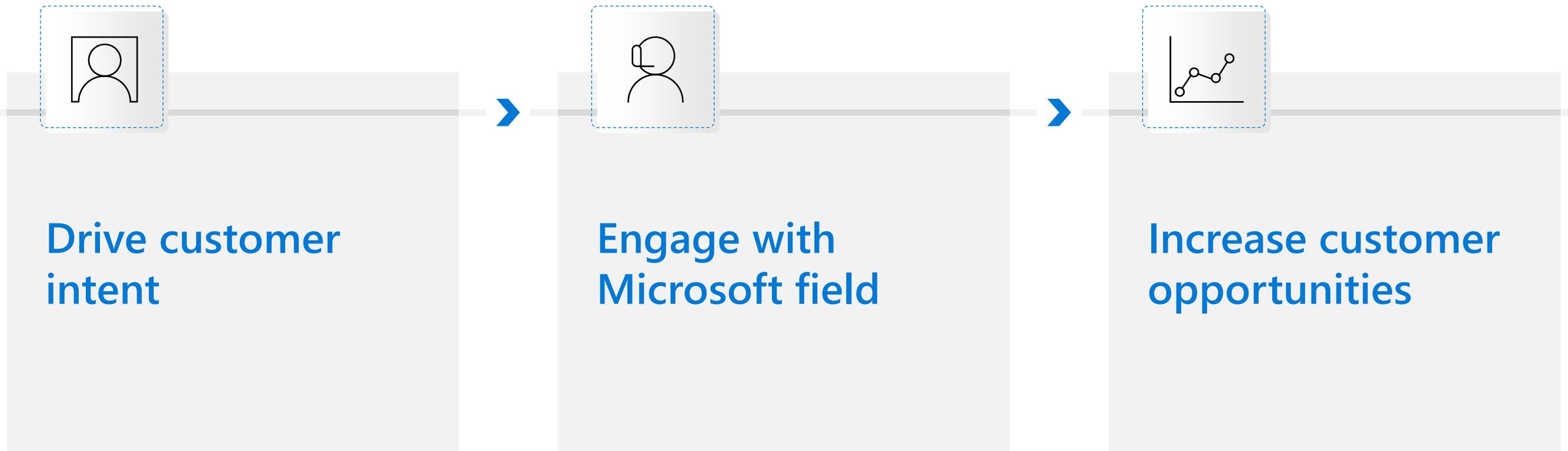
Modern Work
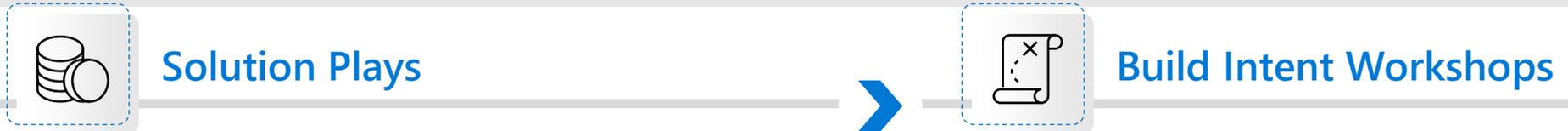
Solution Plays	Build Intent Workshops
Collaborative Apps	Collaborative Apps Workshop
Converged Communications	Hybrid Meetings & Rooms Workshop Modernize Communications Workshop
Digital Workforce	Microsoft 365 Digital Workforce Workshops
Employee Experience	Microsoft Syntex Workshop Microsoft Viva Workshop Microsoft Viva Insight Workshops
Frontline Workers	Enable Frontline Workshop
NextGen Windows Experiences	Endpoint Management Workshop NextGen Windows Workshop

Security

Defend Against Threats with SIEM Plus XDR	Sales - Defend Against Threats with SIEM Plus XDR Workshop Usage - Defend Against Threats with SIEM Plus XDR Workshop
Mitigate Compliance & Privacy Risks	Sales - Mitigate Compliance & Privacy Risks Workshop Usage - Mitigate Compliance & Privacy Risks Workshop
Protect & Govern Sensitive Data	Sales - Protect & Govern Sensitive Data Workshop Usage - Protect & Govern Sensitive Data Workshop
Secure Identities & Access	Usage - Secure Identities & Access Workshop
Secure Multi-Cloud Environments	Sales - Secure Multi-Cloud Environments Workshop Usage - Secure Multi-Cloud Environments Workshop
	Executive Order 14028

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Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor

Build Intent | Transact and Consume | FAQs

Microsoft Commerce Incentives – Build Intent Incentives

Solution Plays
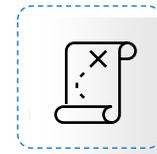
Build Intent Engagements

Azure

Migrate and Modernize your Infrastructure and workloads

AMMP Infrastructure and Database Migration

AMMP Migrating to Azure VMware Solution

AMMP Virtual Desktop Infrastructure

Modernize SAP on the Microsoft Cloud

AMMP SAP Migration

Modernize Enterprise Applications

AMMP App and Data Modernization

<	Introduction	Modern Work Incentives	Security Incentives	Azure Incentives	Business Applications Incentives	Incentive Program List	Terms and Conditions	Support and Resources	>

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

Build Intent	Transact and Consume	FAQs

MCI Build Intent Incentive – Workshop Stages (Modern Work & Security)

Workshop Stage	Stage 1: Claim Customer	Stage 2: Customer Consent	Stage 3: Execution & POE Submission	Stage 4: POE Validation	Stage 5: Payment
Activity	Partner adds or claims customer Partner Center validates workshop eligibility for partner and customer Partner can choose to simultaneously add customer to additional eligible workshops	Partner requests customer consent Partner Center receives customer consent Without customer consent, claim will automatically expire	Partner conducts customer workshop Partner submits claim with required Proof of Execution (POE) documentation Incomplete claims will automatically expire	Microsoft reviews POE documentation Microsoft reaches out to partner if additional information is needed. Microsoft approves or declines POE	Once approved, claim will be processed for payment Microsoft issues payment to partner
		Timeline: 30 days max from claiming customer	**Timeline: 90 days max from receiving customer consent**	**Timeline: 30 days max from claim submission**	**Timeline: 45 days max from claim approval month end**

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| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Build Intent Workshops: Proof of Execution of Requirements

To receive payment, please submit all four required components of proof of execution.

Customer Survey (triggered by Partner, completed by Customer)

Partner Survey (completed by Partner)

Proof of execution (uploaded by Partner)

Invoice (uploaded by Partner)

Modern Work – Collaborative Apps Workshop

ENGAGEMENT SUMMARY

With the Collaborative Apps Workshop, you can help customers learn how to maximize the value of Teams by integrating apps and workflows tailored to their business needs. Introduce them to custom-built collaborative apps, process automation tools, and discover custom line-of-business solutions. Leverage the rich set of Teams capabilities and help your customers increase workforce productivity, automate repetitive tasks, and create collaborative experiences.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Solutions partner for Modern Work

OR

Active Gold or Silver competency for one of the following competencies:*
- Cloud Productivity
- Collaboration & Content

OR

Co-sell Ready

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 2000+ Teams Paid Available Units (PAU), and
- 1000+ Teams Monthly Active Users (MAU)
- Limit to commercial paid SKU (exclude EDU) in enterprise and corporate accounts

Activity Requirements

In this workshop you must complete the Assess, Art of the Possible (w/ optional modules that fit your customer's needs), and the Build the Plan phases:

Assess
- Pre-engagement Kick Off
- Pre-engagement questionnaire
- Introduction to Teams Platform

Art of the Possible
- Art of the Possible Kick Off
- Connect and Collaborate with Apps
- Automate Business Processes with low code
- Build Custom LOB Apps

**Optional modules from these topic categories: Connected, Frontline and LoB Experiences, Foundations

Build the Plan
- Build the Plan Kick Off
- Scenario Analysis and Prioritization
- Adoption and Change Management
- Reports and Recommendations

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Modern Work – Enable Frontline Workshop

ENGAGEMENT SUMMARY

As the hub for teamwork, Microsoft Teams is designed to help organizations improve collaboration and increase efficiency by automating key business processes. With the Enable Frontline Workshop, customers will work through various frontline worker challenges and pain points to identify top prioritized scenarios for their frontline workforce.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Published Co-sell ready offer for Enable Frontline in Microsoft Commercial Marketplace

(OR)

Participant in the following invite-only program:
FY23 Frontline Jumpstart Partner Program

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- Customers with potential to purchase M365 F1/F3, or O365 with >1000 seats in developed markets or >500 seats in emerging markets, or

- Customers with >3500 seats of M365 F1/F3 or O365 F3 and <40% Teams MAU (F SKUs only)

Activity Requirements

Enable Frontline workshop goals:

- Assess your frontline workforce needs. Identify personas and scenarios to deliver innovative solutions to your frontline workers through the lens of Teams, linking back to business requirements

- Showcase tools most desired by customers, such as Shifts, Time Clock, Tasks, Approvals, Power Apps, line-of-business apps and industry specific solutions

- Delve into priority scenarios most relevant to the customer:
  - Connect & engage your workforce
  - Increase operational efficiency
  - Enhance workforce management

- Identify frontline workers scenarios and define a plan to implement them in a Proof of Concept/Pilot

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Modern Work – Endpoint Management Workshop

ENGAGEMENT SUMMARY

The Endpoint Management Workshop is a three-day partner-led engagement that will help you showcase the value of Microsoft 365, leading with Microsoft Endpoint Manager to show your customers how to manage users' devices, apps, and identities from anywhere

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell ready

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 1000+ Exchange Online Paid Available Units (PAU), and
- 20% or greater Teams Monthly Active Usage (MAU), and
- 40% or less Intune Monthly Active Usage (MAU), and
- 20% or greater Exchange Monthly Active Usage
- Select customers above 300 seats may also be eligible for this workshop

Activity Requirements

In this workshop the expectation is that you have covered the following topics:
- Identity Fundamentals (Self-Service Password Reset, Multi-Factor Authentication, Conditional Access)
- Microsoft Endpoint Manager Fundamentals (Enroll, Configure, Protect)
- Windows 11 Management
- Mobile Device Management (MDM) Migration
- User device support (Support & Retire)
- Endpoint Analytics

The following activities must be completed:
- Device Enrollment
- Policy Deployment
- Findings & recommendations, and next steps

To successfully complete this workshop, you will need to activate the Endpoint Management Workshop trial license within the customer tenant. Detailed information on how to activate the trial license can be found in the delivery guide of the workshop.

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Modern Work – Hybrid Meetings & Rooms Workshop

ENGAGEMENT SUMMARY

The Hybrid Meetings and Rooms Workshop includes a new modular design that enables you to have targeted conversations tailored to your customers' specific business needs in the world of Hybrid Work. With the refreshed delivery framework, new product content, and immersive experiences, you can deliver a concise engagement in person or virtually. Teams Rooms is a required module in FY23.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Solutions partner for Modern Work

OR

Active Gold or Silver competency for Communications*

OR

Co-sell Ready

OR

Specialization for Teams Meetings and Meeting Rooms

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 1,000+ Teams paid active users (PAU), or
- Select customers above 300 seats may also be eligible for this workshop

Activity Requirements

In this workshop, you must complete the Assess phase, Art of the Possible phase (w/ optional modules that fit your customer's needs), and the Build the Plan Phase:

Assess
- Pre- engagement Kick Off
- Pre-engagement questionnaire
- Rooms and spaces survey

Art of the Possible
- Art of the Possible Kick Off
- What's new in Teams Meetings and Devices
- Transform your rooms and spaces
- Microsoft Teams Rooms
- Microsoft Teams Rooms management
- Microsoft Teams personal devices
- Immersive experiences

**Optional modules from these topic categories; Teams Rooms, Meetings, Virtual Events

Build the Plan
- Build the Plan Kick Off
- Use Case and Scenario Discovery
- Rooms and devices strategy
- Site and service readiness
- Deployment and operations
- Adoption Change Management
- Reports and Recommendations

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Modern Work - Microsoft Syntex Workshop

ENGAGEMENT SUMMARY
One of the biggest challenges businesses face today is scaling and automating content-centric business processes. Syntex helps organizations take structured and unstructured files and organize it into actionable information, making it easier to find and protect information, generate new content, and streamline critical processes. With the Microsoft Syntex – Build Intent Workshop, customers will work through various content process challenges and pain points to identify top scenarios for their business and learn how Syntex models can be applied to streamline those processes.

ENGAGEMENT TERM
October 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Must be an active participant in the following program: FY23 Content Services Partner Program

Measure and Reward
Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000* (*Refer to below slide '*Workshops Payout Details*' for details*)

Customer Qualification	Activity Requirements
• Customers with potential to purchase Microsoft Syntex and O365 with >1000 seats in developed markets or >500 seats in emerging markets, AND • At least 50% usage of Microsoft Teams and/or 25% usage of SharePoint (Online)	Microsoft Syntex – Build Intent workshop goals: • Assess your content-centric business processes and opportunities to improve the content lifecycle with AI models. • Showcase Syntex models and leverage Syntex Assessment tool to determine where Syntex will deliver value within the business. • Develop a solution plan addressing business challenges. Develop a plan to implement recommendations based on prioritized scenarios. Identify which priority scenarios are most relevant to the customer: • Contract management • Financial data management • Information classification and retention • Automated order processing

Purchasing motion
Breadth, Enterprise and self-service purchasing motions; Consumption based pay-as-you-go (depends on service), maximum of 2 claims in Market C.

Earning Type
Fee

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | Incentive Program List | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Modern Work – Microsoft Viva Workshop

ENGAGEMENT SUMMARY

Microsoft Viva is an employee experience platform that brings together communications, knowledge, learning, resources and insights in the flow of work. Powered by Microsoft 365 and experienced through Microsoft Teams, Viva fosters a culture that empowers employees and teams to be their best from anywhere. With the Microsoft Viva workshop, you'll help customers work through various employee experience challenges and identify their top prioritized scenarios, resulting in a curated plan to purchase and adopt Microsoft Viva.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready with Viva Connections, Learning or Topics Solutions

OR

Participant in the invite-only Viva Jumpstart partner program

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 1000+ Microsoft 365 E3/E4, E5 or Office 365 E3/E4, E5 or Advanced Teams E5 licenses, and
- 40% or greater Teams Monthly Active Usage (MAU), and
- 20% or greater SharePoint Online Monthly Active Usage (MAU)

Activity Requirements

In this workshop, the expectation is that you will cover the following subjects:
- Dive deeply into the "Art of the Possible" for two (2) or more Microsoft Viva modules (Viva Topics, Viva Connections, Viva Learning, Viva Goals)

The following activities must be completed:
- Demos of Microsoft Viva Topics, Connections, Learning and Goals capabilities
- Identification and prioritization of customer's key employee experience scenarios or use cases that can be addressed leveraging Viva Topics, Viva Connections, Viva Learning or Viva Goals
- Provide recommendations and next steps for investment and implementation of each module covered in the workshop.

To successfully complete this workshop, you will need to engage with three (3) or more customer attendees, inclusive of Business Decision Makers (BDMs) and IT. The intention is to drive revenue (purchasing of licenses) and adoption/usage.

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | Transact and Consume | FAQs |

Modern Work – Microsoft Viva Insights Workshop

ENGAGEMENT SUMMARY

Microsoft Viva is an employee experience platform that brings together communications, knowledge, learning, resources and insights in the flow of work. Powered by Microsoft 365 and experienced through Microsoft Teams, Viva fosters a culture that empowers employees and teams to be their best from anywhere. With the Microsoft Viva Insights workshop, you'll help customers discover Microsoft Viva Insights and how it helps individuals, managers, and leaders gain personalized insights and actionable recommendations that help everyone in an organization thrive.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready with Viva Insights Solution

OR

Participant in the invite-only Viva Jumpstart partner program

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 1000+ Microsoft 365 E3/E4, E5 or Office 365 E3/E4, E5 or Advanced Teams E5 licenses; and

- 40% or greater Teams Monthly Active Usage (MAU), and

- 20% or greater Exchange Online Monthly Active Usage (MAU)

Activity Requirements

In this workshop, the expectation is that you will cover the following subjects:
- Personal Insights in Teams
- Manager Insights in Teams
- Leader Insights in Teams
- Organizational Insights using Advanced Data Analysis & Queries

The following activities must be completed:
- Demos and Immersive Experiences of Viva Insights, showcasing top use cases and reports available within Viva Insights
- Identification and prioritization of customer's key employee experience use cases that can be addressed leveraging the data and recommendations from Viva Insights
- Provide recommendations and next steps for investment and implementation of Viva Insights

To successfully complete this workshop, you will need to engage with three (3) or more customer attendees, inclusive of Business Decision Makers (BDMs) and IT. The intention is to drive revenue (purchasing of licenses) and adoption/usage.

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

Build Intent	Transact and Consume	FAQs

Modern Work – Microsoft 365 Digital Workforce Workshop

## ENGAGEMENT SUMMARY

The Digital Workforce Workshop is designed to introduce and expand the value of Microsoft 365 to customers who have started their cloud transformations with Office 365 or industry point solutions and now need to evolve to secure hybrid work environment. Through this workshop, you can help your customers envision agile work scenarios and how to enable their employees to be productive and secure with Microsoft 365.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward

Activity Payment: Market A = $3500, Market B = $2000, and Market C = $500 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- Customers without Office 365 or Microsoft 365 today and > 1000 PC Install Base, or
- Select customers without Office 365 or Microsoft 365 and > 300 PC Install Base.

Activity Requirements

In this workshop, the expectation is that you will cover the following topics:

- Secure journey to Cloud with Microsoft 365 scenarios
- Microsoft 365 Digital Workforce Cost Savings & Business Value
- Hybrid Work Scenarios
- Microsoft Teams policies including Messaging, Meetings and Guest Access
- Identity and security policies including securing mobile devices, Password Reset, multi-factor authentication and conditional Access
- Action plan for deployment and adoption of Microsoft 365 Digital Workforce scenarios

The following activities must be completed:

- Scenario envisioning and immersion experience, prioritization of scenarios
- Environmental analysis
- Azure AD Business Value and Start your Journey with Zero Trust
- Teams Workload analysis, activation, and enablement
- Hybrid Identity, mobile device management & security activation and enablement
- Adoption planning and deployment guidance

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor

Build Intent | **Transact and Consume** | **FAQs**

Modern Work – Modernize Communications Workshop

ENGAGEMENT SUMMARY

This partner-led engagement showcases Teams Phone capabilities through "Art of the Possible" immersive experiences, use-cases, and deep-dive planning, resulting in actionable recommendations. This refreshed workshop takes a modular approach, allowing for the delivery of a customized engagement. The key goal of this engagement is to drive sell of Teams Phone and accelerate intent to deploy.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Solutions partner for Modern Work

(OR)

Active Gold or Silver competency for Cloud Productivity or Communications*

(OR)

Co-sell Ready

(OR)

Specialization for Teams Calling

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 1000+ Teams Paid Available Units (PAU), and
- 300+ Teams Monthly Active Users (MAU), or
- Greater than 15% Teams Monthly Active Users (MAU)
- Select customers above 300 seats may also be eligible for this workshop

Activity Requirements

In this workshop, you must complete the Assess phase, Art of the Possible phase (w/ optional modules that fit your customer's needs), and the Build the Plan Phase:

Assess
- Pre- engagement Kick Off

Art of the Possible
- Art of the Possible Kick Off
- What's new in Teams Calling and devices
- Calling with Teams Phone
- Moving to Teams Phone
- Devices for Teams Phone

**Optional modules from these topic categories: PTSN Connectivity, Management, Advanced

Build the Plan
- Build the Plan Kick Off
- Scenario Discovery
- Network Readiness
- Adoption and Change Management
- Workload Analysis
- Reports and Recommendations

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Modern Work – NextGen Windows Workshop

ENGAGEMENT SUMMARY

The shift to hybrid work is transforming endpoint management. As customers adapt, this three-day engagement will help you provide an executive deep dive into Microsoft cloud solutions for end-user computing and how they can be used to deliver a secure and productive desktop experience from anywhere.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Endpoint Jumpstart partners

(OR)

Modernize Endpoint advance specialization Partners

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 1,000+ Microsoft 365 E3 or Microsoft 365 E5 PAU, and
- 15% or greater Intune usage, and
- Windows devices currently under Intune management

Activity Requirements

During this workshop you will:
- Presenting Windows 11, Windows 365 and Azure Virtual Desktop solutions that provide a secure desktop from virtually anywhere.
- Understanding a customer's hybrid work scenarios and end-user computing goals and objectives.
- Gaining insights into a customer's physical and virtual devices landscape.
- Showcasing Windows 365 Cloud PC provisioning and management with Microsoft Endpoint Manager by enabling these features in the customer environment, focusing on cloud-only management for a selected group of users.

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

< Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources >

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Security – Sales – Defend Against Threats with SIEM Plus XDR Workshop

ENGAGEMENT SUMMARY

The Sales – Defend Against Threats with SIEM Plus XDR workshop is designed to create customer intent for purchasing and/or deploying advanced Microsoft Security products, including Microsoft Sentinel and Microsoft 365 Defender. The workshop is expected to require about a three-day partner effort. Sales – Defend Against Threats with SIEM Plus XDR workshop is delivered in a customer's production environment with real security threats. Only for subset of customers, Sales-Defend Against Threats with SIEM Plus XDR workshop can be delivered in trial environment built for the customer, using Attack Simulation tool to simulate threats (currently in preview, limited availability).

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward

Activity Payment: Market A = $6500, Market B = $4000, and Market C = $1500 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 800+ Paid Available Units (PAU) for Azure Active Directory Premium (AADP) PAU, and
- 250+ Monthly Active Users (MAU) for Exchange Online, SharePoint Online or Teams
- Select customers above 300 seats may also be eligible for this workshop

Activity Requirements

For the Sales -Defend Against Threats with SIEM Plus XDR Workshop to be considered complete, a partner is required to deliver the following activities:

- Identify customer's key security objectives & priorities
- Conduct Threat Check analysis in customer's production environment
- Use customer's existing licenses or product trials of Microsoft Sentinel, Microsoft 365 Defender, Microsoft Defender for Cloud Apps, Microsoft Defender for Office 365 and Azure AD Identity Protection, to perform Threat Check
- Deliver Microsoft Security value, using product demos and by showcasing product features
- Provide recommendations and next steps

When using Attack Simulation, a partner is required to deliver the following activities:

- Identify customer's key security objectives & priorities.
- Build a trial environment for the customer using Microsoft 365 E5 trial.
- Deploy Microsoft Sentinel, Microsoft 365 Defender, Microsoft Defender for Cloud Apps, Microsoft Defender for Office 365 and Azure AD Identity Protection, Microsoft Defender for Endpoint and Microsoft Defender for Identity in the trial environment.
- Conduct Attack Simulation against the trial environment.
- Demonstrate the ability of Microsoft 365 E5 Security to detect and respond to security threats simulated in the trial environment.
- Provide recommendations and next steps.
- Handover the trial environment to the customer for further exploration.

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

Build Intent	Transact and Consume	FAQs

Security – Usage – Defend Against Threats with SIEM Plus XDR

ENGAGEMENT SUMMARY

The Usage - Defend Against Threats with SIEM Plus XDR Workshop helps customers improve security posture and protection of their Microsoft 365 workloads. The workshops aims to create intent for using Microsoft 365 Defender and provide better protection to customers by enabling core features of Microsoft 365 Defender they already own.

ENGAGEMENT TERM

October 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- Must have 800+ Microsoft Defender for Endpoint (MDE), and
- Microsoft Defender for Office 365 (MDO), and
- Azure Active Directory Premium Plan 2 (AADP2) Paid Active Users (PAU)

Activity Requirements

Usage – Defend Against Threats with SIEM Plus XDR workshop activities:

- Document a set of agreed design decisions for a pilot deployment of Microsoft Defender for Office 365, Microsoft Defender for Endpoint, and Azure Active Directory Identity Protection
- Deploy the following Microsoft security products using a limited scope as a pilot in their production environment Microsoft Defender for Office 365, Microsoft Defender for Endpoint, and Azure Active Directory Identity Protection.
- Understand, prioritize, and mitigate potential threats.
- Learn how to operationalize the deployed Microsoft security products using a walkthrough of a set of commonly seen scenarios.
- Define a roadmap and a list of next steps based on their needs, objectives, and results from the "Usage – Defend Against Threats with SIEM Plus XDR Workshop" engagement.

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

<

| Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | Incentive Program List | Terms and Conditions | Support and Resources |

>

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Security – Executive Order 14028 Workshop

ENGAGEMENT SUMMARY

The Microsoft Executive Order 14028 Workshop is designed to help US Federal Government customers assess the maturity of their identity estates, understand Zero Trust Architecture aligned to the Executive Order 14028 and how those can be applied to meet the requirements and modernize their approach to identity and access management. By using Azure AD application discovery tools, you can help your customers gain visibility into their current applications identity estates and work together with your customers to define clear next steps and the best ways to mitigate risks.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
1. US based
2. Co-sell Ready

Measure and Reward

Activity Payment: $5000 – only for US partners.

Customer Qualification	Activity Requirements
US Federal Government Customers	In this workshop the expectation is that you have covered the following topics: • How to discover applications using different application discovery tools and techniques • Azure AD Fundamentals (Managed Auth, SSO) • Device Management to provide CA device compliance based (Endpoint Compliance) • Identity Governance (PIM, Access reviews, Entitlement Management) • Securing Applications (Azure AD Application Management, SaaS, SHA, 3rd Party solutions) • Authorization (Conditional Access, RBAC, ABAC, XTAP) • Strong Authentication (Certificate Based Authentication, Phishing Resistant MFA) • Remote Server Administration • Administration Segmentation The following activities must be completed: • Design and Planning Sessions • Key results, recommendations, and next steps

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Security – Sales – Mitigate Compliance and Privacy Risks Workshop

ENGAGEMENT SUMMARY

The Sales – Mitigate Compliance and Privacy Risks Workshop is designed to provide customers with examples of potential data leaks and data theft within their Modern Work environments. Through this workshop, you can help your customers identify deviations from common corporate policies using Microsoft 365 E5-associated technologies.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- 800+ Paid Available Units (PAU) for Azure Active Directory Premium (AADP) PAU, and
- 250+ Monthly Active Users (MAU) for Exchange Online, SharePoint Online or Teams
- Select customers above 300 seats may also be eligible for this workshop

Activity Requirements

In this workshop the expectation is that you have covered the following topics:
- The customers privacy and regulatory strategy
- Microsoft Purview product overview
- Microsoft Purview Insider Risk management
- Microsoft Purview Communications Compliance
- Microsoft Purview Compliance Manager
- Microsoft Priva Risk Management (optional)

The following activities must be completed:
- User Risk Check mandatory modules for Insider Risk management, and Communications Compliance
- Compliance Manager Tenant Assessment
- Microsoft Purview overview
- Recommendations and Next Steps

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Security – Usage – Mitigate Compliance and Privacy Risks Workshop

ENGAGEMENT SUMMARY

The Usage - Mitigate Compliance and Privacy Risks Workshop helps customers learn and experience how to respond and investigate risky behaviors and data discovery requests in the organization using the Microsoft Purview tools and solutions they already own.. The workshop helps show a customer how they can take advantage of Microsoft Purview search and investigation solutions to more effectivity identity, respond to, and manage risk and compliance cases in their organizations.

ENGAGEMENT TERM

October 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- Must have 800+ Insider Risk Management (IRM), Paid Active Users (PAU) and
- 800 + Microsoft Purview Information Protection (MIP) Paid Active Users (PAU)

Activity Requirements

Usage – Mitigate Compliance and Privacy Risks workshop activities:

In this workshop the expectation is that you've covered the following topics:
- The current state of the customers' privacy and regulatory strategy
- The current state of deployment for Microsoft Purview technologies
- Microsoft Purview eDiscovery, Insider Risk Management, and Compliance Manager

The following activities must be completed:

In the Customers Production Environment:
- Compliance Analyzer for Microsoft Purview
- Compliance Activation Assessment
- IRM Analytics Enablement
- Compliance Manager Enablement

In the hands-on Experience environment:
- Creation of a hands-on experience
- Configure Insider Risk Management
- Configure eDiscovery (Premium)
- Recommendations and Next Steps

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Security – Sales – Protect and Govern Sensitive Data Workshop

ENGAGEMENT SUMMARY

The Sales – Protect and Govern Sensitive Data Workshop is designed to provide customers with examples of privacy and regulatory risks in the organizational data contained within their own Modern Work environments. The workshop helps you create compelling ways for customers to remediate the risks through Microsoft 365 E5-associated technologies.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide '*<u>*Workshops Payout Details' for details*</u>)

Customer Qualification

- 800+ Paid Available Units (PAU) for Azure Active Directory Premium (AADP) PAU, and
- 250+ Monthly Active Users (MAU) for Exchange Online, SharePoint Online or Teams
- Select customers above 300 seats may also be eligible for this workshop

Activity Requirements

In this workshop the expectation is that you have covered the following topics:
- The customers privacy and regulatory strategy
- Microsoft Purview product overview
- Microsoft Purview Information Protection
- Content Search / Activity Explorer
- Microsoft Purview Data Loss Prevention
- Microsoft Purview Compliance Manager

The following activities must be completed:
- Data Risk Check mandatory modules for Exchange Online, SharePoint Online and Teams
- Compliance Manager Tenant Assessment
- Microsoft Purview overview
- Recommendations and Next Steps

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Security – Usage – Protect and Govern Sensitive Data Workshop

ENGAGEMENT SUMMARY
The Usage - Protect and Govern Sensitive Data Workshop helps customers protect sensitive data in their environment by enabling core features of the Microsoft Purview Portfolio they already own. The workshop helps you show a customer how to get started with Microsoft Purview risk and compliance solutions that can help other manage and monitor their data, protect information, minimize compliance risks, and meet regulatory requirements.

ENGAGEMENT TERM
October 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward
Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- Must have 800+ Insider Risk Management (IRM), and
- Microsoft Purview Information Protection (MIP) Paid Active Users (PAU)

Activity Requirements

The expectation is that you've covered the following topics:
- The current state of the customers' privacy and regulatory strategy
- The current state of deployment for Microsoft Purview technologies
- Microsoft Purview Information Protection, Data Loss Prevention, and Audit (Premium)
- Microsoft Purview Insider Risk Analytics

The following activities must be completed:
- Compliance Activation Assessment
- Data Loss Prevention for Exchange/OneDrive/Teams/SharePoint
- Compliance Analyzer for Microsoft Purview
- Audit (Premium) Policy Configuration
- Insider Risk Analytics Enablement
- Recommendations and Next Steps

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Security – Usage – Secure Identities and Access Workshop

ENGAGEMENT SUMMARY

The Usage – Microsoft Secure Identities and Access Workshop is designed to help customers assess the maturity of their identity estates. By using Secure Score and application discovery tools, you can help your customers gain visibility into their current identity estates and work together with your customers to define clear next steps and the best ways to mitigate risks.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- Must have 800+ AADP Paid Available Units (PAU), or
- Select customers above 300 seats may also be eligible for this workshop

Activity Requirements

In this workshop the expectation is that you have covered the following topics:
- Identity security posture assessment using Microsoft Secure Score
- Identity Fundamentals (Azure AD Int & Hybrid Authentication)
- Self-Service Password reset
- Multifactor Authentication
- Conditional Access
- Azure AD Application Management
- Device Management to provide CA device compliance based
- Passwordless authentication

The following activities must be completed:
- Application Discovery
- Design and Planning Sessions
- Key results, recommendations and next steps

An ideal customer for this workshop is to select apps where access is authenticated by using any means other than Microsoft Azure Active Directory, such as:
- Active Directory (including authentication of remote users done via ADFS or via VPN)
- Local app authentication
- 3rd party Identity Providers (such as Okta or Ping Identity or others)
- Federated Identity Providers (such as Google, Facebook or others)

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Security – Sales – Secure Multi-Cloud Environments Workshop

ENGAGEMENT SUMMARY

The Sales – Multi-Cloud Environments workshop is designed to create customer intent for purchasing and adopting Microsoft Defender for Cloud and Azure Network Security products and help customers identify current, ongoing risks to their cloud environment and define next steps to accelerate their security journey.

ENGAGEMENT TERM

July 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Azure Expert MSP

OR

Specialization: Windows Server and SQL Server Migration to Microsoft Azure

OR

Co-sell Ready

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- Annual Azure consumption must be >$100,000 USD. (Annual Azure consumption = Azure consumption in last 12 months), and
- Microsoft Defender for Cloud with enhanced security features consumption is < 4% of total Azure consumption, and
- Select customers above 300 seats may also be eligible for this workshop

Activity Requirements

For an engagement to be considered complete, a partner is required to deliver the following:

- Identify customer's key security objectives & priorities
- Discover and analyze threats in the customer's production environment using Azure Security Center and a product trial for Microsoft Defender for Cloud
- Understand existing vulnerabilities for hybrid workloads and explain how to reduce the attack surface area
- Demonstrate value of the included Microsoft products by showcasing product features
- Provide an overview of Azure Network Security products and features
- Provide hands-on experience of Azure Network Security products and features using a demonstration environment
- Provide recommendations and next steps

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

Build Intent	Transact and Consume	FAQs

Security – Usage – Secure Multi-Cloud Environments Workshop

ENGAGEMENT SUMMARY

The Usage - Secure Multi-Cloud Environments Workshop helps customers improve security posture and protection of their hybrid and multi-cloud infrastructure workloads using Microsoft Defender for Cloud. The workshop aims to create intent for using Microsoft Defender for Cloud and provide improved protection to customers.

ENGAGEMENT TERM

October 1, 2022 – June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

Partner Qualification
Co-sell Ready

Measure and Reward

Activity Payment: Market A = $5000, Market B = $3000, and Market C = $1000 (*Refer to below slide 'Workshops Payout Details' for details*)

Customer Qualification

- Annual Azure consumption must be greater than $100,000 USD. (Annual Azure consumption = Azure consumption in last 12 months), and

- Microsoft Defender for Cloud consumption >4% of total Azure consumption

Activity Requirements

Usage – Secure Multi-Cloud Environments workshop activities:

- Document a set of agreed design decisions for the deployment of Microsoft Defender for Cloud

- Increase usage of Microsoft Defender for Cloud by adding additional resources to Microsoft Defender for Cloud using a limited scope in their production environment

- Better understand, prioritize, and mitigate potential threats.

- Learn how to operationalize Microsoft Defender for Cloud using a walkthrough of a set of commonly seen scenarios

- Define a roadmap and a list of next steps based on their needs, objectives, and results from the "Usage – Secure Multi-Cloud Environments Workshop" engagement

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Modern Work & Security Workshops Payout Details

Market A, B, and C Countries

Engagement claim amounts will be calculated in USD, based on the country associated with the Partner Location ID listed in the claim.

Market A countries are Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Japan, Luxembourg, Netherlands, New Zealand, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom, and United States

Market B countries are UAE, Bahamas, Bahrain, Brunei, Cayman Islands, Chile, Hong Kong, Israel, Jamaica, Kuwait, Mauritius, Puerto Rico, Singapore, and Uruguay

Market C will include all other countries/regions eligible for Microsoft Commerce Incentives.

Rate Card (effective November 1st, 2022 UTC*)

Solution Area	Workshop	Market A	Market B	Market C
Modern Work	Collaborative Apps	$5,000	$3,000	$1,000
Modern Work	Enable Frontline	$5,000	$3,000	$1,000
Modern Work	Endpoint Management	$5,000	$3,000	$1,000
Modern Work	Hybrid Meetings & Rooms	$5,000	$3,000	$1,000
Modern Work	Microsoft 365 Digital Workforce	$3,500	$2,000	$500
Modern Work	Microsoft Viva	$5,000	$3,000	$1,000
Modern Work	Microsoft Viva Insights	$5,000	$3,000	$1,000
Modern Work	Modernize Communications	$5,000	$3,000	$1,000
Modern Work	NextGen Windows	$5,000	$3,000	$1,000
Modern Work	Microsoft Syntex	$5,000	$3,000	$1,000
Security	Executive Order 14028 (US Only)	$5,000	N/A	N/A
Security	Sales - Protect and Govern Sensitive Data	$5,000	$3,000	$1,000
Security	Sales - Secure Multi-Cloud Environments	$5,000	$3,000	$1,000
Security	Sales - Mitigate Compliance and Privacy Risks	$5,000	$3,000	$1,000
Security	Sales - Defend Against Threats with SIEM Plus XDR	$6,500	$4,000	$1,500
Security	Usage - Secure Identities and Access	$5,000	$3,000	$1,000
Security	Usage - Defend Against Threats with SIEM Plus XDR	$5,000	$3,000	$1,000
Security	Usage - Mitigate Compliance and Privacy Risks	$5,000	$3,000	$1,000
Security	Usage - Protect and Govern Sensitive Data	$5,000	$3,000	$1,000
Security	Usage - Secure Multi-Cloud Environments	$5,000	$3,000	$1,000

* Claims with customer consent date on or after the effective date will be paid the new rate, claims with customer consent occurring before the effective date will receive the previously published rate.

<	Introduction	Modern Work Incentives	Security Incentives	Azure Incentives	Business Applications Incentives	Incentive Program List	Terms and Conditions	Support and Resources	>

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

Build Intent	Transact and Consume	FAQs

Workshops Program Controls

Max earnings per Partner ID

Each partner's Partner ID is limited to a maximum annual earning cap of $400,000 (July 1, 2022 – June 30, 2023) across all Modern Work and Security Workshops submitted through MCI platform. Earnings are generated when a claim is approved by Microsoft's POE Review team. Partners are expected to monitor their earnings through Partner Center. Microsoft will be conducting regular max cap checks and will stop claim review activity and earnings for the current fiscal year when max earnings cap is met. Microsoft reserves the right to modify the max annual earning cap on a quarterly basis.

Maximum active workshops per customer

Partner IDs will be limited to a maximum of 7 active workshops per customer at one time*. Active workshops are those where a customer has been claimed until the claim POE has been approved. If a customer has reached this threshold, one or more of the active claims will need to be canceled, approved, rejected, or expired to allow partner to create additional claims for that customer. *Additional geographical restrictions may apply to certain workshops. See workshop details.

Subcontracting

Partners may not subcontract any workshop activity(ies) to any third party(ies). Microsoft will not pay incentives to any partners [and/or partner affiliates] for activities completed by third party(ies) (such third party(ies) including but not limited to subcontractors or vendors). All claimed activity(ies) must be executed directly by the claiming eligible partner in order to qualify for approval and payment.

Microsoft will conduct regular audits to monitor the number of active workshops per Partner ID. Microsoft may, in its sole discretion, terminate partners for falsely creating workshops to claim earnings, or for engaging in activities that do not align with the program intent.

MCI Build Intent Incentive – AMMP Engagement Stages
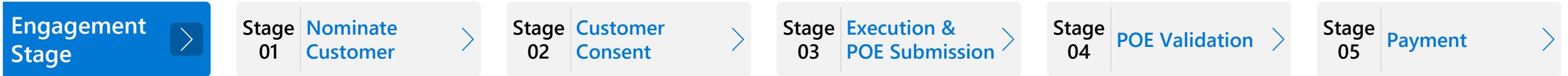
Engagement Stage >	Stage 01 **Nominate Customer** >	Stage 02 **Customer Consent** >	Stage 03 **Execution & POE Submission** >	Stage 04 **POE Validation** >	Stage 05 **Payment** >
Activity	Partner nominates customer+ after there is confirmed intent and alignment from the customer to carry out the engagement. Partner Center validates customer eligibility for partner and customer	Partner requests customer consent Partner Center receives customer consent Without customer consent, claim will automatically expire	Partner delivers the customer engagement Partner submits claim with required Proof of Execution (POE) documentation Incomplete claims will automatically expire	Microsoft reviews POE documentation Microsoft reaches out to partner if additional information is needed. Microsoft approves or declines POE	Once approved, claim will be processed for payment Microsoft issues payment to partner
		Timeline			
	30 days max from nominating the customer	120-260 days* from receiving customer consent	30 days max from claim submission	45 days max from claim approval month end

+ a partner can nominate a customer through the 'claim a customer' process in Partner Center's MCI engagements section

* The exact timeline for this stage will depend on the size of the engagement. Please refer to the individual one-pagers of the respective engagement type for more details

| < | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | Incentive Program List | Terms and Conditions | Support and Resources | > |

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

AMMP Engagements: Proof of Execution of Requirements

To receive payment, please submit all four required components of proof of execution according to the timeline for each engagement size.

Customer Survey (triggered by Partner, completed by Customer)

Partner Survey (completed by Partner)

Proof of execution (uploaded by Partner)

Invoice (uploaded by Partner)

<	Introduction	Modern Work Incentives	Security Incentives	Azure Incentives	Business Applications Incentives	Incentive Program List	Terms and Conditions	Support and Resources	>

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

Build Intent	Transact and Consume	FAQs

AMMP Partner-led for Infrastructure and Database Migration

ENGAGEMENT SUMMARY

Azure Migration and Modernization Program (AMMP) helps accelerate and simplify customer migration and modernization projects. In this engagement, partners will provide expert guidance to execute an infrastructure and database migration project. It can include migrating any of the following workloads to Azure: Windows Server, Linux, SQL Server and open-source databases.

The partners are required to perform specific milestones in the AMMP project the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup 3. Deployment/Migration activities.

ENGAGEMENT TERM

September 1, 2022 through June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

AMMP partner requirements
Azure Expert MSP
OR Azure Specialization in either of the following corresponding to the workload:
- Windows Server & SQL Server Migration to Microsoft Azure
- Linux & Open-Source Databases Migration to Microsoft Azure

Customer Eligibility

Enterprise and SMC-Corporate with a valid TPID detected by Microsoft internal systems

Measure and Reward

Partners are paid a fixed amount based on the size of the customer project, as defined by the customer's 1st year Azure consumption plan from deployment date. Refer to the **AMMP Engagement Payout** page for country-specific information. The **Azure Pricing Calculator** can be used to estimate Azure consumption

Project Size	*Partner Payment Market A	*Partner Payment Market B	*Partner Payment Market C	Engagement Stage 3 Timeline - (Execution & POE Submission)
Small engagement Project size: **$25K – $125K/year** planned Azure consumption	$15,000 USD	$12,000 USD	$7,500 USD	120 days
Medium engagement Project size: >**$125K – $250K/year** planned Azure consumption	$35,000 USD	$28,000 USD	$18,000 USD	200 days
Large engagement Project size: >**$250K – $500K/year** planned Azure consumption	$50,000 USD	$40,000 USD	$30,000 USD	260 days

Above project sizes are the planned Azure consumption in year 1, measured from AMMP project completion.

Microsoft reserves the right to reject future engagements or remove partners from the AMMP program if the Azure Run Rate (ARR) is found to be inaccurate when verified against the size of opportunities submitted

Earning Type
Fee

Maximum earning opportunity
$50K USD
Per customer TPID, per location, per partner

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

AMMP Partner-led for Migrating to Azure VMware Solution

ENGAGEMENT SUMMARY

Azure Migration and Modernization Program (AMMP) helps accelerate and simplify customer migration and modernization projects. In this engagement, partners will provide expert guidance to execute a migration of a customer's VMware environment to Azure VMware Solution.

The partners are required to perform specific milestones in the AMMP project the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup 3. Deployment/Migration activities.

ENGAGEMENT TERM

September 1, 2022 through June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

AMMP partner requirements
Azure Expert MSP **OR** Azure Specialization in Azure VMware Solution

Customer Eligibility

Enterprise and SMC-Corporate with a valid TPID detected by Microsoft internal systems

Measure and Reward

Partners are paid a fixed amount based on the size of the customer project, as defined by the customer's 1st year Azure consumption plan from deployment date. Refer to the **AMMP Engagement Payout** page for country-specific information. The **Azure Pricing Calculator** can be used to estimate Azure consumption

Project Size	*Partner Payment Market A	*Partner Payment Market B	*Partner Payment Market C	Engagement Stage 3 Timeline - (Execution & POE Submission)
Small engagement Project size: **$25K – $125K/year** planned Azure consumption	$15,000 USD	$12,000 USD	$7,500 USD	120 days
Medium engagement Project size: >**$125K – $250K/year** planned Azure consumption	$35,000 USD	$28,000 USD	$18,000 USD	200 days
Large engagement Project size: >**$250K – $500K/year** planned Azure consumption	$50,000 USD	$40,000 USD	$30,000 USD	260 days

Above project sizes are the planned Azure consumption in year 1, measured from AMMP project completion.

Microsoft reserves the right to reject future engagements or remove partners from the AMMP program if the Azure Run Rate (ARR) is found to be inaccurate when verified against the size of opportunities submitted

Earning Type
Fee

Maximum earning opportunity
$50K USD
Per customer TPID, per location, per partner

< Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

AMMP Partner-led for Virtual Desktop Infrastructure

ENGAGEMENT SUMMARY

Azure Migration and Modernization Program (AMMP) helps accelerate and simplify customer migration and modernization projects. In this engagement, partners will provide expert guidance to migrate a customer's Windows desktops and apps to Azure Virtual Desktop, Citrix Cloud on Azure or VMware Horizon Cloud Service for Azure.

The partners are required to perform specific milestones in the AMMP project the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup 3. Deployment/Migration activities.

ENGAGEMENT TERM

September 1, 2022 through June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

AMMP partner requirements
Azure Specialization in Azure Virtual Desktop (Microsoft Windows Virtual Desktop)

Customer Eligibility

Enterprise and SMC-Corporate with a valid TPID detected by Microsoft internal systems

Measure and Reward

Partners are paid a fixed amount based on the size of the customer project, as defined by the customer's 1st year Azure consumption plan from deployment date. Refer to the **AMMP Engagement Payout** page for country-specific information. The **Azure Pricing Calculator** can be used to estimate Azure consumption

Project Size	*Partner Payment Market A	*Partner Payment Market B	*Partner Payment Market C	Engagement Stage 3 Timeline - (Execution & POE Submission)
Small engagement Project size: **$25K – $125K/year** planned Azure consumption	$15,000 USD	$12,000 USD	$7,500 USD	120 days
Medium engagement Project size: >**$125K – $250K/year** planned Azure consumption	$35,000 USD	$28,000 USD	$18,000 USD	200 days
Large engagement Project size: >**$250K – $500K/year** planned Azure consumption	$50,000 USD	$40,000 USD	$30,000 USD	260 days

Above project sizes are the planned Azure consumption in year 1, measured from AMMP project completion.

Microsoft reserves the right to reject future engagements or remove partners from the AMMP program if the Azure Run Rate (ARR) is found to be inaccurate when verified against the size of opportunities submitted

Earning Type
Fee

Maximum earning opportunity
$50K USD
Per customer TPID, per location, per partner

AMMP Partner-led for SAP Migration

ENGAGEMENT SUMMARY

Azure Migration and Modernization Program (AMMP) helps accelerate and simplify customer migration and modernization projects. In this engagement, partners will provide expert guidance for a customer's SAP on Azure project. It can include any of the following patterns: (i) greenfield/new SAP native builds, (ii) migrating existing SAP environments to Azure or (iii) SAP HANA migration.

The partners are required to perform specific milestones in the AMMP project the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup 3. Migration/Modernization activities.

ENGAGEMENT TERM

September 1, 2022 through June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

AMMP partner requirements
Specialization in SAP on Microsoft Azure

Customer Eligibility

Enterprise and SMC-Corporate with a valid TPID detected by Microsoft internal systems

Measure and Reward

Partners are paid a fixed amount based on the size of the customer project, as defined by the customer's 1st year Azure consumption plan from deployment date. Refer to the **AMMP Engagement Payout** page for country-specific information. The **Azure Pricing Calculator** can be used to estimate Azure consumption

Project Size	*Partner Payment Market A	*Partner Payment Market B	*Partner Payment Market C	Engagement Stage 3 Timeline - (Execution & POE Submission)
Small engagement Project size: **$25K – $125K/year** planned Azure consumption	$15,000 USD	$12,000 USD	$7,500 USD	120 days
Medium engagement Project size: >**$125K – $250K/year** planned Azure consumption	$35,000 USD	$28,000 USD	$18,000 USD	200 days
Large engagement Project size: >**$250K – $500K/year** planned Azure consumption	$50,000 USD	$40,000 USD	$30,000 USD	260 days

Above project sizes are the planned Azure consumption in year 1, measured from AMMP project completion.

Microsoft reserves the right to reject future engagements or remove partners from the AMMP program if the Azure Run Rate (ARR) is found to be inaccurate when verified against the size of opportunities submitted

Earning Type
Fee

Maximum earning opportunity
$50K USD
Per customer TPID, per location, per partner

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

AMMP Partner-led for App and Data Modernization

ENGAGEMENT SUMMARY

Azure Migration and Modernization Program (AMMP) helps accelerate and simplify customer migration and modernization projects. In this engagement, partners will provide expert guidance to help modernize a customer's applications. The following patterns are supported: (i) new/cloud native app builds, (ii) modernization of existing web apps and (iii) modernizing integration solutions (e.g. Apigee, Mulesoft).

The partners are required to perform specific milestones in the AMMP project the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup 3. Modernization activities.

ENGAGEMENT TERM

September 1, 2022 through June 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Microsoft Commerce Incentives

AMMP partner requirements
Azure Specialization in either of the following:
- Modernization of Web Applications to Microsoft Azure
- Kubernetes on Microsoft Azure

Customer Eligibility

Enterprise and SMC-Corporate with a valid TPID detected by Microsoft internal systems

Measure and Reward

Partners are paid a fixed amount based on the size of the customer project, as defined by the customer's 1st year Azure consumption plan from deployment date. Refer to the **AMMP Engagement Payout** page for country-specific information. The Azure Pricing Calculator can be used to estimate Azure consumption

Project Size	*Partner Payment Market A	*Partner Payment Market B	*Partner Payment Market C	Engagement Stage 3 Timeline - (Execution & POE Submission)
Small engagement Project size: **$25K – $125K/year** planned Azure consumption	$15,000 USD	$12,000 USD	$7,500 USD	120 days
Medium engagement Project size: >**$125K – $250K/year** planned Azure consumption	$35,000 USD	$28,000 USD	$18,000 USD	200 days
Large engagement Project size: >**$250K – $500K/year** planned Azure consumption	$50,000 USD	$40,000 USD	$30,000 USD	260 days

Above project sizes are the planned Azure consumption in year 1, measured from AMMP project completion.

Microsoft reserves the right to reject future engagements or remove partners from the AMMP program if the Azure Run Rate (ARR) is found to be inaccurate when verified against the size of opportunities submitted

Earning Type
Fee

Maximum earning opportunity
$50K USD
Per customer TPID, per location, per partner

< Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

AMMP Engagement Payout Details

Market A, Market B and Market C Countries

AMMP engagement claim amounts will be calculated in USD, based on the country associated with the nominating partner's Partner ID.

- Market A countries are Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Iceland, Ireland, Luxembourg, Netherlands, New Zealand, Norway, Sweden, Switzerland, United Kingdom, United States, Japan

- Market B countries are UAE, Bahamas, Bahrain, Bosnia and Herzegovina, Brunei, Cayman Islands, Côte d'Ivoire, Estonia, Hong Kong SAR, Italy, Israel, Jordan, Jamaica, Kuwait, Lebanon, Mauritius, Oman, Qatar, Puerto Rico, Saudi Arabia, Senegal, Singapore, Spain, Slovenia

- Market C will include all other countries/regions eligible for Microsoft Commerce Incentives.

FY23 Rate Card

Solution Area	Workshop	Market A Incentive	Market B Incentive	Market C Incentive
Azure	AMMP Engagement Small	$15,000	$12,000	$7,500
Azure	AMMP Engagement Medium	$35,000	$28,000	$18,000
Azure	AMMP Engagement Large	$50,000	$40,000	$30,000

Important: Partners are prohibited from using funding for the same engagement multiple times in AMMP through either (i) multiple submissions in AMMP Partner-Led (MCI) or (ii) submitting in both AMMP Partner-led(MCI) and Traditional AMMP (ECIF). Any partners found to be in violation of this policy will immediately be removed from the program and may forfeit any incentives earned as a result.

| < | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | > |

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

AMMP Engagement Controls

Max earnings per Partner ID

Partners will be expected to monitor their earnings through Partner Center. Microsoft reserves the right to modify the max annual earning cap on a quarterly basis.

Maximum active engagements per customer

Starting May 1, 2022, partners will be limited to a maximum of 5 active engagements per customer TPID in the same location at the same time. Active engagements are those where a customer has been claimed until the claim POE has been approved. If a customer has reached this threshold, partner will need to complete the claims POE approval process for one or more customer before claiming more customers.

Subcontracting

Partners may not subcontract any engagement activity(ies) to any third party(ies). Microsoft will not pay incentives to any partners [and/or partner affiliates] for activities completed by third party(ies) (such third party(ies) including but not limited to subcontractors or vendors). All claimed activity(ies) must be executed directly by the claiming eligible partner in order to qualify for approval and payment.

Microsoft will conduct regular audits to monitor the number of active engagements per partner Partner ID. Microsoft may, in its sole discretion, terminate partners for falsely creating engagements to claim earnings, or for engaging in activities that do not align with the program intent.

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

| Build Intent	Transact and Consume	FAQs

Microsoft 365 new commerce CSP incentive

New Commerce Incentive

ENGAGEMENT SUMMARY

The Microsoft 365 new commerce CSP incentive, rewards Cloud Solution Provider partners who drive customer adoption of Modern Work & Security products and services through the new commerce experience.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft CSP Indirect Reseller Channel Authorization
OR Microsoft CSP Direct Bill Partner Channel Authorization

Program Enrollment
Microsoft Commerce Incentives

Eligibility
One of six Solutions Partner designations
(OR)
*Active Gold or Silver competency for one of nine competencies:**
Cloud Business Applications, Cloud Platform, Cloud Productivity, Data Analytics, Data Platform, Enterprise Mobility Management, Enterprise Resource Planning, Small and Midmarket Cloud Solutions, Windows and Devices

Revenue Requirements
$25K USD 12-month revenue threshold for CSP Indirect Resellers

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Incentives are based on billed revenue and calculated in accordance to billing cadence.

Core incentives

- Core – Modern Work & Security billed revenue, 4%

Strategic Accelerators

- Global Strategic Product Accelerator – Tier 1, 5%
- Global Calling and Conference PSTN Accelerator, 20%

Partner Association
Transacting Partner of Record

Earning Type
100% Indirect Rebate
(60% Rebate/40% Co-op starting November 1, 2022)

Maximum earning opportunity
Based upon purchasing motion

Product Eligibility
See Product Addendum

Microsoft 365 new commerce CSP incentive

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Microsoft Cloud Solution Provider Program

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, the partner may not earn a payout under the incentive program.

Microsoft Partner Agreement (MPA)

The Microsoft Partner Agreement provides Microsoft partners with a unified, digitally accepted partner agreement. The Microsoft Partner Agreement contains a core set of perpetual terms that help Microsoft, partners, and customers support data privacy and security, promote compliance, and encourage sound business practices.

All Cloud Solution Provider program partners (including indirect providers, indirect resellers, and direct bill partners) can sign the MPA online in Partner Center.

Learn more here and verify Microsoft Partner Agreement acceptance status in Partner Center.

Authorization

Partner must have signed the MPA for their relevant partner type, such as Indirect Reseller or Direct Bill Partner.

Microsoft 365 new commerce CSP incentive

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Enrollment

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, the partner may not earn a payout under the incentive program.

Competency and Partner Solution Designation

See Microsoft Cloud Partner Program – FY23 incentives impact and timeline for details.

$25K USD TTM Revenue Threshold – CSP Indirect Resellers

The $25K USD Trailing Twelve-Month (TTM) revenue threshold must be met by CSP indirect resellers from Oct 1, 2022 onward as part of the eligibility requirements to earn the M365 new commerce CSP incentive engagement. The $25K USD TTM revenue threshold looks back 365 days (12 months) and will be assessed monthly. It includes transactions processed under the Microsoft Commerce Incentives (MCI) enrolled Partner Location ID and all other Partner IDs under the enrolled Partner ID within the same country.

Microsoft 365 new commerce CSP incentive

Program Structure – Core and Strategic Accelerator Earning Opportunities

Global Incentives

Global incentives are applied as a percentage of revenue transacted for specified products and earned as 100% rebate. For a full list of products eligible for global incentives, reference the MCI Product Addendum.

Core – Modern Work & Security

Calculated based on billed revenue from the sale of specified products as set forth in the Product Addendum.

Strategic Accelerators

Strategic Accelerator payments are calculated as a percentage of revenue transacted for specified products. These incentives are applied in addition to the global incentive core earning opportunities. For a full list of eligible products, please reference the MCI Product Addendum.

Global Strategic Product Accelerator

Is calculated based on billed revenue from specified Modern Work & Security products and earned as 100% rebate. This incentive is an incremental 5% incentive in addition to the core incentive.

Global PSTN Calling & Conferencing Accelerator

Is calculated based on billed revenue from specified Modern Work & Security products and earned as 100% rebate. Transactions of these products earn an incremental 20% incentive in addition to the core incentive.

Microsoft 365 new commerce CSP incentive

Program Structure – Local Accelerator Earning Opportunities

Local Accelerators

In addition to global CSP incentives in MCI, Microsoft subsidiaries have the option to offer additional local accelerators.

A partner's eligibility to earn local accelerators is based on the partner's enrolled Partner Location ID and is subject to the terms and conditions set forth by each local subsidiary. Eligible partners will receive local accelerator terms communicating the available accelerators in each subsidiary.

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Microsoft 365 new commerce CSP incentive

Change of Channel Partner

Change of Channel Partner

Microsoft approved changes to Partner structures will be assigned an "effective date," which indicates the date the partner begins earning (or in cases of removals, ceases to earn), within the incentive program.

Effective date timelines are driven by the date of communication by the partner to Microsoft, the circumstance creating the structure change, and Microsoft's ability to fully validate (which includes any required reviews and/or approvals) the proposed change before implementation.

If a Change of Channel Partner arises during the term of the Agreement, the future earnings and responsibility for the monthly customer maintenance and support activities will transition to the new Partner if the Partner has met the eligibility and enrollment requirements set forth above. The Partner of Record at the time of the transaction will be eligible for the related incentive.

After a Change of Channel Partner, the new Partner of Record is responsible for completing all future monthly activities to service the customer, as described in this guide.

The new Partner of Record will be responsible for credits or adjustments after they become the Partner of Record.

Indirect Channel Requirements

When provisioning a two-tier subscription in Partner Center, CSP Indirect Providers must provide a valid Partner Location ID of the applicable CSP Indirect Reseller to whom they have sold Microsoft online services.

When provisioning a two-tier subscription using the Microsoft API, CSP Indirect Providers must include the Partner Location ID of the applicable downstream CSP Indirect Reseller in the "partnerIDOnRecord" field.

In no case can the Indirect Reseller be controlled by, be a part of, or otherwise be an affiliate of the CSP Indirect Provider. If the CSP Indirect Provider does not include an accurate CSP Indirect Reseller Partner Location ID identifying such CSP Indirect Reseller as the CSP Partner of Record, Microsoft will not calculate or pay incentives to the CSP Indirect Provider or the CSP Indirect Reseller.

Microsoft 365 customer add new commerce CSP incentive

New Commerce Incentive

ENGAGEMENT SUMMARY

The Microsoft 365 customer add new commerce CSP incentive, rewards Cloud Solution Provider partners who drive the sale of Modern Work & Security products and services through the legacy CSP experience and the new commerce CSP experience.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft CSP Indirect Reseller Channel Authorization
OR Microsoft CSP Direct Bill Partner Channel Authorization

Program Enrollment
Microsoft Commerce Incentives

Eligibility
One of six Solutions Partner designations
OR
Active Gold or Silver competency for one of nine competencies:*
Cloud Business Applications, Cloud Platform, Cloud Productivity, Data Analytics, Data Platform, Enterprise Mobility Management, Enterprise Resource Planning, Small and Midmarket Cloud Solutions, Windows and Devices

Revenue Requirements
$25K USD 12-month revenue threshold for CSP Indirect Resellers

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Incentives are calculated based on Modern Work billed revenue from legacy CSP or new commerce CSP experience. Earnings are available for 12-months from customer tenant create date.

Learn more about customer add definitions here.

Strategic Accelerator

- Customer add – Modern Work & Security billed revenue, 15%

Partner Association
Transacting Partner of Record

Earning Type
100% Indirect Rebate
(60% Rebate/40% Co-op starting November 1, 2022)

Maximum earning opportunity
Based upon purchasing motion

Product Eligibility
See Product Addendum

Microsoft 365 customer add new commerce CSP incentive

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Microsoft Cloud Solution Provider Program

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, the partner may not earn a payout under the incentive program.

Microsoft Partner Agreement (MPA)

The Microsoft Partner Agreement provides Microsoft partners with a unified, digitally accepted partner agreement. The Microsoft Partner Agreement contains a core set of perpetual terms that help Microsoft, partners, and customers support data privacy and security, promote compliance, and encourage sound business practices.

All Cloud Solution Provider program partners (including indirect providers, indirect resellers, and direct bill partners) can sign the MPA online in Partner Center.

Learn more here and verify Microsoft Partner Agreement acceptance status in Partner Center.

Authorization

Partner must have signed the MPA for their relevant partner type, such as Indirect Reseller or Direct Bill Partner.

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Microsoft 365 customer add new commerce CSP incentive

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Enrollment

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, or if a partner is offboarded from the CSP program, the partner may not earn a payout under the incentive program.

Competency and Partner Solution Designation

See Microsoft Cloud Partner Program – FY23 incentives impact and timeline for details.

$25K USD TTM Revenue Threshold – CSP Indirect Resellers

The $25K USD Trailing Twelve-Month (TTM) revenue threshold must be met by CSP indirect resellers from Oct 1, 2022 onward as part of the eligibility requirements to earn the M365 new commerce CSP incentive engagement. The $25K USD TTM revenue threshold looks back 365 days (12 months) and will be assessed monthly. It includes transactions processed under the Microsoft Commerce Incentives (MCI) enrolled Partner Location ID and all other Partner IDs under the enrolled Partner ID within the same country.

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Microsoft 365 customer add new commerce CSP incentive

The **customer add accelerator** rewards partners when their customer, identified by the customer's unique tenant ID, has CSP Modern Work product billed revenue through legacy CSP or new commerce CSP experience for the first time. The original transacting partner can earn up to 12 monthly payments worth 15% of the customer's monthly billed revenue from the tenant creation date, with no max cap. Tenant ID must have been created from January 1, 2022 onward to be considered for the customer add incentive.

New CSP customer

A customer tenant ID with no Modern Work billed revenue in legacy CSP or new commerce CSP, would be eligible for customer add accelerator consideration from tenant create date.

Only Modern Work billed revenue is considered and will not be impacted by prior billed revenue on other product groups.

Only CSP licenses are considered and will not be impacted by prior non-CSP licenses (i.e., EA or Open).

No minimum threshold is applied to the CSP billed revenue to start earning the customer add.
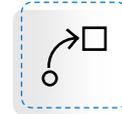
CSP customer transition to new commerce

When a customer tenant ID has its first Modern Work transaction as legacy CSP billed revenue on or after January 1, 2022, and eligible for the customer add, if the customer transitions to new commerce, the new commerce CSP billed revenue would continue earning the customer add accelerator for the remainder of the 12-month period from tenant create date.

When a customer tenant ID has its first Modern Work transaction as legacy CSP billed revenue before January 1, 2022, and eligible for the customer add, if the customer transitions to new commerce, the customer will not be considered new and would be ineligible for the customer add accelerator.

| < | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | > |

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Microsoft 365 customer add new commerce CSP incentive

Eligible Billing Type:

Incentives are calculated and paid on CSP billed revenue from the first CSP Modern Work transaction, up to 11 months after tenant create date.

Billing Type	Incentive Payout	Additional Seats
Monthly	Paid monthly on billed revenue (pays up to 12 months)	Additional billed revenue throughout the 12-month window (tenant create date month + 11 months), will be eligible for customer add.
Annual	Paid as one-time lump sum on first annual billing (pays on 12 months)	
3-year pre-paid	Paid as one-time lump sum on up front billing (pays on 36 months)	

Customer adds prior to January 2022:

In instances where the CSP Modern Work customer add accelerator was earned from October 2021 to December 2021, the customer add earning will continue to be paid on growth until the 12 months have passed since the first customer add earning. Earnings and payout will be processed through the CSP incentive program.

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Microsoft 365 customer add new commerce CSP incentive

(1) Scenario 1: Customer purchases first Modern Work

First Modern Work (MW) CSP transaction and start of tenant takes place in January 2022. The eligible partner earns customer add accelerator for the transaction month (January 2022) and following 11 months (February 2022 – December 2022).

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
MW Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11					

(2) Scenario 2: Customer purchases first Modern Work after tenant create date

First Modern Work (MW) CSP transaction takes place in March 2022, after tenant create date. The eligible partner earns customer add accelerator for the transaction month (March 2022) and following 9 months (April 2022 – December 2022) as 12-month window starts at tenant create date.

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
CSP Tenant Start	M1	MW Transaction Month	M3	M4	M5	M6	M7	M8	M9	M10	M11					

(3) Scenario 3: Customer renews Modern Work

First Modern Work (MW) CSP transaction takes place in July 2018 on legacy CSP and ends June 2021. Customer begins purchasing Modern Work product again in January 2022. Since the tenant create date was July 2018, the customer add accelerator is ineligible for transactions starting January 2022 as it's not the first CSP MW transaction.

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
MW Transaction Month																

(4) Scenario 4: Customer purchases net new seats

First Modern Work (MW) CSP transaction for 30 seats and start of tenant takes place in January 2022. The eligible partner starts earning customer add accelerator from the transaction month (January 2022). In May 2022, the customer adds 10 seats, resulting in the customer add accelerator billed revenue to increase for the remaining months (May 2022 – December 2022).

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
MW Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11					
	30 seats	30 seats	30 seats	40 seats	40 seats	40 seats	40 seats	40 seats	40 seats	40 seats	40 seats					

* Scenarios 1-6 are based on monthly billings.

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

Build Intent	**Transact and Consume**	**FAQs**

Microsoft 365 customer add new commerce CSP incentive

5 **Scenario 5: Customer transitions to new commerce**

First Modern Work (MW) CSP transaction and start of tenant takes place in January 2022. The eligible partner starts earning the customer add accelerator from the transaction month (January 2022) through June 2022. In July 2022, the customer ends the legacy CSP subscription and transitions to new commerce CSP experience. The customer add accelerator continues to be earned for the remainder of the 12-month window (July 2022 – December 2022) on new commerce CSP billed revenue.

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
MW Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11					
	← Previous offer billed revenue →					← New commerce billed revenue →										

6 **Scenario 6: Change of Partner**

First Modern Work (MW) CSP transaction takes place in March 2022. The eligible partner starts earning the customer add accelerator from the transaction month (March 2022) through August 2022. In September 2022, the customer replaces the original transacting partner with a new partner. The original partner stops earning the customer add accelerator and the new partner will not earn the customer add accelerator for the remainder of the 12-month window (September 2022 – February 2023). Only the original transacting partner is eligible for customer add earnings.

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
CSP Tenant Start	M1	MW Transaction Month	M3	M4	M5	M6	M7	M8	M9	M10	M11					

7 **Scenario 7: 3-year pre-paid billing type**

First Modern Work (MW) CSP transaction and start of tenant takes place in January 2022, pre-paid upfront for three years. The eligible partner earns the customer add accelerator from the transaction month (January 2022) as a lump sum for the total billed revenue (36 months). If net new seats are added from the transaction month (January 2022) through the next 11 months (February 2022 – December 2022), resulting in additional billed revenue, that billed revenue will be eligible for customer add accelerator earnings.

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
MW Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11					

* Scenarios 1-6 are based on monthly billings.

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Microsoft 365 customer add new commerce CSP incentive

Change of Channel Partner

Change of Channel Partner

Microsoft approved changes to Partner structures will be assigned an "effective date," which indicates the date the partner begins earning (or in cases of removals, ceases to earn), within the incentive program.

Effective date timelines are driven by the date of communication by the partner to Microsoft, the circumstance creating the structure change, and Microsoft's ability to fully validate (which includes any required reviews and/or approvals) the proposed change before implementation.

If a Change of Channel Partner arises during the term of the Agreement, the future earnings and responsibility for the monthly customer maintenance and support activities will transition to the new Partner if the Partner has met the eligibility and enrollment requirements set forth above. The Partner of Record at the time of the transaction will be eligible for the related incentive.

After a Change of Channel Partner, the new Partner of Record is responsible for completing all future monthly activities to service the customer, as described in this guide.

The new Partner of Record will be responsible for credits or adjustments after they become the Partner of Record.

Indirect Channel Requirements

When provisioning a two-tier subscription in Partner Center, CSP Indirect Providers must provide a valid Partner Location ID of the applicable CSP Indirect Reseller to whom they have sold Microsoft online services.

When provisioning a two-tier subscription using the Microsoft API, CSP Indirect Providers must include the Partner Location ID of the applicable downstream CSP Indirect Reseller in the "partnerIDOnRecord" field.

In no case can the Indirect Reseller be controlled by, be a part of, or otherwise be an affiliate of the CSP Indirect Provider. If the CSP Indirect Provider does not include an accurate CSP Indirect Reseller Partner Location ID identifying such CSP Indirect Reseller as the CSP Partner of Record, Microsoft will not calculate or pay incentives to the CSP Indirect Provider or the CSP Indirect Reseller.

Engagement: Azure CSP motion incentives

New Commerce Incentive

ENGAGEMENT SUMMARY

Cloud Solution Providers providing billing and support as part of a partner-managed Azure experience for customers who purchase Azure services under the new Azure offer (offer plan) are recognized for incentives when transacting through a Partner Location ID meet all eligibility requirements for available engagement opportunities and applicable program enrollment requirements.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft CSP Indirect Reseller Channel Authorization
OR Microsoft CSP Direct Bill Partner Channel Authorization

Program Enrollment
Microsoft Commerce Incentives

Eligibility
Solutions partner for Infrastructure (Azure)

(OR)

Active Gold or Silver competency for:* Cloud Platform

Measure and Reward

Incentives for the new Azure offer (Azure plan) are calculated as a percentage of Azure consumption revenue

Incentive structure	CSP Direct Bill Partner	CSP Indirect Reseller	Maximum earning opportunity[1]
Azure consumption CSP motion	4.00%	4.00%	
Azure Reservation Incentive	10.00%	10.00%	$75k USD
Azure Workload Accelerator CSP[2] (Data & App Innovation and Analytics+AI)	2.00%	2.00%	$25k USD

1. All Maximum Earning Opportunities at per engagement term, per partner, per subscription level

2. Eligible products within each workload can be found on Engagement: Azure Workload Accelerator – Eligible products

*or purchased legacy benefits package with eligible competencies, click here for more information

| **Licensing Agreement** Microsoft Customer Agreement | **Partner Association** Transacting Partner of Record | **Earning Type** Rebate or Indirect Rebate (60% Rebate/40% Co-op starting November 1, 2022) | **Product Eligibility** New Azure offer (Azure plan) |

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Engagement: Azure enterprise and online purchase incentives

ENGAGEMENT SUMMARY

Partners delivering value-add services to customers who purchase Azure services from Microsoft using a Microsoft seller or the Azure website are eligible to receive incentives when they have a role-based access control (RBAC) owner or contributor role linked to the Partner's Partner Location ID via Partner Admin Link (PAL) or Azure Lighthouse.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft Partner Agreement

Program Enrollment
Microsoft Commerce Incentives

Eligibility
Solutions partner for Infrastructure (Azure)

OR

Active Gold competency for:* Cloud Platform

Specialization
Not applicable

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Incentives for the new Azure offer (Azure plan) are calculated as a percentage of the growth of Azure consumption revenue where the partner has eligible RBAC access

Incentive structure	Single partner	Multiple partners	Maximum earning opportunity[1]
Azure enterprise and online purchase growth	5.00%	1.00%	n/a
Azure enterprise and online purchase workload accelerator[2] (Data & App Innovation and Analytics + AI)	1.00%	0.25%	$10k USD

1. All Maximum Earning Opportunities at per engagement term, per partner, per subscription level

2. Eligible products within each workload can be found on Engagement: Azure Workload Accelerator – Eligible products

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Partner Association
Partner Admin Link (PAL) or Azure Lighthouse

Licensing Programs
Microsoft Customer Agreement (MCuA), Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS), Campus and School Agreement (CASA), Enrollment for Education Solutions (EES), Microsoft Online Subscription Agreement (MOSA), Online Services Standard Agreement (OSSA), Online Services Premium Agreement (OSPA)

Earning Type
Fee

Product Eligibility
New Azure offer (Azure plan) Or Azure offer

| **Build Intent** | **Transact and Consume** | **FAQs** |

Engagement: Azure enterprise and online purchase incentives – Specialization partner

ENGAGEMENT SUMMARY

Azure Expert Managed Services Providers or Partners with Azure specializations delivering value-add services to customers who purchase Azure services from Microsoft using a Microsoft seller or the Azure website on the new commerce experience are eligible to receive additional incentives when they have a role-based access control (RBAC) owner or contributor role linked to the Partner's Partner Location ID via Partner Admin Link (PAL) or Azure Lighthouse.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft Partner Agreement

Program Enrollment
Microsoft Commerce Incentives

Eligibility
Solutions partner for Infrastructure (Azure)

OR

Active Gold competency for:* Cloud Platform

Specialization
Azure Expert MSP or Azure specialization

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Incentives for the new Azure offer (Azure plan) are calculated as a percentage of the growth of Azure consumption revenue where the partner has eligible RBAC access

Incentive structure	Single partner	Multiple partners	Maximum Earning Opportunity[1]
Azure enterprise and online purchase growth	5.00%	2.00%	n/a
Azure enterprise and online purchase workload accelerator[2] (Data & App Innovation and Analytics + AI)	1.00%	0.25%	$15k USD

1. All Maximum Earning Opportunities at per engagement term, per partner, per subscription level

2. Eligible products within each workload can be found on Engagement: Azure Workload Accelerator – Eligible products

Partners that qualify can earn across both engagements: **Azure enterprise and online purchase growth incentive and Azure enterprise and online purchase growth – Specialization** (per Term, per partner, per subscription)

Partner Association
Partner Admin Link (PAL) or Azure Lighthouse

Licensing Programs
Microsoft Customer Agreement (MCuA), Enterprise Agreement (EA), Enterprise Subscription Agreement (EAS), Campus and School Agreement (CASA), Enrollment for Education Solutions (EES), Microsoft Online Subscription Agreement (MOSA), Online Services Standard Agreement (OSSA), Online Services Premium Agreement (OSPA)

Earning Type
Fee

Product Eligibility
New Azure offer (Azure plan) Or Azure offer

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Engagement: Azure Workload Accelerator – Eligible products

Product/Service Level 2 column outlines the eligible products related to Azure Workload Accelerator incentives. For additional information related to these products, Category and Service Level 1 has been included for reference

The following Azure products are eligible to receive the Azure Workload Accelerator

For more information on the Azure services visit:

Directory of Azure products | Microsoft Azure

Category	Service Level 1	Product/Service Level 2	Product Information
Analytics	Analytics	**Azure Purview**	Unified Data Governance with Microsoft Purview
Analytics	Analytics	**Azure Synapse Analytics**	Azure Synapse Analytics
Hybrid +multicloud	Azure Arc	**Azure Arc**	Azure Arc – Hybrid and Multicloud Management
Compute	Compute	**Specialized Compute**	-
Compute	Compute	**Azure App Service**	App Service — Build & Host Web Apps
Databases	Databases	**Azure Cosmos DB**	Azure Cosmos DB – NoSQL Database
Databases	Databases	**SQL Managed Instance**	SQL Managed Instance
App Innovation	Databases	**SQL Database**	Azure SQL Database – Managed Cloud Database Service
Compute	Other	**Azure Spring Cloud**	Azure Spring Apps

Azure Enterprise and online purchase incentive engagements - Calculation scenarios

Core growth incentive = **Total growth ACR x Incentive Rate**   Workload accelerator incentive= **Total ACR x Incentive Rate**

Partner-linked customer subscriptions & Azure Consumed Revenue (ACR)

Workload	PAL	Subscription ACR	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Infrastructure	Single	Subscription 1	$500,000	$1,000,000	$750,000	$750,000
Analytics + AI ①	Single	Subscription 2	② -	$250,000	$125,000	$125,000
Infrastructure	Single	Subscription 3	$300,000	$1,000,000	③ $2,500,000	-
		Total **ACR** for partner	$800,000	$2,250,000	$3,375,000	$1,750,000
		Total **growth ACR** for partner	-	④ $1,450,000	$1,125,000	-

Incentives Earned from ACR at lever level (Engagement → Lever)

Incentive Lever*	Rate	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Azure enterprise core growth incentive – Single partner	5%	-	$72,250	5a $56,250	5b -
Azure enterprise core growth incentive – Specialization single partner	5%	-	$72,250	$56,250	-
Azure enterprise workload accelerator incentive – Single partner	1%	-	$2,500	$1,250	$1,250
Azure enterprise workload accelerator incentive – Specialization single partner	1%	-	$2,500	$1,250	$1,250
Total Incentive Earned*		-	**$149,500**	**$115,000**	**$2,500**

Each incentive lever calculated independently of additional levers

Azure Calculation Assumptions

① Single PAL subscription ACR calculated independently of Multi-PAL ACR. Also, Multi-PAL calculated identical to these calculation scenarios

② If partner attaches to a subscription during Q2, ACR growth baseline will be zero for the Q2 calculation

③ If partner removes PAL association in Q3, all ACR where partner was still attached in Q3 included in ACR calculation

④ All customer subscriptions aggregated for total growth over partner portfolio

⑤ Earnings on all subscriptions within a partner portfolio will be aggregated for total earnings within a single lever

  a Positive and negative subscription earnings within an earning period totaled

  b If total lever earnings are less than or equal to zero, no payment issued. Also, negative balance does not carry over to next earning period

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

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Engagement: Azure enterprise and online purchase – Specialization partner

Azure Expert MSPs or Partners with the following Azure specializations can earn on this accelerator

For more information on the Azure specializations visit:

[Specialization (microsoft.com)](#)

- Hybrid Cloud Infrastructure with Microsoft Azure Stack HCI
- Hybrid Operations and Management with Microsoft Azure Arc
- Linux and Open-Source Databases Migration to Microsoft Azure
- Microsoft Azure VMware Solution
- Microsoft Windows Virtual Desktop
- Networking Services in Microsoft
- SAP on Microsoft Azure
- Windows Server and SQL Server Migration to Microsoft

- AI and Machine Learning in Microsoft Azure
- Analytics on Microsoft Azure
- Data Warehouse Migration to Microsoft Azure
- Kubernetes on Microsoft Azure
- Modernization of Web Applications to Microsoft Azure
- DevOps with GitHub on Microsoft
- Microsoft Low Code Application Development
- Cloud Security
- Identity and Access Management
- Information Protection and Governance
- Threat Protection

Important! Partners can earn specializations, showcasing their technical expertise and achieving eligibility for certain earning opportunities in this guide. Beginning October 3, 2022, Solutions Partner designations are a prerequisite for obtaining a specialization. Partners with an existing advanced specialization are required to meet all specialization requirements by their next renewal anniversary to renew their specialization in FY23 – view the [Microsoft partner website](#) for more information.

<	Introduction	Modern Work Incentives	Security Incentives	Azure Incentives	Business Applications Incentives	Incentive Program List	Terms and Conditions	Support and Resources	>

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

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Enterprise and online purchase Azure consumption incentives:
Single partner with a RBAC owner or contributor role linked to the Partner's Partner Location ID

Single PAL Partner Association – Where a single partner has been granted access to the customer's Azure environment using an eligible PAL association, the partner will earn incentives at the PAL single partner rate. The partner's influence on Azure consumed revenue is tracked and recognized based on the scope of Azure resources where only one partner is linked via an eligible PAL association.

Example 1

Single partner
associated to Subscription level

Subscription → Resource 1 / Resource 2 / Resource 3

Partner A earns the single partner rate for Azure consumption revenue on all Resources.

Example 2

Single partner
associated to Resource level

Subscription → Resource 1 / Resource 2 / Resource 3

Partner A earns the single partner rate for Azure consumption revenue on Resource 1.

| < | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | > |

| **Microsoft Commerce Incentives** | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| **Build Intent** | **Transact and Consume** | **FAQs** |

Enterprise and online purchase Azure consumption incentives:
Multiple partners with a RBAC owner or contributor role linked to the Partner's Partner Location ID

Multiple PAL Partner Associations – Where multiple partners have been granted access to the customer's Azure environment using an eligible PAL association, a partner will earn incentives at the PAL multiple partner rate. The partner's influence on Azure consumed revenue is tracked and recognized based on the scope of Azure resources where multiple partners are linked via an eligible PAL association.
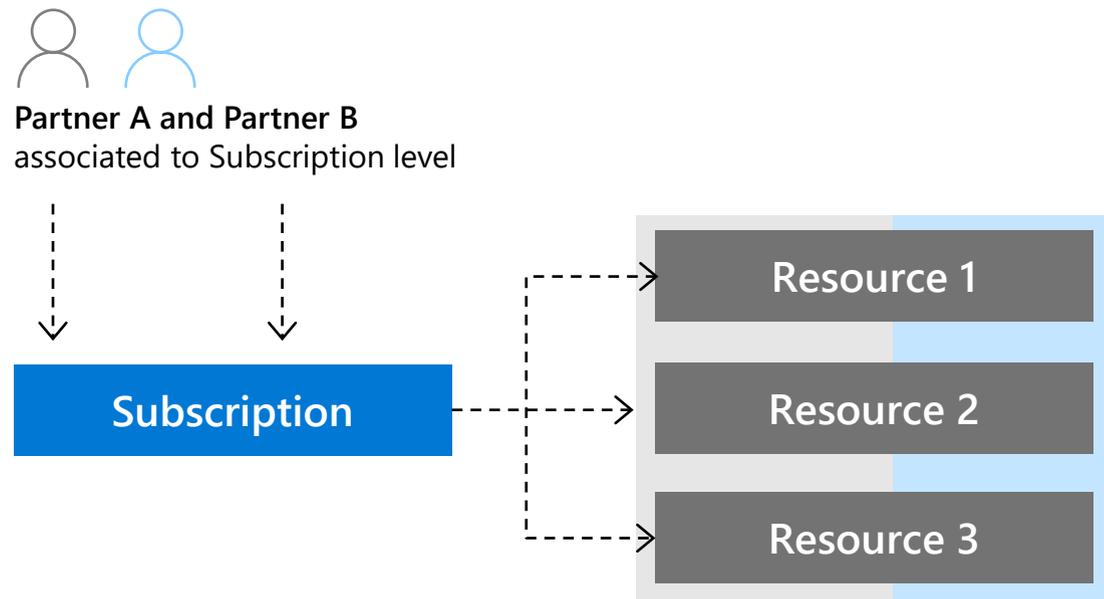
Example 1

Partner A and Partner B associated to Subscription level

Subscription → Resource 1, Resource 2, Resource 3

Partner A and Partner B each earn the multiple partner rate for Azure consumption revenue on all Resources.

Example 2

Partner A associated to Subscription level

Partner B associated to Resource 1

Subscription → Resource 1, Resource 2, Resource 3
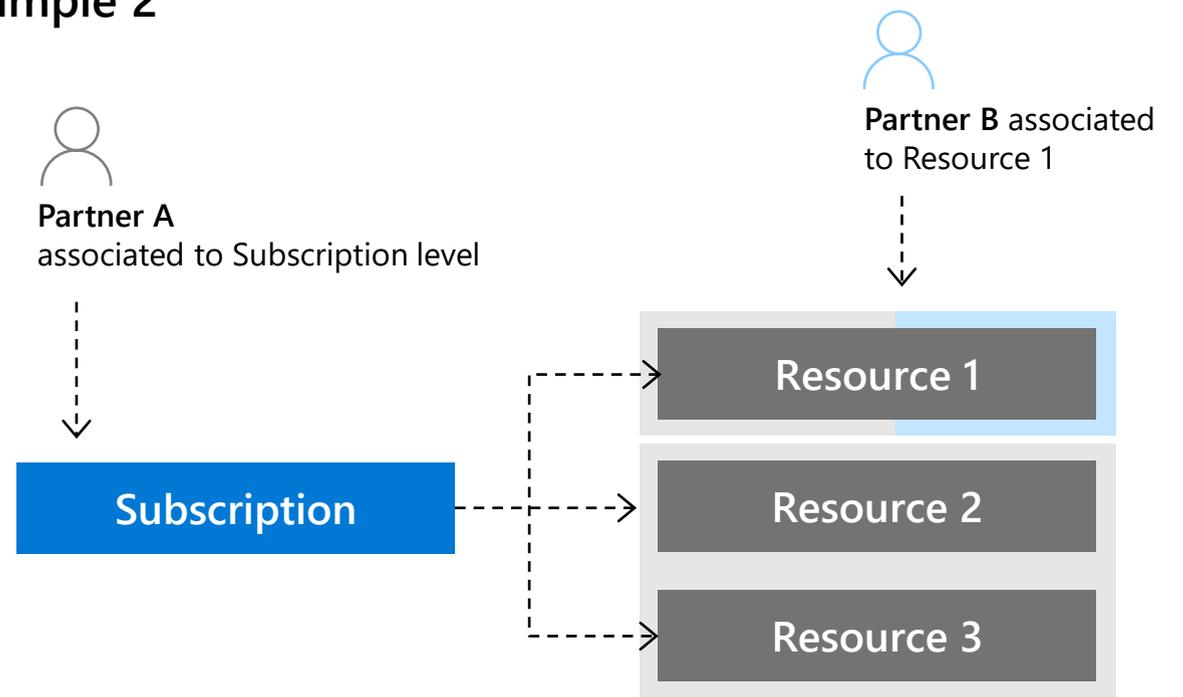
Partner A and Partner B each earn the multiple partner rate for Azure consumption revenue on Resource 1.

Partner A earns the single partner rate for Azure consumption revenue for Resources 2 and 3.

Action required for partners to receive Azure Enterprise and online purchase consumption incentives

To Provide Managed Services

Customer to onboard Partner User in their Azure Portal**

For more information on how the customer can grant access, click here

Customer sets correct permissions and scope under specific Partner User Azure account**

Scope Levels	Permissions to receive Azure consumption incentives
Subscription	
Resource Group	Owner or Contributor
Resource	

To Earn Incentives

Partner* enrolls in MCI

- Enroll under MCI in Partner Center
- Provide bank & tax information in the profile in Partner Center

Partner User creates Partner Admin Link (PAL)**

1. Sign in to the Azure portal.
2. Go to Link to a Partner ID in the Azure portal.
3. Enter the Partner ID for your organization. Be sure to use the **Associated Partner ID** shown on your partner center profile. This is typically known as your Partner Location ID. Do not use virtual organization IDs.

*This step is not required if the partner user account was previously associated via PAL with the tenant.

Key:
* Partner = Partner Location ID
** Partner User = User(s) associated to the Partner Location ID

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

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Dynamics 365 new commerce CSP incentive

New Commerce Incentive

ENGAGEMENT SUMMARY

The Dynamics 365 new commerce CSP incentive, rewards Cloud Solution Provider partners who drive customer adoption of Business Applications products and services through the new commerce experience.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft CSP Indirect Reseller Channel Authorization
OR Microsoft CSP Direct Bill Partner Channel Authorization

Program Enrollment
Microsoft Commerce Incentives

Eligibility
One of six Solutions Partner designations
OR
Active Gold or Silver competency for one of nine competencies:*
Cloud Business Applications, Cloud Platform, Cloud Productivity, Data Analytics, Data Platform, Enterprise Mobility Management, Enterprise Resource Planning, Small and Midmarket Cloud Solutions, Windows and Devices

Revenue Requirements
$25K USD 12-month revenue threshold for CSP Indirect Resellers

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Incentives are based on billed revenue and calculated in accordance to billing cadence.

Core incentives	Strategic Accelerators
• Core – Business Applications billed revenue, 4.75%	• Global Strategic Product Accelerator – Tier 1, 5% • Global Strategic Product Accelerator – Tier 2, 10%

Partner Association
Transacting Partner of Record

Earning Type
100% Indirect Rebate
(60% Rebate/40% Co-op starting November 1, 2022)

Maximum earning opportunity
Based upon purchasing motion

Product Eligibility
See Product Addendum

Dynamics 365 new commerce CSP incentive

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Microsoft Cloud Solution Provider Program

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, the partner may not earn a payout under the incentive program.

Microsoft Partner Agreement (MPA)

The Microsoft Partner Agreement provides Microsoft partners with a unified, digitally accepted partner agreement. The Microsoft Partner Agreement contains a core set of perpetual terms that help Microsoft, partners, and customers support data privacy and security, promote compliance, and encourage sound business practices.

All Cloud Solution Provider program partners (including indirect providers, indirect resellers, and direct bill partners) can sign the MPA online in Partner Center.

Learn more here and verify Microsoft Partner Agreement acceptance status in Partner Center.

Authorization

Partner must have signed the MPA for their relevant partner type, such as Indirect Reseller or Direct Bill Partner.

Dynamics 365 new commerce CSP incentive

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Enrollment

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, or if a partner is offboarded from the CSP program, the partner may not earn a payout under the incentive program.

Competency and Partner Solution Designation

See Microsoft Cloud Partner Program – FY23 incentives impact and timeline for details.

$25K USD TTM Revenue Threshold – CSP Indirect Resellers

The $25K USD Trailing Twelve-Month (TTM) revenue threshold must be met by CSP indirect resellers from Oct 1, 2022 onward as part of the eligibility requirements to earn the M365 new commerce CSP incentive engagement. The $25K USD TTM revenue threshold looks back 365 days (12 months) and will be assessed monthly. It includes transactions processed under the Microsoft Commerce Incentives (MCI) enrolled Partner Location ID and all other Partner IDs under the enrolled Partner ID within the same country.

Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor

Build Intent | Transact and Consume | FAQs

Dynamics 365 new commerce CSP incentive

Program Structure – Core and Strategic Accelerator Earning Opportunities

Global Incentives

Global incentives are applied as a percentage of revenue transacted for specified products and earned as 100% rebate. For a full list of products eligible for global incentives, reference the MCI Product Addendum.

Core – Business Applications

Calculated based on billed revenue from the sale of specified products as set forth in the Product Addendum.

Strategic Accelerators

Strategic Accelerator payments are calculated as a percentage of revenue transacted for specified products. These incentives are applied in addition to the global incentive core earning opportunities. For a full list of eligible products, please reference the MCI Product Addendum.

Global Strategic Product Accelerator

Is calculated based on billed revenue from specified Business Applications products and earned as 100% rebate. This incentive is applied to two tiers of strategic products: transactions of Tier 1 products earn an incremental 5% incentive in addition to the core incentive, and transactions of Tier 2 products earn an incremental 10% incentive in addition to the core incentive.

Dynamics 365 new commerce CSP incentive

Program Structure – Local Accelerator Earning Opportunities

Local Accelerators

In addition to global CSP incentives in MCI, Microsoft subsidiaries have the option to offer additional local accelerators.

A partner's eligibility to earn local accelerators is based on the partner's enrolled Partner Location ID and is subject to the terms and conditions set forth by each local subsidiary. Eligible partners will receive local accelerator terms communicating the available accelerators in each subsidiary.

Dynamics 365 new commerce CSP incentive

Change of Channel Partner

Change of Channel Partner

Microsoft approved changes to Partner structures will be assigned an "effective date," which indicates the date the partner begins earning (or in cases of removals, ceases to earn), within the incentive program.

Effective date timelines are driven by the date of communication by the partner to Microsoft, the circumstance creating the structure change, and Microsoft's ability to fully validate (which includes any required reviews and/or approvals) the proposed change before implementation.

If a Change of Channel Partner arises during the term of the Agreement, the future earnings and responsibility for the monthly customer maintenance and support activities will transition to the new Partner if the Partner has met the eligibility and enrollment requirements set forth above. The Partner of Record at the time of the transaction will be eligible for the related incentive.

After a Change of Channel Partner, the new Partner of Record is responsible for completing all future monthly activities to service the customer, as described in this guide.

The new Partner of Record will be responsible for credits or adjustments after they become the Partner of Record.

Indirect Channel Requirements

When provisioning a two-tier subscription in Partner Center, CSP Indirect Providers must provide a valid Partner Location ID of the applicable CSP Indirect Reseller to whom they have sold Microsoft online services.

When provisioning a two-tier subscription using the Microsoft API, CSP Indirect Providers must include the Partner Location ID of the applicable downstream CSP Indirect Reseller in the "partnerIDOnRecord" field.

In no case can the Indirect Reseller be controlled by, be a part of, or otherwise be an affiliate of the CSP Indirect Provider. If the CSP Indirect Provider does not include an accurate CSP Indirect Reseller Partner Location ID identifying such CSP Indirect Reseller as the CSP Partner of Record, Microsoft will not calculate or pay incentives to the CSP Indirect Provider or the CSP Indirect Reseller.

Dynamics 365 customer add new commerce CSP incentive

New Commerce Incentive

ENGAGEMENT SUMMARY

The Dynamics 365 customer add new commerce CSP incentive, rewards Cloud Solution Provider partners who drive the sale of Business Applications products and services through the legacy CSP experience and new commerce CSP experience.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft CSP Indirect Reseller Channel Authorization
OR Microsoft CSP Direct Bill Partner Channel Authorization

Program Enrollment
Microsoft Commerce Incentives

Eligibility
One of six Solutions Partner designations
OR
Active Gold or Silver competency for one of nine competencies:*
Cloud Business Applications, Cloud Platform, Cloud Productivity, Data Analytics, Data Platform, Enterprise Mobility Management, Enterprise Resource Planning, Small and Midmarket Cloud Solutions, Windows and Devices

Revenue Requirements
$25K USD 12-month revenue threshold for CSP Indirect Resellers

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Incentives are calculated based on Business Applications billed revenue from legacy CSP or new commerce CSP experience. Earnings are available for 12-months from customer tenant's first CSP Business Applications transaction.

Learn more about customer add definitions here.

Strategic Accelerator

- Customer add – Business Applications billed revenue, 20%

Partner Association
Transacting Partner of Record

Earning Type
100% Indirect Rebate
(60% Rebate/40% Co-op starting November 1, 2022)

Maximum earning opportunity
Based upon purchasing motion

Product Eligibility
See Product Addendum

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

Build Intent	Transact and Consume	FAQs

Dynamics 365 customer add new commerce CSP incentive

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Microsoft Cloud Solution Provider Program

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, the partner may not earn a payout under the incentive program.

Microsoft Partner Agreement (MPA)

The Microsoft Partner Agreement provides Microsoft partners with a unified, digitally accepted partner agreement. The Microsoft Partner Agreement contains a core set of perpetual terms that help Microsoft, partners, and customers support data privacy and security, promote compliance, and encourage sound business practices.

All Cloud Solution Provider program partners (including indirect providers, indirect resellers, and direct bill partners) can sign the MPA online in Partner Center.

Learn more here and verify Microsoft Partner Agreement acceptance status in Partner Center.

Authorization

Partner must have signed the MPA for their relevant partner type, such as Indirect Reseller or Direct Bill Partner.

Dynamics 365 customer add new commerce CSP incentive

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Enrollment

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, or if a partner is offboarded from the CSP program, the partner may not earn a payout under the incentive program.

Competency and Partner Solution Designation

See Microsoft Cloud Partner Program – FY23 incentives impact and timeline for details.

$25K USD TTM Revenue Threshold – CSP Indirect Resellers

The $25K USD Trailing Twelve-Month (TTM) revenue threshold must be met by CSP indirect resellers from Oct 1, 2022 onward as part of the eligibility requirements to earn the M365 new commerce CSP incentive engagement. The $25K USD TTM revenue threshold looks back 365 days (12 months) and will be assessed monthly. It includes transactions processed under the Microsoft Commerce Incentives (MCI) enrolled Partner Location ID and all other Partner IDs under the enrolled Partner ID within the same country.

Dynamics 365 customer add new commerce CSP incentive

The customer add accelerator rewards partners when their customer, identified by the customer's unique tenant ID, has CSP Business Application product billed revenue through legacy CSP or new commerce for the first time. The original transacting partner can earn up to 12 monthly payments worth 20% of the customer's monthly billed revenue from the first transaction date of CSP Business Applications, with no max cap.

The first transaction is identified as CSP Business Applications billed revenue through either legacy CSP or new commerce for the first time on the customer's tenant ID.

New CSP customer

A customer tenant ID with no Business Applications billed revenue in legacy CSP or new commerce CSP, would be eligible for customer add accelerator consideration from first CSP Business Applications transaction date.

Only Business Applications billed revenue is considered and will not be impacted by prior billed revenue on other product groups.

Only CSP licenses are considered and will not be impacted by prior non-CSP licenses (i.e., EA or Open).

No minimum threshold is applied to the CSP billed revenue to start earning the customer add.

CSP customer transition to new commerce

When a customer tenant ID has its first Business Applications transaction as legacy CSP billed revenue on or after January 1, 2022, and eligible for the customer add, if the customer transitions to new commerce, the new commerce CSP billed revenue would continue earning the customer add accelerator for the remainder of the 12-month period from first legacy CSP Business Applications transaction date.

When a customer tenant ID has its first Business Applications transaction as legacy CSP billed revenue before January 1, 2022, and eligible for the customer add, if the customer transitions to new commerce, the customer will not be considered new and would be ineligible for the customer add accelerator.

Dynamics 365 customer add new commerce CSP incentive

Eligible Billing Type:

Incentives are calculated and paid on CSP billed revenue from the first CSP Business Applications transaction, up to 11 months after first transaction date.

Billing Type	Incentive Payout	Additional Seats
Monthly	Paid monthly on billed revenue (pays up to 12 months)	Additional billed revenue throughout the 12-month window (first CSP Business Applications transaction month + 11 months), will be eligible for customer add.
Annual	Paid as one-time lump sum on first annual billing (pays on 12 months)	
3-year pre-paid	Paid as one-time lump sum on up front billing (pays on 36 months)	

Customer adds prior to January 2022:

In instances where the Business Applications customer add accelerator in the CSP incentive program was earned from October 2021 to December 2021, the customer add earning will continue to be paid per Annual Contract Value (ACV) for growth until the 12 months have passed since the first customer add earning. Earnings and payout will be processed through the CSP incentive program.

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Dynamics 365 customer add new commerce CSP incentive

(1) Scenario 1: Customer purchases first Business Applications

First Business Applications (BA) CSP transaction and start of tenant takes place in January 2022. The eligible partner earns customer add accelerator for the transaction month (January 2022) and following 11 months (February 2022 – December 2022).

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
BA Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11					

(2) Scenario 2: Customer purchases first Business Applications after tenant is created

First Business Applications (BA) CSP transaction takes place in March 2022, after tenant is created. The eligible partner earns customer add accelerator for the transaction month (March 2022) and following 11 months (April 2022 – February 2023).

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
CSP Tenant Start		BA Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11			

(3) Scenario 3: Customer renews Business Applications

First Business Applications (BA) CSP transaction takes place in July 2018 on legacy CSP and ends June 2021. Customer begins purchasing Business Applications product again in January 2022. Since the January 2022 transaction is not the first BA transaction on the tenant, the customer add accelerator is ineligible for January 2022 transactions onward.

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
BA Transaction Month																

(4) Scenario 4: Customer purchases net new seats

First Business Applications (BA) CSP transaction for 30 seats takes place in January 2022. The eligible partner starts earning customer add accelerator from the transaction month (January 2022). In May 2022, the customer adds 10 seats, resulting in the customer add accelerator billed revenue to increase for the remaining months (May 2022 – December 2022).

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
BA Transaction Month	M1 30 seats	M2 30 seats	M3 30 seats	M4 40 seats	M5 40 seats	M6 40 seats	M7 40 seats	M8 40 seats	M9 40 seats	M10 40 seats	M11 40 seats					

* Scenarios 1-6 are based on monthly billings.

<	Introduction	Modern Work Incentives	Security Incentives	Azure Incentives	Business Applications Incentives	Incentive Program List	Terms and Conditions	Support and Resources	>

Microsoft Commerce Incentives	Cloud Solution Provider – Indirect Reseller	Cloud Solution Provider – Direct Bill	Online Services Usage – Microsoft 365	Online Services Usage – Business Applications	Online Services Advisor

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Dynamics 365 customer add new commerce CSP incentive

5 **Scenario 5: Customer transitions to new commerce**

First Business Applications (BA) CSP transaction and start of tenant takes place in January 2022. The eligible partner starts earning the customer add accelerator from the transaction month (January 2022) through June 2022. In July 2022, the customer ends the legacy CSP subscription and transitions to new commerce. The customer add accelerator continues to be earned for the remainder of the 12-month window (July 2022 – December 2022).

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
BA Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11					

← Previous offer billed revenue → ← New commerce billed revenue →

6 **Scenario 6: Change of Partner**

First Business Applications (BA) CSP transaction takes place in March 2022. The eligible partner starts earning the customer add accelerator from the transaction month (March 2022) through August 2022. In September 2022, the customer replaces the original transacting partner with a new partner. The original partner stops earning the customer add accelerator and the new partner will not earn the customer add accelerator for the remainder of the 12-month window (September 2022 – February 2023). Only the original transacting partner is eligible for customer add earnings.

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
CSP Tenant Start		BA Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11			

7 **Scenario 7: 3-year pre-paid billing type**

First Business Applications (BA) CSP transaction and start of tenant takes place in January 2022, pre-paid upfront for three years. The eligible partner earns the customer add accelerator from the transaction month (January 2022) for the total billed revenue. If net new seats are added from the transaction month (January 2022) through the next 11 months (February 2022 – December 2022), resulting in additional billed revenue, that billed revenue will be eligible for customer add accelerator earnings.

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
BA Transaction Month	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11					

* Scenarios 1-6 are based on monthly billings.

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

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| **Build Intent** | **Transact and Consume** | **FAQs** |

Dynamics 365 customer add new commerce CSP incentive

Change of Channel Partner

Change of Channel Partner

Microsoft approved changes to Partner structures will be assigned an "effective date," which indicates the date the partner begins earning (or in cases of removals, ceases to earn), within the incentive program.

Effective date timelines are driven by the date of communication by the partner to Microsoft, the circumstance creating the structure change, and Microsoft's ability to fully validate (which includes any required reviews and/or approvals) the proposed change before implementation.

If a Change of Channel Partner arises during the term of the Agreement, the future earnings and responsibility for the monthly customer maintenance and support activities will transition to the new Partner if the Partner has met the eligibility and enrollment requirements set forth above. The Partner of Record at the time of the transaction will be eligible for the related incentive.

After a Change of Channel Partner, the new Partner of Record is responsible for completing all future monthly activities to service the customer, as described in this guide.

The new Partner of Record will be responsible for credits or adjustments after they become the Partner of Record.

Indirect Channel Requirements

When provisioning a two-tier subscription in Partner Center, CSP Indirect Providers must provide a valid Partner Location ID of the applicable CSP Indirect Reseller to whom they have sold Microsoft online services.

When provisioning a two-tier subscription using the Microsoft API, CSP Indirect Providers must include the Partner Location ID of the applicable downstream CSP Indirect Reseller in the "partnerIDOnRecord" field.

In no case can the Indirect Reseller be controlled by, be a part of, or otherwise be an affiliate of the CSP Indirect Provider. If the CSP Indirect Provider does not include an accurate CSP Indirect Reseller Partner Location ID identifying such CSP Indirect Reseller as the CSP Partner of Record, Microsoft will not calculate or pay incentives to the CSP Indirect Provider or the CSP Indirect Reseller.

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

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Power Apps and Power Automate Usage Incentive

ENGAGEMENT SUMMARY

Rewards partners who drive customer usage of Business Applications Power Apps and Power Automate for application development.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023.

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Incentive Enrollment
Microsoft Commerce Incentives. Eligibility and enrollment requirements below must be met each month by the last day of the month.

Solutions Partner Designation
Business Applications, or

Specialization
Full Microsoft Low Code Application Development

(OR)

Active Gold or Silver competency for one of two competencies*
Cloud Business Application competency, or Small & Midmarket Cloud solutions competency (Biz Apps track)

Licensing Agreement
N/A

Partner Association
Partners will need to be granted resource access linked to a Partner Location Account (PLA) via Partner Admin Link (PAL).

Valid and complete identification, tax and banking information submitted and accepted by Microsoft

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Below details the incentive structure and the earning opportunity:
Monthly Active Usage (MAU) multiplied by Rate Card Value multiplied by 15%.

Incentive structure	Rate
Power Apps	15%
Power Automate	15%

Partner Association
Partner Admin Link (PAL)

Earning Type
100% Fee

Maximum earning opportunity
$100,000 USD per workload for each tenant

Workload Eligibility
See Workload Addendum

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Build Intent | Transact and Consume | FAQs |

Power BI & D365 Customer Insights Usage Incentive

ENGAGEMENT SUMMARY

Rewards partners who drive customer usage of Business Applications Power BI and D365 Customer Insights solutions.

ENGAGEMENT TERM

October 1, 2022 – September 30, 2023.

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Incentive Enrollment
Microsoft Commerce Incentives. Eligibility and enrollment requirements below must be met each month by the last day of the month.

Solutions Partner Designation
Business Applications, or

OR

Active Gold or Silver competency*
Data Analytics

Licensing Agreement
N/A

Partner Association
Partners will need to be granted resource access linked to a Partner Location Account (PLA) via Partner Admin Link (PAL).

Valid and complete identification, tax and banking information submitted and accepted by Microsoft

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

Below details the incentive structure and the earning opportunity:

Monthly Active Usage (MAU) multiplied by Rate Card Value multiplied by 15%.

Incentive structure	Rate
Power BI	15%
Dynamics 365 Customer Insights	15%

Partner Association
Partner Admin Link (PAL)

Earning Type
100% Fee

Maximum earning opportunity
$100,000 USD per workload for each tenant

Workload Eligibility
See Workload Addendum

< | Introduction | Modern Work Incentives | Security Incentives | Azure Incentives | Business Applications Incentives | **Incentive Program List** | Terms and Conditions | Support and Resources | >

Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor

Build Intent | Transact and Consume | FAQs

Incentive Calculation – Details

Partners earn incentives as defined in the table to the right (multiplied by) the rate card amount by workload (multiplied by) the incentive rate.

The Partner User in the customer's Azure portal, must sign into the Azure Portal at least once a month and access the resource to be eligible for that month's incentive earnings.

Calculation

Power Apps, Power Automate and Power BI	=	# of Monthly Active Usage (MAU)		
D365 Customer Insights Earnings	=	# of Paid Customer Profiles	✕ Rate card amount by workload	✕ 15% Incentive Rate

Maximum Earning Limit

100,000 USD per workload for each tenant

Microsoft reserves the right to implement a maximum earning limit of 100,000 USD per workload for each tenant (For example: For Power Apps and Power BI which are two distinct workloads, the partner will be able to earn a maximum of 100,000 USD on each of those workloads per tenant). The maximum earning limit will be capped at 100,000 USD per workload for each tenant. This maximum earning limit will be applied until further notice, if any, and may extend beyond the term of a program , as well as across calendar years. Microsoft will provide notice of when such maximum earning limit applies.

Dynamics 365 Customer Insights

Calculation is based on paid Customer Insight Profiles. These are monthly active capacities (MACs) which are non seat/user-based products.

Monthly Active Usage (MAU) Calculation

For Power Apps:

Monthly Active Users (MAU) = A count of unique users in the past 28 days who perform at least one of these actions:

- Visited the make.powerapps.com portal
- Opened any canvas, modern model-driven app or component, or modern portal designers
- Played a canvas app
- Played a standalone model app, and has at least one user with only P1/P2/Per App/Per User license
- Were an AAD authenticated, C1 user of PowerApps Portals with a 'per user' license
- Were a PowerApps or PowerApps Portal Guest user

For Power Automate:

Monthly Active Users (MAU) = A count of unique users who perform at least one of these actions:

- Logged in and used the Power Automate UI ('interacted') or used an embedded Power Automate experience in the past 30 days
- Had a successful Flow run for a Flow they created in the past 30 days and 'interacted' in the past 90 days
- Ran a flow through a Power App canvas application in the past 30 days

For Power BI:

A count of unique users in the past 28 days who have logged into Power BI Service on Web or Mobile

Action Required for Partners to receive Power Apps, Power BI, Power Automate & D365 Customer Insights Incentives

To Provide Managed Services

Customer to onboard Partner User in their Azure Portal**

For more information on how the customer can grant access, click here

Customer sets correct permissions and scope under specific Partner User Azure account**

Workload	Resource	Required User Role
Power Apps	Application	Owner or Co-Owner
Customer Insights	Environment	User
Power BI	Dataset	Owner or Co-Owner
Power Automate	Flow	Owner

To Earn Incentives

Partner* enrolls in MCI

- Enroll under MCI in Partner Center
- Provide bank & tax information in the profile in Partner Center

Partner User creates Partner Admin Link (PAL)**

1. Sign in to the Azure portal.
2. Go to Link to a partner ID in the Azure portal.
3. Enter the Microsoft Partner Network ID for your organization. Be sure to use the **Associated Partner ID** shown on your partner center profile. This is typically known as your Associated Partner Location ID Do not use Partner Global Account (PGA).

This step is not required if the partner user account was previously associated via PAL with the tenant.

Key:
* Partner = Partner Location ID
** Partner User = User(s) associated to the Partner Location ID

Resource Permissions Scenarios

Where a single partner has been granted the required user role access to the customer's resource instance using an eligible PAL association, the partner will be eligible to earn incentives.

The partner's influence on Power Platform & Customer Insights usage is tracked and recognized based on the scope of resources where one partner will be given credit for a specific resource type depending on the workload.

Example 1

As the partner user associated to resources 2 & 3, the Partner Location Account (PLA) linked to **Partner User A** user will be credited for the two Resources.

The Partner Location Account (PLA) linked to **Partner User B** earns only on resource 1 as it's associated to that resource.

Customer Y

Partner User B associated to Resource 1

Partner User A associated to Resource 2 and 3

Resource 1
Resource 2
Resource 3
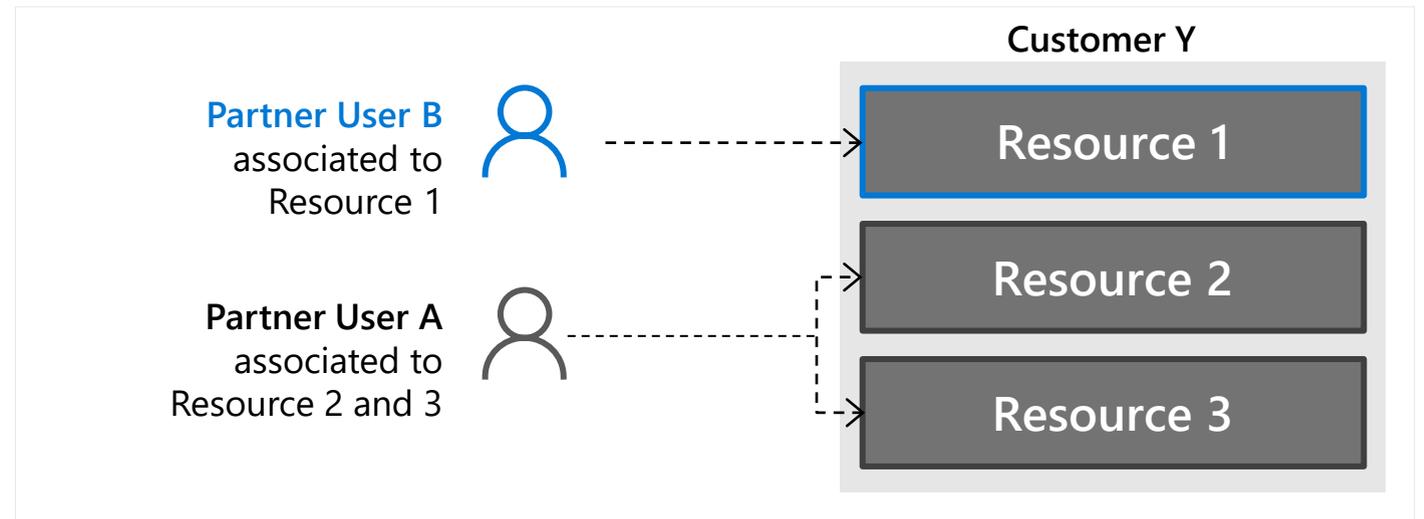
Example 2

There are 2 Partner users associated to the same resources. A tie logic was used to determine the **Partner User B** to be credited.

There are several tie logic scenarios. Click here for more tie logic details <**link**>

Customer Z

Partner User A

Both Partners associated to each Resource

Partner User B (Tie Winner)

Resource 1
Resource 2
Resource 3

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FAQ – Overarching MCI program

✓ What's changed this year for MCI Program?

As part of our path to consolidate and simplify Incentives, the Microsoft Commerce Incentives (or MCI for short) is adding new earning opportunities. In addition to updates to existing incentives for FY23 engagement terms, we are adding Azure Migration and Modernization Program (AMMP) Partner-led engagements to enable partners to accelerate and simplify customer migration and modernization projects. Additional new earning opportunities will be added to MCI throughout the calendar year 2023.

✓ What are "engagements"

An Engagement within MCI is defined as a unique earning opportunity with specific Partner eligibility requirements and in some cases Customer eligibility requirements, aligned to one Solution Area. Think of these as mini programs within MCI. Some engagements contain different levers on which a partner can earn incentives.

✓ How do I know which engagement I qualify for?

Upon enrolling in MCI in Partner Center, you will be able to see clearly what engagements you are eligible for. Some engagements, like workshops, may have additional customer eligibility requirements.

✓ What are the requirements to participate in Microsoft Commerce Incentives?

Microsoft Commerce Incentives allows open enrollment enabling partners to enroll at any time. Partner eligibility to earn incentives is evaluated for each available engagement after enrollment is complete. More information on how to enroll here:

https://docs.microsoft.com/en-us/partner-center/incentives-enroll

✓ Where do I go if I need more help?

Please submit a Partner Center service request, see the Support and Resources section of this guide for more details.

A more comprehensive Microsoft Commerce Incentives FAQ is available on the Microsoft Commerce Incentives Resource page at https://assetsprod.microsoft.com/mpn/en-us/mci-faq.

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

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FAQ – Built Intent Workshops

When will I be able to view and start claiming 'MCI Engagements?
Once you have enrolled an MPN Location in MCI, you can navigate to your MCI Engagements page to view all Build Intent Workshop and Transact and Consume Engagements for which that MPN location is currently eligible.

How do I find out if my customer meets the qualifications for a workshop?
Each Workshop's Customers page will show which of your current customers are eligible and ineligible for that workshop. When you add a new customer, you will be presented with a selection list of all workshops for which both you and your customer are currently eligible.

What information is required to claim a customer for a workshop?
You can claim a customer by providing the customer's email address. If Partner Center is not able to identify the customer tenant via the domain of the email address provided, you may be asked to provide the customer's Tenant ID and a reason why the domain and Tenant ID do not match.

How do I send the customer consent request?
Navigate to the workshop's Customers page and locate the customer in your eligible customers list. In the Action column, click "Send Consent Request" and confirm the contact email is correct. Your customer will receive an email from Microsoft inviting them to consent.

How much time do I have to gather customer consent?
You have a total of 30 days to obtain consent after adding or claiming the customer. If you need to change the point of contact for the customer, you can do so before re-sending. You can re-send a consent request a maximum of once every 24 hours.

Do I need to add a customer to each separate workshop, or can I add a customer to multiple?
You have the option to add a customer to multiple workshops, but you must obtain customer consent individually for each workshop.

How do I submit a claim?
Once you have completed the workshop, navigate to the workshop's Customers page. Under Action column, click "View workshop claim." In the claim, complete all required POE elements and click "Submit".

How much time do I have to submit a claim?
You have a total of 90 days, from the date of customer consent, to complete the workshop and submit the workshop claim. You can see the claim status on the workshop claim page.

How do I setup a payment profile?
See Enrollment and user management page for details.

Where can I get more detailed information about the workshop I'm delivering?
To download the delivery kit and for more information on the workshops themselves, go to Microsoft Commercial Incentives.

How do I request support for an MCI Engagement or a Workshop claim?
Go to Partner Center Support and create a ticket with the following details:
Problem summary: Summarize your issue
Workspace: Select Incentives
Problem Type: Type "Engagements" to filter for all Engagements support subtopics and select the most relevant subtopic.

FAQ – Azure incentives

If I'm Azure Expert Managed Services Provider or have a qualifying Azure specialization, can I earn on both the Azure incentives for enterprise and the Azure partner accelerator incentives for enterprise?

Yes, as partner, if you meet the eligibility criteria, you can earn on both levers

For the Azure CSP motion incentive, can I earn if I'm attached via Partner Admin Link?

To earn on the Azure CSP motion incentive, the partner must be associated to the customer's Azure environment as Transacting Partner of Record. The partner can have additional associations, but they will have no effect on eligibility.

For Partner Admin Link-based incentives, what permissions do I need to receive incentives?

In order to receive incentives for PAL-based Azure incentives, Owner or Contributor access is needed

What is the payment schedule for Azure incentives?

All Azure incentives are paid on a monthly basis, 45 days after the end of the earning period except for the Azure enterprise and online purchase growth incentives which are paid on a quarterly basis, 45 days after the end of the earning period

If there are 2 or more partners associated via PAL on a resource but only 1 partner has the eligibility for the Azure enterprise, what rate is used for the accelerator?

In that example the Accelerator would be paid only to the eligible partner using the multiple partner rate.

Is Azure Lighthouse supported as an association for the Enterprise Incentive?

Yes, Azure Lighthouse along with Partner Admin Link (PAL) are supported as valid associations for all Azure enterprise incentive engagements. Note that DPOR no longer qualifies as a valid association.

For Azure Enterprise and Online consumption incentives, what happens if my PAL association is removed in the middle of a quarter?

The calculation at the end of the earning period will include partner-associated ACR up to the point where association is removed

Cloud Solution Provider – Indirect Reseller

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Cloud Solution Provider – Indirect Reseller

PROGRAM SUMMARY

The Microsoft Cloud Solution Provider (CSP) program enables partners to directly manage the entire lifecycle for their Microsoft cloud customers including billing and support. Partners can easily package their own tools, products and services with Microsoft cloud offerings, and combine them into one monthly or annual customer bill.

The Microsoft CSP Indirect Reseller incentive program rewards those Indirect Resellers for their activation and enablement of a resale channel and the sale of Microsoft-based online services through legacy CSP.

PROGRAM TERM

October 1, 2022 – December 31, 2022*

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft CSP Indirect Reseller Channel Authorization

Program Enrollment
Cloud Solution Provider Indirect Reseller

Competency or Certification
Active competency in one of the following: Cloud Business Applications, Cloud Platform, Cloud Productivity, Data Analytics, Data Platform, Enterprise Mobility Management, Enterprise Resource Planning, Small and Midmarket Cloud Solutions, Windows and Devices

Membership level
Silver or Gold

Revenue Requirements
$25K USD 12-month revenue threshold

Measure and Reward

Core incentives
- Modern Work & Security billed revenue, 4%
- Business Applications billed revenue, 4.75%

Strategic Accelerators
- Global Strategic Product Accelerator – Tier 1, 5%
- Global Strategic Product Accelerator – Tier 2, 10%
- Global PSTN Calling and Conf Accelerator, 20%

Subscription
- Subscription Software:
  - Core: 1.25%
  - Strategic: 6%

Earning split 60% Rebate/40% Co-Op

100% Rebate

**Customer add earning opportunities for CSP customers can be found in the Microsoft Commerce Incentives (MCI) program.*

Incentives are based on billed revenue and calculated in accordance to billing cadence.

Partner Association
Transacting Partner of Record

Earning Type
Varies by earning lever

Maximum earning opportunity
Based upon purchasing motion

Product Eligibility
See Product Addendum

* Non-commercial offers included in the CSP Product Addendum that are not available in new commerce as of January 1, 2023, will continue to be available through legacy CSP incentives.

CSP Indirect Reseller - Eligibility requirements

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Microsoft Cloud Solution Provider Program

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, or if a partner is offboarded from the CSP program, the partner may not earn a payout under the incentive program.

Microsoft Partner Agreement (MPA)

The Microsoft Partner Agreement provides Microsoft partners with a unified, digitally accepted partner agreement. The Microsoft Partner Agreement contains a core set of perpetual terms that help Microsoft, partners, and customers support data privacy and security, promote compliance, and encourage sound business practices.

All Cloud Solution Provider program partners (including indirect providers, indirect resellers, and direct bill partners) can sign the MPA online in Partner Center.

Learn more here and verify Microsoft Partner Agreement acceptance status in Partner Center.

Authorization

Partner must have signed the MPA for their relevant partner type, such as Indirect Reseller or Direct Bill Partner.

Competency

Partner must have an active gold or silver competency in one of the nine eligible competencies as of September 30, 2022, to be considered eligible for CSP incentives. The partner will remain eligible until December 31, 2022, regardless of anniversary date or Partner Solutions Designation status. Partner Solutions Designations will not be accepted.

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CSP Indirect Reseller - Additional eligibility requirements

$25K USD TTM Revenue Threshold

The $25K USD Trailing Twelve-Month (TTM) revenue threshold looks back 365 days (12 months) and will be assessed weekly. It includes transactions processed under the CSP Indirect Reseller enrolled Partner Location ID and all other Partner IDs under the enrolled Partner ID within the same country.

The $25K USD TTM revenue threshold, Microsoft Cloud Partner Program, and competency requirements must be met to be invited to enroll Oct 1, 2022, onward. Once enrolled, the partner will remain eligible until the end of the program term (December 31, 2022). If trailing twelve-month revenue drops below $25K after enrollment, partner will not be offboarded.

- If met and partner has not previously participated in the CSP Indirect Reseller incentive program, the Incentive Administrator will receive an email invitation and the Partner Center status will appear as "invited". Action required to enroll.
- If met and partner was previously enrolled in the CSP Indirect Reseller incentive program, partner will remain enrolled. No action required.
- If not met and partner has not previously participated in the CSP Indirect Reseller incentive program, no action taken.
- If not met and partner was previously enrolled in the CSP Indirect Reseller incentive program, the partner will be offboarded the same day and Partner Center status will move from "enrolled" to "inactive".

Each following week, eligibility will be assessed and if partner has reached the $25K TTM and competency requirements, they will be invited to participate.

- If met and partner has not previously participated in the CSP Indirect Reseller incentive program, the Incentive Administrator will receive an email invitation and the Partner Center status will appear as "invited". Action required to enroll.
- If met and partner was previously enrolled in the CSP Indirect Reseller incentive program, partner will remain enrolled. No action required.
- If met and partner was previously offboarded from the CSP Indirect Reseller incentive program, partner will be re-enrolled. No action required.

CSP Indirect Reseller - Program Structure – Core & Strategic

Global Incentives

Global incentives are applied as a percentage of revenue transacted for specified products. Earnings are split between 60% rebate payment and 40% co-op accrual. For a full list of products eligible for global incentives, reference the CSP Product Addendum.

Core – Modern Work & Security
Calculated based on billed revenue from the sale of specified products as set forth in the Product Addendum.

Core – Business Applications
Calculated based on billed revenue from the sale of specified products as set forth in the Product Addendum.

Strategic Accelerators

Strategic Accelerator payments are calculated as a percentage of revenue transacted for specified products. These incentives are applied in addition to the global incentive core earning opportunities. For a full list of eligible products, please reference the CSP Product Addendum.

Global Strategic Product Accelerator
Is calculated based on billed revenue from specified Modern Work & Security and Business Applications products. Earnings are split between 60% rebate payment and 40% co-op accrual. This incentive is applied to two tiers of strategic products: transactions of Tier 1 products earn an incremental 5% incentive in addition to the core incentive, and transactions of Tier 2 products earn an incremental 10% incentive in addition to the core incentive.

Global PSTN Calling & Conferencing Accelerator
Is calculated based on billed revenue from specified Modern Work & Security products. Earnings are split between 60% rebate payment and 40% co-op accrual. Transactions of these products earn an incremental 20% incentive in addition to the core incentive.

Subscription software
Is calculated based on billed revenue from the sale of subscription software products Windows Server and SQL Server. Earnings are paid as 100% rebate. Incentive payments arising from Windows Server revenue are calculated based on the core rate and incentive payments arising from SQL Server revenue are calculated based on the strategic rate. This incentive is paid whether the subscription licenses are used for virtual machines running in Azure or are deployed on-premises through the Azure Hybrid Benefit.

CSP Indirect Reseller - Program Structure – Co-op

Co-op | Partners participating in the CSP incentive program will earn a portion of this incentive as cooperative marketing funds (co-op). These funds allow partners to perform specific marketing, demand generation, and readiness activities in accordance with the Partner Incentives Co-op Guidebook.

Cooperative marketing fund earning period

The cooperative marketing fund earning period is the six-month timeframe during which partners can earn rebates and co-op. Microsoft calculates a percentage of incentive earnings to be paid as co-op funds which are placed into a fund to use for approved activities executed in the upcoming usage period.

Cooperative marketing fund usage period

The co-op fund usage period refers to the six-months that immediately follows the six-month earning period, when partners perform eligible activities and submit claims.

If a partner's co-op earnings are below the $10,000 USD threshold in an earning period, the accrued incentive earnings will be converted to rebate at the end of the earning period.

Cooperative marketing claiming period

There is a forty-five (45)-day grace period after the end of the usage period for partners to complete their claim submissions. Co-op claims requiring further partner action at the end of the grace period will be moved to a non-compliant status and a payment will not be processed.

Unsuccessful co-op claims and co-op funds not claimed by the conclusion of the grace period will be forfeited with no possibility of reinstatement.

Additional information on cooperative marketing funds can be found in the Co-op Funds Resources page on the Microsoft partner website

CSP Indirect Reseller - Program Structure – Local Accelerators

Local Accelerators

In addition to global CSP incentives, Microsoft subsidiaries have the option to offer additional local accelerators.

A partner's eligibility to earn local accelerators is based on the partner's enrolled Partner Location ID and is subject to the terms and conditions set forth by each local subsidiary. Eligible partners will receive local accelerator terms communicating the available accelerators in each subsidiary.

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CSP Indirect Reseller - Eligible and Ineligible Revenue Activities

Eligible Product Offers

Microsoft product availability may vary by region. The list of eligible products is subject to change at the discretion of Microsoft.

Products for which a partner may be eligible to earn for the incentive program are included in the CSP Product Addendum made available in the incentive asset collection page on the Microsoft partner website. Partners will not be eligible to earn incentives related to products that are not intended to be included and/or not expressly set forth in the applicable product addendum. Microsoft reserves the right to update any product addendum at any time for any program.

Partners are only eligible to receive incentives for products sold or made available in the regions in which the partner is authorized.

Ineligible Revenue

Microsoft will not pay incentives for activity on the following:
- Revenue from Exchange Lite subscriptions and other adjustments such as Internal Use Rights or trial seats are excluded.
- Not all Microsoft online services are available in all markets. New services and offers may be rolled out in new markets and current services and offers may be discontinued. As these service changes occur, customer consumption of Microsoft online services will also change, resulting in different incentive earnings for partners.
- Microsoft online services purchased by the partner or the partner's affiliates, or services belonging to Microsoft or Microsoft's affiliates, are not eligible for CSP incentives.
- These incentives are not offered to Partners based in or revenue originating from customers located in the People's Republic of China.

CSP Indirect Reseller - Change of Channel Partner

Change of Channel Partner

Microsoft approved changes to Partner structures will be assigned an "effective date," which indicates the date the partner begins earning (or in cases of removals, ceases to earn), within the incentive program.

Effective date timelines are driven by the date of communication by the partner to Microsoft, the circumstance creating the structure change, and Microsoft's ability to fully validate (which includes any required reviews and/or approvals) the proposed change before implementation.

If a Change of Channel Partner arises during the term of the Agreement, the future earnings and responsibility for the monthly customer maintenance and support activities will transition to the new Partner if the Partner has met the eligibility and enrollment requirements set forth above. The Partner of Record at the time of the transaction will be eligible for the related incentive.

After a Change of Channel Partner, the new Partner of Record is responsible for completing all future monthly activities to service the customer, as described in this guide.

The new Partner of Record will be responsible for credits or adjustments after they become the Partner of Record.

Indirect Channel Requirements

When provisioning a two-tier subscription in Partner Center, CSP Indirect Providers must provide a valid Partner Location ID of the applicable CSP Indirect Reseller to whom they have sold Microsoft online services.

When provisioning a two-tier subscription using the Microsoft API, CSP Indirect Providers must include the Partner Location ID of the applicable downstream CSP Indirect Reseller in the "partnerIDOnRecord" field.

In no case can the Indirect Reseller be controlled by, be a part of, or otherwise be an affiliate of the CSP Indirect Provider. If the CSP Indirect Provider does not include an accurate CSP Indirect Reseller Partner Location ID identifying such CSP Indirect Reseller as the CSP Partner of Record, Microsoft will not calculate or pay incentives to the CSP Indirect Provider or the CSP Indirect Reseller.

CSP Indirect Reseller - Useful Links

Co-op Funds Resources

Additional CSP Resources

Cloud Solution Provider – Direct Bill

Cloud Solution Provider – Direct Bill

PROGRAM SUMMARY

The Microsoft Cloud Solution Provider (CSP) program enables partners to directly manage the entire lifecycle for their Microsoft cloud customers including billing and support. Partners can easily package their own tools, products and services with Microsoft cloud offerings, and combine them into one monthly or annual customer bill. The Microsoft CSP Direct Bill partner incentive program rewards those reseller partners who buy directly from Microsoft for their activation and enablement of customers' use of Microsoft-based online services through legacy CSP.

PROGRAM TERM

October 1, 2022 – December 31, 2022*

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Partner Authorization
Microsoft CSP Direct Bill Channel Authorization

Program Enrollment
Cloud Solution Provider Direct Bill

Competency or Certification
Active competency in one of the following: Cloud Business Applications, Cloud Platform, Cloud Productivity, Data Analytics, Data Platform, Enterprise Mobility Management, Enterprise Resource Planning, Small and Midmarket Cloud Solutions, Windows and Devices

Membership level
Silver or Gold

Revenue Requirements
N/A

Measure and Reward

Core incentives	Strategic Accelerators	Subscription

• Modern Work & Security billed revenue, 4%
 	
• Business Applications billed revenue, 4.75%
	• Global Strategic Product Accelerator – Tier 1, 5%
	
	• Global Strategic Product Accelerator – Tier 2, 10%
	
	• Global PSTN Calling and Conf Accelerator, 20%
		• Subscription Software:
		  – Core: 1.25%
		  – Strategic: 6%

Earning split 60% Rebate/40% Co-Op		**100% Rebate**

**Customer add earning opportunities for CSP customers can be found in the Microsoft Commerce Incentives (MCI) program.*
Incentives are based on billed revenue and calculated in accordance to billing cadence.

Partner Association
Transacting Partner of Record

Earning Type
Varies by earning lever

Maximum earning opportunity
Based upon purchasing motion

Product Eligibility
See Product Addendum

* Non-commercial offers included in the CSP Product Addendum that are not available in new commerce as of January 1, 2023, will continue to be available through legacy CSP incentives.

CSP Direct Bill Partner - Eligibility requirements

Any incentives earned under the incentive program are for the benefit of the partner. Partners may not disclose the monetary value of the incentives earned to their customers.

Microsoft Cloud Solution Provider Program

In order to be eligible to participate in the FY23 CSP Indirect Reseller or Direct Bill Partner incentive programs, a partner must complete all onboarding and registration requirements under the Microsoft Cloud Solution Provider program. If any registration requirement is incomplete, or if a partner is offboarded from the CSP program, the partner may not earn a payout under the incentive program.

Microsoft Partner Agreement (MPA)

The Microsoft Partner Agreement provides Microsoft partners with a unified, digitally accepted partner agreement. The Microsoft Partner Agreement contains a core set of perpetual terms that help Microsoft, partners, and customers support data privacy and security, promote compliance, and encourage sound business practices.

All Cloud Solution Provider program partners (including indirect providers, indirect resellers, and direct bill partners) can sign the MPA online in Partner Center.

Learn more here and verify Microsoft Partner Agreement acceptance status in Partner Center.

Authorization

Partner must have signed the MPA for their relevant partner type, such as Indirect Reseller or Direct Bill Partner.

Competency

Partner must have an active gold or silver competency in one of the nine eligible competencies as of September 30, 2022 to be considered eligible for CSP incentives. The partner will remain eligible until December 31, 2022 regardless of anniversary date or Partner Solutions Designation status. Partner Solutions Designations will not be accepted.

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Partner Eligibility | Program Structure and Rates | Change of Channel Partner | Additional Resources

CSP Direct Bill Partner - Program Structure – Core & Strategic

Global Incentives

Global incentives are applied as a percentage of revenue transacted for specified products. Earnings are split between 60% rebate payment and 40% co-op accrual. For a full list of products eligible for global incentives, reference the CSP Product Addendum.

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Strategic Accelerators

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Global Strategic Product Accelerator
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Global PSTN Calling & Conferencing Accelerator
Is calculated based on billed revenue from specified Modern Work & Security products. Earnings are split between 60% rebate payment and 40% co-op accrual. Transactions of these products earn an incremental 20% incentive in addition to the core incentive.

Subscription software
Is calculated based on billed revenue from the sale of subscription software products Windows Server and SQL Server. Earnings are paid as 100% rebate. Incentive payments arising from Windows Server revenue are calculated based on the core rate and incentive payments arising from SQL Server revenue are calculated based on the strategic rate. This incentive is paid whether the subscription licenses are used for virtual machines running in Azure or are deployed on-premises through the Azure Hybrid Benefit.

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| Partner Eligibility | Program Structure and Rates | Change of Channel Partner | Additional Resources |

CSP Direct Bill Partner - Program Structure – Co-op

Co-op

Partners participating in the CSP incentive program will earn a portion of this incentive as cooperative marketing funds (co-op). These funds allow partners to perform specific marketing, demand generation, and readiness activities in accordance with the Partner Incentives Co-op Guidebook.

Cooperative marketing fund earning period

The cooperative marketing fund earning period is the six-month timeframe during which partners can earn rebates and co-op. Microsoft calculates a percentage of incentive earnings to be paid as co-op funds which are placed into a fund to use for approved activities executed in the upcoming usage period.

Cooperative marketing fund usage period

The co-op fund usage period refers to the six-months that immediately follows the six-month earning period, when partners perform eligible activities and submit claims.

If a partner's co-op earnings are below the $10,000 USD threshold in an earning period, the accrued incentive earnings will be converted to rebate at the end of the earning period.

Cooperative marketing claiming period

There is a forty-five (45)-day grace period after the end of the usage period for partners to complete their claim submissions. Co-op claims requiring further partner action at the end of the grace period will be moved to a non-compliant status and a payment will not be processed.

Unsuccessful co-op claims and co-op funds not claimed by the conclusion of the grace period will be forfeited with no possibility of reinstatement.

Additional information on cooperative marketing funds can be found in the Co-op Funds Resources page on the Microsoft partner website

CSP Direct Bill Partner - Program Structure – Local Accelerators

Local Accelerators

In addition to global CSP incentives, Microsoft subsidiaries have the option to offer additional local accelerators.

A partner's eligibility to earn local accelerators is based on the partner's enrolled Partner Location ID and is subject to the terms and conditions set forth by each local subsidiary. Eligible partners will receive local accelerator terms communicating the available accelerators in each subsidiary.

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Partner Eligibility	Program Structure and Rates	Change of Channel Partner	Additional Resources

CSP Direct Bill Partner - Eligible and Ineligible Revenue Activities

Eligible Product Offers

Microsoft product availability may vary by region. The list of eligible products is subject to change at the discretion of Microsoft.

Products for which a partner may be eligible to earn for the incentive program are included in the CSP Product Addendum made available in the incentive asset collection page on the Microsoft partner website. Partners will not be eligible to earn incentives related to products that are not intended to be included and/or not expressly set forth in the applicable product addendum. Microsoft reserves the right to update any product addendum at any time for any program.

Partners are only eligible to receive incentives for products sold or made available in the regions in which the partner is authorized.

Ineligible Revenue

Microsoft will not pay incentives for activity on the following:

- Revenue from Exchange Lite subscriptions and other adjustments such as Internal Use Rights or trial seats are excluded.

- Not all Microsoft online services are available in all markets. New services and offers may be rolled out in new markets and current services and offers may be discontinued. As these service changes occur, customer consumption of Microsoft online services will also change, resulting in different incentive earnings for partners.

- Microsoft online services purchased by the partner or the partner's affiliates, or services belonging to Microsoft or Microsoft's affiliates, are not eligible for CSP incentives.

- These incentives are not offered to Partners based in or revenue originating from customers located in the People's Republic of China.

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CSP Direct Bill Partner - Change of Channel Partner

Change of Channel Partner

Microsoft approved changes to Partner structures will be assigned an "effective date," which indicates the date the partner begins earning (or in cases of removals, ceases to earn), within the incentive program.

Effective date timelines are driven by the date of communication by the partner to Microsoft, the circumstance creating the structure change, and Microsoft's ability to fully validate (which includes any required reviews and/or approvals) the proposed change before implementation.

If a Change of Channel Partner arises during the term of the Agreement, the future earnings and responsibility for the monthly customer maintenance and support activities will transition to the new Partner if the Partner has met the eligibility and enrollment requirements set forth above. The Partner of Record at the time of the transaction will be eligible for the related incentive.

After a Change of Channel Partner, the new Partner of Record is responsible for completing all future monthly activities to service the customer, as described in this guide.

The new Partner of Record will be responsible for credits or adjustments after they become the Partner of Record.

Indirect Channel Requirements

When provisioning a two-tier subscription in Partner Center, CSP Indirect Providers must provide a valid Partner Location ID of the applicable CSP Indirect Reseller to whom they have sold Microsoft online services.

When provisioning a two-tier subscription using the Microsoft API, CSP Indirect Providers must include the Partner Location ID of the applicable downstream CSP Indirect Reseller in the "partnerIDOnRecord" field.

In no case can the Indirect Reseller be controlled by, be a part of, or otherwise be an affiliate of the CSP Indirect Provider. If the CSP Indirect Provider does not include an accurate CSP Indirect Reseller Partner Location ID identifying such CSP Indirect Reseller as the CSP Partner of Record, Microsoft will not calculate or pay incentives to the CSP Indirect Provider or the CSP Indirect Reseller.

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CSP Direct Bill Partner - Useful Links

$ Co-op Funds Resources

Additional CSP Resources

Online Services Usage Microsoft 365

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Incentive Calculation | Supported Workloads | Eligibility | Proof of Execution | FAQs | Additional Resources

Online Services Usage – Microsoft 365

PROGRAM SUMMARY
Rewards partners for helping customers successfully deploy and adopt Microsoft 365 and security workloads.

PROGRAM TERM
October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Program Enrollment
Online Services Usage M365

Eligibility
Modern Work, Security Partner designations **OR** *Active Gold or Silver competency for one of three competencies:* Cloud Productivity, Enterprise Mobility Management Security*

*or purchased legacy benefits package with eligible competencies, click here for more information

Additional Program Details
- Partners must associate themselves through CPOR by workload before active usage reaches 10% to be eligible for the 15% milestone and prior to 20% to be eligible for the 40% milestone.
- Eligibility and enrollment requirements below must be met by the last day of the month in which milestones are met.
- To earn at the higher FastTrack rate level, partners must be invited to FastTrack Ready and meet separate eligibility requirements.
- Education customers are excluded.

Measure and Reward
Designed to reward growth of active usage and pay eligible partners once specific Microsoft 365 and Security workload milestones are met. The below table is simplified for illustration purposes. Please refer to the rate card to confirm applicable rates per workload.

Rate	Customer Sizes		
	Small (150-499)	Medium (500-2,499)	Large (2,500+)
Core & Core Deployment Workloads | FastTrack Ready Partner (FRP) Only Accelerator Workloads	$500	$1,250	$3,000
FRPs earn 1.5x on all workloads at the 15% milestone, except FRP Only Accelerator workloads			

15% & 40% Milestones

Core Workloads
- Teams Meetings
- Teams Phone System
- Teams Platform
- Intune
- Microsoft Information Protection
- Viva Connections
- Viva Insights
- Viva Learning
- Viva Topics
- Insider Risk Manager (IRM)
- Azure Active Directory Premium Conditional Access (AADP CA)

15% Milestone only

Core Deployment Workloads
- Microsoft Cloud App Security
- Microsoft Defender for Identity (MDI) – formerly Azure ATP
- Microsoft Defender Endpoint (MDE) – formerly MDATP
- Microsoft Defender for Office (MDO)

FRP Only Accelerator Workloads
- SharePoint Online
- Microsoft 365 Apps
- Exchange Online

Partner Association
Claiming Partner of Record (CPOR)

Earning Type
100% Fee

Maximum earning opportunity
Based upon workload and seats

Workload Eligibility
See Supported Workloads

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Milestones

Partners are rewarded for helping drive customer's usage to milestones.

Incentive Milestones	Earning Requirements
15% active usage	Workload must have **less than 10% active usage at time of claim submission** – results of this check apply throughout the partner's association with the customer and workload, including step-up scenarios.
40% active usage	Workload must have **less than 20% active usage at time of claim submission** – results of this check apply throughout the partner's association with the customer and workload, including step-up scenarios.
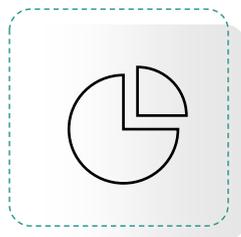
To determine if a customer has met the milestone, Active Usage % will be checked monthly against the 15% or 40% milestones.
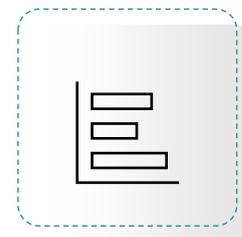
The number of payable active usage milestones depends on the workload. View the rate card for additional details.

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Active Usage

Active Usage % is calculated by dividing the Monthly Usage by the Paid Available Units.

Active Usage %

Active Usage %	=	Monthly Usage
		Paid Available Units

Monthly Usage

Monthly Active Users (MAU) – Number of unique users, by workload, that have taken an intentional action in the past 28 days. Monthly active usage is specific to each workload. See 'Supported Workloads' for more information.

Monthly Protected Users (MPU) – Number of distinct users, by Security workload, that were protected in the past 28 days. See 'Supported Workloads' for more information.

Paid Available Units

Paid Available Units (PAU) – Measure of "paid" licenses on a tenant, i.e., Microsoft has recognized revenue for those licenses.

Exclusions:
- *Add-on subscriptions for M365 productivity workloads: Exchange, SharePoint, Teams Meetings, Teams Apps & Platform, Teams Phone System and M365 Apps
- Free or Trial subscriptions
- In Grace Period and Inactive status with paid licenses
- Subscription status of Disabled or Deprovisioned

*Add-on subscriptions are included for other non-productivity workloads

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Rate Card

Incentives rates vary depending on the customer entitlement size and the usage milestone. Customer entitlement sizes (S,M,L) are based on the number of commercial paid seats a customer has purchased. Please reference the rate card for workload specific rates by customer entitlement size and eligible usage milestone.

The rate card is not guaranteed for the full year. We will endeavor to provide partners with 30 days' advance notice of any changes before they may become effective . Partners who are actively earning the Online Services Usage Incentive will be notified by the Microsoft Incentives team with an email to the contacts provided in Partner Center.

Current rate card available _here_ and on the Partner website with other OSUM365 program assets.

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Calculation Example

Example of the earning calculation for a Competency partner and a FastTrack partner:

	Partner Eligibility Type	Customer Entitlement Size	Workload	Usage % at time of claim submission	Usage growth to %	Milestone achievement	Payout
1	Competency	2,100 (Medium)	Teams – Meetings	19%	55%	40%	$1,250
2	Competency	2,300 (Medium)	Intune	*13%*	19%	15%	No payment
3	FastTrack	3,200 (Large)	Teams-Phone System	8%	16%	15%	$4,500
4	FastTrack	3,600 (Large)	Teams Apps & Platform	*38%*	46%	40%	No payment

1

Earnings per Rate Card

Partner meets all requirements and is eligible for payout at 40% usage milestone per rate card for the Teams – Meeting workload payment of $1,250 at the medium customer size.

2

No earnings

Partner submitted claim after customer reached 10% usage.

3

Earnings per Rate Card

Partner meets all requirements and is eligible for payout of FastTrack rate card at 15% usage milestone for the Teams – Phone System workload payment, making the total payment $4,500 (3000 x 1.5).

4

No earnings

Partner submitted claim after customer reached 20% usage.

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Calculation Example: Step-Up

Milestone eligibility is determined once, at the time of claim for all milestone attainments and workload entitlement size increases. A step-up scenario happens when the number of seats for a workload increases to a larger entitlement size. In this case, Microsoft will pay eligible partners the difference between the rate at the new level and what was previously paid for the same workload at the lower entitlement size.

EXAMPLE

An eligible competency partner associated to Teams – Apps & Platform achieves the milestones in a larger entitlement size (step-up scenario), and Microsoft pays the difference between the higher rate and what was paid earlier.

MARCH

Partner claims Teams Apps & Platform for a customer with 8% active usage and is thereby eligible for the 15% milestone in all customer entitlement sizes.

APRIL

Active Usage reaches 15% and the partner earns 15% milestone ($500) for Teams Apps & Platform in the Small customer entitlement size.

MAY

The customer purchases more seats and the customer entitlement size increases to Medium
Active Usage is also at 15% so the Partner gets paid for the 15% milestone in the Medium customer entitlement size minus the prior earnings received for 15% milestone in the Small customer entitlement size. In this scenario, the partner is rewarded with an incremental $750.

Month	Tenant	Workload	Entitlement size	AU% at CPOR	AU% Monthly Snapshot	15% Milestone (Rate Card)	Earning
Mar	Cust6789	Teams-Apps & Platform	Small	8%	-	-	-
Apr	Cust6789	Teams-Apps & Platform	Small	8%	15%	$500	$500
May	Cust6789	Teams-Apps & Platform	Medium	8%	15%	$1,250	$750
Total							**$1,250**

The eligibility rule for active usage thresholds is checked at time of association and is applied whenever a milestone is reached (including step-up). If a partner does not meet this initial eligibility requirement, they are not eligible to earn any incentives with customer entitlement size increases (in step-up scenarios).

Fluctuation in customer usage (e.g. usage moving from 17% down to 9% back up to 18%) does not constitute a new/additional milestone achievement and will not trigger additional payments for the same customer entitlement size.

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Calculation Example: Step-Down

Milestone eligibility is determined once at the time of claim for all milestone attainments and workload entitlement sizes. A step-down scenario happens when the number of seats for a workload decreases to a smaller customer entitlement size. If the incentive paid at the higher customer entitlement size exceeds the incentive amount at the lower customer entitlement size, the lower payout amount will not be made. Please note, Microsoft will honor payments that were made at the higher customer entitlement size once a customer steps-down in customer entitlement size and will not claim the difference.

EXAMPLE

An eligible competency partner associated to Teams – Apps & Platform has a reduction in entitlements within the workload that leads to a smaller entitlement size (step-down scenario).

MARCH
Partner claims Teams Apps & Platform for a customer with 8% active usage and is thereby eligible for the 15% milestone in all customer entitlement sizes. The partner in this scenario has associated at a medium entitlement size as is eligible for a $1,250 payout at the time of the March AU% monthly snapshot.

APRIL
The customer entitlement size decreases from medium to small and the monthly AU% reaches 25%. Thus, the partner would earn the 15% milestone for Teams Apps & Platform in the small customer entitlement size ($500).

MAY
Active Usage reaches 45% and the partner achieves the 40% milestone in the small customer entitlement size. In this scenario, the partner is rewarded with a new payout of $500 at the 40% milestone.

Month	Tenant	Workload	Entitlement size	AU% at CPOR	AU% Monthly Snapshot	Milestone (Rate Card)	Earning
Mar	Cust6789	Teams-Apps & Platform	Medium	8%	15%	$1,250	$0
Apr	Cust6789	Teams-Apps & Platform	Small	8%	25%	$500	$500
May	Cust6789	Teams-Apps & Platform	Small	8%	45%	$500	$500
Total							$1000

Supported Workloads – Overview

This incentive rewards partners for driving active usage of eligible paid commercial seats for select Modern Work and Security workloads. As detailed in the previous section, active usage is calculated by dividing monthly usage by paid available units. The following section includes monthly usage metrics and definitions by workload.

Note that this program is licensing agnostic.

Supported Workloads (1/3)

Supported Workloads	Monthly Usage	Definition	
Teams – Meetings	Monthly Active Users (MAU)	• Number of distinct users that participate in at least one scheduled meeting or group call in the last 28 days. Group Calls are defined as calls joined by 3 or more participants. • Includes 1:1 calls with Media Controller e.g., Screen Sharing. • Includes phone and walkie-talkie usage.	• Excludes guest users/direct dial-in users. • Includes Teams Free and Trial. • Excludes calendar actions like scheduling and accepting.
Teams – Apps & Platform	Monthly Active Users (MAU)	Total deduped monthly active users in the last rolling 28 days of all customer-built and third-party Teams solutions that meet one or more of the following criteria (Please note 1st party apps (Viva (Connections, Learning, Insights) are included): • App deployed within Teams and leveraging one or more platform extensibility features (connectors, tabs, messaging extensions, task modules, adaptive cards, notifications, and/or bots). • Standalone web or device app that use Teams Graph Application Programming Interface (API) calls. • Standalone web or device app that embeds Teams components.	• These criteria apply whether the solution came from our commercial marketplaces, was built using Power Platform, deployed from a template/reference solution, or developed as a custom Line-of-Business (LOB) solution. • Teams apps built using Power Apps require an intentional action via an adaptive card, app, bots, etc. • For Power Automate, to count towards Teams Platform MAU. metrics, a flow must include either a Teams "trigger" or a Teams "action". • Any Teams Graph API calls will count as Teams Platform MAU.
Teams – Phone System	Teams Phone PSTN Enabled Users (1st & 3rd Party Calling Plan and Phone Number)	Number of unique Users with a phone service plan & phone number & 1p/3p calling plan in Managed accounts; Excludes Virtual Users. *Updated for FY23.*	
SharePoint Online	Monthly Active Users (MAU)	Number of unique users who have rights to use SharePoint Online and who were signed in when they used SharePoint Online on Windows PC or Tablet, a Mac a Mobile device, or in a browser (web app) in the last 28 days.	
Microsoft 365 Apps (Previously Office ProPlus)	Monthly Active Users (MAU)	Number of unique users who have rights to use Office 365 ProPlus and who were signed in when they used Word, Excel, PowerPoint, Outlook, OneNote, or Teams on a Windows PC or tablet, a Mac, a mobile device (phone or tablet, Android or iOS), or in a browser (web app) in the last 28 days. Each user counts once, no matter how many apps or platforms they use.	
Exchange Online	Monthly Active Users (MAU)	Use of Microsoft Outlook, Outlook on the web (formerly known as Outlook Web App), and mobile clients such as phones, tablets, and other mobile devices.	

Supported Workloads (2/3)

Supported Workloads	Monthly Usage	Definition
*Viva Learning *New for FY23*	Monthly Active Users (MAU)	Sum of number of unique active users for Viva Learning over a rolling 28-day period.
*Viva Connections *New for FY23*	Monthly Active Users (MAU)	Sum of number of unique active users for Viva Connections over a rolling 28-day period.
*Viva Insights *New for FY23*	Monthly Active Users (MAU)	Sum of number of unique active users for Viva Insights over a rolling 28-day period.
Viva Topics *New for FY23*	Monthly Active Users (MAU)	Sum of number of unique active users Viva Topics over a rolling 28-day period.
Microsoft Information Protection (MIP)	Monthly Active Users (MAU)	1. User who is active and in scope of an MIP policy control DLP (SharePoint Online, OneDrive for Business, Exchange Online, Teams), Manual labelling in Office apps, and Automatic Labelling in Office apps and services. 2. User who interacts with an item that is affected by an MIP control, such as a user accessing a document that triggers the labelling feature/controls.
Microsoft Cloud App Security (MCAS)	Monthly Active Users (MAU)	Users who are active on or covered by: ActivityPolicy, AnomalyDetectionPolicy, DiscoveryNewAppPolicy, SessionPolicy, FilePolicy in the rolling last 28 days.
Microsoft Defender for Identity (MDI), formerly Azure Advanced Threat Protection (Azure ATP)	Monthly Active Users (MAU)	• Licensed users who classify (label or protection) content or consume classified content in the last 28 days. • AATP for 1st party app. • AATP for 3rd party app.
*Insider Risk Manager (IRM) *New for FY23*	Monthly Active Users (MAU)	Number of users across Insider Risk Management and Communication Compliance covered by one of the following policies: WorkplaceThreat, DisgruntledEmployeeSPV, IntellectualPropertyTheft, Offensive Language, LeakOfInformation, Regulatory Compliance, Sensitive Information, or a Custom Policy.

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Supported Workloads (3/3)

Supported Workloads	Metric	Definition
*Azure Active Directory Premium Conditional Access (AADP CA) *Updated for FY23	Monthly Active Users (MAU)	Total unique monthly active users in the rolling last 28 days for Conditional Access (CA) feature of Azure Active Directory Premium (AADP), for all segments. *Updated for FY23. FY22 claims for AADP do not need reclaimed.
Microsoft Intune (Intune)	Monthly Protected Users (MPU)	*Number of unique users targeted by MAM or having at least 1 managed device + managed devices without a user assigned. (Managed devices include PC + MDM that checked-in during the last 28 days). *Updated for FY23.
Microsoft Defender for Identity (MDI), formerly Azure Advanced Threat Protection (Azure ATP)	Monthly Protected Users (MPU)	• Licensed users who classify (label or protection) content or consume classified content in the last 28 days. • AATP for 1st party app. • AATP for 3rd party app.
Microsoft Defender Endpoint(MDE), (formerly Microsoft Defender Advanced Threat Protection (MDATP)	Monthly Protected Users (MPU)	*Number of distinct users who were protected by MDE in the last 28 days *Clarification for FY23.
Microsoft Defender for Office (MDO) *New for FY23	Monthly Protected Users (MPU)	Number of distinct users who were protected by MDO in the last 28 days

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FastTrack Eligibility

For partners to benefit from the FastTrack accelerators, partners must be onboarded and meet the requirements of the FastTrack Ready program.
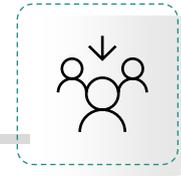
FastTrack partners must also use their FastTrack Ready Partner ID (formerly FastTrack Ready MPN ID) when claiming and the Partner ID must be onboarded to FTOP in time for monthly calculation, otherwise partners will earn competency rates.

For more information on FastTrack please see details at https://aka.ms/fasttrackreadyterms

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Customer Ineligibility

The following customers are excluded and *not eligible* for this incentive:
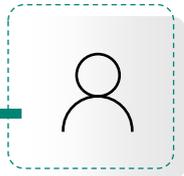
Excluded Customers

Education customers

U.S. Government Community Cloud High (GCC High) and Department of Defense (DOD) Customers

Charity and Test Tenants

Free and Trial subscriptions

Microsoft Products and Services Agreement (MPSA)

Quick Start Tenants

Office 365 Customers operated by 21Vianet (China)

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Proof of Execution

Range of Activities that you can provide in your POE

These are the type of activities that we look for in your proof of execution documentation to assess the impact you are driving with your customers:

1. Deployment/migration
2. Remote guidance
3. Other (e.g. adoption and change management, pilots, planning and advisory, customer support. Etc.)

Elements of Strong POE

These are the type of details that we look for in your proof of execution documentation to assess the impact you are driving with your customers:

- Active engagement –Detailed description of activities -Engagement timelines -User counts –Customer specific solution descriptions

FastTrack POE

The FastTrack benefit template is allowed for your CPOR association, however if your proof of execution is a referral document you could be at risk of losing your association in case of a conflicting claim. To ensure you maintain your associations, please submit updated POE (such as a statement of work) within 45 days of your claim date once the engagement is finalized.

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FAQ

When should I claim incentives for usage?

Submit your claim and signed proof of execution via CPOR on Partner Center as soon as you begin work with your customer so that you can get recognized for this work.

At what point is initial active usage determined, upon submission of the claim or the approved date of the claim?

Our systems recognize initial active usage at the time of claim submission. However, incentives are not earned until a milestone has been reached and partner program eligibility has been met.

What are the workloads that are only available for active usage recognition and will not earn incentives in FY23?

Yammer

Teams (standalone)

Outlook Mobile

Azure Information Protection

Can I claim CPOR on CSP licenses or other licenses?

The OSUM365 Incentive program is licensing agnostic so you will be able to claim regardless of the licensing agreement.

However, to earn incentives you must submit a claim, achieve incentive eligibility and provide proof of execution (POE) as per the guidelines outlined within the Program Guide.

What are FastTrack Targeted Incentives?

Although FastTrack partner may earn incentives in the OSUM365 incentive program, there is a different program managed and operated by the FastTrack Ready Program Team that exists outside of OSUM365.

FastTrack Ready Partners exclusively participate in this incentive program which is governed by a different set of rules and eligibility.

Is the FastTrack Benefit allowed for CPOR associations?

The FastTrack benefit template is allowed for your CPOR association, however if your proof of execution is a referral document you could be at risk of losing your association in case of a conflicting claim. To ensure you maintain your associations, please submit updated POE (such as a statement of work) within 45 days of your claim date once the engagement is finalized.

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Incentive Calculation | Supported Workloads | Eligibility | Proof of Execution | **FAQs** | Additional Resources

FAQ

✓ **Are Education customers incentivized for this program?**
Within the OSUM365 Incentive program, Education customers are not incentivized at this time.

✓ **I was disassociated, why? How do I fix this? I was expecting incentives, how do I escalate?**
If you were disassociated, it is due to another partner claiming for the same subscription/workload. If you believe you are the right POR, we ask you to re-claim via CPOR providing updated POE that proves you are the partner driving the most influence to the customer's workload.

✓ **We have many Partner IDs (formerly MPN IDs). Which one should we use for CPOR?**
I claimed for the wrong Partner ID, how do I fix it? I got paid lower rates?

You should claim with your partner location ID only. If you're a FastTrack partner, please make sure you claim with your Fast Track eligible Partner ID (formerly MPN location ID) where you want your customer attached. The Partner location ID must meet your program's eligibility criteria.

If you have the wrong Partner ID, you will need to submit a new claim and submit a Partner Center support ticket for any missed incentives.

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Incentive Calculation	Supported Workloads	Eligibility	Proof of Execution	FAQs	Additional Resources

FAQ

✓ **Proof of Execution (POE)–What is required during the claims process?**

Please refer to the OSU M365 Incentive Guide in aka.ms/partnerincentives for updated proof points that Microsoft looks for in a POE document in FY23.

✓ **I'm being asked for more POE, why? It should be sufficient?**

If you're being required to submit POE it is due to another partner claiming for the same subscription/workload. Microsoft assesses partner of record adjudications based on the quality of POE. We recommend that you follow the POE guidelines outlined in this deck and in the Incentive Policy Guide for guidance on how to submit quality POE.

✓ **What POE should I submit for FastTrack benefit recognition?**

The FastTrack benefit template is allowed for your CPOR association, however if your proof of execution is a referral document you could be at risk of losing your association in case of a conflicting claim. To ensure you maintain your associations, please submit update POE (such as a statement of work) within 45 days of your claim date once the engagement is finalized. Note, CPOR is used to register the FastTrack benefit, however this program exists outside of OSUM365.

✓ **What happens if there is an existing partner of record on a claim that I've submitted?**

Partners should claim and provide detailed proof of execution documentation as called out in the OSU M365 incentives guide. Microsoft will then review the documentation and determine which partner exerted the greatest influence in driving usage of the customer's workloads.

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FAQ

Where can I track the incentive performance and active usage against my approved claims associations?

Usage Reports for the OSUM365 Incentive program will be available in the OSUM365 Program Page in Partner Center. Please note, FastTrack Operations Portal (FTOP) usage reporting is not applicable for the OSUM365 program.

What can I see in the overview report in Partner Center for OSUM365?

You can see the following charts in the Overview report:

Incentives earned, Incentives paid, Earnings by top regions, Earnings by workload/lever, Unreached milestones, Nearing milestones, Unclaimed workloads, and Tenants by usage.

What is the tenant insights feature in Partner Center?

A new customer/tenant insights page that highlights opportunities and creates a more intuitive user experience.

What filtering options are available for the tenant insights feature in Partner Center (PC)?

Tenant opportunities to separate and highlight key growth areas (tenants with available incentives, unclaimed tenants, etc.).

Location filter (filter by MPN of claim).

New field to indicate customer size (this helps with earnings calculation).

New "View insights" link beneath each claimed workload.

What other information can I view for my Tenants in PC through Tenant Insights?

Historic, trending and current usage chart, and tenant usage growth comparison.

Detailed tenant workload information (MoM MAU, Qualified entitlements, New entitlements).

Incentives available progress bar with milestone met indicators.

MAU % when workload was claimed.

Pay out information and deep links to pay out page.

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Useful Links

📄 [OSU – M365 Program Page in Partner Center](): Usage Reports for the OSUM365 Incentive program

Note: FastTrack Operations Portal (FTOP) usage <u>reporting</u> is not applicable for the OSUM365 program.

📄 [CPOR Guide for OSU – M365](): Provides guidance for submitting claims including details on Proof of Execution (POE) process

Microsoft

Online Services Advisor (OSA Sell)

Online Services Advisor (OSA Sell)

PROGRAM SUMMARY
Rewards and recognizes partners for pre-sales activities that drive the platform sale of Dynamics 365, Power Apps and Power Automate.

PROGRAM TERM
October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Incentive Enrollment
Microsoft Commerce Incentives. Eligibility and enrollment requirements are checked on the 2nd Friday of each month.

Solutions Partner Designation
Business Applications, or **Specialization**
Full Microsoft Low Code Application Development

OR

Active Gold or Silver competency for one of two competencies*
Cloud Business Application competency, or Small & Midmarket Cloud solutions competency (Biz Apps track)

Licensing Agreement
Enterprise Agreement and CASA/EES

Partner Association
CPOR (Claiming Partner of Record). Partners must associate in Partner Center with the customers and the applicable subscriptions within 120 days of the transactional date. Claims after September 10th, 2022, are subject to FY23 rates.
Valid and complete identification, tax and banking information submitted and accepted by Microsoft.

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

OSA Sell incentivizes partners on the annual contractual value (ACV) of the revenue for net new seats for eligible SKUs above the previous high-water mark (HWM). For the first order of agreement renewals, the incentive is inclusive of both net new and existing seats.

Offer	Rate
D365 Finance & Operations, AX7	30%
D365 Customer Engagement Team Member, MR, Support Plans, CRMOL	15%
Power Apps and Power Automate	10%

Partner Association	Earning Type	Maximum earning opportunity	Product Eligibility
Claiming Partner of Record (CPOR)	100% Fee	None	See eligible product list

Incentive Calculation

Microsoft Online Services Advisor Sell incentives are calculated monthly based on the data snapshot taken on the 2nd Friday of each month. This means that all eligible transactions for partner associated to the subscription as of the snapshot date will be considered for incentives calculation. Earnings will be calculated for the partner as follows:

OSA Sell Calculation

| Payment | = | Monthly billed revenue of claimed seats | ✖ | 12 months (ACV) | ✖ | # of net new seats sold above the HWM | ✖ | Rate |

Calculation and Payment Cycle

| Monthly | Second week of the month following earnings |

Please note that the previous exclusions for renewals and recurring seats have been removed from the FY23 program. For questions on adjustments please refer to the FAQ.

Claims after September 10th, 2022, are subject to FY23 rates.

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Incentive Calculation – Earning Levers and High-Watermark

OSA Earning Levers

The OSA incentive pays for net new Dynamics 365, Power Apps and Power Automate cloud seats once partners are associated to their customers' subscriptions through CPOR.

Payments are calculated based on the Annual Contractual Value (ACV), for net new seats covered by the OSA eligible product list, regardless of the time remaining on a subscription, or if the customer has pre-paid for multiple years.

OSA ACV Calculation

Annual Contractual Value (ACV) is the annual cost per seat calculated using the invoice price and time covered by the subscription. For example, a license (1 seat) purchased for $300 per month yields ACV of $3,600 ($300 price per month multiplied by 12). ACV of the transaction will be based on the Microsoft billed invoice price and license term.

High-Water Mark (HWM)

The notion of a High-Water Mark (HWM) is used to establish and keep track of net new compensable seats at any point in time for calculation purposes.

In the example below, a new customer buys 100 seats, which sets the HWM to 100. The partner in this scenario will earn on the first 100 seats in Purchase 1. In Purchase 2, the customer adds 10 new seats, and the associated partner will earn only on the 10 incremental seats added to the agreement. There are no earnings in Purchases 3 and 4 since no seats were added.

Agreement – New	Seats Invoiced	Net new seats	HWM
Purchase 1	100	100	100
Purchase 2	110	10	110
Purchase 3	90	0	110
Purchase 4	110	0	110

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Incentive Calculation – Eligibility Details

Monthly Validation

As part of the calculation process, the following validations are completed every month. Only partner/transaction data that has passed these validations will be available in reporting and considered for the final calculation and payment:

- Partner ID is active.

- Partners must associate themselves by making a claim through CPOR (Claiming Partner of Record) in Partner Center with the customers and the applicable subscriptions within 120 days of the transaction date. If a claim is made more than 120 days after the transaction date, partner will not earn a Sell Incentive on that transaction. The date of the claim submission determines the applicable OSA Sell rate (not the date of the transaction). In cases where a customer already has a partner associated to a subscription, a new partner may make a claim, and will be eligible to earn the Sell incentives (where applicable) on net new seats looking back 120 days from the claims date, if the prior partner has not been paid on those seats. Partners will no longer earn incentives if they are not associated to the subscription, or the subscription is no longer active.

- Partner associated to a transaction is not the same company as the customer. Partner is the current Claiming Partner of Record (CPOR) on customer's subscriptions.

- Sell incentive will be calculated on the net new seats only. Net new seats will be determined by comparing current seat count to the total maximum seat count ever established for the customer in question. This includes seats purchased under expired subscriptions.

- Incentives are calculated based on the Microsoft invoiced price per seat.

- With any cloud products that have dual use rights, on-premise deployments will only be paid under OSA Sell once the cloud subscription is provisioned (paid and active).

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Incentive Calculation – Seat Churn Rule

The partner of record (CPOR) starts earning Sell incentives from the date of association, but payment will be contingent on the subscription remaining current for at least 120 days. Microsoft reserves the right to deduct incentives accumulated or paid on seats that are subsequently returned by the tenant during this 120-day period.

If a customer begins a subscription that results in the Partner earning the OSA Sell Incentive, and within 12 months, the same customer changes to an Enterprise Agreement, Open or CSP licensing method for the same users covered by the initial subscription, Microsoft reserves the right to recover any OSA Sell incentives payment. Partners should not advise customers who have purchased a subscription through one method to transition to another method before the end of the subscription term.

Association Terms

Partners who claim OSA Sell incentives, or Business Influencers who register for Revenue Association, agree to the applicable statement below. Please note that there are no eligibility requirements needed to be met for revenue association.

I represent a Software Advisor and wish to claim Software Advisor fees on a customer who has ordered eligible software

For Microsoft to accurately register your role as a partner advising the customer to purchase a Microsoft Dynamics solution, you agree to the statements below when submitting a claim:

- I confirm that our organization was actively involved in the pre-sales assessment and recommendation of the eligible Microsoft software for this customer.
- I certify my understanding of the Incentive Program policies regarding incentive payments for Public Sector customers as described in the applicable Program Guide. If I am eligible for incentive payments for a Public Sector customer, I agree to communicate to the Public Sector customer that I may receive incentive payments and will provide documentation to support to the extent required by applicable law.
- If our organization has been paid by the customer for performing a pre-sales assessment of the need for the product for this customer, I confirm that (1) we have not acted and will not act in a manner that puts our interests in the advisor fee ahead of the customer's interests in an unfair manner, and (2) in the event of a conflict of interest or reasonable appearance thereof, we will disclose to the customer in writing that we might receive a fee from Microsoft for acting as a software advisor.
- I certify for purposes of incentive payment, that I have claimed with the appropriate Partner ID with the proper banking and tax information that corresponds to the location of the claimed subscription.

I represent a Business Influencer that seeks revenue association

For Microsoft to accurately register your role as a partner influencing the customer to purchase a Microsoft Dynamics solution, and I agree to the statement below when submitting a claim:

- I confirm that our organization was actively involved as a Business Influencer during the pre-sales assessment and recommendation of the eligible Microsoft software for this customer, and we seek to be recognized for the revenue (but no incentive payment) for this subscription.

By not acting in a manner that puts your interest in the advisor fee ahead of the customer's interest in an unfair manner, we mean that to the best of your knowledge and belief, in your actions and communications with the customer leading to the order, you have not done or said anything unfair to the customer or contrary to the customer's interests. In addition, before the customer submitted the order, you disclosed all facts that you believe would affect the customer's judgment about making the purchase that is the subject of the order.

When you recommend licensed software for which you perform pre-license support services to receive an advisor fee from us, you have a potential conflict of interest. If, at the time, you and the customer already have a contract or other business arrangement under which you receive any compensation (money or otherwise) to perform pre-license support services.

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FAQ

✓ **How do I create an OSA Sell claim?**

OSA claims can be made by the OSA Sell partner in Partner Center under the OSA Sell section. Partners need to provide the customer's domain name, tenant ID, and Proof of Execution during the claim to be associated as Claiming Partner of Record (CPOR). Further details on what's required to earn are available under the program guide located on aka.ms/partnerincentives.

✓ **What eligible licensing models apply to the program?**

Only revenue from these licensing programs are eligible (e.g., CSP is ineligible):

- Campus and School Agreements (CASA)
- Enrollment for Education Solutions (EES)
- Enterprise Agreement (EA and EAS)

✓ **When should I claim OSA Sell incentives?**

Submit your claim and signed proof of execution within 120 days of the transaction.

✓ **Are Microsoft Power Apps, Power BI and Power Automate incentivized?**

Microsoft Power Apps, and Power Automate are now covered by OSA Sell, however Power BI is not included.

✓ **How do I get recognized for revenue association?**

Revenue association is achieved in two ways:

1. Under OSA Sell Incentive Association – OSA partners can be recognized for influencing revenue after an approved claim has been made for the underlying subscriptions.
2. Under revenue association only as described in the CPOR claims guide in aka.ms/partnerincentives.

✓ **How do I find a tenant's subscription ID (GUID)?**

Contact the customer associated with this claim for this information. Customers can find this information by:

- Logging into the O365 portal at: portal.office.com/.
- Selecting Billing > Your Products.
- The subscription ID will be visible at the end of the URL (https://xyz).

✓ **Do I need to make a claim when a subscription is renewed?**

Yes, when a subscription ends partners need to claim again to be associated to the new subscription even if the partner was associated with the earlier subscription.

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FAQ

What happens if there is an existing partner of record on a claim that I've submitted?

Partners should claim and provide detailed proof of execution documentation as called out in the OSA incentives guide. Microsoft will then determine which partner drove the greatest influence in the customer's choice of eligible products.

Why am I sometimes required to submit subscription IDs when making a claim?

Subscription ID is required if the customer has multiple subscriptions for the claimed product, or if the product selected doesn't exist under the Tenant ID (Customer ID) provided. Contact the customer for subscription information by following the steps in the CPOR claims guide available on aka.ms/partnerincentives.

Are there ways in which Independent Software Vendors (ISVs) and other influencers who help convince customers to choose Dynamics 365 can be recognized for their influence?

Yes, ISVs and other influencers can be recognized in Partner Center for the Dynamics revenue that they contribute with by making a Revenue Association claim via CPOR. Please note that Revenue Association claims do not pay incentives.

How do we obtain the customer's domain name and tenant ID?

These are obtained from the customer. Please refer to the CPOR guide located in aka.ms/partnerincentives for detailed guidance on how to obtain these from the customer.

Why do some subscriptions appear greyed out on the Claiming Partner of Record (CPOR) tool?

This means that the partner has already claimed and is associated to these subscriptions or that the subscriptions are not active.

How many Partners of Record are allowed per subscription?

There can be only one partner of record per subscription at a particular point in time.

Why am I still seeing adjustments for exclusion scenarios in Partner Center?

The final date for adjustments in Partner Center for FY22 policy is October 2022. However, claw backs will continue to be adjusted in your Partner Center statements until their completion.

FAQ

✓ Why claim Revenue Association?

Revenue association is available for Business Applications partners and is the primary way in which partners achieve revenue recognition and contribute to demonstrating impact with their customers. CPOR has a path for recognition without claiming incentives to achieve:

- Competency attainment
- Microsoft partner scorecard recognition
- Revenue recognition in Partner Center for ISV partners

Revenue recognition for non-incentivized workloads get recognized automatically and you will not have to submit Proof of Execution (POE). Available under Enterprise Agreement, CASA/EES, and Web Direct (MOSA) licensing models only.

Online Services Usage Business Applications

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Incentive Calculation | Product Eligibility | FAQs | Additional Resources

Online Services Usage Business Applications

PROGRAM SUMMARY
Rewards partners for growing end-customer active usage of Microsoft Dynamics 365.

PROGRAM TERM
October 1, 2022 – September 30, 2023

Partner Eligibility

Partner Agreement
Microsoft Cloud Partner Program Agreement

Incentive Enrollment
Online Services Business Applications. Eligibility and enrollment requirements below must be met each month by the last day of the month.

Solutions Partner Designation
Business Applications

OR

Active Gold or Silver competency for one of two competencies*
Cloud Business Application competency, or Small & Midmarket Cloud solutions competency (Biz Apps track)

Licensing Agreement
Enterprise Agreement and Campus and School Agreement/Microsoft Enrollment for Education Solutions (CASA/EES)

Partner Association
CPOR (Claiming Partner of Record). Partners must associate themselves through CPOR to their customer (tenant) and the underlying subscriptions to be recognized and earn incentives

Valid and complete identification, tax and banking information submitted and accepted by Microsoft

*or purchased legacy benefits package with eligible competencies, click here for more information

Measure and Reward

We are changing the incentive model as of October 1, 2022, to reward partners who drive growth in usage in their customer portfolio. The new model will assess and reward partners for driving usage growth on a quarterly basis. This program will continue to leverage Partner Center and offer the same partner experience.

The incentive is calculated as: Quarterly Growth of Monthly Active Usage (MAU) by Tenant and Offer, multiplied by the applicable rate card value.

Offer	Rate per MAU
Dynamics 365 Finance & Operations	$75
Dynamics 365 Customer Engagement	$35
Dynamics 365 Activity and Device	$10

Partner Association	Earning Type	Maximum earning opportunity	Product Eligibility
Claiming Partner of Record (CPOR)	100% Fee	None	See eligible products

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Incentive Calculation and Payment – Details

The new incentive model rewards partners for driving MAU growth on a quarterly basis.

Payment: Quarterly

Calculation

Incentive Amount	=	Quarterly Growth of Monthly Active Usage (MAU) by tenant and offer measured at the end of the quarter	✖	Rate Card value

Earning Quarters for Program Year (PY) 2023:

October 1 – December 31	January 1 – March 31	April 1 – June 30	July 1 – September 30

Example Scenario 1:

Customers/Tenants added during the current Quarter will be accounted for the next quarter. MAU growth will only be considered for tenants associated to the partner at the beginning of a quarter. MAU growth for customers added mid-quarter will not be considered in that quarter.

Quarter 1 PY 2023 ❯ **Quarter 2 PY 2023**

October 1st   October 20th   December 31st   January 1st   March 31st

Partner associates to a tenant/subscription on October 20th

Incentive assessed and paid based on growth during following quarterly cycle

Example Scenario 2:

To earn, partners must be associated with a claim and underlying tenant and active subscriptions through the end of the quarter, unless they have an existing relationship with the tenant. In case of prior relationship with a tenant, partners will earn on the same quarter of association.

Quarter 1 PY 2023

October 1st   October 20th   December 31st

Partner A associates to a tenant/subscription on October 20th

Quarter 3 PY 2023

April 1st   June 30th

Partner A's last earning quarter

Quarter 4 PY 2023

July 1st   August 10th   September 30th

Partner B associates on August 10th to the same tenant and subscription as Partner A and becomes the Partner of Record. Partner B has an existing relationship with the tenant, and they start earning incentives on this same quarter.

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Incentive Calculation and Payment – Details

Measure and Reward

1. Example for D365 Supply Chain: The baseline, or seat count at the end of the prior quarter is 0 seats. In Q1 to Q2, there's growth from 0 to 500 therefore the partner earns $37,500 (500* $75). In Q2 and Q3, there's no growth. Finally, in Q3-Q4, there's growth from 500 to 1,200 seats and the partner earns $52,500 (700*$75).

2. Example for D365 Customer Engagement: The baseline is 0 seats. There's growth from 0 to 1,000 in Q1, therefore the partner earns $35,000 (1,000* $35) for Q1 growth. In Q2 and Q3, there's no growth. In Q4, there's 250 more seats than prior quarter and the partner earns $8,750 (250* $35).

3. Example for D365 Activity and Device: The baseline is 0 seats. In Q1 to Q2, there's growth from 300 to 700 seats and the partner earns $4,000 (400*$10). In Q2 to Q3, there's growth from 700 to 900 seats, and a new CPOR. Partner A's last earning quarter is Q2. Partner B is associated at the end of the quarter and will not earn the incentive until growth in Q4 since they don't have a previous relationship with their tenant. In Q4, there's 300 new seats added, and Partner B earns $3,000 (300* $10).

Example Offer	Tenant ID	Q1 Seats	Q2 Seats	Q3 Seats	Q4 Seats	Earning Partner
1. D365 Supply Chain (F&O)	12-345-678	500	500	500	1,200	Partner A
2. D365 Customer Engagement (CE)	12-345-678	1,000	500	500	750	Partner A
3. D365 Activity and Device	12-345-678	300	700	900 (Partner B is new CPOR)	1,200	Partner A and Partner B

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Calculation – Prorated Scenarios

Scenarios where usage will be prorated.

The proration considers total seats sold by subscription and allocates the incentive against the seats purchased within the agreements.

Microsoft will prorate incentives for the following scenarios:

A customer/tenant buys the same Dynamics 365 SKU for multiple Enterprise Agreements.

A customer buys through different purchasing channels, for example, through Campus and School Agreement/Microsoft Enrollment for Education Solutions (CASA/EES), and Enterprise Agreements.

For F&O Dynamics 365

Monthly Active Usage (MAU) calculation is performed on an allocation of total paid licenses at the tenant level. Please note that large purchases for some products may result in MAU fluctuations that may impact your incentive earnings.

Calculation – for Customer Engagement Active Usage

How is the Monthly Active Usage (MAU) measured

Distinct count of users (Active Directory User IDs) in a rolling 28-day period where the user has made at least a create, read, update, delete, and/or assign operation.

When is the Monthly Active Usage (MAU) counted?

Usage is counted whenever an action is taken.

User must be licensed (user must be assigned to the license) – only applicable for Customer Engagement.

Paid MAU: License must be considered Paid.

Paid MAU Definition: Tenant and SKU has at least one paid Offer and all usage for that product is considered paid (multiple subscriptions).
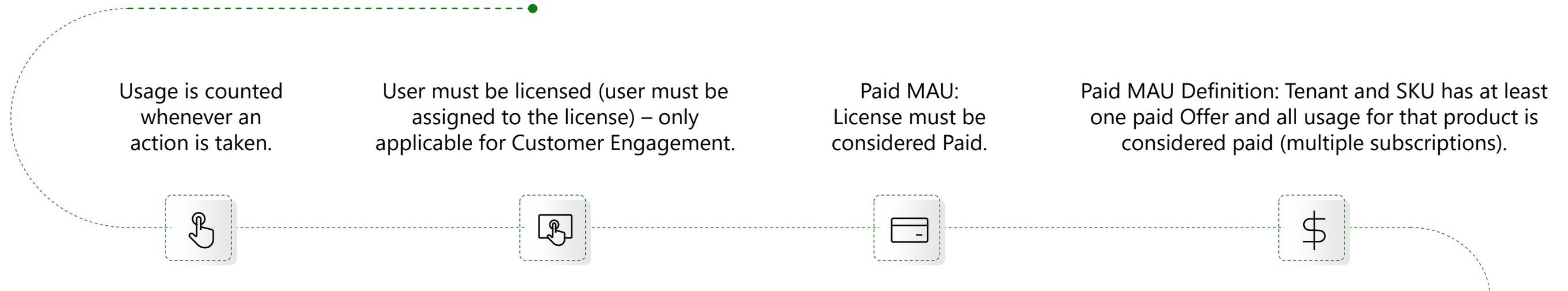
Partners are not compensated on all total customer usage. Microsoft compensates on Paid customer Usage on eligible offers.

Dynamics 365 active usage reports will be available on "Partner Insights" within Partner Center and in "My Insights Dashboard" section of Microsoft Cloud Partner Program.

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Calculation – Ineligible Usage

Microsoft will not pay incentives for activity on the following:
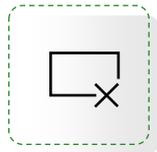
Products and subscriptions purchased through these licensing methods are ineligible to earn Microsoft Online Services Usage incentives:

a. Microsoft Products and Services Agreement (MPSA) and Quickstart subscriptions are not eligible for the usage incentive

b. Microsoft Online Services Agreement (MOSA)/Web Direct subscriptions are not eligible

c. Cloud Solution Provider (CSP) subscriptions are not eligible

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Incentive Calculation	Product Eligibility	FAQs	Additional Resources

Product Eligibility

Eligible Product List

Microsoft Product availability may vary by region. The list of eligible Products is subject to change at the discretion of Microsoft. Partners are only eligible to receive incentives for Products in the regions the partner is authorized. Eligible products are determined by the **rate card** value listed on the Online Services Usage Rate Card on aka.ms/partnerincentives. SKUs that are not listed are not eligible for this incentive.
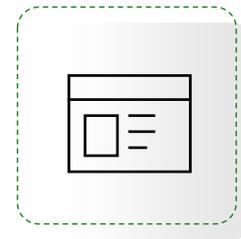
Rate Card

The Online Services Usage Rate Card is not guaranteed for the full year and may change with thirty days' notice. Partners who are actively earning the Online Services Usage Incentive will be notified by the Microsoft Incentives team with an email to the Partner Center Incentives Admin.

| Microsoft Commerce Incentives | Cloud Solution Provider – Indirect Reseller | Cloud Solution Provider – Direct Bill | Online Services Usage – Microsoft 365 | Online Services Usage – Business Applications | Online Services Advisor |

| Incentive Calculation | Product Eligibility | FAQs | Additional Resources |

FAQ

What new products have become eligible to claim in the last year?

We add new SKUs each quarter, please check the rate card available on aka.ms/partnerincentives for our latest incentivized product list.

How do I create an OSU Business Applications claim?

OSU Business Applications Incentive claims can be made on Partner Center under the OSU section. Partners need to provide the customer's domain name, tenant ID, and Proof of Execution during the claim to be associated as Claiming Partner of Record (CPOR). Further details on what's required to earn are available under the program guide located on aka.ms/partnerincentives.

I have a claimed approved, why did I not receive a payment?

Claim approval does not mean that you met program eligibility to earn incentives. To earn incentives, please make sure you've met the competency requirements as outlined in the Incentive Program Guide prior to submitting your claim.

Why can't I earn CSP D365 on OSU?

The CSP/MCI Breadth incentives provides compensation for CSP.

Why am I sometimes required to submit subscription IDs when making a claim?

Subscription ID is required if the customer has multiple subscriptions for a specific product or the product selected doesn't exist on the Tenant ID (Customer ID) provided. Contact the customer associated with the claim for subscription information by following the steps in the CPOR claims guide available on aka.ms/partnerincentives.

What is the customer association method for Power BI?

As of January 1, 2022, for Power BI, association occurs through Partner Admin Link (PAL) under the Microsoft Commerce Incentives.

When should I claim incentives for OSU?

Submit your claim and signed proof of execution prior to the beginning of the next quarter so that you can get recognized for the growth you are driving with your customer.

Quarters:

October 1 – December 31, January 1 – March 31,

April 1 – June 30, and July 1 – September 30

FAQ

For Dynamics transactions, can we claim both OSA Sell and OSU-Business Applications at the same time in Partner Center?

Yes, the same partner can claim both OSA Sell and OSU-Business Applications fees at the same time. CPOR also allows partner to first claim OSA Sell, and then later OSU-Business Applications, or finally for two different partners to claim OSA or OSU incentives respectively.

Why do some subscriptions appear greyed out on the Claiming Partner of Record (CPOR) tool?

This means that the partner has already claimed and is associated to these subscriptions or that the subscriptions are not active.

Do I need to make a claim when a subscription is renewed?

Yes, when a subscription ends, partners need to claim again to be associated to the new subscription.

Is D365 Team Member included?

D365 Team Member is not an incentivized product for this program.

At what point is our eligibility determined, upon submission of the claim or the approved date of the claim?

Our systems recognize the claim submission date for incentive eligibility.

How do we obtain the customer's domain name and tenant ID?

These are obtained from the customer. Please refer to the CPOR guide located in aka.ms/partnerincentives for detailed guidance on how to obtain these from the customer.

How many Partners of Record are allowed per subscription?

There can be only one partner of record per subscription at a particular point in time.

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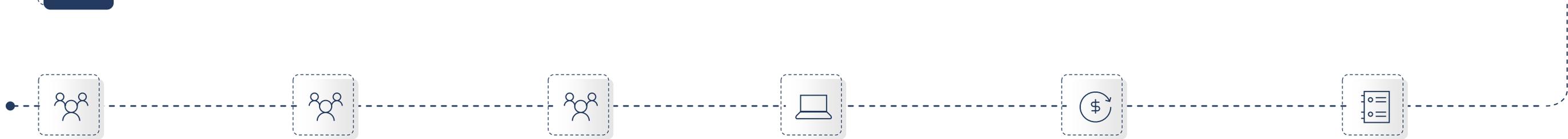
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Enrollment

Partner Center Program Enrollment

Partners must complete Enrollment activities for each specific company location in Partner Center before a company location can participate in available Programs and engagements. Enrollment activities are made available to partners based upon the program enrollment structure.

Programs with **open enrollment** allow for partners to enroll at any time with the Partner's eligibility to earn incentives evaluated after enrollment is complete. Programs with **closed enrollment** require a partner meet program eligibility before receiving an invitation to participate in the available incentive opportunity. Invitations to participate are made available for each eligible Partner Location ID through the Incentives Overview section on Partner Center. Partner Location IDs that fail to meet business eligibility requirements will not receive an invitation to participate in the incentive program. Partners can expect Microsoft to provide an invitation to complete enrollment activities within thirty (30) days of the partner meeting qualifying eligibility requirements.

Partner Center bank and tax

Enrollment activities include providing bank and tax information for all Partner Location IDs and available earning types.

Where there are multiple Microsoft business entities listed within the Partner Profile, partners must complete bank and tax information profile for each Microsoft business entity.

Partner profile validation

Enrollment is complete for each Partner Location ID when Microsoft completes validation of the payment and tax profile information provided by the Partner. Once enrollment requirements are complete and validated, Partner Center will show a status that enrollment is complete.

Partner profile incentive eligibility

Partners are eligible to earn incentives in the month they meet all Partner Center enrollment and engagement eligibility requirements.

Partners will not earn incentives, fees, or rebate payments, as applicable, prior to the month in which they meet all engagement eligibility requirements and complete all incentive program enrollment activities.

Partner profile management

Partners are responsible for monitoring their incentive program enrollment status and providing updated bank or tax information when required. Partners may need to update their Partner Profile if the requirements of the incentive program change, or aspects of the Partners Profile expire or become outdated.
If this happens, Partner Center will show a status indicating that action is required.

Partner Locations

If a partner is operating in more than one location or under multiple Partner Location IDs, partners will use the Partner Location ID(s) of each specific location to complete enrollment in incentives. Failure to complete enrollment requirements for each Partner Location ID will
result in the partner forfeiting incentives associated with the specific location.

Loss of eligibility

Partners that no longer meet any or all program eligibility requirements during the incentive program year are not entitled to earn or retain incentives earnings for any earning periods for which they failed to meet or maintain all program eligibility requirements.

If incentive eligibility is lost, Microsoft will complete payments for all eligible incentives earned through the last earning period (i.e. monthly, quarterly, semesterly) that the partner had eligible earnings; and such payments will only be made to the extent partner's bank and tax information are current and accurate at the time of the attempted payment. Partners previously eligible for the incentive program are not guaranteed participation in future incentive program periods if the partner does not meet the then current eligibility criteria for the incentive program. If incentive program eligibility is lost, partners must regain eligibility for subsequent incentive earning periods to earn incentives.

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Partner Eligibility

To be eligible for participation and before an incentive can be earned, in addition to the enrollment requirements stated in this guide, a partner must meet eligibility qualification requirements as stated in the applicable Program or Engagement Terms.

Partner eligibility may include, but is not limited to, a partner's competency status, participation in an expert program, achieving a specialization, or the partners revenue performance.

[Click here for more information on the incentives impact of the October 2022 launch of the Microsoft Cloud Partner Program](#)

Solutions Partner Designations

Starting October 2022, Solutions Partner designations identify a partner's technical capabilities and experience in Microsoft Cloud solution areas. They showcase a partner's demonstrated ability to deliver successful customer outcomes. Incentives are available to partners that have achieved Solutions Partner designations by earning at least 70 points in the Partner Capability score.

View the full list of available Solutions Partner designations [here](#).

Legacy Benefits (Competency)

Aligned to the needs of customers, Microsoft competencies allow partners to demonstrate their areas of technical capability. Incentives are made available to partners that have purchased legacy benefits and achieved a competency prior to October 2022, by passing required exams and skill validation, meeting performance requirements and paying the annual fee at either the silver or gold competency level.

View the full list of available Microsoft competencies [here](#).

Specializations

Specializations are available for partners to distinguish their organization and expand their customer reach. Additional Engagement opportunities may be made available to partners who demonstrate deep knowledge in a specific area.

Learn more about the benefits of specializations and their specific requirements, on the partner [website](#).

Partner Revenue Performance

Partners may be required to meet specific revenue performance thresholds to be eligible for an available Program or Engagement opportunity. Revenue performance thresholds are set based upon Microsoft's classification of the country associated with the Partner Location ID associated with the qualifying transaction or consumption revenue.

Azure Expert MSP

Azure Expert MSPs are Microsoft's most trusted managed services partners. They meet the highest set of requirements, including verified proof of excellence in customer delivery and technical expertise, and the successful completion of an independent audit of their managed services, people, processes, and technologies.

Learn more about the advantages of being an Azure Expert MSP and the steps to qualify, on the partner [website](#).

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Core Terms

Notice of changes

Microsoft reserves the right to modify, update, cancel or terminate program terms and Engagement Terms at any time, in its sole discretion. We will endeavor to provide partners with 30 days' advance notice of any changes before they may become effective. If a partner does not agree to any such changes, the partners must discontinue or terminate participation in the program or applicable engagement. Continued participation in the engagement will be deemed acceptance of the changes.

Each partner will ensure that its relevant Representatives become familiar with the Partner Center and consult it on a regular basis to receive communications and business notices from Microsoft. Partners are solely responsible for managing which of its Representatives are authorized to access and act within the Partner Center on the partners' behalf.

Microsoft may communicate program or engagement changes and updates via the email address on record for the Partner Center Global Administrator, Account Administrator, and Incentive Administrator.

Order of precedence

In the event of a conflict between this incentive guide, the Engagement Terms, and the terms of the partner's Microsoft Cloud Partner Program Agreement, that is not expressly resolved therein, the terms will control in the following order: (1) the terms of that partner's Microsoft Cloud Partner Program Agreement, (2) terms of this incentive guide, and (3) the Engagement Terms. Terms of an amendment control over the amended document and any prior amendments concerning the same subject matter.

Engagement Terms

The Engagement Terms will describe or identify the eligibility, criteria, term length, and other terms and conditions applicable to the applicable engagement. The engagement and related documents may be published on the Partner Center or delivered directly to the partner.

For each engagement, partners must: (i) meet all qualifying engagement eligibility criteria; (ii) perform, and comply with the applicable Engagement Terms, and (iii) comply with any separate agreements, Guides, or other documentation that may be a requirement for that engagement. Partner participation in available engagements is voluntary.

Partners may not disclose the monetary value of the incentives earned to their Customers.

General Terms

Ordering

Partners agree to submit orders only in quantities that the partner can distribute in the normal course of its business. Orders must be submitted and processed as made available to the partner under the related partner Channel Authorization. Any orders entered in error will be addressed as identified in this guide under "Reversed or Credited Transactions."

Product availability

Product availability may vary by region with not all Microsoft Products available in all Markets. New services and offers may be rolled out in new Markets and current services and offers may be discontinued. As service changes occur, available Product incentives may also change, resulting in different incentive earnings for partners.

Products for which a partner may be eligible to earn are included in the applicable product addendum made available in either the Engagement Terms or the incentive asset page on the Microsoft partner website. Partners will not be eligible to earn incentives related to products that are not intended to be included and/or not expressly set forth in the Engagement Terms or applicable product addendum. Microsoft reserves the right to update any product addendum at any time for any program.

Partners are only eligible to receive incentives for Products sold or made available in the regions in which the partner is authorized.

Sales to Self

Partners are not eligible to receive or retain incentives for activity connected to a Customer that is an Affiliate of the partner or where the partner owes an agency or fiduciary duty to Customer, contractual or legal in nature. Should a partner receive payments relating to an Affiliate of the partner or where the partner owes an agency or fiduciary duty to the Customer, the partner will promptly notify Microsoft and return any such payments, or such payments shall be offset against future incentive payments.

Free product

Microsoft will not pay incentives for Products provided to Customers through non-revenue generating activities such as free trial offers or free services.

Support and shared services

Microsoft will not pay incentives for shared, or support service offers.

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General Terms (continued)

Credited or refunded services

Credited or refunded services not resulting in a rebill event are not eligible to receive incentives. Microsoft may provide credit offers to Customers that result in the reversal of incentives previously earned by the partner.

Reversed or Credited Transactions

Incentives earned for a transaction that has been reversed or credited will be reversed in line with the credit and will be reversed based on the Program Term rates at the time of the original transaction. This will be reflected in the earning statement for the period in which the reversal occurs.

Reversals are executed based on how the incentive was originally paid (for example, in-full versus deferred over time, or monthly versus annually).

If the reversed or credited transaction is rebilled, the incentive rate applied will depend on whether the reversal was due to a Channel Partner error or a Non-Channel Partner error.

Channel Partner Error

If the reversed or credited transaction is a result of a Channel Partner error, the impact to the partner's incentive earnings will be calculated based on the Program Term rates in effect at the time of the reversal or credit.

Non-Channel Partner Error

If the reversed or credited transaction is a result of a Non-Channel Partner error, the impact to the partner's incentive earnings will be calculated based on the Program Term rates in effect at the time of the original transaction.

Negative Incentive Balance due to Reversed or Credited Transactions

In cases where a reversed or credited transaction results in a negative incentive balance, no new fees will be paid until the overall balance is positive again.

However, monthly negative rebate balances (for indirect agreements) will be processed as a debit memo (invoice).

Azure consumption

Incentives are eligible for metered services that result in Microsoft revenue where the partner is associated at the subscription, resource group, or resource level.

Azure consumed revenue (ACR) is the monetary value of Azure services consumed by customers. Consumption is determined by the quantity of a metered resource consumed multiplied by the price per unit paid by the customer.

Incentives are calculated based on the prices for Microsoft Azure Services effective during the earning period Microsoft Azure Services are consumed.

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Payment Terms – Partner Requirements

Payment profile

Incentive earning payments are made only to partners that have completed all program payment requirements. Payment requirements include partners maintaining complete tax forms and bank account information in their Partner Center incentive program payment profile for each enrolled Partner Location ID. Payment requirements apply to all available program payment profiles.

Should a partner fail to maintain accurate and complete payment profile information or fail to complete tax invoice documentation submission requirements, Microsoft will update the partner's payment profile status in Partner Center indicating an action is required of the partner and hold the incentive payment for 180 days.

After 180 days, partners will forfeit their incentive earnings if the required bank or tax documentation has still not been provided.

Partner Payment Obligation

Partners transacting with Microsoft must satisfy their obligation to pay Microsoft by the end of each month any payment is due to be eligible to receive incentive earnings. Short payments are not allowed for any reason (i.e., offsetting future incentives against their obligation to pay Microsoft).

If a partner fails to satisfy 100% of their payment obligations by the end of each month due or fails to raise a dispute within the timeframe outlined within the Microsoft Cloud Partner Program Agreement, any amendments or any subsequent applicable mutually executed partner agreement, the partner will be deemed non-compliant.

Non-compliant partners are ineligible to receive incentives payments for incentives earned in the month of non-compliance.

Tax Invoice Proof of Execution Requirements

For countries with invoice submission requirements, partners will be notified that tax invoice submission is required to claim their incentive earnings. Information required on the invoice and instructions will be communicated at each payment cycle.

Microsoft will hold incentive payments until a partner submits a partner invoice to Microsoft, which acts as an incentive claim. Once the partner invoice is received, Microsoft will validate the information provided prior to processing a partner's incentive earning payment.

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Payment Terms – Microsoft

Payment method

Microsoft's default payment method for the incentive program is wire transfer to the bank account identified by the partner in their Partner Center profile.

In geographies and incentive types requiring the partner to receive payment via credit note, Microsoft will issue a single credit note for the combined total of the incentive earnings per currency and SAP ID billed revenue account.

If an alternative payment method is required, Microsoft will choose the method at its own discretion.

Payment cadence

Payments for approved incentive earnings are issued monthly or quarterly (depending on program/engagement), within 45 days of the end of the applicable earning period.

Payments for co-op claims submitted and approved in Partner Center by the 15th calendar day of each month will be paid in the following payment cycle.

Online Services Usage M365: The first month's payment for approved incentive earnings in the new program year will be issued within 75 days of the end of the earning period.

Payment Held for Compliance

In addition to the rights granted in Section 3(b)(3) (Payments from Microsoft) of the Microsoft Cloud Partner Program Agreement, Microsoft reserves the right to suspend incentive payments to partner while conducting Program compliance reviews. Microsoft may reduce, cancel, or withhold incentive payments related to any non-compliance with this Program Guide (including, but not limited to, discount pass-through requirements and Supplier Security and Privacy Assurance). Microsoft will provide you with written notice of any decision to suspend, reduce, cancel, or withhold incentive payments under this Program.

Overpayment

In the event of an overpayment of incentive earnings, Microsoft will notify the partner to discuss repayment options, which may include an adjustment to the partner's incentive payments for future incentive earning periods, or direct return of the overpayment. In the event Microsoft overpays the incentive in the final payment, or the overpayment is discovered after the Program or Engagement Term has ended, Microsoft may, at its option, either: (i) require that partner repay to Microsoft the incentive amount that was overpaid; or (ii) withhold such overpayment amount from other amounts owed by Microsoft to partner under any other incentive program. These remedies are in addition to any other remedy available to Microsoft and survive expiration or termination of the program.

Minimum Payment Threshold

If a partner earns less than the minimum threshold of $200 USD in an enrolled Partner Account ID during an incentive earning period, the partner will not receive payment, and the incentive earnings will carry over to the following month.

The minimum payment threshold of $200 USD is applicable to each available earning type.

At the end of the Program or Engagement Term, if unpaid incentive earnings remain below the minimum payment threshold across each of the earning types; the earnings will be considered unearned and forfeited.

Payment Type

Partners participating in available Programs and Engagements earn incentives as either rebate, indirect rebate, or fee. The applicable earning type is specified within the Program or Engagement Terms of each incentive earning opportunity. Partners transacting directly with Microsoft earn incentives as rebate.

Partners transacting through an indirect provider earn incentives as indirect rebate.

Partners accelerating the customer journey through presell, consumption and usage engagements earn incentives as fee.

Partners earning cooperative marketing funds earn incentives as co-op.

Partners will need an active bank and tax profile for each payment type.

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Payment Terms – Foreign Exchange Rate

Foreign Exchange Conversion Rate

Microsoft's monthly foreign exchange rate is the mid-rate published by Thomson Reuters (typically) two days prior to the preceding month-end at 4:00 pm GMT. For example, Microsoft's January exchange rate would be the Thomson Reuters mid-rate published on or around December 31st of the prior year.

Incentives which are calculated based on invoiced revenue and paid via rebate or fee utilizing the foreign exchange rate of the applicable month that the partner or end customer is invoiced. For example, if an incentive is calculated based on revenue that is invoiced in February, it will be calculated using the exchange rate for February invoices, which is the reported rate at the end of January (per above definition).

Incentives which are calculated based on a qualifying activity or consumption, and not invoiced revenue, utilize the exchange rate of the month in which the qualifying activity or consumption occurs. For example, if an incentive is calculated based on activity or consumption that occurs in January, it will be calculated using the exchange rate reported in December and the incentive will also be calculated using that same exchange rate.

For incentives earned as co-op, partners must select a Partner Center account currency for each usage period for incentives deposited into a co-op fund. Once a Partner Center account currency is selected, the co-op funds for the applicable six-month incentive earning period are restated to reflect the chosen currency utilizing the foreign exchange rate of each applicable month the partner or end customer is invoiced, as set forth above.

Partners receive their incentives earning payments in the currency the partner selected in their Partner Center bank profile, even if different than the partner's transaction currency or currency selected at the time of original incentive earning calculation. Each incentive earning payment is calculated using the exchange rate for the currency in which that incentive is paid that is applicable to that currency during the earning period for that incentive, as set forth above.

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Proof of Execution

Microsoft uses proof of execution to validate partner involvement if the Customer qualifies as an Eligible Activity as specified within the applicable Program or Engagement Terms.

Microsoft requires partners to submit proof of execution at time of claiming for the following incentive earning opportunities:

- The incentive earning opportunity requires that the partner claim their association with the Customer to be acknowledged as the claiming partner of record.
- The partner is claiming available cooperative marketing funds.

Microsoft may request, at its sole discretion, that the partner provide proof of execution for the following incentive earning opportunities:

- The incentive earning opportunity is based upon activities performed, eligible role-based access control to a Customer's environment, associated to a Public Sector Customer or any other non-transacting event.

Where partners are required to provide proof of execution, Microsoft uses the submitted proof of execution documentation to review and validate that the engagement and activities provided by the partner to their Customers is a Qualifying Activity driving a required outcome under the applicable Program or Engagement Terms.

Microsoft may request a partner provide proof of execution to validate their continued involvement if the Customer continues to qualify as a Qualifying Activity in connection with the incentive at any time.

Acceptable forms of proof of execution

Proof of execution must be substantive, relevant, and of sufficient quality so that it aligns with the activities documented in the Purchase Order, statement of work, invoice, contract, or detailed activity statement, and complies with the Microsoft Privacy Policy.

Microsoft is committed to following privacy Laws in every country in which it does business and has adopted six privacy principles for the use and collection of personal data. These principles form the foundation of Microsoft's Privacy Policy and can be found here.

Examples of acceptable forms of proof of execution documentation and submission templates for the Online Services Usage – M365, Online Services Usage – Business Applications, and Online Services Advisor programs can be found here.

Proof of execution documentation requirements for cooperative marketing funds (co-op) can be found here.

Proof of execution record retention

Microsoft reserves the right to request the original proof of execution documentation. Partners should retain the original proof of execution documentation for 24 months after the incentive earning period or end of claiming period, whichever is later.

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Public Sector Disclosure

Definition of Public Sector

Public Sector is defined as government, healthcare, and education customers as set forth by the Government Eligibility documentation provided on the [Microsoft Licensing Terms and Documentation](#) website.

Public Sector disclosure requirements

For partners earning incentives based upon activities performed (e.g., OSU M365, OSU Biz Apps and OSA), eligible role-based access control to a Customer's environment (e.g., Azure incentives for Enterprise and self-service purchasing motions, such as PAL based incentives), or any other non-transacting event, the partner must disclose to the Customer the potential fees, commission, or compensation that partner will receive from Microsoft, if any, in connection with the Products or services being procured. Where the Customer is a Public Sector entity, such disclosure will be in writing, and acknowledged by the Customer in writing. All such disclosure and Customer acknowledgment will be reviewed by Microsoft. A failure to comply with these disclosure requirements may prohibit Microsoft from paying such amounts to the partner or require that partner return those payments back to Microsoft.

Public Sector Incentives Eligibility by Country

Programs	Hong Kong	India	The United States and Puerto Rico
MCI Azure incentives for Enterprise and self-service purchasing motions (i.e. PAL based incentives), MCI Business Applications, and MCI Build Intent Engagements **with required Public Sector Disclosure**	Not Eligible	Eligible	Eligible
OSU M365, OSU Biz Apps, and OSA **with required Public Sector Disclosure**	Not Eligible	Not Eligible	Eligible

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Country Specific Provisions: People's Republic of China

Contracting entity for Microsoft Azure services within the People's Republic of China

For the Microsoft Azure Services offered within the People's Republic of China, Customers subscribe to Microsoft Azure Services from an entity (the "Operating Entity in China") that operates the services in the People's Republic of China based on the technology licensed from Microsoft. Notwithstanding any contrary provision in the Microsoft Cloud Partner Program Agreement.

If the Customer subscribes to Microsoft Azure Services from the Operating Entity and the Company is located in the People's Republic of China, the Microsoft contracting entity for the Microsoft Cloud Partner Program Agreement is: Microsoft (China) Co., Ltd. No. 5 Danling Street, Haidian District, Beijing 100080, China.

If Company is located outside of the People's Republic of China, the Microsoft contracting entity for the Microsoft Cloud Partner Program Agreement is determined by the country or region where Company's primary office is located in accordance with the section titled Miscellaneous: Microsoft Contracting Entity of the Microsoft Cloud Partner Program Agreement.

People's Republic of China exclusions for Online Services Usage Business Applications, Online Services Advisor (OSA Sell), Online Services Usage M365 Incentive Programs, and MCI Business Applications PAL Engagements

Incentives are currently not available for customers in the People's Republic of China for these programs. This means customers operated by 21Vianet (China) are excluded from the program. However, incentives are available to partners in China supporting customers outside of China.

People's Republic of China exclusions for MCI New Commerce CSP engagements and CSP Indirect Provider, CSP Indirect Reseller, and CSP Direct Provider Incentive Programs

Incentives are not offered to Partners based in or revenue originating from Customers located in the People's Republic of China.

Disputes and Resolution
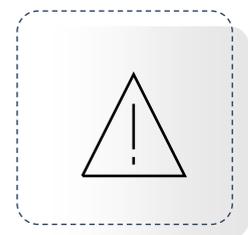
Disputes and resolution

Partners have 90-days to dispute reported incentive earnings and any Microsoft decision to reduce, cancel or withhold incentives.

All payment disputes must be submitted by creating a support ticket within the Incentives Online Support Experience on Partner Center within 90 days after partner's receipt of the applicable incentive payment.

Support & Resources

Glossary
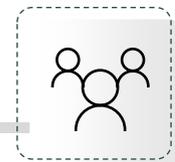
CSP Association

Refers to the partner on a Cloud Solution Provider agreement at the time of the transaction. Designation is automatically applied to the CSP transacting partner whenever a subscription or product is sold in CSP.

Partner Admin Link (PAL)

A tool that Azure partners can use to track their influence automatically and precisely on Azure services consumed by customers.
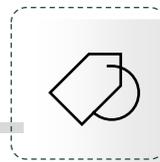
Price List

Refers to the then current list of Products from which Company may order Products for a Product Fee under a Channel Authorization.
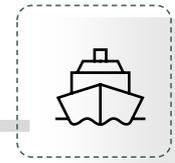
Azure Lighthouse

Azure Lighthouse enables multi-tenant management with scalability, higher automation, and enhanced governance across resources. With Azure Lighthouse, service providers can deliver managed services using tooling built into the Azure platform. Customers maintain control over who has access to their tenant, which resources they can access, and what actions can be taken.

Role Based Access Control

A role definition is a collection of permissions that can be performed, such as read, write, and delete. It's typically just called a role. Azure role-based access control (Azure RBAC) has over 120 built-in roles or you can create your own custom roles. Understand how built-in roles are defined and how a custom role can be used to meet the specific needs of your organization.
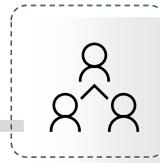
Azure Link to Partner ID

Refers to partners having access to the customer's resources: use the Azure portal, PowerShell, or the Azure CLI to link your Partner Location ID (Partner ID) to your user ID or service principal. Partner ID should be linked in each customer tenant.

Azure resources for common support scenarios

Scenario

Support Solutions & Assistance
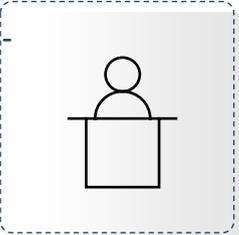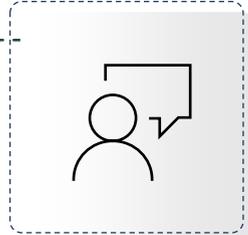
Scenario		Support Solutions & Assistance
Issues with partner earned credit for services managed	❯	Site > Partner Center Category > CSP Topic > Billing and Invoicing Subtopic > Partner earned credit for services managed (Azure Plan)
Issues with partner admin link	❯	Site > Azure Management Portal Support > New support request Issue type > Subscription management

Useful Links

Microsoft partner website: https://mspartner.microsoft.com
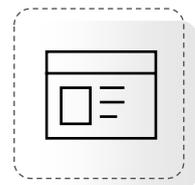
Partner Incentives portal: aka.ms/partnerincentives

Partner Center tool: https://partner.microsoft.com/dashboard/mpn/overview
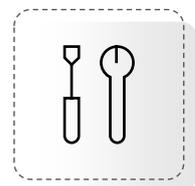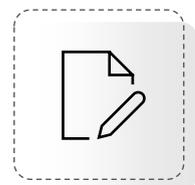
Public Sector – Microsoft Licensing Terms and Documentation website.

Partner Incentives Reporting: https://partnerincentives.microsoft.com

CPOR Guide on Partner Center and Microsoft partner website:

Program membership, products, licensing, training, and event information:

- FastTrack http://aka.ms/fasttrackready
- Microsoft 365 for Partner- https://www.microsoft.com/microsoft-365/partners/
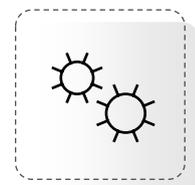
Partner Center Support:

- Incentives-specific support
- Additional support
- Enrollment guide