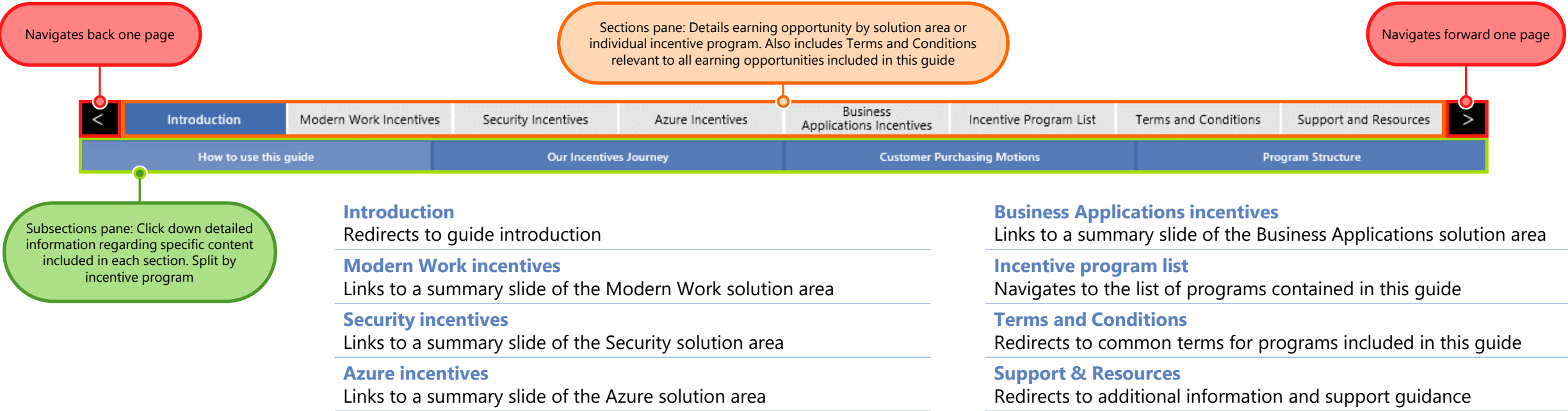


How to use this guide

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.



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

Summary of Program Guide Changes – updated for 7/1/2023

Change Type	Change Description	Section	Page Number
Updated earning opportunities	<ul style="list-style-type: none"> Updated Modern Work and Security Build Intent Workshops to reflect claiming period availability in FY24 	MCI – Build Intent Workshops	19-30, 38-47
New earning opportunities	<ul style="list-style-type: none"> Added Modern Work pilots for FY24 	MCI – MW Pilots	31-37
New earning opportunities	<ul style="list-style-type: none"> Added Threat Protection Engagement, Microsoft Sentinel Migration and Modernization earning opportunities for FY24 	MCI – Security	48-51
Updated earning opportunities	<ul style="list-style-type: none"> Updated Azure Migrate and Modernize Partner-Led earning opportunities for FY24 	MCI – AMM Partner-led	52-67
New earning opportunities	<ul style="list-style-type: none"> Added Azure Innovate earning opportunities effective 7/1/2023 	MCI – Azure Innovate	68-77
Updated for clarity	<ul style="list-style-type: none"> Added clarity to compliance review language with proof of execution 	Terms and Conditions	193

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 July 1, 2023, 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.

[How to use this guide](#)

[Our Incentives Journey](#)

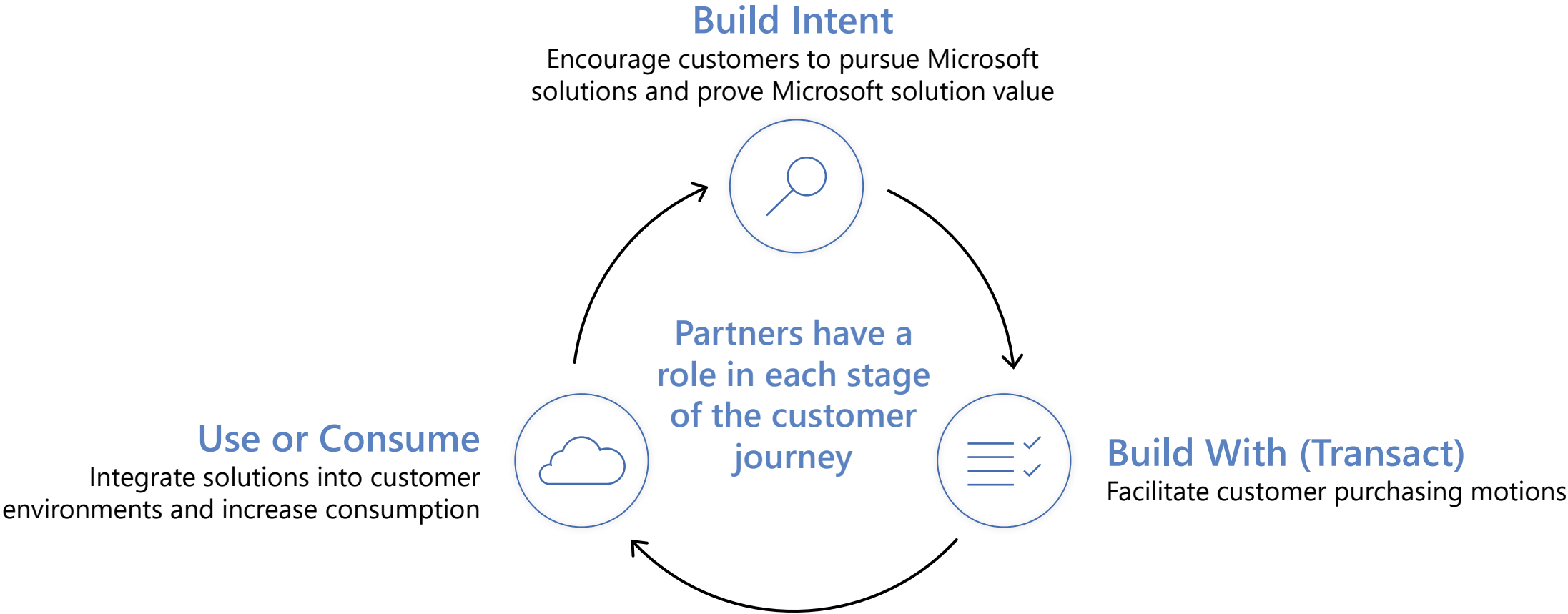
[Customer Purchasing Motions](#)

[Program Structure](#)

Microsoft incentives and investments

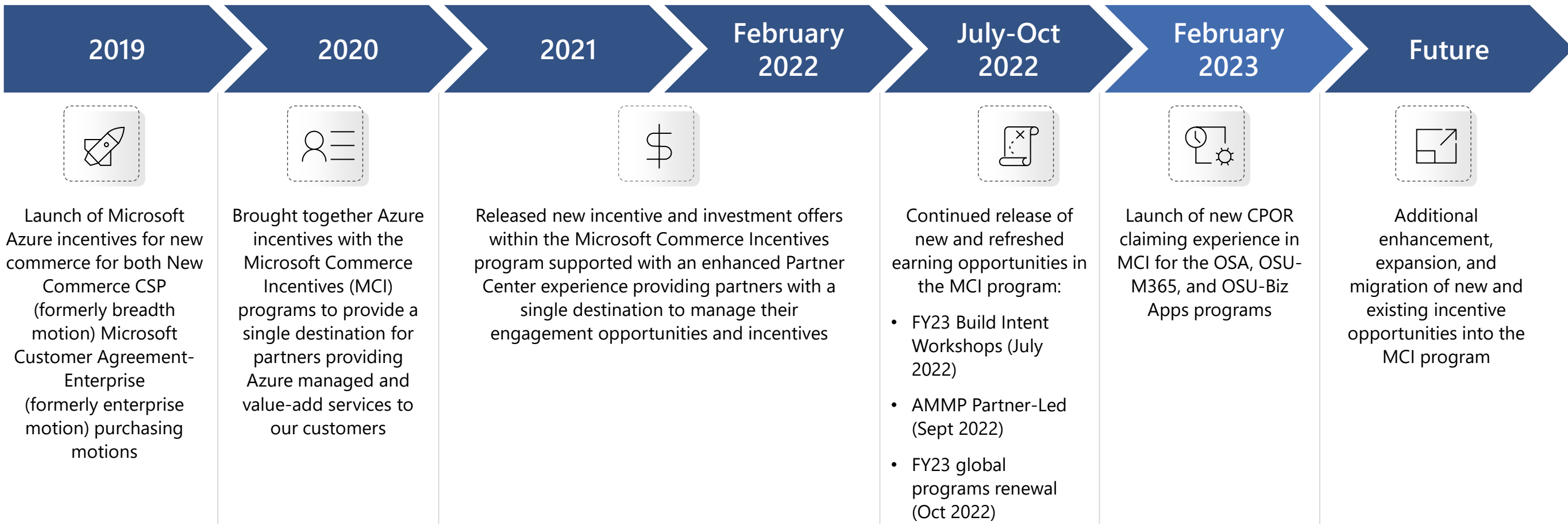
Microsoft’s mission is to empower every person and every organization on the planet to achieve more. We believe partners are essential in realizing this mission and collaborate with our partner ecosystem to accelerate global digital transformation.

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.



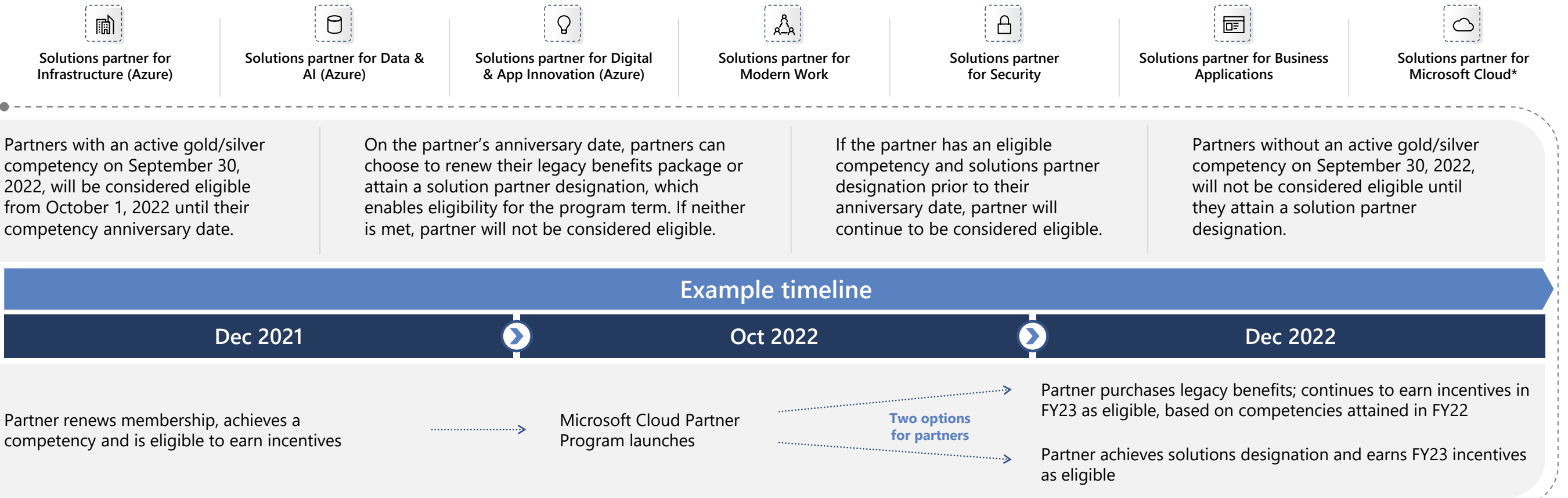
Our incentives and investments journey

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.




Microsoft Cloud Partner Program – FY23 incentives impact and timeline

Available FY23 solutions partner designations



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** —————→

Program Structure

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



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



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

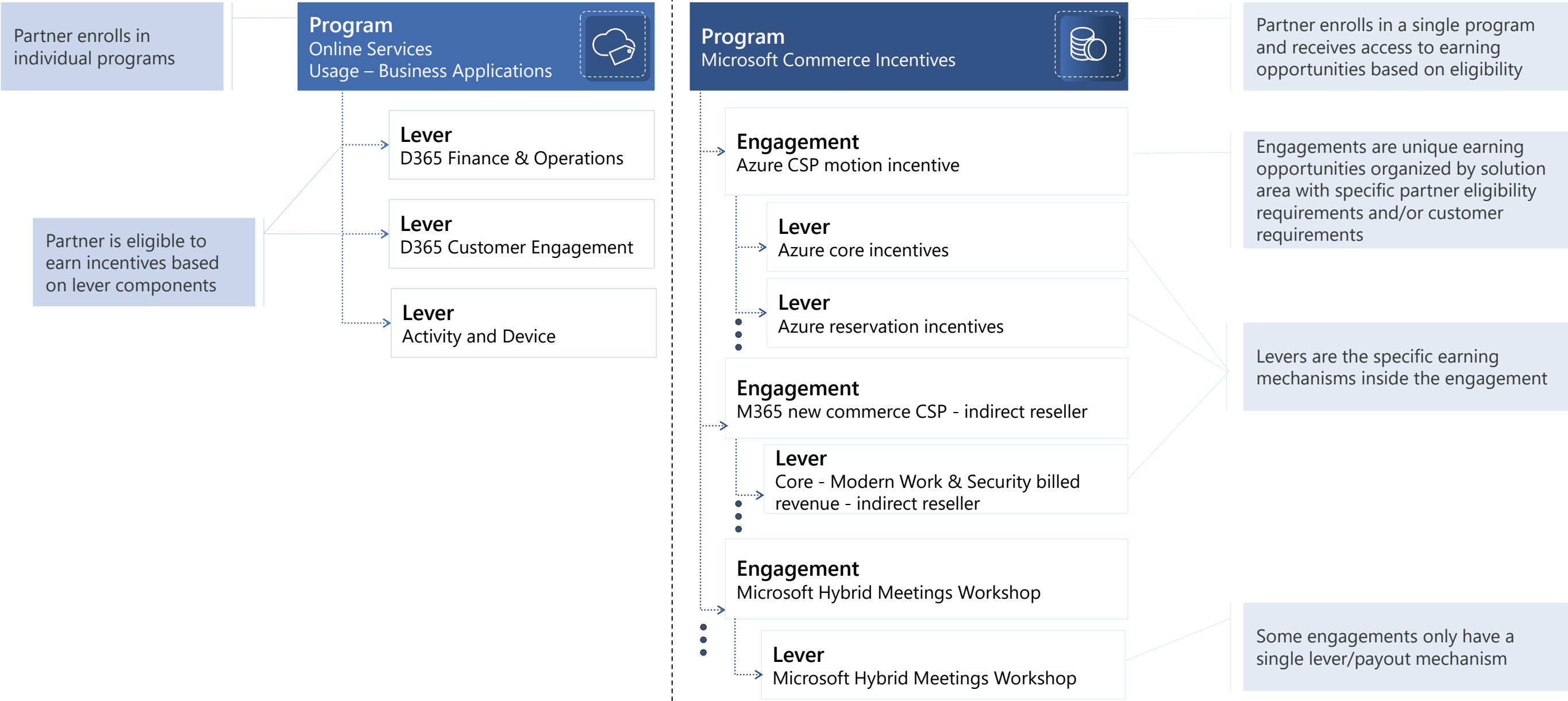
[How to use this guide](#)

[Our Incentives Journey](#)

[Customer Purchasing Motions](#)

[Program Structure](#)

Programs and engagements example comparison



Incentive Opportunities by Solution Area

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	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize
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 with Security 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*		♦					♦					♦			
	Frontline Worker Pilot - Medium			♦					♦					♦		
	Frontline Worker Pilot – Large			♦					♦					♦		
	Microsoft Viva Goals Pilot			♦					♦					♦		
	Microsoft Viva Insights Pilot			♦					♦					♦		
	Teams Phone Pilot			♦					♦					♦		
	Windows 365 Pilot			♦					♦					♦		
Cloud Solution Provider Indirect Reseller Incentives	Not applicable			♦												
Cloud Solution Provider Direct Bill Partner Incentives	Not applicable			♦												
Online Services Usage – Microsoft 365	Not applicable					♦					♦					♦

*Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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

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.

		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	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize
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*		◆					◆					◆			
	Threat Protection Engagement		◆						◆					◆		
	Microsoft Sentinel Migration and Modernization				◆					◆					◆	
Cloud Solution Provider Indirect Reseller Incentives	Not applicable			◆												
Cloud Solution Provider Direct Bill Partner Incentives	Not applicable			◆												
Online Services Usage – Microsoft 365	Not applicable					◆					◆					◆

*Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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.


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	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize
Microsoft Commerce Incentives	Azure CSP motion incentive				◆											
	Azure enterprise and online purchase incentives										◆					
	Azure enterprise and online purchase incentives – Specialization partner										◆					
	AMM Partner-led: Solution Assessment for Rapid Migration		◆					◆					◆			
	AMM Partner-led: SAP Migration Assessment		◆					◆					◆			
	AMM Partner-led: Infrastructure and Database Migration				◆					◆					◆	
	AMM Partner-led: Migrating to Azure VMware Solution				◆					◆					◆	
	AMM Partner-led: Virtual Desktop Infrastructure				◆					◆					◆	
	AMM Partner-led: SAP Migration				◆					◆					◆	
	AMM Partner-led: Migration to SAP RISE in Azure				◆					◆					◆	
	AMM Partner-led: Migrate Enterprise Apps				◆					◆					◆	
	AMM Partner-led: ISV SaaS & BYOL				◆					◆					◆	
	Azure Innovate Partner-led: Build & Modernize AI Apps MVP			◆					◆					◆		
	Azure Innovate Partner-led: Analytics MVP			◆					◆					◆		
	Azure Innovate Partner-led: Analytics Deployment				◆											
	Azure Innovate Partner-led: Build & Modernize AI Apps Deployment				◆											

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.


		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	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize
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							◆								

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

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	Listen & Consult	Inspire & Design	Empower & Achieve	Realize Value	Manage & Optimize
<u>Microsoft Commerce Incentives</u>	<u>Microsoft 365 new commerce CSP incentive</u>			◆		
	<u>Microsoft 365 customer add new commerce CSP incentive</u>			◆		
	<u>Azure CSP motion incentive</u>				◆	
	<u>Dynamics 365 new commerce CSP incentive</u>			◆		
	<u>Dynamics 365 customer add new commerce CSP incentive</u>			◆		
	<u>Power Apps and Power Automate usage incentive</u>					◆
	<u>Power BI & D365 Customer Insights usage incentive</u>					◆
<u>Cloud Solution Provider Indirect Reseller Incentives</u>	Not applicable			◆		
<u>Cloud Solution Provider Direct Bill Partner Incentives</u>	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 Engagements¹

Build Intent

- [Collaborative Apps Workshop](#)
- [Enable Frontline Workshop](#)
- [Endpoint Management with Security 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](#)
- [Frontline Worker Pilot – Medium](#)
- [Frontline Worker Pilot – Large](#)
- [Microsoft Viva Goals Pilot](#)
- [Microsoft Viva Insights Pilot](#)
- [Teams Phone Pilot](#)
- [Windows 365 Pilot](#)

- [Executive Order 14028 Workshop](#)
- [Defend Against Threats with SIEM Plus XDR Workshop \(Sales\)](#)
- [Defend Against Threats with SIEM Plus XDR Workshop \(Usage\)](#)
- [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 \(Usage\)](#)
- [Threat Protection Engagement](#)
- [Microsoft Sentinel Migration and Modernization](#)

- [AMM Solution Assessment for Rapid Migration](#)
- [AMM SAP Migration Assessment](#)
- [AMM Infrastructure and Database Migration](#)
- [AMM Migrating to Azure VMware Solution](#)
- [AMM Virtual Desktop Infrastructure](#)
- [AMM SAP Migration](#)
- [AMM Migration to SAP RISE in Azure](#)
- [AMM Migrate Enterprise Apps](#)
- [AMM ISV SaaS & BYOL](#)
- [Azure Innovate Analytics MVP](#)
- [Azure Innovate Build & Modernize AI Apps MVP](#)
- [Azure Innovate Analytics Deployment](#)
- [Azure Innovate Build & Modernize AI Apps Deployment](#)

Build With, Use or 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.

MCI Build Intent Incentive – Modern Work Engagement Stages

Stages	Stage 01* Customer Identification	Stage 02 Claim Customer	Stage 03 Customer Consent	Stage 04 Execution & POE Submission	Stage 05 POE Validation	Stage 06 Payment
Activity	<p>Microsoft identifies customer and partner associations for claims.</p> <p>Microsoft sends outbound share from MSX opportunity</p>	<p>Partner receives email notification with details for claiming customer in MCI*</p> <p>Partner claims customer in MCI</p> <p>Partner Center validates workshop eligibility for partner and customer</p> <p>4-5 days for partner to receive notification*</p> <p>Note: Claims identified by partner will not be honored and will be cancelled. *</p>	<p>Partner requests customer consent</p> <p>Partner Center receives customer consent</p> <p>Without customer consent, claim will automatically expire</p>	<p>Partner conducts customer engagement</p> <p>Partner submits claim with required Proof of Execution (POE) documentation</p> <p>Incomplete claims will automatically expire</p>	<p>Microsoft reviews POE documentation</p> <p>Microsoft reaches out to partner if additional information is needed.</p> <p>Microsoft approves or declines POE</p>	<p>Once approved, claim will be processed for payment</p> <p>Microsoft issues payment to partner</p>
			30 days max from claiming customer	90 days max from receiving customer consent	30 days max from claim submission	45 days max from claim approval month end

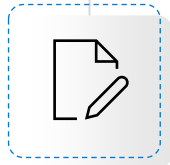
*relevant for FY24 Modern Work pilots only

MCI Build Intent Incentive – Security Engagement Stages

Workshop Stage	Stage 01	Claim Customer	Stage 02	Customer Consent	Stage 03	Execution & POE Submission	Stage 04	POE Validation	Stage 05	Payment
Activity	Partner adds or claims customer Partner Center validates engagement eligibility for partner and customer Partner can choose to simultaneously add customer to additional eligible engagements		Partner requests customer consent Partner Center receives customer consent Without customer consent, claim will automatically expire		Partner conducts 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 claiming customer		90 days max from receiving customer consent		30 days max from claim submission		45 days max from claim approval month end	

Build Intent Engagements: 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)
This refers to the partner invoice to Microsoft for completion of activity

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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

Measure and Reward

Activity Payment: Market A = \$5000, Market B = \$3000, and Market C = \$1000 (Refer to below slide [‘FY24 Modern Work 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

*or purchased legacy benefits package with eligible competencies, click [here](#) for more information

Partner role in MCI

Build Intent – Partner Activities

Purchasing motion

Breadth, Enterprise and self-service purchasing motions

Earning Type

Fee

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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 [‘FY24 Modern Work 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 Viva Connections, Viva Learning, Viva Engage, Time Clock, Tasks, Approvals, Power Apps, line-of-business apps and industry specific solutions
- Delve into priority scenarios most relevant to the customer:
 - Enhance communications and collaboration
 - Transform employee experience
 - Increase frontline operational efficiency
 - Safeguard your business
- Identify frontline workers scenarios and define a plan to implement them in a Standardized Pilot

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee


Modern Work – Endpoint Management with Security Workshop


ENGAGEMENT SUMMARY


The Endpoint Management with Security Workshop is a four-day partner-led engagement that will help you showcase the value of Microsoft 365, leading with Microsoft Intune, Azure AD and Microsoft Defender for Endpoint to show your customers how to manage and secure users’ devices, apps, and identities from anywhere.

ENGAGEMENT TERM

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

**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 slide titled ‘FY24 Modern Work 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 Access 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, MFA, Conditional Access)
- ☐ Microsoft Intune Fundamentals (Enroll, Configure, Secure)
- ☐ Modernize and Secure Windows 11 (Overview, Upgrade/Deployment, Security, Autopatch)
- ☐ User device support (Support & Retire)
- ☐ Defender for Endpoint
- ☐ 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 with Security 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

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Modern Work – Hybrid Meetings & Rooms Workshop

ENGAGEMENT SUMMARY

The Hybrid Meetings & Rooms Workshop is a modular engagement to help define customers business priorities and scenarios that drive hybrid meetings. This workshop is designed to showcase hybrid meetings with Microsoft Teams Rooms through ‘art of the possible’ immersive experiences, use case design, and planning. At the end of the workshop, customers can expect actionable recommendations to deploy and adopt Microsoft Teams Rooms and hybrid meetings.


ENGAGEMENT TERM

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.


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

Measure and Reward

Activity Payment: Market A = \$5000, Market B* = \$3000, Market C* = \$1000 (Refer to slide titled ‘FY24 Modern Work Details’ for details)

Customer Qualification

- 1,000+ Teams paid active users (PAU), and
- 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 & spaces survey

Art of the Possible

- Art of the Possible Kick Off
- Transform your rooms and spaces
- Microsoft Teams Rooms
- Microsoft Teams Rooms management

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

Build the Plan

- Build the Plan Kick Off
- Use Case and Scenario Discovery
- Rooms and Device Strategy
- Site and service readiness
- Deployment and Operations
- Adoption Change Management
- Reports and Recommendations

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions
*Markets B and C will have limit of 40 max Active or completed workshops per Partner Global ID (Vorg)

Earning Type
Fee


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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

**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 '[FY24 Modern Work Details](#)' for details)

Customer Qualification

- 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)

Activity Requirements

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

Partner role in MCI

Build Intent – Partner Activities

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

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification
Co-sell Ready with Viva Goals, Connections, Engage, 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 [‘FY24 Modern Work 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 pathways (Viva Goals, Viva Topics, Viva Learning, or Viva Connections & Engage)

The following activities must be completed:

- Demos of Microsoft Viva Goals, Topics, Learning and/or Connections & Engage
- Identification and prioritization of customer’s key employee experience scenarios or use cases that can be addressed leveraging Viva Goals, Viva Topics, Viva Learning or Viva Connections & Engage
- Provide recommendations and next steps for investment and implementation of each Viva app or employee experience outcome 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.

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.


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 slide titled [‘FY24 Modern Work 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
- 40% or greater Exchange Online Monthly Active Usage (MAU)

Activity Requirements

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

- End user persona or outcome-based capabilities in the Viva Insights app for Microsoft Teams
- Use cases and to enable managers and organizational leaders
- Advanced insights and Power BI Templates available for Viva Insights

The following activities must be completed:

- Demos and Immersive Experiences of Viva Insights, showcasing top use cases and outcomes from the Viva Insights app in Microsoft Teams as well as the Advanced Power BI reports and queries available within Viva Insights for Analysts.
- 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.

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

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 a 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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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, Market C = \$500 (Refer to slide titled [‘FY24 Modern Work 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

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

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 the sale of Teams Phone and accelerate the intent to deploy.

ENGAGEMENT TERM

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification

1. Active Gold/Silver Cloud Productivity or Communications Competency, or

2. Specialization for Teams Calling, or

3. Co-sell Ready

Measure and Reward

Activity Payment: Market A = \$5000, Market B = \$3500, Market C = \$1000 (Refer to slide titled [‘FY24 Modern Work 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

Partner role in MCI

Build Intent – Partner Activities

Purchasing motion

Breadth, Enterprise and self-service purchasing motions

Earning Type

Fee

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification

1. Endpoint Jumpstart partners, or

2. Modernize Endpoint specialization Partners

Measure and Reward

Activity Payment: Market A = \$5000, Market B = \$3500, Market C = \$1000 *(Refer to slide titled [‘FY24 Modern Work Details’](#) for details)*

Customer Qualification

- 1,000+ Microsoft 365 E3 or Microsoft 365 E5 PAU
- 15% or greater Intune usage
- 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 Intune by enabling these features in the customer environment, focusing on cloud-only management for a selected group of users.

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Modern Work – Frontline Worker Pilot - Medium


ENGAGEMENT SUMMARY

To unlock a new future for frontline workers, this year, partners have an opportunity to engage their customers in the Frontline Worker Pilot program where customers will implement high value scenarios to equip their frontline with the right tools, boost their engagement and operational efficiency. Partners will leverage Microsoft 365 F3 trial licenses, delivery guidance and get connected to our top customer opportunities to accelerate pipeline jointly for stronger customer wins.


ENGAGEMENT TERM

July 1, 2023 – June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification
Managed Microsoft Partners with a Co-Sell Ready offer for Frontline Worker and 2 of the following Specializations:

- Adoption and Change Management
- Teamwork Deployment
- Modernize Endpoints
- Teams Custom Solutions

Measure and Reward

Activity Payment: Market A = \$20,000 and Market B = \$15,000, Market C = \$10,000 (Refer to slide titled [‘FY24 Modern Work Details’](#) for details)

Customer Qualification

Customers with active Frontline Worker sales opportunities that have been prioritized by Microsoft and for which a valid outbound Partner Center referral authorizing a pilot has been created.

Customer aligned partner will be notified with engagement details.

Activity Requirements

During this Pilot you will:

- In collaboration with the customer identify **at least two scenarios** to pilot
- Assist with defining **at least 100 users** (frontline workers and managers) to enable them with Microsoft 365 F3 trial licenses and to pilot the identified **two scenarios**
- Implement scenarios, conduct pilot with the identified set of frontline workers
- Deliver an actionable plan to adopt proposed scenarios addressing potential blockers discovered during the pilot delivery
- Propose next steps for broader implementation of the piloted scenarios and Microsoft 365 F3 license purchase

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Modern Work – Frontline Worker Pilot - Large


ENGAGEMENT SUMMARY

To unlock a new future for frontline workers, this year, partners have an opportunity to engage their customers in the Frontline Worker Pilot program where customers will implement high value scenarios to equip their frontline with the right tools, boost their engagement and operational efficiency. Partners will leverage Microsoft 365 F3 trial licenses, delivery guidance and get connected to our top customer opportunities to accelerate pipeline jointly for stronger customer wins.


ENGAGEMENT TERM

July 1, 2023 – June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification
Managed Microsoft Partners with a Co-Sell Ready offer for Frontline Worker and 2 of the following Specializations:

- Adoption and Change Management
- Teamwork Deployment
- Modernize Endpoints
- Teams Custom Solutions

Measure and Reward

Activity Payment: Market A = \$30,000 and Market B = \$22,500, Market C = \$15,000 (Refer to slide titled [‘FY24 Modern Work Details’](#) for details)

Customer Qualification

Customers with active Frontline Worker sales opportunities that have been prioritized by Microsoft and for which a valid outbound Partner Center referral authorizing a pilot has been created.

Customer aligned partner will be notified with engagement details.

Activity Requirements

During this Pilot you will:

- In collaboration with the customer identify at **least three scenarios to pilot**
- Assist with defining **at least 250 users** (frontline workers and managers) to enable them with Microsoft 365 F3 trial licenses and to pilot the identified **three scenarios**
- Implement scenarios, conduct pilot with the identified set of frontline workers
- Deliver an actionable plan to adopt proposed scenarios addressing potential blockers discovered during the pilot delivery
- Propose next steps for broader implementation of the piloted scenarios and Microsoft 365 F3 license purchase

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Modern Work – Microsoft Viva Goals Pilot


ENGAGEMENT SUMMARY

The Microsoft Viva Goals Standardized Pilot is a new opportunity to engage customers in a pre-sales stage to deliver a hands-on experience with a goal alignment solution that connects teams to their organization's strategic priorities, driving results and a thriving business. Partners will receive Microsoft Viva Goals trial licenses to enable for customers, standardized delivery guidance around the OKR framework and Viva Goals and get connected to our top customer opportunities to accelerate pipeline jointly for stronger customer wins. The objective of the pilot is to create and solidify intent, helping customers realize the business value of Microsoft Viva and to create a roadmap for purchase and adoption.


ENGAGEMENT TERM

July 1, 2023 – June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification
Managed Microsoft Partners with a Co-Sell Ready offer for Viva and who have graduated from the FY23 Viva Jumpstart Program.

Measure and Reward

Activity Payment: Market A = \$20,000 , Market B = \$15,000, Market C = \$10,000 *(Refer to slide titled '[FY24 Modern Work Details](#)' for details)*

Customer Qualification

Customers with active sales opportunities for Viva that have been prioritized by Microsoft and for which a valid outbound Partner Center referral authorizing a pilot has been created.

Customer aligned partner will be notified with engagement details.

Activity Requirements

During this 8-12 week pilot you will:

- Deliver pilot design decision session, including alignment on business outcomes and success criteria for Viva Goals.
- Setup & onboard Microsoft Viva Goals trial licenses in the customer’s tenant for 50 users.
- Enable the Microsoft Viva Goals app in Microsoft Teams for the targeted pilot group
- Deliver OKR Methodology / End User training to educate pilot participants on writing, entering and tracking OKRs in Viva Goals
- Summarize pilot learnings, potential scaled deployment blockers and challenges.
- Create an actionable plan to adopt Viva Goals and next steps.

* Note that new customers will be available to claim only through Field nomination and nominations are updated quarterly (at the beginning of the quarter)

Partner role in MCI	Purchasing motion	Earning Type
Build Intent – Partner Activities	Breadth, Enterprise and self-service purchasing motions	Fee

Modern Work – Microsoft Viva Insights Pilot


ENGAGEMENT SUMMARY

The Microsoft Viva Insights Standardized Pilot is a new opportunity to engage customers in a pre-sales stage to show how they can gain visibility into workplace activities, communication behaviors and collaboration patterns to streamline decision-making and improve business performance with privacy-protected insights. Partners will receive Microsoft Viva Insights trial licenses to enable for customers, standardized delivery guidance and get connected to our top customer opportunities to accelerate pipeline jointly for stronger customer wins. The objective of the pilot is to create and solidify intent, helping customers realize the business value of Microsoft Viva and to create a roadmap for purchase and adoption.


ENGAGEMENT TERM

July 1, 2023 – June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification
Managed Microsoft Partners with a Co-Sell Ready offer for Viva and who have graduated from the FY23 Viva Jumpstart Program.

Measure and Reward

Activity Payment: Market A = \$20,000 , Market B = \$15,000, Market C = \$10,000 (Refer to slide titled '[FY24 Modern Work Details](#)' for details)

Customer Qualification

Customers with active sales opportunities for Viva that have been prioritized by Microsoft and for which a valid outbound Partner Center referral authorizing a pilot has been created.

Customer aligned partner will be notified with engagement details.

Activity Requirements

During this 6-8 week pilot you will:

- Deliver pilot design session including discovery of scenarios to pilot
- Setup & onboard Microsoft Viva Insights trial licenses in the customer’s tenant for 500 pilot users.
- Enable and readout of two (2) Advanced Analytics Power BI Template Reports for a minimum of 500 users.
- Summarize pilot learnings, potential scaled deployment blockers and challenges.
- Create an actionable plan to adopt Viva Insights and next steps.

* Note that new customers will be available to claim only through Field nomination and nominations are updated quarterly (at the beginning of the quarter)

Partner role in MCI Build Intent – Partner Activities	Purchasing motion Breadth, Enterprise and self-service purchasing motions	Earning Type Fee
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Modern Work – Teams Phone Pilot


ENGAGEMENT SUMMARY

Microsoft Teams Phone is a cloud-based phone system with advanced features including call transfer, multi-level auto attendants and call queues. The Microsoft Teams Phone Pilot is an engagement that enables customers to pilot their top calling use cases and scenarios for Teams Phone with PSTN connectivity. The expected outcome is a curated plan to purchase and adopt Microsoft Teams Phone.


ENGAGEMENT TERM

July 1, 2023 – June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification
Managed Microsoft Partners with a Co-Sell Ready offer for Teams Phone and Specialization for Calling for Microsoft Teams

Measure and Reward

Activity Payment: Market A = \$20,000 , Market B = \$15,000, Market C = \$10,000 *(Refer to slide titled '[FY24 Modern Work Details](#)' for details)*

Customer Qualification

Customers with active Teams Phone sales opportunities that have been prioritized by Microsoft and for which a valid outbound Partner Center referral authorizing a pilot has been created.

Customer aligned partner will be notified with engagement details.

Activity Requirements

During this Pilot you will:

- Define use cases and scenario to pilot with Teams Phone.
- Complete preparation checklist and remediation tasks
- Teams Phone configuration including validation in customer production tenant
- Configure at least one PSTN connectivity option for Teams Phone (Microsoft Calling Plans, Operator Connect, Teams Phone Mobile and/or Direct Routing)
- Enable at least 25 users for Teams Phone with phone number assigned
- Configure at least one Auto Attendant and Call Queue with phone number assigned.
- Provide user adoption & administrator readiness
- Offer support based on customer feedback
- Validation of pilot with next steps and findings

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Modern Work – Windows 365 Pilot


ENGAGEMENT SUMMARY

Hybrid work creates new opportunities and new challenges. Windows 365 unlocks enterprise hybrid work scenarios to protect the digital worker, simplify IT management and power a better computing experience. The Windows 365 Pilot empowers you to pilot hybrid work scenarios in your production environment and provide your workforce access to a secure and productive desktop experience from virtually anywhere.


ENGAGEMENT TERM

July 1, 2023 – June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification
Managed Microsoft Partners with a Co-Sell Ready offer for Windows 365 and Specialization for Modernize Endpoint

Measure and Reward

Activity Payment: Market A = \$20,000 , Market B = \$15,000, Market C = \$10,000 (Refer to slide titled '[FY24 Modern Work Details](#)' for details)

Customer Qualification

Customers with active Windows 365 sales opportunities that have been prioritized by Microsoft and for which a valid outbound Partner Center referral authorizing a pilot has been created.

Customer aligned partner will be notified with engagement details.

Activity Requirements

During this Pilot you will:

- Present how Windows 365 unlocks enterprise hybrid work scenarios to deliver a secure and productive desktop experience from anywhere. .
- Understand a customer's hybrid work scenarios and end-user computing goals and objectives.
- Present how to simplify IT management by remotely managing Windows 365 Cloud PCs.
- Showcase Windows 365 Cloud PC provisioning and management with Microsoft Intune by enabling these features in the customer's production environment, focusing on cloud-only management for a selected group of users.

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

FY24 Modern Work Incentive 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 Bahrain, Barbados, Brazil, Cayman Islands, Chile, China, Colombia, Cyprus, Czechia, Estonia, Greece, Hong Kong, Indonesia, Israel, Jamaica, Korea, Kuwait, Latvia, Lithuania, Malaysia, Malta, Mexico, N. Macedonia, Oman, Philippines, Poland, Puerto Rico, Qatar, Saudi Arabia, Senegal, Singapore, Slovakia, Slovenia, South Africa, Taiwan, Thailand, U.A.E. and Uruguay.

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

Incentive Rate Card



Type	Engagement Name	Market A	Market B	Market C
FY24 Pilot	Frontline Worker Pilot (Large)	\$30,000	\$22,500	\$15,000
FY24 Pilot	Frontline Worker Pilot (Medium)	\$20,000	\$15,000	\$10,000
FY24 Pilot	Microsoft Teams Phone Pilot	\$20,000	\$15,000	\$10,000
FY24 Pilot	Microsoft Viva Goals Pilot	\$20,000	\$15,000	\$10,000
FY24 Pilot	Microsoft Viva Insights Pilot	\$20,000	\$15,000	\$10,000
FY24 Pilot	Windows 365 Pilot	\$20,000	\$15,000	\$10,000
FY23 Workshop	Collaborative Apps	\$5,000	\$3,000	\$1,000
FY23 Workshop	Enable Frontline	\$5,000	\$3,000	\$1,000
FY23 Workshop	Endpoint Management	\$5,000	\$3,000	\$1,000
FY23 Workshop	Hybrid Meetings & Rooms	\$5,000	\$3,000	\$1,000
FY23 Workshop	Microsoft 365 Digital Workforce	\$3,500	\$2,000	\$500
FY23 Workshop	Microsoft Viva	\$5,000	\$3,000	\$1,000
FY23 Workshop	Microsoft Viva Insights	\$5,000	\$3,000	\$1,000
FY23 Workshop	Modernize Communications	\$5,000	\$3,000	\$1,000
FY23 Workshop	NextGen Windows	\$5,000	\$3,000	\$1,000
FY23 Workshop	Microsoft Syntex	\$5,000	\$3,000	\$1,000

* Market rates change effective on claims approved after July 1, 2023, 00:01 UTC

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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. (Refer to below slide [‘FY24 Security Incentives Details’](#) for details)

Customer Qualification

US Federal Government Customers

Activity Requirements

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

Partner role in MCI Build Intent – Partner Activities	Purchasing motion Breadth, Enterprise and self-service purchasing motions	Earning Type Fee
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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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

**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 [‘FY24 Security Incentives 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.

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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 [‘FY24 Security Incentives 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

Partner role in MCI
Build Intent – Partner Activities

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.



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 [‘FY24 Security Incentives 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 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

Partner role in MCI

Build Intent – Partner Activities

Purchasing motion

Breadth, Enterprise and self-service purchasing motions

Earning Type

Fee

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.


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 [‘FY24 Security Incentives 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

Partner role in MCI

Build Intent – Partner Activities

Purchasing motion

Breadth, Enterprise and self-service purchasing motions

Earning Type

Fee

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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 [‘FY24 Security Incentives 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.

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

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 effectively identify, respond to, and manage risk and compliance cases in their organizations.

ENGAGEMENT TERM

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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 [‘FY24 Security Incentives 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
- 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

Partner role in MCI

Build Intent – Partner Activities

Purchasing motion

Breadth, Enterprise and self-service purchasing motions

Earning Type

Fee

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 others manage and monitor their data, protect information, minimize compliance risks, and meet regulatory requirements.

ENGAGEMENT TERM


Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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 [‘FY24 Security Incentives 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

Partner role in MCI

Build Intent – Partner Activities

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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 [‘FY24 Security Incentives 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)

Partner role in MCI	Purchasing motion	Earning Type
Build Intent – Partner Activities	Breadth, Enterprise and self-service purchasing motions	Fee

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

Claiming - July 1, 2022 – June 30, 2023. POE submission may continue to be completed based on established MCI timelines through October 15, 2023. Reclaiming or reopening claims after June 30, 2023 is not possible.

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 [‘FY24 Security Incentives 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

Partner role in MCI

Build Intent – Partner Activities

Purchasing motion

Breadth, Enterprise and self-service purchasing motions

Earning Type

Fee

Security – Threat Protection Engagement


ENGAGEMENT SUMMARY

The Threat Protection Engagement is designed to create customer intent for purchasing and/or deploying advanced Microsoft Security products, including but not limited to Microsoft 365 Defender and Microsoft Sentinel. The engagement is expected to require about a three-day partner effort. The Threat Protection Engagement is delivered in a customer’s production environment by discovering real security threats and vulnerabilities. Only for subset of customers, the Threat Protection Engagement can be delivered in trial environment built for the customer, using an Attack Simulation tool to simulate threats (limited availability).


ENGAGEMENT TERM

July 1, 2023 – June 30, 2024

Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner Qualification
Solutions Partner for Security Designation

Measure and Reward

Activity Payment: Market A = \$6500, Market B = \$4000, and Market C = \$1500 (Refer to below slide [‘FY24 Security Incentives Details’](#) for details)

Customer Qualification

- 500-5000 Paid Available Units (PAU) for Azure Active Directory Premium (AADP) PAU, and
- 250+ Monthly Active Users (MAU) for Exchange Online, SharePoint Online or Teams
- Customer may not have previously attended a Sales-Defend Against Threats with SIEM plus XDR workshop between July 1 2022-June 30 2023.

Activity Requirements

For the Threat Protection Engagement to be considered complete, a partner is required to deliver the following activities:

- Identify customer’s key security objectives & priorities.
- Conduct discovery of threats and vulnerabilities in customer’s production environment.
- Use customer’s existing licenses or product trials of Microsoft Sentinel, Microsoft 365 Defender, Microsoft Defender for Endpoint, Microsoft Defender Vulnerability Management, Microsoft Defender for Cloud Apps, Microsoft Defender for Office 365 and Azure AD Identity Protection, to perform discovery and exploration of threats and vulnerabilities.
- 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 a Microsoft 365 E5 trial.
- Deploy Microsoft Sentinel, Microsoft 365 Defender, Microsoft Defender for Endpoint, Microsoft Defender for Cloud Apps, Microsoft Defender for Office 365, Azure AD Identity Protection 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.

Partner role in MCI
Build Intent – Partner Activities

Purchasing motion
Breadth, Enterprise and self-service purchasing motions

Earning Type
Fee

Microsoft Sentinel Migration and Modernization


ENGAGEMENT SUMMARY


Microsoft Sentinel Migration and Modernization helps accelerate and simplify customer migration and modernization projects to Microsoft Sentinel workload. In this engagement, partners will provide expert guidance to execute a Microsoft Sentinel migration project. It can include migrating from any non-Microsoft SIEM solutions to Microsoft Sentinel; or deploying Microsoft Sentinel for new customers . Partner needs to deliver and deploy Microsoft Sentinel Migration and Modernization activities.


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

 **Partner Agreement**
Microsoft Cloud Partner Program Agreement

 **Program Enrollment**
Microsoft Commerce Incentives

 **Partner Qualification**
Threat Protection Specialization

Customer Eligibility

Enterprise, SMC-Corporate select customers 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 Microsoft Sentinel consumption plan from deployment date. Please refer to [Microsoft Sentinel Calculator](#) to estimate consumption. Refer to slide ‘FY24 Security Incentives Details’ for details on market A, B and C countries.

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 Sentinel consumption	\$15,000 USD	\$12,000 USD	\$9,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Sentinel consumption	\$35,000 USD	\$28,000 USD	\$21,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Sentinel consumption	\$50,000 USD	\$40,000 USD	\$30,000 USD	260 days

The project sizes are the planned Sentinel consumption in year 1, measured from project completion. Microsoft reserves the right to reject future engagements or remove partners from the Microsoft Sentinel Migration and Modernization if the Microsoft Sentinel Azure consumption Run Rate (ARR) is found to be inaccurate when verified against the size of opportunities submitted.

FY24 Security Incentive 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 Bahrain, Barbados, Brazil, Cayman Islands, Chile, China, Colombia, Cyprus, Czechia, Estonia, Greece, Hong Kong, Indonesia, Israel, Jamaica, Korea, Kuwait, Latvia, Lithuania, Malaysia, Malta, Mexico, N. Macedonia, Oman, Philippines, Poland, Puerto Rico, Qatar, Saudi Arabia, Senegal, Singapore, Slovakia, Slovenia, South Africa, Taiwan, Thailand, U.A.E. and Uruguay.

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

Incentive Rate Card



Type	Engagement Name	Market A	Market B	Market C
FY23 Workshop	Executive Order 14028 (US Only)	\$5,000	N/A	N/A
FY23 Workshop	Sales – Defend Against Threats with SIEM Plus XDR	\$6,500	\$4,000	\$1,500
FY23 Workshop	Sales – Mitigate Compliance and Privacy Risks	\$5,000	\$3,000	\$1,000
FY23 Workshop	Sales – Protect and Govern Sensitive Data	\$5,000	\$3,000	\$1,000
FY23 Workshop	Sales – Secure Multi-Cloud Environments	\$5,000	\$3,000	\$1,000
FY23 Workshop	Usage – Defend Against Threats with SIEM Plus XDR	\$5,000	\$3,000	\$1,000
FY23 Workshop	Usage – Mitigate Compliance and Privacy Risks	\$5,000	\$3,000	\$1,000
FY23 Workshop	Usage – Protect and Govern Sensitive Data	\$5,000	\$3,000	\$1,000
FY23 Workshop	Usage – Secure Identities and Access	\$5,000	\$3,000	\$1,000
FY23 Workshop	Usage – Secure Multi-Cloud Environments	\$5,000	\$3,000	\$1,000
FY24 Engagement	Threat Protection Engagement	\$6,500	\$4,000	\$1,500
FY24 Migration	Microsoft Sentinel Migration and Modernization (Small)	\$15,000	\$12,000	\$9,000
FY24 Migration	Microsoft Sentinel Migration and Modernization (Medium)	\$35,000	\$28,000	\$21,000
FY24 Migration	Microsoft Sentinel Migration and Modernization (Large)	\$50,000	\$40,000	\$30,000

* Market rates change effective on claims approved after July 1, 2023, 00:01 UTC

Workshops Program Controls



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 – Azure Migrate & Modernize Partner-led Engagement Stages

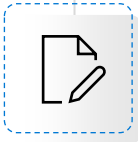
Engagement Stage	Stage 01	Stage 02	Stage 03	Stage 04	Stage 05
	Nominate Customer	Customer Consent	Execution & POE Submission	POE Validation	Payment
Activity	Partner nominates customer+ after there is confirmed intent and alignment from the customer to carry out the engagement. Partner Center validates 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		60-260 days* from receiving customer consent		30 days max from claim submission
					45 days max from claim approval month end

+ Nominate by clicking "Add Customer" in Partner Center > Incentives > MCI Engagements. See <https://aka.ms/MCIPartnerActivitiesClaimsGuide> for details.

*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

Azure Migrate & Modernize Partner-led Engagements: Proof of Execution of Requirements

To receive payment, please submit all 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 (POE) Requirements (uploaded by Partner)



Invoice in USD (uploaded by Partner)
This refers to the partner invoice to Microsoft for completion of activity



Project ACR Estimate (uploaded by Partner)
Not required for Migration Business Case, SAP Assessment, ISV & SAP RISE engagements

Azure Migrate & Modernize Partner-led: Solution Assessment for Rapid Migration


ENGAGEMENT SUMMARY


Azure Migrate and Modernize (AMM) helps simplify and accelerate customer migration and modernization projects. In this engagement, partners will provide an end-to-end analysis and mapping of Customer’s IT infrastructure (both physical and virtual), taking into consideration customer plans, current deployment, usage, processes, and data. As part of this Assessment, partners will use [Azure Migrate](#) to create a report for the migrating workloads including Windows/Linux and SQL on physical instances, VMware, and Hyper-V on premises to Azure IaaS and for migrating applications to Azure App Service. Analysis includes coverage of SQL Server Services, Backup & Disaster Recovery services. Azure Migrate enables accelerated decision-making with a business case that factors Azure Windows Hybrid Benefits, Reserved Instances, Azure Savings Plan, etc. The report also includes financial analysis comparing TCO for on-premises costs vs moving to Azure, payback period, etc. Partners should use the following Microsoft guidance/tools in delivering the services: [Cloud Adoption Framework \(CAF\)](#) [Well-Architected Framework \(WAF\)](#) [Azure Migrate](#)


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

**Partner Agreement**
Microsoft Cloud Partner Program Agreement

**Program Enrollment**
Microsoft Commerce Incentives

**AMM partner requirements**
Azure Expert MSP **OR**
Azure Specialization in any of the following:

- Infrastructure & Database Migration to Microsoft Azure
- Modernization of Web Apps to Microsoft Azure

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

Measure and Reward

Partners are paid a fixed amount.
Refer to the [AMM Engagement Payout](#) page for country-specific information.

Project Size	Partner Payment Market A	Partner Payment Market B	Engagement Stage 3 Timeline – (Execution & POE Submission)
Assessment engagement Estimated Project size: > \$25K Annual Azure consumption The Azure Pricing Calculator can be used to estimate Azure consumption.	\$5,000 USD	\$4,000 USD	60 days

The below mentioned activities must be completed for your customer engagement to be considered fully delivered:

- Assessment Report using [Azure Migrate](#)

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Migrate & Modernize Partner-led: SAP Migration Assessment


ENGAGEMENT SUMMARY

Azure Migrate and Modernize (AMM) helps accelerate and simplify customer migration and modernization projects. In this engagement, partners will provide an end-to-end analysis and mapping of customer’s IT infrastructure (both physical and virtual), taking into consideration customer plans, current deployment, usage, processes, and data. As part of this assessment, partners will create an Assessment Report to help the customer migrate their on prem SAP workloads to Azure (SAP Native or RISE). Partners are recommended to use the following Microsoft guidance/tools in the assessment: [Cloud Adoption Framework \(CAF\)](#) [Well-Architected Framework \(WAF\)](#)


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



AMM partner requirements
Specialization in SAP on Microsoft Azure¹

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

Measure and Reward

Partners are paid a fixed amount.
Refer to the [AMM Engagement Payout](#) page for country-specific information.

Project Size	Partner Payment Market A	Partner Payment Market B	Engagement Stage 3 Timeline – (Execution & POE Submission)
Assessment engagement Estimated Project size: > \$25K Annual Azure consumption The Azure Pricing Calculator can be used to estimate Azure consumption (optional)	\$5,000 USD	\$4,000 USD	60 days

The below mentioned activities must be completed for your customer engagement to be considered fully delivered:

- Assessment Report

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

¹Timeline for attainment may vary based on market position

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Migrate & Modernize Partner-led: Infrastructure and Database Migration


ENGAGEMENT SUMMARY


Azure Migrate and Modernize (AMM) 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. Hybrid deployments with Azure Arc are also supported. Microsoft strongly recommends that the new Azure workloads should be setup in a secure manner. Secure Migrations can include any/all the following: Microsoft Defender for Cloud (or equivalent 3rd party security product), Azure networking security (including network security groups, secure VNet configurations, Azure Front Door with WAF policies, Azure Bastion and DDoS protection) & Azure Firewall Premium and configure firewall manager policies & alerts. The partners are required to perform specific milestones in the AMM project which should include the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup or Review 3. Deployment/Migration activities including securing the Azure workloads (including Arc-enablement as required).


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

 **Partner Agreement**
Microsoft Cloud Partner Program Agreement

 **Program Enrollment**
Microsoft Commerce Incentives

 **AMM partner requirements**
Azure Expert MSP
OR Azure Specialization of Infrastructure & Database Migration

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

The project sizes are the planned Azure consumption in year 1, measured from AMM project completion.

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 [AMM 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	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$25K – \$125K/year planned Azure consumption	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Azure consumption	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Azure consumption	\$50,000 USD	\$40,000 USD	260 days
Extra Large (XL) engagement Project size: >\$500K – \$750K/year planned Azure consumption	\$75,000 USD	\$60,000 USD	260 days
Extra Extra Large (XXL) engagement Project size: >\$750K – \$1M/year planned Azure consumption	\$100,000 USD	\$80,000 USD	260 days

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

Partner role in MCI
Build Intent – Partner Activities

Earning Type
Fee

Azure Migrate & Modernize Partner-led: Migrating to Azure VMware Solution


ENGAGEMENT SUMMARY


Azure Migrate and Modernize (AMM) 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. Microsoft strongly recommends that the new Azure workloads should be setup in a secure manner. Secure Migrations can include any/all the following: Microsoft Defender for Cloud (or equivalent 3rd party security product), Azure networking security (including network security groups, secure VNet configurations, Azure Front Door with WAF policies, Azure Bastion and DDoS protection) & Azure Firewall Premium and configure firewall manager policies & alerts. The partners are required to perform specific milestones in the AMM project which should include the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup or Review 3. Deployment/Migration activities including securing the Azure workloads


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

**Partner Agreement**
Microsoft Cloud Partner Program Agreement

**Program Enrollment**
Microsoft Commerce Incentives

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

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

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 [AMM 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	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$25K – \$125K/year planned Azure consumption	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Azure consumption	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Azure consumption	\$50,000 USD	\$40,000 USD	260 days

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

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Migrate & Modernize Partner-led: Virtual Desktop Infrastructure

ENGAGEMENT SUMMARY

Azure Migrate and Modernize (AMM) 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.


Microsoft strongly recommends that the new Azure workloads should be setup in a secure manner. Secure Migrations can include any/all the following: Microsoft Defender for Cloud (or equivalent 3rd party security product), Azure networking security (including network security groups, secure VNet configurations, Azure Front Door with WAF policies, Azure Bastion and DDoS protection) & Azure Firewall Premium and configure firewall manager policies & alerts.


The partners are required to perform specific milestones in the AMM project which should include the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup or Review 3. Deployment activities including securing the Azure workloads


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

**Partner Agreement**
Microsoft Cloud Partner Program Agreement

**Program Enrollment**
Microsoft Commerce Incentives

**AMM partner requirements**
Azure Specialization in Azure Virtual Desktop

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

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 [AMM 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	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$25K – \$125K/year planned Azure consumption	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Azure consumption	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Azure consumption	\$50,000 USD	\$40,000 USD	260 days

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

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Migrate & Modernize Partner-led: SAP Migration


ENGAGEMENT SUMMARY


Azure Migrate and Modernize (AMM) 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. Microsoft strongly recommends that the new Azure workloads should be setup in a secure manner. Secure Migrations can include any/all the following: Microsoft Defender for Cloud (or equivalent 3rd party security product), Azure networking security (including network security groups, secure VNet configurations, Azure Front Door with WAF policies, Azure Bastion and DDoS protection) & Azure Firewall Premium and configure firewall manager policies & alerts. Note: This engagement is for customers running SAP on the customer's Azure subscription; SAP RISE engagements should use the offer specific to SAP RISE. The partners are required to perform specific milestones in the AMM project which should include the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup or Review 3. Migration/Modernization activities including securing the Azure workloads


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

**Partner Agreement**
Microsoft Cloud Partner Program Agreement

**Program Enrollment**
Microsoft Commerce Incentives

**AMM partner requirements**
Specialization in SAP on Microsoft Azure

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

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 [AMM 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	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$25K – \$125K/year planned Azure consumption	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Azure consumption	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Azure consumption	\$50,000 USD	\$40,000 USD	260 days

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

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Migrate & Modernize Partner-led: Migration to SAP RISE in Azure


ENGAGEMENT SUMMARY


Azure Migrate and Modernize (AMM) 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. This engagement is for customers migrating to SAP RISE (a tenant in Azure managed by SAP). The partners are required to perform specific milestones in the AMM project which should include the following activities: 1. Application Compatibility Assessment/Review 2. Migration/Modernization activities.


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

 **Partner Agreement**
Microsoft Cloud Partner Program Agreement

 **Program Enrollment**
Microsoft Commerce Incentives

 **AMM partner requirements**
Specialization in SAP on Microsoft Azure¹

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

¹Timeline for attainment may vary based on market position

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 [AMM Engagement Payout](#) page for country-specific information.

Project Size	Partner Payment Market A	Partner Payment Market B	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$50K – \$100K/year planned Azure consumption (\$150K-\$300K SAP RISE ACV)	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$100K – \$150K/year planned Azure consumption (>\$300K-\$500K SAP RISE ACV)	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$150K – \$250K/year planned Azure consumption (>\$500K-\$750K SAP RISE ACV)	\$50,000 USD	\$40,000 USD	260 days

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

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

Partner role in MCI
Build Intent – Partner Activities

Earning Type
Fee

Azure Migrate & Modernize Partner-led: Migrate Enterprise Apps


ENGAGEMENT SUMMARY

Azure Migrate and Modernize (AMM) helps accelerate and simplify customer migration and modernization projects. In this engagement, partners will provide expert guidance to help migrate a portfolio of existing customer’s applications to Azure App Service with minimal code changes. The following patterns are supported: (i) migration of .NET applications to Azure App Service, (ii) migration of Java applications to Azure App Service. Microsoft strongly recommends that the new Azure workloads should be setup in a secure manner. Secure Migrations can include any/all the following: Microsoft Defender for Cloud (or equivalent 3rd party security product), Azure networking security (including network security groups, secure VNet configurations, Azure Front Door with WAF policies, Azure Bastion and DDoS protection) & Azure Firewall Premium and configure firewall manager policies & alerts. The partners are required to perform specific milestones in the AMM project which should include the following activities: 1. Application Compatibility Assessment/Review 2. Landing Zone Setup or Review 3. Application migration activities to Azure App Service, including securing the Azure workloads.


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



AMM partner requirements
Specialization in Modernization of Web Applications to Microsoft Azure (Migrate Enterprise Apps to Microsoft Azure)

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

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 [AMM 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	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$25K – \$125K/year planned Azure consumption	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Azure consumption	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Azure consumption	\$50,000 USD	\$40,000 USD	260 days

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

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Migrate & Modernize Partner-led: ISV SaaS & BYOL


ENGAGEMENT SUMMARY


Azure Migrate and Modernize (AMM) helps accelerate and simplify customer migration and modernization projects. In this engagement, partners will provide expert guidance to execute a customer’s migration project to solutions built on Azure. It can include migrating customers to the partner’s SaaS or BYOL offering on Azure. The partners are required to perform specific milestones in the AMM project the following activities: 1. Application Compatibility Assessment/Review 2. Migration/Modernization activities


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

 **Partner Agreement**
Microsoft Cloud Partner Program Agreement

 **Program Enrollment**
Microsoft Commerce Incentives

 **Managed ISV Invite Only**
Managed ISV satisfying the [qualification criteria](#)

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

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 [AMM 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	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$25K – \$125K/year planned Azure consumption	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Azure consumption	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Azure consumption	\$50,000 USD	\$40,000 USD	260 days

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

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Migrate & Modernize Governance information](#).

FY24 AMM Partner-led for SaaS & BYOL Qualification Criteria

Qualification Criteria

- Must be managed Independent Software Vender (ISV) **satisfying managed ISV eligibility criteria** with their **own professional services team** to execute migration/modernization independently as **determined and selected** by Microsoft
- ISV with at least one **Marketplace transactable offer***
- **Commitment to execute at least 20 migrations** in FY24 via ISV AMMP Partner-led
- ISV with **at least \$10M potential annual incremental ACR impact** for their end-customer migration
- ISV without **existing custom deal(s) with MSFT** that can be used for end-customer migration & modernization**
- ISV satisfying at least one **Azure workload consumption thresholds** below in FY23***
 - At least **10%** of their total ACR from **WS on Azure**
 - At least **15%** of their total ACR from **Azure SQL**
 - At least **15%** of their total ACR from **Digital & App Innovation (AKS, Azure App Service, and Azure Spring Cloud), Or**
 - At least **15%** of their total ACR from **Linux on Azure*****

* ISVs that currently have at least one MP transactable offer or plans to launch at least one in FY24

** Custom deals allocated for specific customers with PDM’s confirmation on monitoring each funding request are not applied to this term

*** ISVs with at least \$100M potential annual incremental ACR impact for their end-customer migration and commitment to execute at least 60 migration in FY24 do not need to satisfy the ACR thresholds

Azure Migrate & Modernize Partner-led Engagement Payout Details



Market A and Market B Countries

Azure Migrate & Modernize (AMM) 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, Italy, Japan, Luxembourg, Netherlands, New Zealand, Norway, Spain, Sweden, Switzerland, United Kingdom, United States.
- Market B will include all other countries/regions eligible for Microsoft Commerce Incentives.



FY24 Rate Card

Solution Area	Workshop	Market A Incentive	Market B Incentive
Azure	Migration Business Case & SAP Assessment	\$5,000	\$4,000
Azure	AMM Engagement Small	\$15,000	\$12,000
Azure	AMM Engagement Medium	\$35,000	\$28,000
Azure	AMM Engagement Large	\$50,000	\$40,000
Azure	AMM Engagement Extra Large*	\$75,000	\$60,000
Azure	AMM Engagement Extra Extra Large*	\$100,000	\$80,000

* Only available for Infra/DB Migration engagements
* Market rates change effective on claims approved after July 1, 2023, 00:01 UTC

Important: Partners are prohibited from using funding for the same engagement multiple times in AMM through either (i) multiple submissions in AMM Partner-Led (MCI) or (ii) submitting in both AMM Partner-led (MCI) and Traditional AMM (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.

Azure Migrate & Modernize Partner-led Engagement Controls



Net New Engagements Only

Partners should **NOT** nominate existing engagements that are already underway through Azure Migrate & Modernize (AMM) Partner-led.

AMM Partner-led should be **only for net new** engagements that have **NOT** started (and will only start after approval is received from customer)



Each Engagement is a unique project

AMM Partner-led views each engagement submitted as unique and having its own scope of Azure consumption.

If a project has multiple scenarios (e.g., migration and VDI), nominate them **separately**.

A partner should **NOT** nominate multiple engagement types together for the same opportunity.

An example: A single Infra/DB migration engagement should be nominated **only once** under the appropriate engagement size based on estimated Azure consumption. For example, two engagements (e.g., both M & L sizes) should not be nominated for the same project.

[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](#)

[Activity-Based Incentives](#)

[Transaction-Based Incentives](#)

[Growth-Based Incentives](#)

[Additional Resources](#)

Azure Migrate & Modernize Partner-led 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 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.

Azure Migrate & Modernize Engagement Controls



Successful Engagements – Migrate/Modernize

- Successful engagements are defined as:
- Partner selects correct t-shirt size engagement based on thorough understanding of the customer project
 - Incremental Azure consumption driven by the engagement meets/exceeds the Minimum ACR for the selected t-shirt size.
 - The customer satisfaction with the engagement is 4 or above.
- Microsoft reserves the right to “pause” partners from the program if more than 50% of engagements do not meet this success criteria.
- More information on how this is calculated [available here](#)



Balance of Assessments to Migrate/Modernize Engagements

- Partners must ensure that the number of in-progress and delivered assessments is not more than 2x the number of Migration/Modernize engagements in progress and delivered.
- As part of the regular monthly governance for AMM, Microsoft will monitor this ratio and may pause partners from claiming further customers for assessments until this ratio balance requirements is restored.

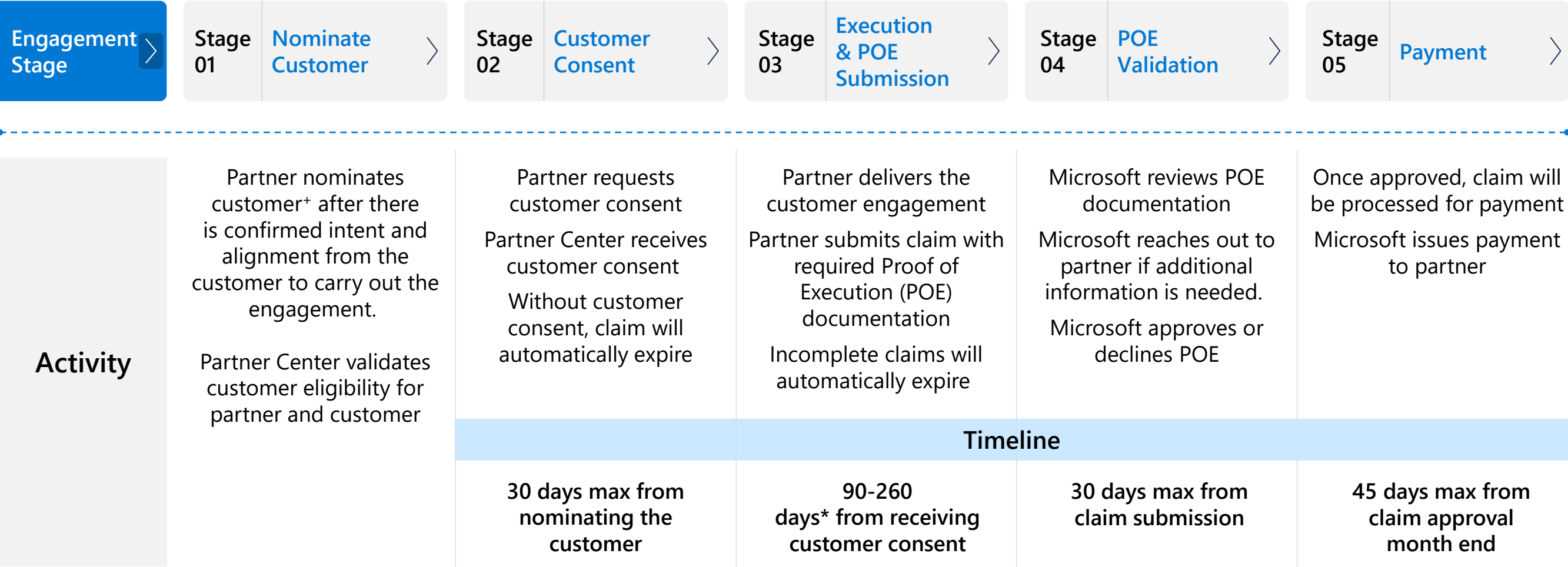


ISV Engagement Performance Tracking

Partners should ensure they provide accurate Azure Subscription IDs in the Proof of engagement. For customer migrations to SaaS offerings on Azure, partners are required to report PRACR for the engagements delivered. Microsoft reserves the right to track consumption for completed engagements and restrict and/or remove partners from the program if more than 50% of engagements do not meet the minimum ACR requirement of an engagement’s ACR range.

Note: Partners may be asked for project status updates from the program operations team. Please respond to these enquiries within 10 business days. Engagements not responded to may be cancelled.

MCI Build Intent Incentive – Azure Innovate Partner-led Engagement Stages

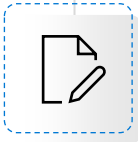


+ Nominate by clicking "Add Customer" in Partner Center > Incentives > MCI Engagements. See <https://aka.ms/MCIPartnerActivitiesClaimsGuide> for details.

*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

Azure Innovate Partner-led Engagements: Proof of Execution of Requirements

To receive payment, please submit all 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 document (uploaded by Partner)



Invoice in USD (uploaded by Partner)
This refers to the partner invoice to Microsoft for completion of activity



Project ACR Estimate (uploaded by Partner)
Not required for MVPs

Azure Innovate Partner-led: Analytics MVP


ENGAGEMENT SUMMARY

Azure Innovate for Analytics provides guidance, resources, and funding to drive consistent execution and customer experience, accelerating the demand, pipeline, and consumption of Azure Analytics Services. In this engagement, partners will provide a Minimum Viable Product (aka POC or pilot) for a customer’s Analytics project, demonstrating that Azure offers the right tools to integrate Azure Analytics. As part of this MVP, partners will use Power BI Premium, Synapse, Databricks, Purview, ADX and/or Microsoft Fabric to build and deploy the customer MVP project **and** create a development plan to help the customer deploy their full solution to Azure. Partners should use the following Microsoft guidance/tools in delivering the services Cloud Adoption Framework (CAF), and Well-Architected Framework (WAF). Partners are required to provide proof of execution for the Analytics project. MVPs including Power BI Premium must pull through Azure analytics revenue.


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Azure Innovate for Analytics partner requirements
Azure Specialization in any of the following:

- Analytics on Microsoft Azure
- Data Warehouse Migration to Microsoft Azure

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

Measure and Reward

Partners are paid a fixed amount.
Refer to the [Azure Innovate Engagement Payout](#) page for country-specific information.

Project Size	Partner Payment Market A	Partner Payment Market B	Engagement Stage 3 Timeline – (Execution & POE Submission)
Assessment engagement Estimated Project size: > \$25K Annual Azure consumption The Azure Pricing Calculator can be used to estimate Azure consumption.	\$10,000 USD	\$8,000 USD	90 days

All the below mentioned activities must be completed for your customer engagement to be considered fully delivered:

- Detailed solution architecture leveraging Power BI Premium, Synapse, Databricks, Purview, and/or ADX services on Azure
- MVP leveraging Power BI Premium, Synapse, Databricks, Purview, and/or ADX services on Azure
- Comprehensive deployment plan leveraging Power BI Premium, Synapse, Databricks, Purview, and/or ADX services on Azure

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Innovate Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Innovate Partner-led: Build & Modernize AI Apps MVP


ENGAGEMENT SUMMARY

Azure Innovate helps accelerate customer digital transformation and supports partners in delivering innovation projects. In this engagement, partners will deliver a Minimum Viable product (MV) aka Proof of concept or Pilot to build new or modernize existing customer’s apps using Azure application, database and AI services. The partners are required to perform specific milestones in the project through the following activities: 1. Identify one or few customer applications and define business needs for innovation for that app using Azure app, data and AI services 2. Perform PoC/pilot deployment of application(s) on Azure. 3. Based on the outcome of PoC/pilot develop a comprehensive deployment plan.


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024


Partner Eligibility



Partner Agreement
Microsoft Cloud Partner Program Agreement



Program Enrollment
Microsoft Commerce Incentives



Partner requirements
Azure Specialization in any of the following:

- Build & Modernize AI Apps
- Kubernetes on Azure
- AI and Machine Learning

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

Measure and Reward

Partners are paid a fixed amount.
Refer to the [Azure Innovate Engagement Payout](#) page for country-specific information.

Project Size	Partner Payment Market A	Partner Payment Market B	Engagement Stage 3 Timeline – (Execution & POE Submission)
Assessment engagement Estimated Project size: > \$25K Annual Azure consumption The Azure Pricing Calculator can be used to estimate Azure consumption.	\$10,000 USD	\$8,000 USD	90 days

Below mentioned activities must be completed for your customer engagement to be considered fully delivered:

- Detailed solution architecture leveraging apps, data and AI services on Azure
- Comprehensive deployment plan to modernize or build new applications leveraging apps, data and AI services on Azure

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Innovate Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Innovate Partner-led: Analytics Deployment


ENGAGEMENT SUMMARY


Azure Innovate for Analytics provides guidance, resources, and funding to drive consistent execution and customer experience, accelerating the demand, pipeline, and consumption of Azure Analytics Services. In this engagement, partners will provide expert guidance to help with migrations and modernization of a customer’s data estate. The following post-sales patterns are supported: (i) migration and deployment services of on-premise or cloud data warehouse platforms (ii) new analytics use cases. Project should be deploying key analytics services inclusive of – Power BI Premium, Synapse, Databricks, Purview, ADX and/or Microsoft Fabric. Power BI Premium deployments will be considered only if there is pull-through of Analytics and AI consumption. The partners are required to provide proof of execution for the Analytics project.


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

**Partner Agreement**
Microsoft Cloud Partner Program Agreement

**Program Enrollment**
Microsoft Commerce Incentives

**Azure Innovate for Analytics partner requirements**
Azure Specialization in any of the following:

- Analytics on Microsoft Azure
- Data Warehouse Migration to Microsoft Azure

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

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 [Azure Innovate 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	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$25K – \$125K/year planned Azure consumption	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Azure consumption	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Azure consumption	\$50,000 USD	\$40,000 USD	260 days

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

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Innovate Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Innovate Partner-Led: Build & Modernize AI Apps Deployment


ENGAGEMENT SUMMARY


Azure Innovate helps accelerate customer digital transformation and supports partners in delivering innovation projects. In this engagement, partners will build new or modernize existing customer’s apps using Azure application, database and AI services. The following patterns or their combinations are supported: (i) containerization of applications, (ii) re-platform apps on Azure PaaS, (iii) infusing apps with AI capabilities, (iv) modernization of underlying application data using SQL and NoSQL cloud databases. Setup of Azure security services to support the workloads may be included in the scope. The partners are required to perform specific milestones in the project through the following activities: 1. Landing zone setup or review 2. Deployment of new or modernization of existing applications to Azure


ENGAGEMENT TERM

July 1, 2023 through June 30, 2024

Partner Eligibility

**Partner Agreement**
Microsoft Cloud Partner Program Agreement

**Program Enrollment**
Microsoft Commerce Incentives

**Azure Innovate partner requirements**
Azure Specialization in any of the following:

- Build and Modernize AI Apps
- Kubernetes on Azure
- AI and Machine Learning

Customer Eligibility

Majors, SMC-Corporate and select SMB customers with a valid TPID detected by Microsoft internal systems (Strategic accounts are not eligible)

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 [Azure Innovate 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	Engagement Stage 3 Timeline – (Execution & POE Submission)
Small engagement Project size: \$25K – \$125K/year planned Azure consumption	\$15,000 USD	\$12,000 USD	120 days
Medium engagement Project size: >\$125K – \$250K/year planned Azure consumption	\$35,000 USD	\$28,000 USD	200 days
Large engagement Project size: >\$250K – \$500K/year planned Azure consumption	\$50,000 USD	\$40,000 USD	260 days

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

Microsoft, in its sole discretion, reserves the right to pause partners from creating claims for new engagements if the existing engagements do not meet the criteria for success. For more information see: [Azure Innovate Governance information](#).

Partner role in MCI

Build Intent – Partner Activities

Earning Type

Fee

Azure Innovate Partner-led Engagement Payout Details



Market A and Market B Countries

Azure Innovate 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, Italy, Japan, Luxembourg, Netherlands, New Zealand, Norway, Spain, Sweden, Switzerland, United Kingdom, United States.
- Market B will include all other countries/regions eligible for Microsoft Commerce Incentives.



FY24 Rate Card

Solution Area	Workshop	Market A Incentive	Market B Incentive
Azure	Azure Innovate MVP	\$10,000	\$8,000
Azure	Azure Innovate Engagement Small	\$15,000	\$12,000
Azure	Azure Innovate Engagement Medium	\$35,000	\$28,000
Azure	Azure Innovate Engagement Large	\$50,000	\$40,000

Important: Partners are prohibited from using funding for the same engagement multiple times in Azure Innovate through either (i) multiple submissions in Azure Innovate Partner-Led (MCI) or (ii) submitting in both Azure Innovate Partner-led(MCI) and Traditional AAAP (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.

Azure Innovate Partner-led Engagement Controls



Net New Engagements Only

Partners should **NOT** nominate existing engagements that are already underway through Azure Innovate Partner-led.

Azure Innovate Partner-led should be **only for net new** engagements that have **NOT** started (and will only start after approval is received from customer)



Each Engagement is a unique project

Azure Innovate Partner-led views each engagement submitted as unique and having its own scope of Azure consumption.

If a project has multiple scenarios (e.g., analytics and machine learning), nominate them **separately**.

A partner should **NOT** nominate multiple engagement types together for the same opportunity.

An example: A single Analytics migration engagement should be nominated **only once** under the appropriate engagement size based on estimated Azure consumption. For example, two engagements (e.g., both M & L sizes) should not be nominated for the same project.

Azure Innovate Partner-led 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.

Azure Innovate Partner-led Engagement Controls



Successful Engagements

Successful engagements are defined as:

- Partner selects correct t-shirt size engagement based on thorough understanding of the customer project
- Incremental Azure consumption driven by the engagement meets/exceeds the Minimum ACR for the selected t-shirt size.
- The customer satisfaction with the engagement is 4 or above.

Microsoft reserves the right to “pause” partners from the program if more than 50% of engagements do not meet this success criteria.

- See this document for more information [Azure Innovate Governance](#)



Balance of MVP engagements to Deployment engagements

- Partners must ensure that the number of in-progress and delivered MVP engagements is not more than 2x the number of Deployment engagements in progress and delivered.
- As part of the regular monthly governance for AMM, Microsoft will monitor this ratio and may pause partners from claiming further customers for MVP engagements until this ratio balance requirements is restored.

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

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%

*or purchased legacy benefits package with eligible competencies, click [here](#) for more information

Partner Association Transacting Partner of Record	Earning Type 60% Rebate/40% Co-op	Maximum earning opportunity Based upon purchasing motion	Product Eligibility See Product Addendum
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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.

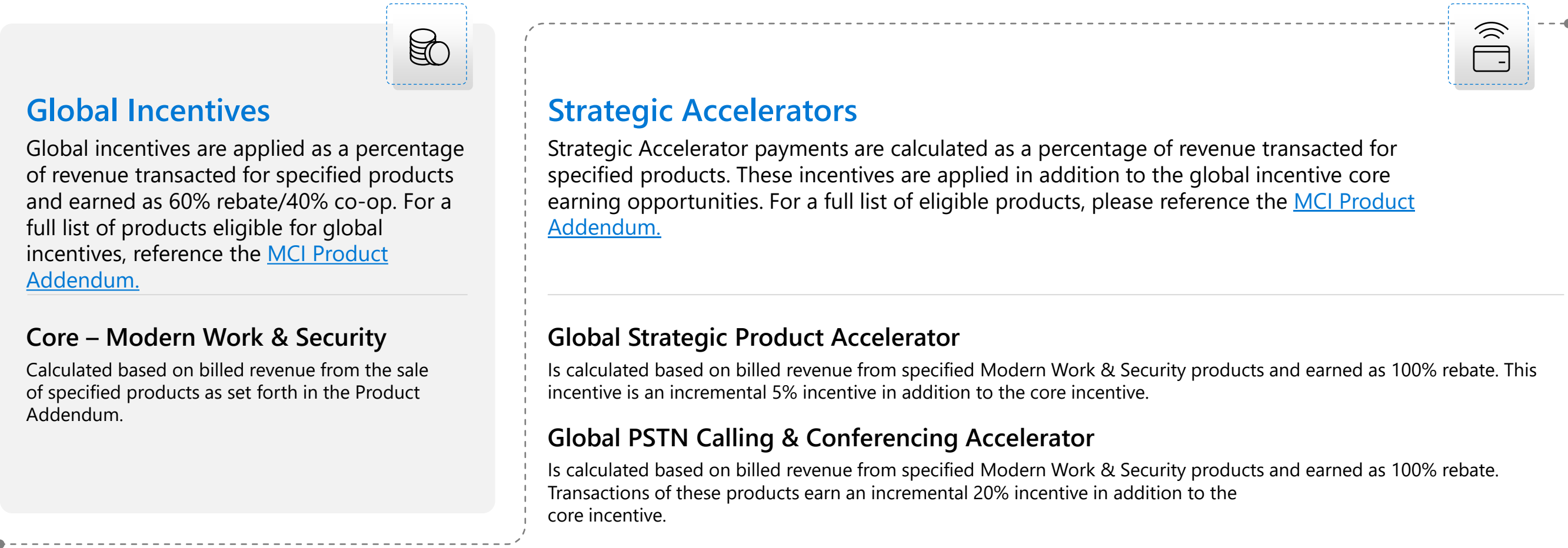


\$25K USD TTM Revenue Threshold – CSP Indirect Resellers

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



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.

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

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%

*or purchased legacy benefits package with eligible competencies, click [here](#) for more information

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
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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 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.

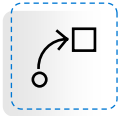
Microsoft 365 customer add new commerce CSP incentive

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.


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 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 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.

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.

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

*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 Azure consumption revenue

Incentive structure	CSP Direct Bill Partner	CSP Indirect Reseller	Maximum earning opportunity ¹
Azure consumption CSP motion	4.00%	4.00%	\$75k USD
Azure Reservation and Savings Plan Incentive (Includes ACR from Reserved Instance and Azure Savings Plan)	10.00%	10.00%	
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](#)

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)

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

Measure and Reward

Incentives for the new Azure offer (Azure plan) are calculated as a percentage 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 ²	5.00%	1.00%	n/a
Azure enterprise and online purchase workload accelerator ³ (Data & App Innovation and Analytics + AI) ⁴	1.00%	0.25%	\$10k USD

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

2. Calculated as a percentage of the growth of ACR

3. Calculated as a percentage of all ACR associated with eligible workloads

4. 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

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

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 ²	5.00%	2.00%	n/a
Azure enterprise and online purchase workload accelerator ³ (Data & App Innovation and Analytics + AI) ⁴	1.00%	0.25%	\$15k USD

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

2. Calculated as a percentage of the growth of ACR

3. Calculated as a percentage of all ACR associated with eligible workloads

4. 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

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	Single	Subscription 2	-	\$250,000	\$125,000	\$125,000
Infrastructure	Single	Subscription 3	\$300,000	\$1,000,000	\$2,500,000	-
Total ACR for partner			\$800,000	\$2,250,000	\$3,375,000	\$875,000
Total growth ACR for partner			-	\$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%	-	\$72,500	\$56,250	-
Azure enterprise core growth incentive – Specialization single partner	5%	-	\$72,500	\$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

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 \(microsoft.com\)](https://microsoft.com/specialization)

- 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](https://microsoft.com/partner-website) for more information.

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

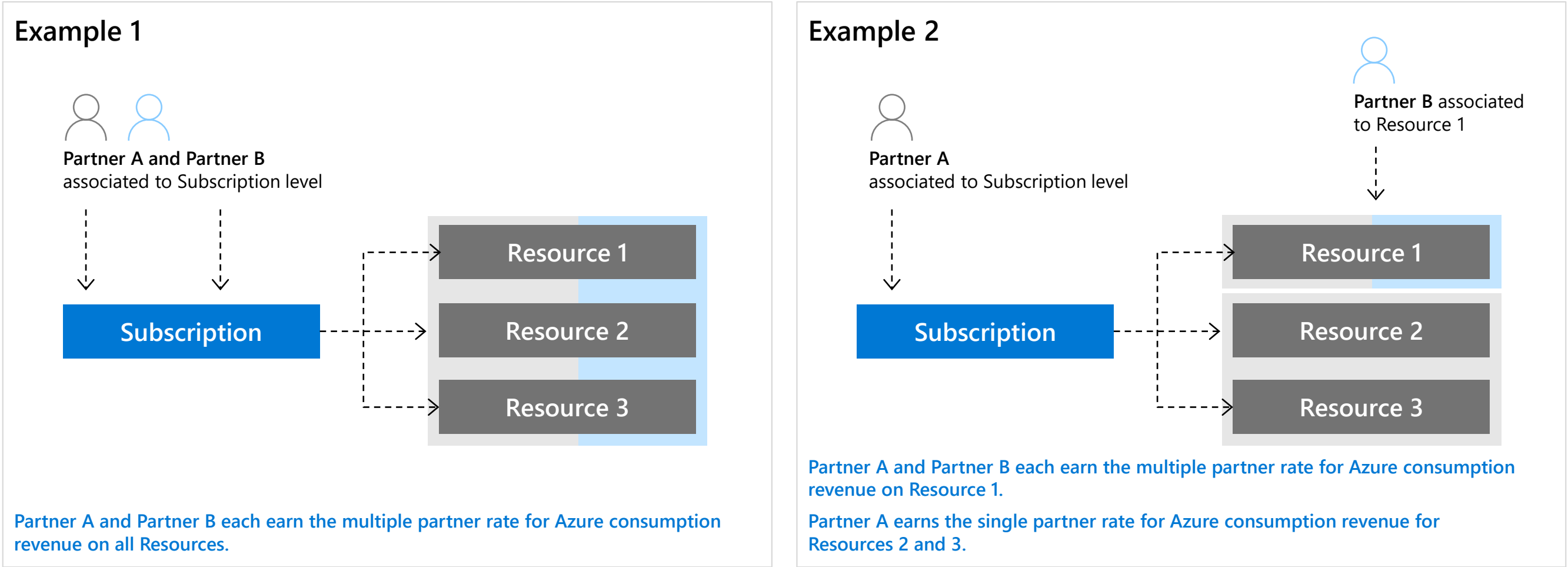
Resource 3

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

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.



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	Owner or Contributor
Resource Group	
Resource	



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

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

- Core – Business Applications billed revenue, 4.75%

Strategic Accelerators

- Global Strategic Product Accelerator – Tier 1, 5%
- Global Strategic Product Accelerator – Tier 2, 10%

Partner Association

Transacting Partner of Record

Earning Type

60% Rebate/40% Co-op

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.

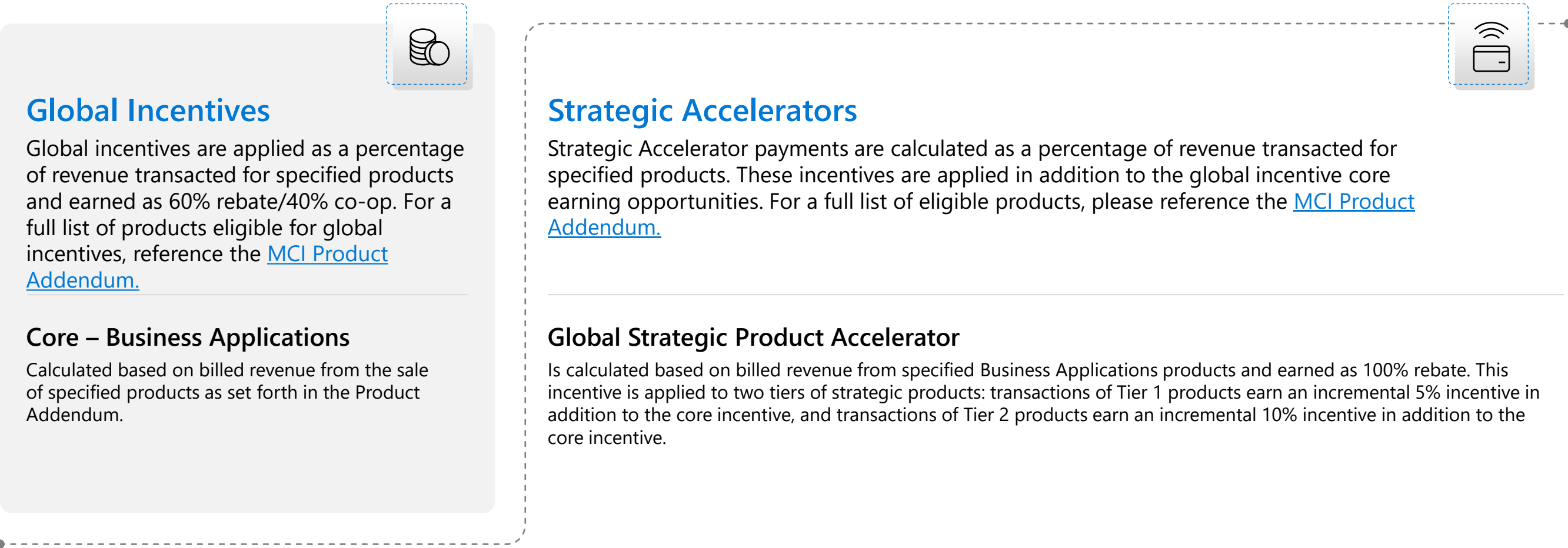


\$25K USD TTM Revenue Threshold – CSP Indirect Resellers

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 Dynamics 365 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 new commerce CSP incentive

Program Structure – Core and Strategic Accelerator Earning Opportunities



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

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%

*or purchased legacy benefits package with eligible competencies, click [here](#) for more information

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
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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.



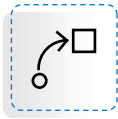
New CSP customer

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.

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.

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.

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.

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

Active Gold or Silver competency
Cloud Business Application competency

**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](#)

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

**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%

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

D365 Customer Insights Earnings

=

=

of Monthly Active Usage (MAU)

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.

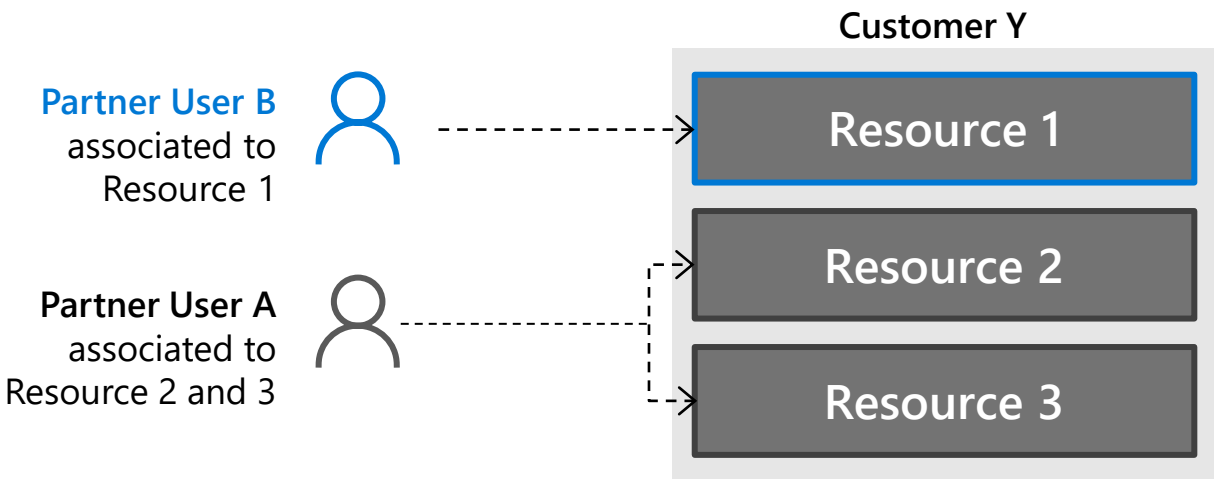
The partner’s influence on Power Platform & Customer Insights usage is tracked and recognized based on the scope of resources where one partner will be given credit for a specific resource type depending on the workload.



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.

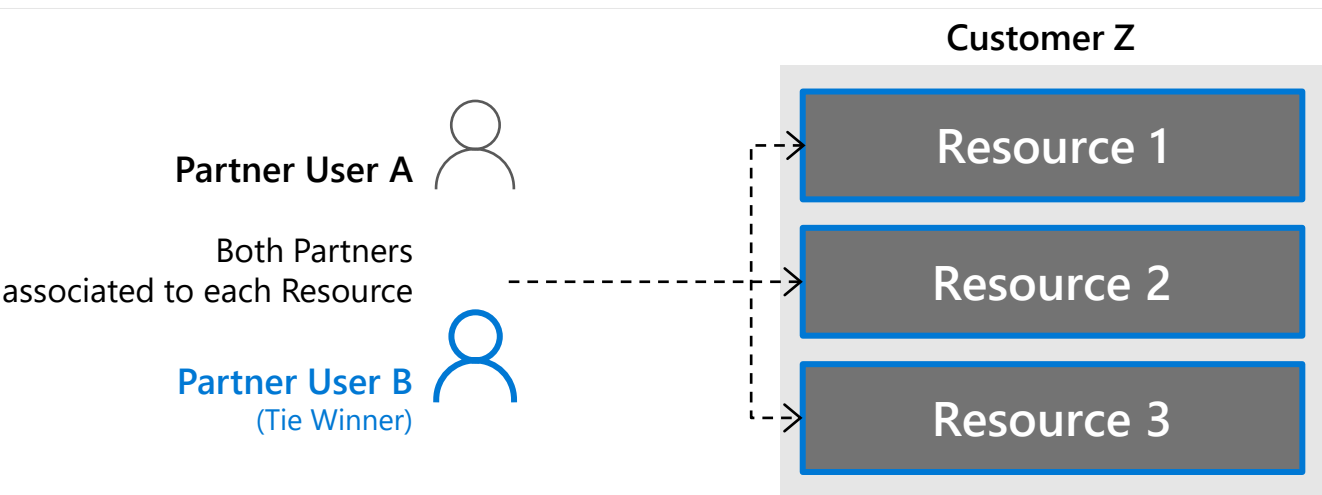
The Partner Location Account (PLA) linked to **Partner User B** earns only on resource 1 as it’s associated to that resource.



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>](#)



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>.

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

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

January 1, 2023 – September 30, 2023*

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

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

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

*Legacy CSP incentives end December 31, 2022 for CSP offers that have a new commerce equivalent and migration path. Legacy CSP offers without a new commerce equivalent and/or migration path will remain eligible for legacy CSP incentives after December 31, 2022, until the offer is retired or available in new commerce.

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

Partner Association

Transacting Partner of Record

Earning Type

Varies by earning lever

Maximum earning opportunity

Based upon purchasing motion

Product Eligibility

[See Product Addendum](#)

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.

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.

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


January 1, 2023 – September 30, 2023*

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

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

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

*Legacy CSP incentives end December 31, 2022 for CSP offers that have a new commerce equivalent and migration path. Legacy CSP offers without a new commerce equivalent and/or migration path will remain eligible for legacy CSP incentives after December 31, 2022, until the offer is retired or available in new commerce.

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

Partner Association

Transacting Partner of Record

Earning Type

Varies by earning lever

Maximum earning opportunity

Based upon purchasing motion

Product Eligibility

[See Product Addendum](#)

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.

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](#).

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

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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.

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.

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.

CSP Direct Bill Partner - Useful Links



[Co-op Funds Resources](#)



[Additional CSP Resources](#)



Online Services Usage Microsoft 365

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



*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	Small (150-499)	Customer Sizes 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 Management (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) in MCI

Earning Type

100% Fee

Maximum earning opportunity

Based upon workload and seats

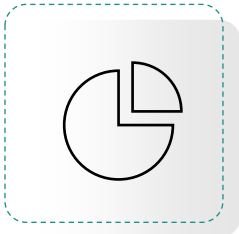
Workload Eligibility

[See Supported Workloads](#)

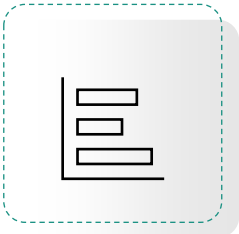
Milestones

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. <i>Milestones must be achieved in the program term to earn.</i>
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. <i>Milestones must be achieved in the program term to earn.</i>



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.

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
- MDE Plan 1 excluded from MDE PAU

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

** Note that Viva workloads (Connections, Learnings, Insights, Topics) use Teams Platform PAU as the denominator in AU% calculation.

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.



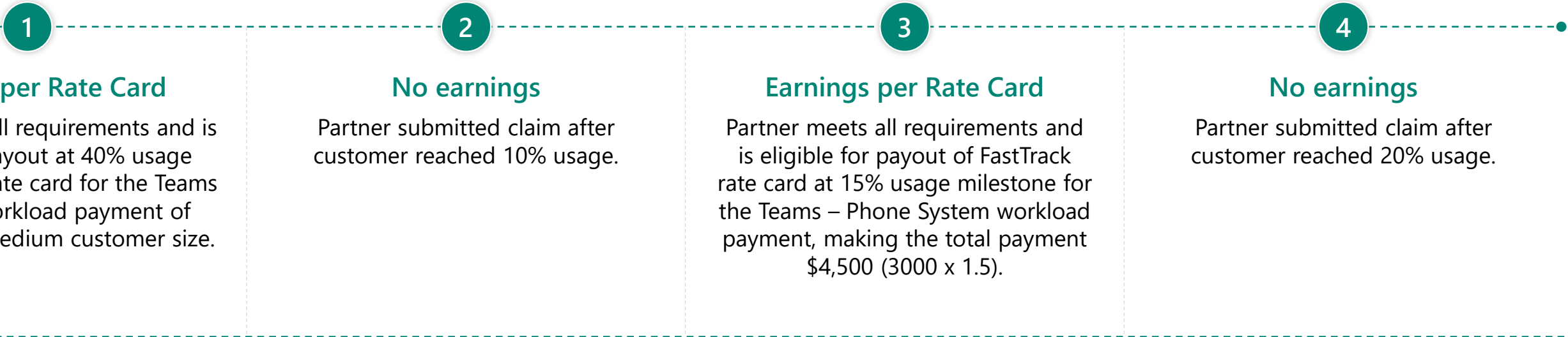
The rate card is not guaranteed for the full year. We will endeavor to provide partners with 30 days’ advance notice of any changes before they may become effective . Partners who are actively earning the Online Services Usage Incentive will be notified by the Microsoft Incentives team with an email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

Current rate card available [here](#) and on the Partner website with other OSUM365 program assets.

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



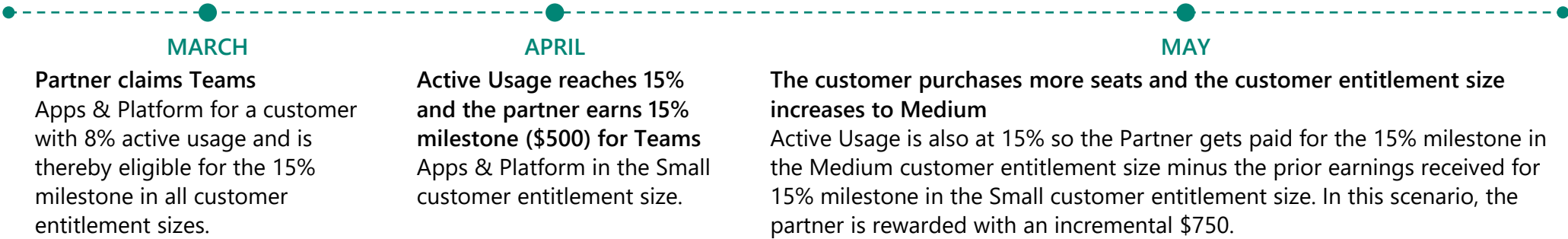
Calculation Example: Step-Up



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.



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.

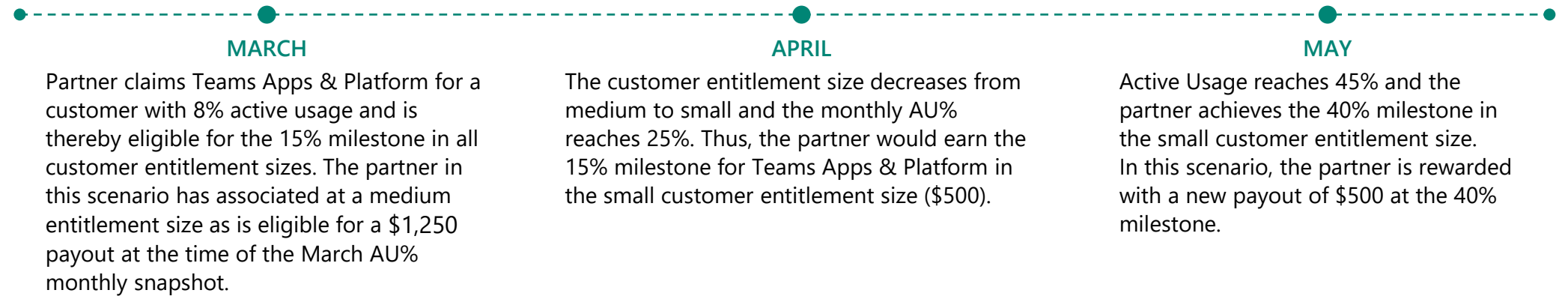
Calculation Example: Step-Down



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).



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)	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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 1 st party apps (Viva ((Connections, Learning, Insights)) are included): <ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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 & 3 rd 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. <i>*Updated for FY23.</i>	
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.	

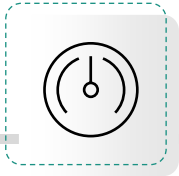
Supported Workloads (2/3)

Supported Workloads	Monthly Usage	Definition
*Viva Learning <i>*New for FY23</i>	Monthly Active Users (MAU)	Sum of number of unique active users for Viva Learning over a rolling 28-day period. Note that Viva workloads (Connections, Learnings, Insights, Topics) use Teams Platform PAU as the denominator in AU% calculation.
*Viva Connections <i>*New for FY23</i>	Monthly Active Users (MAU)	Sum of number of unique active users for Viva Connections over a rolling 28-day period. Note that Viva workloads (Connections, Learnings, Insights, Topics) use Teams Platform PAU as the denominator in AU% calculation.
*Viva Insights <i>*New for FY23</i>	Monthly Active Users (MAU)	Sum of number of unique active users for Viva Insights over a rolling 28-day period. Note that Viva workloads (Connections, Learnings, Insights, Topics) use Teams Platform PAU as the denominator in AU% calculation.
Viva Topics <i>*New for FY23</i>	Monthly Active Users (MAU)	Sum of number of unique active users Viva Topics over a rolling 28-day period. Note that Viva workloads (Connections, Learnings, Insights, Topics) use Teams Platform PAU as the denominator in AU% calculation.
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)	<ul style="list-style-type: none">• AATP for 1st party app.• AATP for 3rd party app. For a detailed list of monitored activities, click here .
*Insider Risk Management (IRM) <i>*New for FY23</i>	Monthly Protected Users (MPU)	Number of deduped users covered by one of the following policies: data theft by departing users, data leaks, data leaks by priority users (preview), data leaks by risky users (preview), security policy violations (preview), security policy violations by departing users (preview), security policy violations by risky users (preview), security policy violations by priority users (preview), patient data misuse (preview), risky browser usage (preview), or a Custom Policy. Number deduped users with analytics enabled.

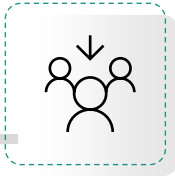
Supported Workloads (3/3)

Supported Workloads	Metric	Definition
*Azure Active Directory Premium Conditional Access (AADP CA) <i>*Updated for FY23</i>	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. <i>*Updated for FY23. FY22 claims for AADP do not need reclaimed.</i>
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). <i>*Updated for FY23.</i>
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 <i>*Clarification for FY23.</i>
Microsoft Defender for Office (MDO) <i>*New for FY23</i>	Monthly Protected Users (MPU)	Number of distinct users who were protected by MDO in the last 28 days

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.

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
- Quick Start Tenants
- Office 365 Customers operated by 21Vianet (China)

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

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



Do I need to enroll in MCI to claim incentives for usage?

Yes, your organization must be enrolled in MCI to claim incentives for usage in CPOR. Note: Until this program migrates fully to MCI, your organization must also be enrolled in OSUM365 to earn incentives.



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.

FAQ



Is the FastTrack referral allowed as POE for CPOR associations?

The FastTrack benefit template is allowed as POE your CPOR association, however it must meet all requirements **including valid customer acknowledgment**. A referral document alone, without accompanying customer acknowledgment, is not sufficient for the claim to be approved. Please see the [CPOR guide](#) for more information on POE requirements and best practices.



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.

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 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.

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.

Useful Links



[OSU – M365 Program Page in Partner Center](#): Usage Reports for the OSUM365 Incentive program

Note: FastTrack Operations Portal (FTOP) usage reporting 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



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, Power Automate, and Viva Sales.


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



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, Microsoft Customer Agreement for Enterprise (MCA-E)**, 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.

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, and Viva Sales	15%
Power Apps and Power Automate	10%

*or purchased legacy benefits package with eligible competencies, click [here](#) for more information
**Available to claim as of September 14, 2023, for transactions after June 1, 2023.

Partner Association Claiming Partner of Record (CPOR) in MCI	Earning Type 100% Fee	Maximum earning opportunity None	Product Eligibility See eligible product list
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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.

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

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).

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.

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 available on [the Microsoft partner website](#).



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 starting February 1st, 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 available on [the Microsoft partner website](#).



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.

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 [the Microsoft partner website](#).



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 available on [the Microsoft partner website](#) 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.



Do I need to enroll in MCI to claim incentives for Build Intent-Advisor (OSA) in CPOR?

Yes, your organization must be enrolled in MCI to claim incentives for Build Intent- Advisor (OSA) in CPOR. Note: Until this program migrates fully to MCI, your organization must also be enrolled in OSA to earn incentives.

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.



Do I need to enroll in MCI to claim incentives for Build With (Revenue Recognition) in CPOR?

Yes, your organization must be enrolled in MCI to claim for Revenue Recognition under “Build with” in CPOR.



Online Services Usage Business Applications

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

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

*or purchased legacy benefits package with eligible competencies, click [here](#) for more information

Partner Association Claiming Partner of Record (CPOR) in MCI	Earning Type 100% Fee	Maximum earning opportunity None	Product Eligibility 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

×

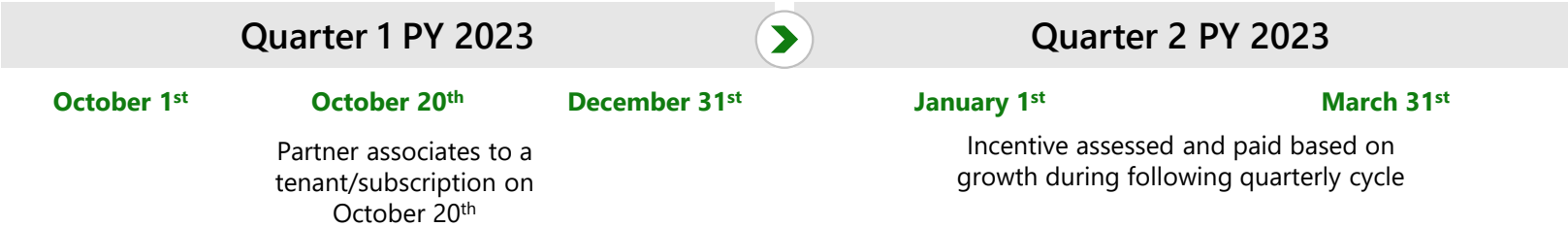
Rate Card value

Earning Quarters for Program Year (PY) 2023:

October 1 – December 31	January 1 – March 31	April 1 – June 30	July 1 – September 30
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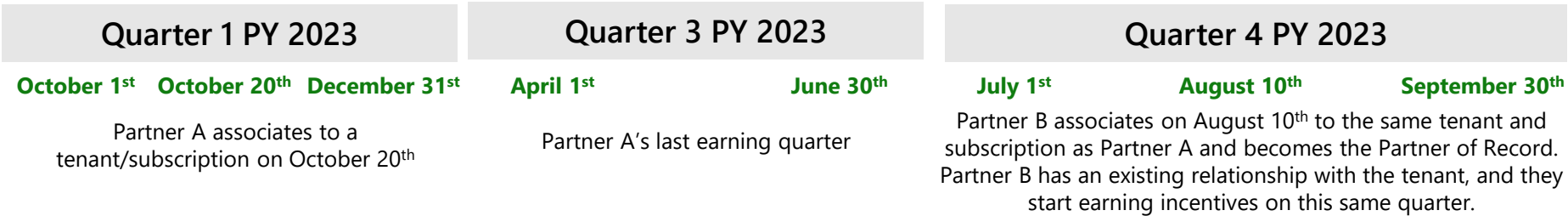
Example Scenario 1:

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.



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.



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	0	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

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

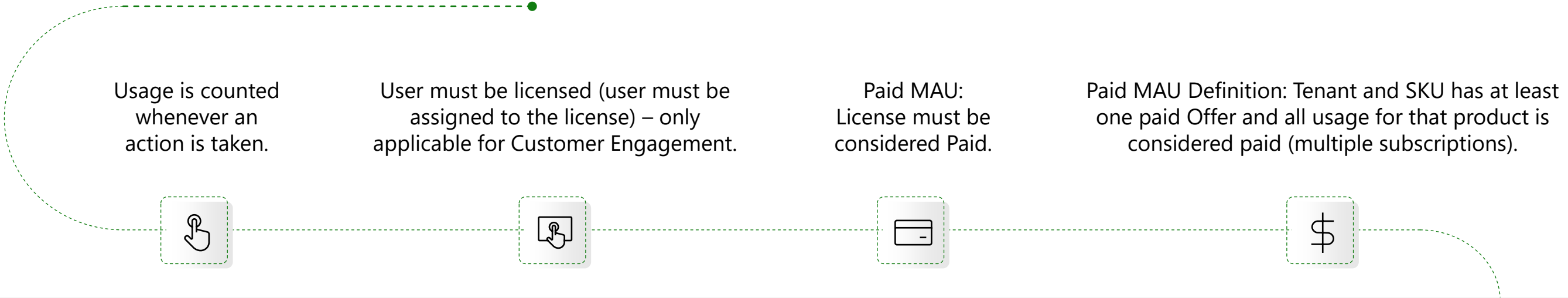
Monthly Active Usage (MAU) calculation is performed on an allocation of total paid licenses at the tenant level. Please note that large purchases for some products may result in MAU fluctuations that may impact your incentive earnings.

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?



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.

[Microsoft Commerce Incentives](#)

[Cloud Solution Provider – Indirect Reseller](#)

[Cloud Solution Provider – Direct Bill](#)

[Online Services Usage – Microsoft 365](#)

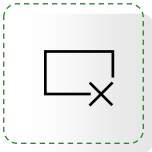
[Online Services Usage – Business Applications](#)

[Online Services Advisor](#)

[Incentive Calculation](#)[Product Eligibility](#)[FAQs](#)[Additional Resources](#)

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:

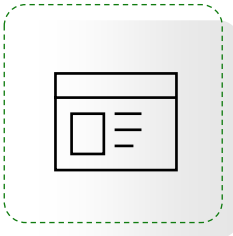
- a. Microsoft Products and Services Agreement (MPSA) and Quickstart subscriptions are not eligible for the usage incentive
- b. Microsoft Online Services Agreement (MOSA)/Web Direct subscriptions are not eligible
- c. Cloud Solution Provider (CSP) subscriptions are not eligible

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.

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 available on [the Microsoft partner website](#).



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 [the Microsoft partner website](#).



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 available on [the Microsoft partner website](#) 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.



Do I need to enroll in MCI to claim incentives for usage in CPOR?

Yes, your organization must be enrolled in MCI to claim incentives for usage in CPOR. Note: Until this program migrates fully to MCI, your organization must also be enrolled in OSU Business Applications to earn incentives.

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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.



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.

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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	Payment cadence	Payment Held for Compliance	Overpayment	Minimum Payment Threshold	Payment Type
<p>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.</p> <p>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.</p> <p>If an alternative payment method is required, Microsoft will choose the method at its own discretion.</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p> <p>The minimum payment threshold of \$200 USD is applicable to each available earning type.</p> <p>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.</p>	<p>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.</p> <p>Partners transacting through an indirect provider earn incentives as indirect rebate.</p> <p>Partners accelerating the customer journey through presell, consumption and usage engagements earn incentives as fee.</p> <p>Partners earning cooperative marketing funds earn incentives as co-op.</p> <p>Partners will need an active bank and tax profile for each payment type.</p>

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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.

Microsoft reserves the right to suspend incentive payments while conducting compliance reviews. In addition, Microsoft may reduce, cancel, or withhold incentive payments related to any non-compliance with this incentives Guide, including non-compliance with acceptable forms of POE.



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.

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



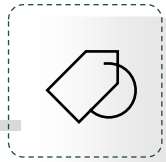
CSP Association

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

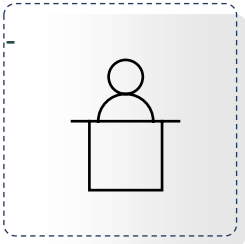
A role definition is a collection of permissions that can be performed, such as read, write, and delete. It's typically just called a role. Azure role-based access control (Azure RBAC) has over 120 built-in roles or you can create your own custom roles. Understand how built-in roles are defined and how a custom role can be used to meet the specific needs of your organization.



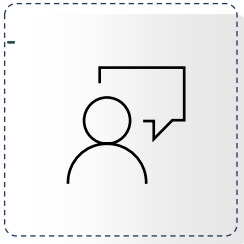
Azure Link to Partner ID

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

Issues with partner earned credit for services managed

Issues with partner admin link



Site > Partner Center
Category > CSP
Topic > Billing and Invoicing
Subtopic > Partner earned credit for services managed (Azure Plan)

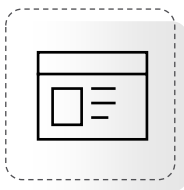


Site > Azure Management Portal
Support > New support request
Issue type > Subscription management

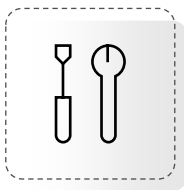
Useful Links



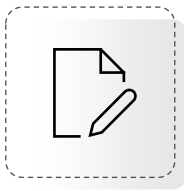
Microsoft partner website:
<https://mspartner.microsoft.com>



Partner Incentives portal:
aka.ms/partnerincentives



Partner Center tool:
<https://partner.microsoft.com/dashboard/mpn/overview>



Public Sector – Microsoft Licensing Terms and Documentation [website](#).



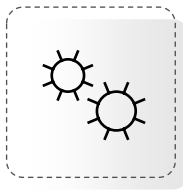
Partner Incentives Reporting:
<https://partnerincentives.microsoft.com>



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](#)