

Global Promo Readiness Guide

July 3, 2023

Microsoft



The content presented in this guide was last updated on:

July 3, 2023

Any changes applied after this date will be included in the next version of this guide.

Promo guide contents



Your promo guide contains four sections:

Section 1

- <u>Useful information on how to use promos</u>
- Useful resources

Section 2

Promo calendar

Section 3

New commerce experience (NCE) promotions



Navigating the promo calendar view

If you want to know more about a launch, select the title. You'll be automatically redirected to the details page. Additionally, you can refer to the following legend:









Do you want to know more about Microsoft's offers? You might want to check:

- Your Partner Center Announcements page.
- The Operations Readiness Resource Gallery.

Useful information on how to use promos | Volume Licensing and CSP

Promotional discounts are end-customer benefits. Partners are expected to pass the discount on to their customers.

Channel	ldentifier	On price list	In Partner Center	ldentifier SKU
Volume Licensing (EA, EAS, EES)	Promo Offers/SKUs	Yes	No	Display Name: Office 365 E1 Promo SKU ID: AAA-12345
CSP	Promo Offers/SKUs	Yes	Yes	Display Name: Office 365 E1 Promo SKU ID: AAA-12345
CSP	Campaigns	No	Yes	Display Name: Office 365 E1 Offer GUID: 91fd106f-4b2c-4938-95ac-f54f74e9a239

Additional notes for CSP campaigns:

- If the promotion is restricted to "new customers only," technical enforcement will apply to new customer tenants, as defined by the promotion eligibility rules.
- No conversion is required at the end of the promotion; customers will make an annual commitment as part of the promotion.
- Billing is consistent with any existing CSP purchases; monthly billing starts when purchases are made.
- When the promotional rate expires, normal prices apply.
- · Charges will appear on your monthly bills when promotions are in effect or expire.

EA = Enterprise Agreement

EAS = Enterprise Agreement Subscriptions

EES = Enrollment for Education Solutions

CSP = Cloud Solution Provider

Useful resources

Information related to promos in Partner Center can be found at:

Promotion support

You can also use your regular support channels (for Volume Licensing create a case using the My Cases and Support workspace in VL Central, Partner Center Support for CSP) to log a call if needed.

What's changed since our last publication?

Since our last publication, the following items have been changed:

We've made an Excel version of the promo file available to partners who wish to ingest this information directly into owned tools. You can download the file here.

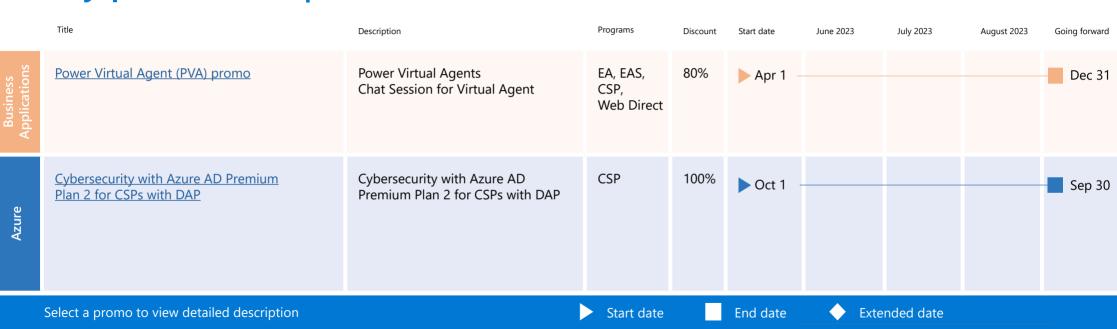
The following promotions have been removed:

- Dynamics cloud migration promo
- Microsoft Viva promo
- Business Central (Ukraine) promo
- Microsoft 365 SMB New customer, Upsell, and CSP legacy to CSP new commerce renewal promotion
- Dynamics 365 and Power Platform New Customer and CSP legacy to CSP new commerce renewal promo

The following promotions have been added:

- Microsoft Teams Essential + Teams Phone bundle offers in CSP
- Microsoft Entra ID Governance promotion
- Windows 365 for M365 Business Premium on CSP

July promotions | Partner and customer offers



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Power Virtual Agent (PVA) promo

Promotion Summary

Try Microsoft Power Virtual Agents and Chat Session for Virtual Agent for a discounted price and a limited time.

Duration

April 2022, to December 31, 2023

Geography

Worldwide, except China

Promo type

Volume licensing (EA, EAS, MPSA, EES), traditional CSP, Web Direct, new commerce experience (breadth)

Products

Power Virtual Agents Chat Session for Virtual Agent

Discount percent and discount description

80 percent for Power Virtual Agents and 77.77 percent for Chat Session Virtual Agent

Customer eligibility

None

End customer value prop

Build bots easily and guickly; engage employees and customers.

Partner value prop

Help your customers empower their teams to quickly and easily create intelligent bots.

How it works

Not applicable

Next steps/Learn more

Power Virtual Agents

Cybersecurity with Azure AD Premium Plan 2 for CSPs with DAP

Promotion Summary

A free 12-month subscription of Azure AD Premium Plan 2 for partners in the Cloud Solution Provider (CSP) program with delegated administrative privileges.

As of October 1, 2022, partners can redeem an additional 12-month subscription, for a total of 24 months free.

Duration

October 1, 2021, to September 30, 2023

Geography

Worldwide

Promo type

CSP

Products

Azure Active Directory Premium P2

Discount percent and discount description

100 percent

Customer eligibility

Partners in the CSP program with DAP

End customer value prop

Increased security

Partner value prop

Managed service providers can protect access to customer data.

How it works

Sign up here and see Next steps/Learn more for more information.

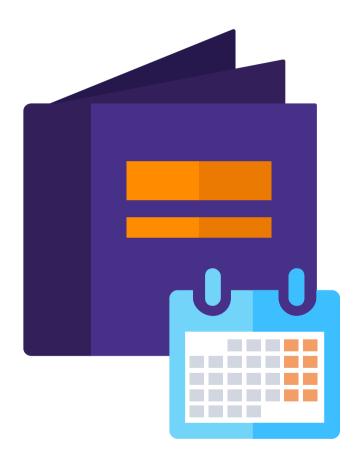
SKUs/Offer ID

Not applicable

Next steps/Learn more

Cybersecurity with Azure AD

New commerce experience promotions



New commerce experience promotions

The following is a list of promotions available in new commerce experience. Some of these promotions might also be available in traditional license-based Cloud Solution Provider (CSP).



For details about how promotions work in the new commerce experiences, review the how-to topic for new commerce promotions. This includes valuable functional information about promotions in the new commerce world.

As with all transactions, partners should pay special attention to the review screen in the Partner Center checkout experience to ensure the promotion is being applied they expect.

New commerce promotions can be retrieved using the Partner Center API or by viewing the promotion in the Partner Center catalog experience. For additional details on discovering, operationalizing, and verifying eligibility for new commerce promotions, see:

- Partner Center Introduction: New commerce promotions
- Partner Center New commerce license-based overview
- New commerce experience handbook

List of promotions

New commerce promotions are most easily viewed using the <u>Operations Promo Guide Excel file</u>. This file has a tab for new commerce details and includes all active current new commerce promotions. Partners can filter and sort the data. Filtering by column A, **Promotion Type**, partner can quickly find the promotion type that they're looking for. The file includes the following data:

- **Promo type:** These fields align to the promotions listed in the previous section, such as list: Business Voice promo and Pro Direct Support promo. Use the next fields listed to see further details about each promotion type.
- **Promo Id**: The promo ID is made up of three IDs delimited by a colon and represents the promotion that is applied. The promo ID shows up in the reconciliation file after purchase and throughout the Partner Center experience. This is an example of a promo ID—39NFJQT1PFPJ:0007:39NFJQT1Q5FN. The last value, sometimes called the promotion's availability ID, can change if the promotion is edited or reissued by the system. Partner Center API users should always get the current promotion IDs if they are transacting through the APIs.
- **Promo name:** This is the name of the promotion as it appears in the Partner Center user interface, along with the other promotion details. This should also be the title of the SKU being purchased.
- startDate: This is the date the promotion became available.
- endDate: This is the date from which the promotion is expected to no longer be available.
- AutoApplied: This indicates if the promotion is automatically applied when transacting. Currently all new commerce promotions are auto-applied.
- Product Id: This is the product ID being purchased that the promotion is configured for.
- SKU Id: This is the SKU ID being purchased along with the product Id.
- Term: This refers to the term of the product and SKU that the promotion is configured for.
- Billing Cycle: This is the billing plan of the product, SKU and term that the promotion is configured for.
- **Discount type:** This field indicates whether the promotion is a percentage discount or a fixed discount. All current new commerce promotions are a percentage discount.
- Discount value: This field describes the amount of discount.

You can view the actual promotion IDs in the Partner Center catalog purchase experience as well as the promotion details that are returned when calling the getPromotions API.

Verify promotions before being billed

Partners can check the estimates file or unbilled open period line items by going to the Partner Center billing page or by calling the Partner Center APIs to see if promotions were applied to a transaction. The **PromotionID** indicates whether or not the promotion was applied, and the **EffectiveUnitPrice** indicates the price after discount. On average, these details are updated six hours after the transaction. However, sometimes they can take as little as one hour or as long as 24 hours due to system latency.

Partners can also verify if the promotion was applied in the Partner Center order history and activity logs.

Additional information

The discount is calculated as (promo price – unit price) / unit price. Promotions don't apply to nonprofit, academic, and government prices available in CSP.

Purchase price and details:

- Promotional details can be viewed using the Partner Center API or by viewing the promotion in the Partner Center catalog experience.
- Apply the percentage discount in the promotion details to unit prices on the posted price list to determine the expected price.
- You can find purchased promotions in the reconciliation file after the purchase is billed.

Autorenewal:

- **Annual.** At the end of a 12-month subscription, promotion renews into regular price, which includes any price increases that might have been announced.
- Monthly. Renews monthly at the promo price during the promo term. Once the promotion ends (June), the subscription will renew into the regular SKU price, which will include price increases that went into effect during the promo period.

Midterm conversions and promotions:

- Midterm conversions of term or billing plan are currently not possible if the subscription was purchased via a promotion, including the monthly and annual term promotional discounts that went into effect on January 10, 2022, on commercial seat-based offers in new commerce.
- If the subscription has a promotion applied, the term and billing plans can be changed only at the end of the subscription's term.

(i) Important

A subscription that has been acquired with a promotion disables the ability to change term and billing cycle. Partners that need to change these properties will need to wait until the end of the current subscription term to do so and acquire a new subscription, letting the old subscription end, turning off auto-renew. This is true for both mid-term changes and scheduled changes.

Power Virtual Agent (PVA) promo

Promotion summary

Try Microsoft Power Virtual Agents and Chat Session for Virtual Agent for a discounted price and a limited time.

Duration

April 2022, to December 31, 2023

Geography

Worldwide, except China

Promo type

Volume licensing (EA, EAS, MPSA, EES), traditional CSP, Web Direct, new commerce experience (breadth)

Products

Power Virtual Agents Chat Session for Virtual Agent

Discount percent and discount description

80% Power Virtual Agent 77.77% Chat Session Virtual Agent

Customer eligibility

None

End customer value prop

Build bots easily and quickly; engage employees and customers.

Partner value prop

Help your customers empower their teams to quickly and easily create intelligent bots.

How it works

Not applicable

Next steps/Learn more

Power Virtual Agents

CSP offers in meetings and calling

Windows 365 Business promo

Promotion summary

Get one user 100 percent free for one month to try out Windows 365 Business Standard (2vCPU, 8GB, 128GB) on NCE.

Duration

July 1, 2022, to September 30, 2023

Geography

Worldwide, where available

Promo type

CSP

Products

Windows 365 Business Standard 2vCPU, 8GB, 128GB Windows 365 Business Standard 2vCPU, 8GB, 128GB with Windows Hybrid Benefits

Discount percent and discount description

100 percent—1 month, 1 user

Customer eligibility

New customers

End customer value prop

Windows 365 Business is the world's first cloud PC. Windows 365 securely streams your personalized Windows desktop, apps, settings, and content from the cloud to any supported device.

Partner value prop

For SMB customers with less than 300 users who need a simplified IT management option with Windows 365.

How it works

See the FAQs at Microsoft 365 & Security for Partners.

Next steps/Learn more

Review the Windows 365 CSP Partner Playbook at Microsoft 365 & Security for Partners - Windows 365.

Windows 365 Enterprise promo

Promotion summary

Get up to three users 100 percent free for one month to try out Windows 365 Enterprise Standard (2vCPU, 8GB, 128GB) on NCE.

Duration

July 1, 2022, to September 30, 2023

Geography

Worldwide, where available

Promo type

CSP

Products

Windows 365 Enterprise Standard 2vCPU, 8GB, 128GB

Discount percent and discount description

100 percent—one month, up to three users

Customer eligibility

New customers

End customer value prop

Windows 365 Business is the world's first cloud PC. Windows 365 securely streams your personalized Windows desktop, apps, settings, and content from the cloud to any supported device.

Partner value prop

This new promo is a perfect opportunity for CSP partners to introduce to and pilot Windows 365 with their customers. With the Enterprise edition, partners will be able provide deployment and management services, using such tools as Microsoft Endpoint Manager and Lighthouse.

How it works

See the FAQs at Microsoft 365 & Security for Partners

Next steps/Learn more

Review the Windows 365 CSP Partner Playbook at Microsoft 365 & Security for Partners - Windows 365

Microsoft 365 Business Premium India and APAC Emerging Markets

Promotion summary

Microsoft created the Microsoft 365 Business Premium India and APAC Emerging Markets promo to help partners more easily land the comprehensive productivity and security value of the Business Premium suite with small and medium-sized business (SMB) customers. This promotion provides a discount on annual Business Premium subscriptions to all customers.

Duration

January 15, 2023, to January 15, 2024

Geography

India, Bangladesh, Bhutan, Brunei Darussalam, Cambodia, Indonesia, Malaysia, Maldives, Nepal, Philippines, Sri Lanka, Thailand, and Vietnam

Promo type

CSP, Web Direct, new commerce experience – partner led

Products

Microsoft 365 Business Premium

Discount percent and discount description

Discount on 12-month Business Premium subscription—27 percent discount for India and 18 percent discount for APAC emerging markets.

Customer eligibility

Available to all customers

End customer value prop

This new promotion provides discounted Microsoft 365 Business Premium suite to support SMB customers who are looking to save costs and consolidate vendors while still enabling secure hybrid work and driving security value for their employees.

Partner value prop

This new promotion aligns pricing for Business Premium with discounted pricing for Business Basic, Business Standard, and Teams Essentials, Partners should use this as an opportunity to show SMBs how Microsoft 365 can increase their security posture and consolidate their technology needs and vendors onto Business Premium. This is also an opportunity for partners to offer SMBs managed services to help them more effectively realize a return on their technology investment.

How it works

Not applicable

Next steps/Learn more

Not applicable

Microsoft 365 E3 2023 DMWL offer in CSP

Promotion summary

Microsoft launched the Microsoft 365 E3 DMWL in CSP offer on February 1, 2023, to help partners engage with new and existing customer opportunities to do more with less with Microsoft 365 E3. Microsoft is excited to announce that this offer has been extended through September 30, 2023.

With intense AI excitement in the market, this is also a great opportunity for partners to position this offer for customers to get Al-ready" with Microsoft 365 E3. Now is the time for partners to use this extension to re-engage with customers prior to offer expiration.

Duration

February 1, 2023, to September 30, 2023

Geography

Worldwide

Promo type

New commerce experience, partner-led (CSP)

Products

Microsoft 365 E3—annual commitment subscriptions only

Discount percent and discount description

15 percent discount off a M365 E3 annual subscription (monthly not included)

Customer eligibility

Available only to new-to-Microsoft 365 E3 customers (subject to the first purchase constraint)

End customer value prop

Microsoft 365 E3 empowers customers to do more with less, eliminating redundant licenses to save costs, simplifying IT management, and protecting their digital workers.

Microsoft 365 also enables customers to safely run their business from anywhere with a secure, comprehensive, Al-powered cloud solution. Get ready to put the power of AI to work.

Partner value prop

The new M365 DMWL E3 offer in CSP was created for partners to accelerate new customers migrating from on-premises software to the Microsoft 365 cloud and/ or upsell existing customers from eligible subscriptions (such as Office 365 E3) to Microsoft 365 E3 through AI and cloud-only value.

How it works

Offer applies automatically to eligible customers purchasing Microsoft 365 E3

Next steps/Learn more

Refer to the offer FAQ for more details and next steps. Visit the Microsoft 365 and Security for Partners page for additional AI resources.

Bridge to the Cloud 2 promotion

Promotion summary

This promotion provides discounted Dynamics 365 online services for eligible Dynamics on-premises commercial customers committed to migrating to the cloud.

Duration

February 1, 2023, to December 31, 2024

Geography

Global

Promo type

New commerce experience, partner-led (CSP)

Products

Most Dynamics 365 SKUs with a three-year term are eligible; see product list in Exhibit A of the policy document

Discount percent and discount description

Discount of 40 percent for a three-year fixed term (non-renewable, noncancellable)

Customer eligibility

Available to existing Dynamics on-premises commercial customers (as of September 1, 2022) with current/active Enhancement Plan (EP); promo not available for net-new customers

Customer's monthly CSP cost must be equal or greater than its EP cost (at suggested pricing per month)

End customer value prop

Provides "introductory" promotional price for customers migrating from Dynamics on-premises to Dynamics 365 online

Partner value prop

Receive CSP/NCE margins while helping your customer transition to the cloud

How it works

Partners placing eligible purchases through NCE partner-led motion should select the promotion during the purchase process and then update customer's on-premises account.

Next steps/Learn more

Bridge to the Cloud 2 Policy and FAQ

ProDirect for M365 SMB offer

Promotion summary

We're pleased to announce a 25 percent discount on ProDirect Support, now priced at USD6.75 per user per month.

Duration

March 1, 2023, to September 30, 2023

Geography

US, Canada, Australia, and New Zealand

Promo type

New commerce experience customer-led and Web Direct

Products

Professional Direct Support for Microsoft 365

Discount percent and discount description

Get 25 percent off by signing up for Professional Direct support for Microsoft 365 at USD6.75 per user per month (normally USD9 per user per month).

Minimum purchase amount: 60 licenses/USD405 per month

Customer eligibility

SMB customers

Minimum purchase amount: 60 licenses/\$405 per month

End customer value prop

ProDirect delivery managers will be the single point of contact for your support needs. Rest assured knowing that you're working with an engineering-led concierge team who are subject matter experts when it comes to Microsoft 365.

Next steps/Learn more

Visit Professional Direct Support for Microsoft 365 for more details.

Microsoft Teams Essential + Teams Phone bundle offers in CSP

Promotion summary

On July 17, 2023, Microsoft is launching the Microsoft Teams Essential + Teams Phone bundle offers in CSP to help partners help customers unlock the future of work with Microsoft Teams Essential, Teams Phone, and Calling Plan bundles.

With focus on converged communication—a key Microsoft partner growth play partners can use these promotional offers on the new Teams bundles to drive new customer acquisition and grow revenue with existing customers through new upsell opportunities with additional Teams services.

Duration

July 17, 2023, to February 1, 2024

Geography

US, Canada, UK

Promo type

New commerce experience, partner-led (CSP)

Products

Teams Essential with Phone, Teams Essential + Phone with PayG, Teams Phone with PayG, Teams Phone, Teams Essential + Phone with Calling Plan (Domestic/ International)

The offer will automatically apply to customers purchasing bundles.

Discount percent and discount description

See the offer FAQ for specific bundle discounts and more information (This document will go live on July 17, 2023.) The offer is available only for annual commitment subscriptions.

Customer eligibility

Available to all CSP customers

End customer value prop

Microsoft Teams, Teams Essential, Teams Phone, and Calling Plan empower your team to collaborate and connect from anywhere, as well as protect, control, and manage data access, unlocking the future of collaboration.

For a limited time, Microsoft is offering promotional offers on Teams bundles to help you create a unified communications and collaboration platform—all supported through a single-provider cloud phone solution.

Partner value prop

For a limited time, these Teams bundle offers will help Partners integrate Teams Essential, Teams Phone, and Calling Plans in your efforts to acquire SMB customer. Newly discounted bundles will help partners capture, upsell, and retain customers via the product value of the Teams platform.

Next steps/Learn more

See the offer FAQ (available on July 17) and the Microsoft 365 and Security for partners page for additional Teams-related resources

Microsoft Entra ID Governance promotion

Promotion summary

This promotion provides a discounted price on the new **Microsoft Entra ID Governance Step-Up** for eligible customers.

Duration

July 1, 2023, to December 31, 2023

Geography

Global except where prohibited by trade restrictions; available in offshore model for China

Promo type

EA, EAS, CSP, Web Direct, new commerce experience

Products

Microsoft Entra ID Governance

Discount percent and discount description

37.5 percent off the list price

Customer eligibility

- Customers purchasing the promo SKUs must have AAD P2, or M365 E5 or M365 E5 Security.
- Customers with EMS E5 are not eligible for the promo SKUs.

End customer value prop

Microsoft Entra ID Governance is a complete identity governance solution that helps customers comply with organizational and regulatory requirements, while increasing employee productivity through real-time, self-service, and workflow-based app entitlements. It automates the employee identity lifecycle to reduce manual work for IT and provides Al-based insights regarding identities and app entitlements.

Next steps/Learn more

- Microsoft Entra ID Governance website
- Security Hub
- FAQ

Windows 365 for M365 Business Premium on CSP

Promotion summary

Windows 365 Cloud PC has revolutionized hybrid end-user computing. To create more partner and customer excitement, we have introduced a 20 percent discount promo for all Windows 365 Enterprise performance SKUs for existing Microsoft 365 Business Premium customers.

Windows 365 Enterprise has a minimum licensing prerequisite of Windows E3, Intune, or Azure AD P1, all of which are covered by Microsoft 365 Business Premium.

Duration

July 1, 2023, to December 31, 2023

Geography

Worldwide

Promo type

New commerce experience, partner-led (CSP)

Products

Windows 365 Enterprise (all performance SKUs)—monthly commitment subscriptions only

Discount percent and discount description

20 percent off Windows 365 Enterprise monthly subscription for existing Microsoft 365 Business Premium customers (regardless of original channel of purchase of Microsoft 365)

Customer eligibility

Available only to existing Microsoft 365 Business Premium customers regardless of original channel of purchase. Up to 300 seats max.

End customer value prop

Securely stream your Windows experience—including your personalized apps, content, and settings—from the Microsoft Cloud to any device with your Windows 365 Cloud PC.

Combine the power and security of the cloud with the versatility and simplicity of the PC. From contractors and interns to software developers and industrial designers, Windows 365 enables a variety of new scenarios for the new world of work.

Partner value prop

In partnership with Microsoft, partners can sell Windows 365 and offer services to address their customers' primary use cases, including hybrid work and elastic workforces, while increasing their own revenue.

How it works

This offer applies automatically to eligible customers purchasing Windows 365 Enterprise.

Next steps/Learn more

See the offer FAQ for more details and next steps.