

FY17 Microsoft CSP Power Up Offer for Resellers and Direct CSPs

Frequently Asked Questions

1 February, 2017

[CSP Power Up for Resellers and Direct CSPs Terms and Conditions](#)

FAQ Sections

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Overview

Q: What are you offering?

We are pleased to announce a new CSP Power Up offer available to eligible Microsoft partners starting February 1st, 2017 and ending June 30th 2017. Designed as a partner channel incentive, a partner can receive up to \$25,000 (USD) via selling Office 365, EMS, Dynamics 365, and Azure services to net new tenants on CSP. Customers must purchase a qualifying SKU as provided in SKU table below. To be eligible for rebate payouts, the customer must be a net new tenant and on CSP.

For O365, D365 and EMS, a fixed rebate amount will be paid, per seat, on all new tenant adds after the 3rd new CSP tenant adds of minimum 5 seats of eligible SKU per service per tenant during offer period. Then rebate is earned on the 4th and subsequent new CSP tenant add. For Azure, a partner must sell Azure to 3 tenants of minimum \$200 billed revenue per tenant to qualify. Then rebate is earned on billed Azure revenue associated with all new tenants. A minimum of \$500 rebate incentive must be earned per Partner. Maximum rebate is capped at \$25,000 per service per partner, and \$50,000 per partner including all affiliates.

Please refer to Terms and Conditions for all applicable eligibility and requirements.

Q: What is the partner eligibility criteria for this offer?

- ✓ This offer is available to all Microsoft Resellers and Direct CSPs who transact via CSP directly with customers. Open and Advisor transactions are not eligible.
- ✓ Partner must be registered for the offer via the *program portal* by June 1st.
- ✓ Partner must be classified as a registered Microsoft Partner Network partner, and have a "MPN ID".

Q: What is the customer transaction eligibility criteria for this offer?

- ✓ Offer applies to net new tenants who have purchased a qualifying SKU or minimum \$200 Azure billed revenue between February 1, 2017 and June 30, 2017.
- ✓ Promotional Offer available for purchases through CSP only.
- ✓ For O365, EMS, D365:
 - For a tenant to be counted, each must have:
 - ✓ A minimum of 5 seats of an eligible SKU
 - ✓ Must be new CSP Tenant Add
 - ✓ All seats must be paid and remain current through September 2017 when payment calculation will start.
- ✓ For Azure:
 - For a tenant to be counted, each must have:
 - ✓ min \$200 Azure billed revenue per tenant.
 - ✓ new CSP Tenant Add

- ✓ All subscriptions must be paid and current through September 2017 when payment calculation will start.

Q: What is the promotion timeframe for this offer?

- ✓ February 1, 2017 – June 30, 2017
 - All O365, D365, and EMS transactions must be **provisioned** with Microsoft between Feb 1 and June 30.
 - All Azure transactions must be billed by Microsoft between Feb 1 and June 30.
 - Payment calculations will start in September, 2017.
- ✓ Payment period.
 - Microsoft will arrange for wire transfer payments starting late September/early October, 2017.

Q: Are there any minimum thresholds required for offer eligibility?

- ✓ Yes, the partner minimum payout is \$500.
- ✓ Tenant must purchase a Minimum of 5 Seats of eligible SKUs per service (O365, D365, EMS); or minimum \$200 Azure billed revenue per Tenant to qualify
- ✓ The partner must exceed 3 new CSP tenant adds to qualify.

Q: What is the payout structure in the offer?

- ✓ For O365, D365, and EMS, partner will earn a rebate starting on their 4th net new CSP tenant add of eligible SKUs within the “offering period”. For Azure, partners will earn a rebate on all CSP billed revenue of all new Azure Tenants.
- ✓ All tenants adds, including the first three adds, must meet the same qualifying offer criteria per service, making the 4th new CSP customer add eligible for rebate payout, and all subsequent customer adds up to the max payout of \$50,000 (USD) per partner across all cloud services and including all its affiliates
- ✓ For O365, D365 and EMS, Rebate payout calculation is based on the eligible SKU’s sold. Partners will earn a fixed (\$) amount per seat depending upon the SKU sold. For Azure, partners earn 20% of revenue billed with all new Azure tenant provided the 3 new Tenants add requirement is met.
- ✓ Discounted or free SKU’s are not eligible for the offer. Reference the CSP Power Up – Reseller Terms and Conditions for eligible SKUs and rebate amount.

Q: Are there any maximum payouts in the offer?

Yes, the maximum payout per service, per partner, is capped at \$25,000 and the maximum per partner, across all services and including all affiliates is capped at \$50,000.

Q: Will this offer will be extended into FY18?

This promotion is a limited, one-time promotion for the offer period only and will **NOT** continue into Microsoft Fiscal Year 18.

Q: Is this offer available in all geographies?

Only specified geos are eligible. CSP sales must be transacted in one of these locations to be eligible:

Brazil, Canada, India, Japan, Korea, New Zealand, Russia, Taiwan, United States, Australia, Fiji, Argentina, Bahamas, Barbados, Belize, Bermuda, Bolivia, Cayman Islands, Chile, Colombia, Costa Rica, Curacao, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Saint Kitts and Nevis, Trinidad and Tobago, Uruguay, Venezuela, Virgin Islands, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Faroe Islands, Afghanistan, Albania, Algeria, Armenia, Azerbaijan, Bahrain, Belarus, Bosnia and Herzegovina, Egypt, Georgia, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Libya, Macedonia (FYROM), Moldova, Mongolia, Montenegro, Morocco, Oman, Pakistan, Palestinian Authority, Qatar, Serbia, Tajikistan, Tunisia, Turkmenistan, Ukraine, United Arab Emirates, Uzbekistan, Saudi Arabia, South Africa, Turkey, Yemen, Zimbabwe, Angola,

Botswana, Cameroon, Cabo Verde, Côte d'Ivoire, Ethiopia, Ghana, Kenya, Mauritius, Namibia, Nigeria, Rwanda, Senegal, Tanzania, Uganda, Zambia, Bangladesh, Brunei Darussalam, Hong Kong SAR, Indonesia, Malaysia, Nepal, Philippines, Singapore, Sri Lanka, Thailand, Vietnam, Macao SAR

Q: When do I provide banking details for payment?

Requests for banking details will be sent to qualifying partners at the end of the calculation period, approximately in September 2017.

Q: Will you be contacting me by email for my banking details?

At time of payment, we will only contact the administrator/head office of the top level, registered MPN ID.

Operations

Q: How are Tenants and Seats defined?

A tenant is representative of an organization. It is a dedicated instance of a cloud service that an organization receives and owns when it signs up for a Microsoft cloud service such as Azure, Microsoft Intune, Dynamics 365 or Office 365. Each tenant is distinct and separate from other tenants. A tenant houses the users and the information about them

Q: What products are eligible?

This offer extends to the specific SKUs of O365, D365, EMS; and Azure services.

Q: Is there a similar program for Open and Advisor?

No, this is a specific offer CSP subscriptions.

Q: Can I qualify for this offer and other promotions at the same time?

It depends on the restrictions of the other promotions. This offer is independent of other channel incentives and promotions. Please contact your local Microsoft representative for more details.

Q: How will my promotion payout value be calculated?

Your promotion payout value will be calculated using Microsoft Internal sales tools.

Q: When will my final payment be calculated?

Your final payment will be calculated approximately in September 2017.

Q: In which currency will I receive the promotion payout?

The calculation will all be based in US dollars. Payment will also be made local currency as specified in Terms and Conditions.

Q: What if there is a discrepancy between my records/data and Microsoft's?

Microsoft shall have the sole right, at its own discretion, to use Microsoft's internal sales tools and methodology to provide results to Partners. Microsoft reserves the right, at its own discretion, to reject a partner claim as valid for this offer. Please refer to the Terms and Conditions for complete details.

Q: Where can I find the Terms and Conditions?

Terms and Conditions are available [here](#) and via the [campaign registration portal](#). Please contact your local Microsoft representative for more details.

Q: Will sales involving free or discounted SKUs count towards my performance as a partner for this offer?

No.

Q: What if I fail to register for the offer in time?

Failure to register before June 1, 2017 will disqualify you from the offer.

Q: What if I register twice for the offer?

You are able to register multiple times for the offer by partner but only one payment will be made per worldwide partner.

Q: Are companies with multiple subsidiaries eligible for multiple payments?

No. Resellers that have affiliates are eligible for one incentive payment based on aggregate performance of all affiliated entities. All restrictions, minimums and maximum apply to the aggregate performance from all affiliated entities.

Q: I have multiple MPN IDs should I register them all? Which ID should I use?

You must use the same MPN ID that you use for all CSP transactions. If unsure, please confirm with your CSP Indirect Provider.

Payments

Q: When do I provide banking details for payment?

Requests for banking details will be sent to qualifying partners at the end of the calculation period, approximately in September 2017.

Q: Will you be contacting me by email for my banking details?

At time of payment, we will only contact the administrator/head office of the top level, registered MPN ID.

Q: When will I receive my payment?

Payments will be arranged starting late September/early October 2017 pending verification and validation of all the information.

Q: Where can I see my current progress in this offer?

You may access your Partner Facing Portal [here](#). Reporting will be made available to your Microsoft representative.

Q: Do I get paid incentives on future, recurring revenue for the same customer?

No, payments will be made only for qualifying new tenants adds during the offering period. Please refer the program Terms and Conditions for more details.

Q: What if my customer stops using the service purchased?

Promotion data verification will occur approximately by in September 2017. Deactivations will be adjusted in the calculation as necessary prior to payment approval and distribution.

Q: Where do I find out more information on this offer?

Please contact your local Microsoft representative for more details.

Q: What if the bill for the seats is not up to date?

If Microsoft records indicate that the account for the seats is in arrears it will not be counted in the offer.