Sky’s the Limit – FAQ

PROGRAM DETAILS

Q: What is the definition of an eligible Modern Workplace customer?
A: Any customer who has not been billed for O365 via CSP within the last twelve months prior to the program term start date.

Q: If a customer has an Azure or D365 tenant via CSP and adds O365 on CSP for the first time does it count?
A: Yes, if the customer does not have any O365 CSP revenue in the prior twelve months, they are eligible. CSP D365 or Azure revenue does not exclude a customer from this incentive.

Q: My organization’s virtual org is located outside of the US, is my organization eligible?
A: No, your organization’s virtual organization must be located in the United States to be eligible since this is a US only promotion.

Q: How long does the Sky’s the Limit program run?
A: The Program term begins on April 3rd, 2019 and ends on August 31st, 2019 (“Term”). Microsoft may update, change, cancel or terminate the Program or the Term or any portion of these Program Terms at any time. Note, registration for the program closes on June 30, 2019.

Q: What is the definition of a large customer?
A: Any customer who has not been billed for O365 via CSP within the last twelve months and purchases 50 or more eligible seats within the program term.

Q: If a customer is on a trial prior to the program start date and then purchases during the program term, is this considered a new customer add?
A: Yes, if it is a new or existing tenant, without O365 CSP revenue in the TTM, and starts invoicing O365 CSP revenue in the program term.

Q: What happens if the customer buys additional seats during the term?
A: Any seats sold during the term to a qualifying new customer will count towards the calculation as long as they are still active for 30 days after the end of the term of the program.

Q: What if the customer starts with less than 50 eligible seats, but increases to over 50 seats by the end of the term, will they count towards the large customer target?
A: Yes, any seats sold during the term to a qualifying new customer will count towards the calculation as long as they are still active for 30 days after the end of the term of the program.

Q: Will new customers added in the term of the program be included in the payout if they churn or decrease their seat count?
A: No, only those customers and seats that are still active 30 days after the end of the term of the program will be included in the payout calculation.

Q: If the customer has an O365 tenant via a different licensing motion (Open for example) and then shifts to CSP for the first time does it count?
A: Yes, although this is not the intent of the program.

Q: What are the SKUs that are eligible to earn rewards?
A: The following O365 SKUs are eligible via CSP:
Q: When will the targets be available in MPN Insights?
A: May 15, 2019

Q: How were targets set or determined?
A: Target for All Up Customer Adds and 50 or Greater Seat customer adds set based on each Partner’s prior performance. If no prior history, a minimum target will be set as: 3 for All Up; 2 for 50 or Greater Seats.

Q: Why are there two customer add targets?
A: Microsoft recognizes that our Partners’ pipelines and demand generation tactics change over time and we want to give Partners focused on adding smaller customers, as well as those focused on adding larger customers, opportunity to earn.

Q: Do we need to meet both the all up customer add target and large deal customer add target to earn a payout?
A: No, simply meet or exceed either target to earn a payout.

Q: If we meet or exceed both the all up customer add target and large deal customer add target will we get paid on both?
A: No, the larger of the two payouts will be the one that is selected for payment.

Q: If the target is five, for example, will we be paid on the fifth customer onwards?
A: Two points: 1) Yes, the target that will be provided will be the number at which the first calculation will start. 2) Actual customers included in the payout will be based on the largest to smallest potential earning and not the chronological order of customers. Refer to the appendix section for payout calculation examples.

Q: Is it in our best interest to hold the largest customers until last to maximize payout?
A: No, for two reasons. 1) The payout is based on the largest to smallest potential earning of the customers and not the chronological order of customers. 2) Any eligible seats sold to an eligible new customer during the term of the program will be counted.

Q: How do I know what my target is to earn rewards?
A: Targets will be posted to MPN Insights (where the T&Cs were accepted). The person who registered your organization for the program is the person who has permissions to login here to see your organization’s targets. See screenshots in the appendix of this document.
Q: How can I track my performance?
A: Your progress towards your targets will be tracked in MPN Insights (where the T&Cs were accepted), so make sure the person who registered your organization for the program, continues to login here to see updates. See screenshots in the appendix of this document.

Q: Can another person from my organization, beside the person who registered for the program, login to view targets and performance data?
A: No, only the person who registered your organization for the program can login here to see targets and performance data.

Q: When is my organization’s target performance data refreshed?
A: Performance data will be refreshed around the 15th of each month and will be reflective of your organization’s Microsoft CSP bill date for the prior 30-day period. If you are an Indirect Reseller, your bill date will be dependent on your Indirect Provider.

Q: What date is used to track if the customer or additional seats are eligible?
A: It is the date that the O365 subscription is provisioned, and not necessarily billed.

Q: The performance data is not displaying all of the customer adds that we have had since registering, why?
A: Customer adds will show based on the combination and timing of customer add date, organization or Indirect Provider CSP bill date, subscription payment date and the monthly refresh date, so depending on the timing some customer adds may not show until the next monthly refresh.

Q: We have eligible customer adds showing on the target and performance summary as “no” for “considered for payout”, why?
A: Customer adds will not be considered eligible until you reach one of your targets. Meaning, the target provided is the number at which eligibility begins and the first calculation will start.

Q: When I attempt to view my targets and performance, I receive the following, how do I resolve this?
A: It is recommended that you use Edge or Chrome as your browser. If you are using Edge or Chrome and still receive the message above try the following:

If your MPN account is managed through Partner Center (PC) follow these steps:
• Open fresh browser and do simple browser troubleshooting to avoid auto-logins (clear cache and cookies and/or InPrivate).
• Login to Partner Center with your MPN Partner Admin account to verify that it is (1) the correct login and (2) it is really a MPN Partner Admin account. Choose “Work or School Account” instead of “Personal Account” when asked.
• If the browser is auto-populating login information, please be sure to clear all stored browser info including visited sites and passwords.
• Try MPN Insights by opening another tab within the same browser and paste MPN Insights in that tab.

If your MPN account is managed through Partner Membership Center (PMC) follow these steps:
• Open fresh browser and do simple browser troubleshooting to avoid auto-logins (clear cache and cookies and/or InPrivate).
• Login to Partner Membership Center with your Global Admin account to verify that it is (1) the correct login and (2) it is really a Global Admin account. Choose “Personal Account” instead of “Work or School Account” when asked.
• If the browser is auto-populating login information, please be sure to clear all stored browser info including visited sites and passwords.
• Try MPN Insights by opening another tab within the same browser and paste MPN Insights in that tab.
PAYMENT

Q: How is the incremental customer, on which the payout is calculated, identified?
A: At the end of the term, all customers are stacked ranked based on their potential earnings from largest to smallest, and that order is used to identify the customers for the payout calculation. In other words, the highest potential earnings customers will be included in the payout, if the target is met or exceeded, irrespective of when they purchased O365 within the term.

Q: Is there a maximum payout?
A: Yes, the max payout per customer is $3,500 and the max earnings per partner is based each partner’s all up customer add target even if partner earns on the 50 or Greater seat target. Partner maximums are as follows:

<table>
<thead>
<tr>
<th>All Up Customer Add Target</th>
<th>Partner Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>200+</td>
<td>$150,000</td>
</tr>
<tr>
<td>25-199</td>
<td>$75,000</td>
</tr>
<tr>
<td>3-24</td>
<td>$30,000</td>
</tr>
</tbody>
</table>

Q: When can I expect to receive payment if I qualify?
A: There will be a single payment made after final calculations are complete and banking details have been collected. Payment should occur within 45 days of submitting bank and tax info.

Q: When will Microsoft collect billing contact and tax/banking information?
A: Microsoft will collect billing contact and tax/banking information in October after the calculations are finalized for organizations that have achieved and/or exceeded targets.

Q: Who is responsible for providing Microsoft with billing contact and tax/banking information?
A: The person who registered your organization for the program is responsible for providing Microsoft with billing contact and tax/banking information.

Q: How will Microsoft collect billing contact and tax/banking information?
A: If you earn an incentive, Microsoft will send an email from cisupport@msdirectservices.com informing you of an incentive reward and inviting you to input your bank and tax information in order to receive payment. This email will come within approximately 45 days of the end of the measurement period or end of September.

Q: What happens if we miss providing our banking details?
A: Payment processing is cancelled if details are not provided/received by 6 months after program end and payment will be forfeited.

Q: What happens if our banking details are incorrect?
A: Payment may be issued then returned by the bank. The Partner must follow up with the payment alias (prebates@microsoft.com) if payment is not received within 60 days of submitting bank details.

SUPPORT

Q: Where can I find collateral to support my demand generation efforts?
A: You can find campaign materials and other collateral on the Microsoft 365 for Partners SMB page at https://aka.ms/MWSMBplays.

Q: If I have questions on the program, where do I go?
A: If you are managed, you can ask your Partner Development Manager, your Indirect Provider or email STLPromo@microsoft.com

Q: I missed the registration deadline; how do I sign up to be notified for future programs?
A: To ensure you receive notification of future programs, opt in or register for the various communication channels as follows:
• SMB Insider – subscribe at https://partner.microsoft.com/en-us/marketing/smb-insiders-signup
• Monthly Insider Calls – register at https://aka.ms/InsiderCall
• MPN Breath Communications:
  • In Partner Center - based on Partner organizational role and comms preferences; more information on roles at https://docs.microsoft.com/en-us/partner-center/create-user-accounts-and-set-permissions
    o You first need to be added to Partner Center as a user and assigned user roles and permissions by your global admin.
    o Once added and assigned roles and permissions, you need to go to “Preferences” and provide your preferred email address to receive communications and select the language preference for how you want to receive comms.

  o You will also want to check your Microsoft contact preferences here to make sure they opt-in to Microsoft wide communications: https://account.microsoft.com/profile/communications

• In Partner Membership Center, each user with an administrator role has the ability to opt into for different types of notifications if they access the Administration tab and click on Manage Program E-Mails as in the screenshot below.

Manage Program E-Mails

As Administrator you will receive critical e-mail communications regarding your Organization’s status in the Microsoft Partner Network. These e-mails include renewal notices and important news regarding the Partner Program, in addition to other communications.

You also may receive informative e-mail communications regarding non-critical aspects of your status in the Program. You may choose to not receive one or more of these e-mails by un-checking the appropriate boxes. The information contained in these e-mails is always available from your Partner Membership Center page.

I would like to receive informative e-mail messages about my organization when:
✓ an Associated Microsoft Certified Professional or associate links from my Organization.
✓ my Organization achieves a Competency.

I would like to receive informative e-mail about my transactions when:
✓ the status of a Customer Reference I submitted changes.
APPENDIX

Partner Targets and Performance Views in MPN Insights

Reseller Targets / Performance: Potential Payout

![Payout Calculation Examples](image)

Reseller Targets / Performance: No Potential Payout

![Payout Calculation Examples](image)
Registration

Q: How long do I have to register for the program?
A: Registration for the program closes on June 30, 2019.

Q: Is the program retroactive to the start date of the program regardless of our registration date?
A: Yes, the program is retroactive. All eligible sales within the program term of April 3rd, 2019 through August 31st, 2019, will be considered for payout regardless of your registration date.

Q: How do I register for the program?
A: Ensure your MPN Partner Admin (PC) or Global Admin (PMC) signs into the Sky’s the LIMIT program page at https://aka.ms/skysthelimit. Then click on the “Ready to Register” or “Sign in and Accept T&C’s” links. Review and accept the T&C’s.

Q: I accepted the program Terms and Conditions (T&C’s) and clicked submit, however did not receive a confirmation email, why?
A: The confirmation email is sent immediately after submitting the T&C’s acceptance. There may be slight delays (1-5 min) depending on email servers. If you have not received the confirmation email, be sure to check your junk email folder.

Q: Can we change our organization’s registered contact for this program?
A: No, the registered contact cannot be changed for this program.

Q: What permissions are required to accept the program T&C’s?
A: If in Partner Membership Center (PMC), Global Admin permissions are required to accept the T&C’s. If in Partner Center (PC), MPN Partner Admin permissions are required to accept the T&C’s.

Q: Why are there different roles that can accept the T&Cs depending on what platform I am on?
A: PMC doesn’t have the role of MPN Partner Admin so that is why the Global Admin is required to sign the T&Cs.

Q: What is the responsibility of the Global Admin (PMC) or the MPN Partner Admin (PC) for my organization?
A: They are responsible for 1) registering for the program by accepting the T&C’s, 2) informing the sales team of the program details which can be found on the Sky’s the LIMIT program page at https://aka.ms/skysthelimit, 3) informing the sales team of their target to be eligible for funding, 4) providing updates to leadership and the sales team on current performance/tracking, and 5) providing Microsoft the billing contact to collect bank information if the Partner achieves and/or exceeds targets.

Q: How do I find out who is Global Admin (PMC) or the MPN Partner Admin (PC) for my organization?
A: You can reach out to the Regional Service Center (RSC) at 1-800-676-7658 – select option 2 for programs and benefits. You will need to provide the shipping address, company phone number and MPN ID. Then the RSC will provide the first name and the domain of the Global Admin (PMC) or the MPN Partner Admin (PC).

Q: What role has the ability to assign MPN Partner Admin (PC) permissions?
A: Only Global or Company Admins have permissions to assign the MPN Partner Admin permissions to a user.

Q: As Company Admin, can I assign Global Admin (PMC) or MPN Partner Admin (PC) permissions to myself?
A: Yes, see below, and if you run into issues, contact the Regional Service Center (RSC) at 1-800-676-7658 and select option 2 for programs and benefits.

1. Go to User management:
2. Click on a user:

3. Select MPN Partner Admin and click Update to give someone the MPN Partner Admin access:

- If you are still managed in the Partner Membership Center (PMC) (https://partners.microsoft.com) – sign in with Microsoft or personal account > select Requirements & Assets > select the Associated people tab.

Q: If the company has multiple MPN Partner Admins on the account will the Regional Service Center (RSC) provide the names of all the MPN Partner Admins?
A: Not all of them. If the caller is a non-admin, the RSC may only provide limited information about the MPN Partner Admins due to privacy.

Q: Can any role call in to the Regional Service Center (RSC) and ask for the MPN Partner Admin as long as they know shipping address, company phone number and MPN ID?
A: Yes, ideally it should be the Primary Contact or the Company Admin that calls in to find out who is the MPN Partner Admin. The RSC can provide limited information like MPN Partner Admin first name.

Q: What if the CEO is the MPN Partner Admin and they forgot their MPN login?
A: Due to security and privacy reason, the CEO is the only one that can contact the RSC for their MPN login information.

Q: I see there is a drop down of users, is there one view that will show the MPN Partner Admin drop down?
A: Yes you can select the role that you want to filter by going to the User Management page and select the drop-down menu at the right part of the page:
Q: When I click on the “Ready to Register” or “Sign in and Accept T&C’s”, I receive the following, how do I resolve this?

A: First, it is recommended that you use Edge or Chrome. If you are using Edge or Chrome and still receive the message above, try the following:

If your MPN account is managed through Partner Center (PC) follow these steps:
- Open fresh browser and do simple browser troubleshooting to avoid auto-logins (clear cache and cookies and/or InPrivate).
- Login to https://partner.microsoft.com with your MPN Partner Admin account to verify that it is (1) the correct login and (2) it is really a MPN Partner Admin account. Choose “Work or School Account” instead of “Personal Account” when asked.
- If the browser is auto-populating login information, please be sure to clear all stored browser info including visited sites and passwords.
- Try the Sky's the Limit registration by opening another tab within the same browser and continue with the registration.

If your MPN account is managed through Partner Membership Center (PMC) follow these steps:
- Open fresh browser and do simple browser troubleshooting to avoid auto-logins (clear cache and cookies and/or InPrivate).
- Login to https://partners.microsoft.com with your Global Admin account to verify that it is (1) the correct login and (2) it is really a Global Admin account. Choose “Personal Account” instead of “Work or School Account” when asked.
- If the browser is auto-populating login information, please be sure to clear all stored browser info including visited sites and passwords.
- Try https://aka.ms/cspoffers by opening another tab within the same browser and paste https://aka.ms/cspoffers in that tab.

Q: When I click on the “Ready to Register” or “Sign in and Accept T&C’s”, I receive the following message instead of the T&C’s, why?

A: You are not the MPN Partner Admin (PC) or Global Admin (PMC).
Q: How do I find the Primary Contact?
A: When you try to register and get the black screen click on Find your Primary Contact. The Partner profile page will open with the Primary Contact information. The Primary Contact should contact the MPN Partner Admin to register.

Q: What if my Primary Contact is no longer with the organization, how can I get a Primary Contact assigned?
A: You can reach out to the Regional Service Center (RSC) at 1-800-676-7658 – select option 2 for programs and benefits for assistance with assigning a Primary Contact. You will need to provide the shipping address, company phone number and MPN ID.

Q: What if my Primary Contact cannot determine my MPN Partner Admin?
A: You can reach out to the Regional Service Center (RSC) at 1-800-676-7658 – select option 2 for programs and benefits. You will need to provide the shipping address, company phone number and MPN ID. Then the RSC will provide the first name of the Company Admin plus the domain the MPN Partner Admin will need to sign into the MPN portal.

Q: Can the Primary Contact accept the T&C’s?
A: Only if the Primary Contact is also the MPN Partner Admin on the account. The Primary Contact has the ability to assign MPN Partner Admin permissions.

Q: When I log into the registration page, what is determining the T&C’s specific to my organization?
A: The system will use your virtual organization ID to identify your organization.

Q: When typing in my name to accept the T&C’s I receive a message to “Please enter your correct full name as displayed”, how do I get past this message to accept the T&C’s?
A: The system will default the individual name, so you must type the name as seen in the text box and then click submit. Screenshot showing how a Company Admin can add the permissions of MPN Partner Admin to a role if the partner organization has been migrated to Partner Center.