Microsoft Partner Incentives

Partner Incentives Experience Guide

July 1, 2018 – June 30, 2019

Microsoft
Partner Network

Partner Incentives Experience Guide

Please note:

- This is a universal guide, relevant for each program on the *Partner Incentives Experience*. To this end, the term Skyline is a pseudonym program name in place of any individual specific program.
- The programs that currently engage with PIEX are:
  - Hosting
  - Cloud Solution Provider (CSP)
  - Managed Reseller (EMEA)

  To demonstrate the various capabilities and which programs avail of them, the following abbreviations within this guide will be used.

PROGRAM NAME	Guide Abbreviation
Cloud Solution Provider	CSP
Hosting	Host.
Managed Reseller (EMEA)	MR

- As Microsoft continually evolves its partner incentive tools to optimize functionality and usability, screenshots in this guide may vary from your actual experience.
- The abbreviation PIEX is used as shorthand for the *Partner Incentives Experience* in the guide.

Role of this guide

To offer a better experience and greater transparency in the payment of incentives to our partners, Microsoft has built the *Partner Incentives Experience* platform. Post enrollment, partners can view incentives earnings, make co-op claims and submit proof, do payment reconciliations, and manage users—all from one single secure platform. Please note not all functionality and system capabilities are available in every program.

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Onboard to Partner Incentives Experience

Why onboard to the Partner Incentives Experience?

Partners must onboard to the Partner Incentives Experience to ensure Microsoft can send incentive payments. The Partner Incentives Experience also allows partners to view and track incentive earnings and payments. If partners do not complete enrollment by the end of H2 2018, earnings may be subject to forfeiture.

How to onboard

The partner admin for eligible partners will receive an invitation by email from microsoft@e-mail.microsoft.com to sign in to the *Partner Incentives Experience*. The partner admin is determined by the partner during initial enrollment profile validation. There is no need to re-onboard to PIEX if partner remains eligible for the incentive program. Details of steps to onboard are covered in the following pages.

Partner roles on PIEX

There are two partner user roles on PIEX: administrator (admin) and user—see the table for the capabilities available to each.

Note

- Multiple locations from one partner can be onboarded or managed by the same contact person who receives the PIEX invite. This is only possible if the different locations are under the same legal entity MPN v-org ID.
- Only those with partner admin rights can manage enrollment, add and delete users, and edit payment profiles. There is no limit to the number of partner users. Please note, not all functionality and system capabilities are available in every program. See the User Management section for details on how to add new users or new admins.
- After the invite is sent and the primary partner admin is added, only the partner company, not Microsoft, can add additional admins.

Role capabilities	Partner Admin	Partner User
Manage enrollment	✓	-
User management - add, delete or change permissions	✓	-
Manage payment profiles	✓	-
View rebate earnings*	✓	✓
View co-op earnings	✓	✓
Access Support	✓	✓
Dispute payments	✓	✓
View bank details and payments	✓	✓
Submit co-op proof of execution	✓	✓
Please note that rebate earnings for CSP China are not applicable, an introduction free can be earned instead.		

PIEX onboard checklist

To ensure a smooth program enrollment process, partners should have these items at hand:

- Access to their company email account.
- PIEX invitation email from microsoft@e-mail.microsoft.com
- PIN number (following request of # on initial onboarding page)
- Microsoft Account (formerly Windows Live ID).
- Unique identifier number such as primary location MPN# or TPID# that the partner transacts with.
- Bank and tax information (note a limited number of programs and countries do not need to provide these details, system will alert to information required).
    - Bank details (such as BIC, IBAN, Routing number etc.).
    - Beneficiary details (beneficiary is the person in the company that the bank would contact if they had any questions).
    - Tax details (for example, VAT Number, EIN, W8, W9, etc.) where applicable.

Note

- Invitations must be used by the original addressee and cannot be forwarded to someone else.
- Email invitations must go to a corporate email address or domain.
- Partners must ensure related data sources are up to date, to enable Microsoft to pull correct information. For example, company details on Partner Center and MPN.
- Please also check that all users use one of the browsers supported by PIEX:
    - Microsoft Internet Explorer (Desktop, Modern & Edge) 10 or higher.
    - Chrome 31.0.1650.63 or higher.
    - Firefox 26.0 or higher.

Steps to onboard onto PIEX

The partner admin is able to onboard their partner company onto the relevant partner incentives program, in addition to ability to provision/edit permissions of other partner users and manage payment profiles. To access PIEX, partners sign in with a Microsoft Account and PIN to https://partnerincentives.microsoft.com/. Sign in details are provided in two separate emails. For any onboarding deadlines please refer to program incentive guides or communications. Partners will need to complete these steps by location.

Onboard process consists of initial sign in to PIEX steps followed by enrollment:

Log on	Enrollment
1. Select the link within the invite, which goes to PIEX onboarding page. Please note invite expires after 30 days – contact Support after 30 days to request a new invite. 2. Verify contact details. 3. Review and accept terms and conditions. 4. Request PIN and then add into the PIN entry box.	5. On the PIEX home screen, select the Program tile, then **Enrollment**. 6. In the enrollment area, select **Enroll now**. 7. Confirm account details. 8. Select **Get Started** under Tax Profile to go to the Bank and Tax Management area. 9. Complete both tax and banking profiles including assignment of currency and banking profile to correct geography (if not already in place). 10. When the payment profile is complete and approved, you can receive incentive payments.

If you experience any problems with the onboard process in Microsoft Partner Incentives programs, please contact your Microsoft Regional Service Center:

Managed Reseller (EMEA) & Hosting programs	**CSP programs**
North America: ciquest@microsoft.com Latin America: msreb@microsoft.com Europe: erebates@microsoft.com Asia Pacific including Greater China: apocchi@microsoft.com	North America: ocina@microsoft.com Latin America: ocilatam@microsoft.com Europe: ociemea@microsoft.com Asia Pacific including Greater China: ociapgc@microsoft.com Japan: ocijp@microsoft.com

Log on

Invitation email

Microsoft

Partner Incentives Experience

Enrollment Invitation

Dear Partner,

We now invite you to begin using the website for Microsoft Partner Incentives for the Skyline program Do not forward this to anyone, since the link is specifically for you. This invitation will expire 180 days after it is sent to you.

Before you begin, remember that Microsoft Account is the new name for Windows Live ID.

Sign in:

1. Go to the Partner Incentives Experience website.
   Note: If the link provided is not working, please copy and pa[ste the f]ollowing web address into your browser:
   https://partnerincentives.microsoft.com personalised link

2. Select the Windows Live ID tile and click Next. Enter your Microsoft Account and Password. Verify that Microsoft Account and corporate email address shown are the credentials you intend to associate with your organization in the Welcome screen, then enter your first and last name. Click **Next** to proceed.
   Need help? Go here.

3. Click Request a new PIN and a unique PIN will be sent to your company email address.
   Note: Your company email address may be different from your Microsoft Account email address.

4. Get the PIN from your mailbox, enter the PIN, and click Submit.

You should now see the website.

Get started (from your dashboard):

1. Enroll - Select a Program tile.
2. Set Up Users - Select the Admin tile to add co-workers.

Thank you from the Microsoft Partner Incentives Team

For additional support feel free to contact your Microsoft Regional Service Center:

Managed Reseller and Hosting programs
North America: ciquest@microsoft.com
Latin America: msreb@microsoft.com
Europe: erebates@microsoft.com
Asia Pacific, Japan, Greater China: apocchi@microsoft.com

Syndication and CSP programs
North America: ocina@microsoft.com
Latin America: ocilatam@microsoft.com
Asia Pacific including Greater China: ociapgc@microsoft.com
Japan: ocijp@microsoft.com
Europe: ociemea@microsoft.com

You have received this message from Microsoft as a result of your participation in the Microsoft Partner Network. This message contains important information on your general membership, or your benefits as a member.

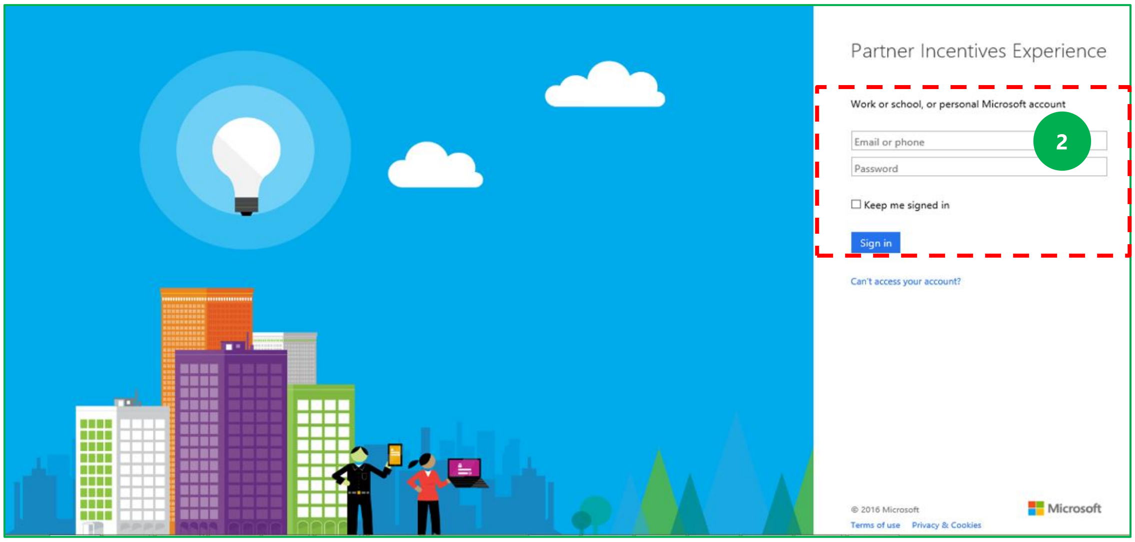
Microsoft respects your privacy. Please read our Privacy Statement.

If you would prefer not to receive future promotional emails from Microsoft Corporation please click here.

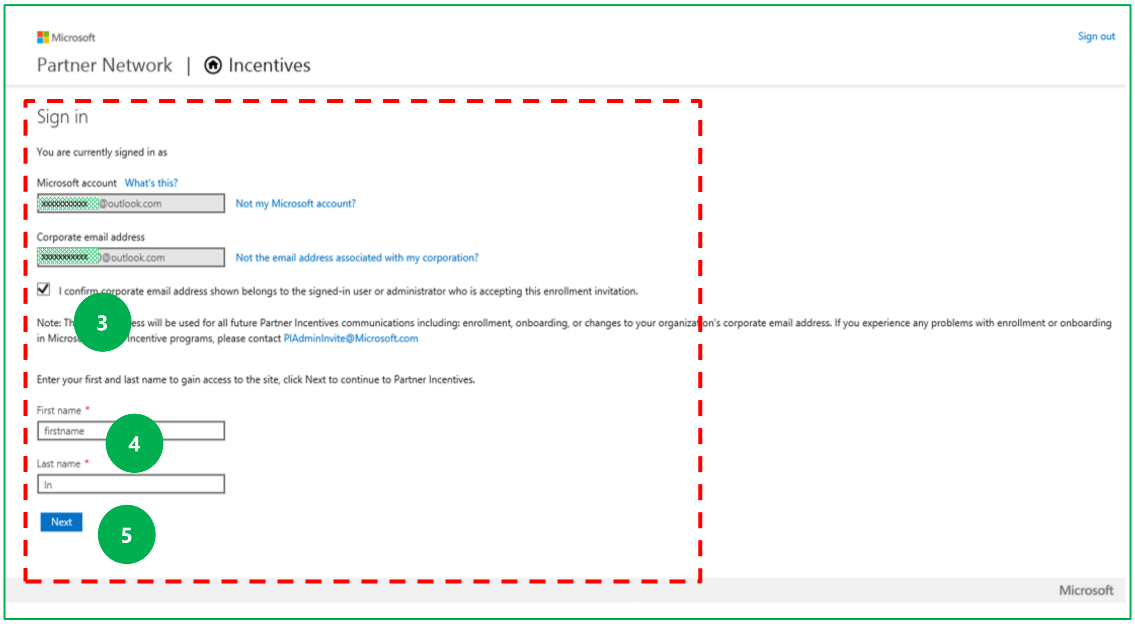
To set your contact preferences for other Microsoft Communications, click here.

1. From the invitation email sent from microsoft@e-mail.microsoft.com, select the URL in the invitation, or copy and paste into browser. Please save this email address to trusted contacts to ensure invite reaches inbox.

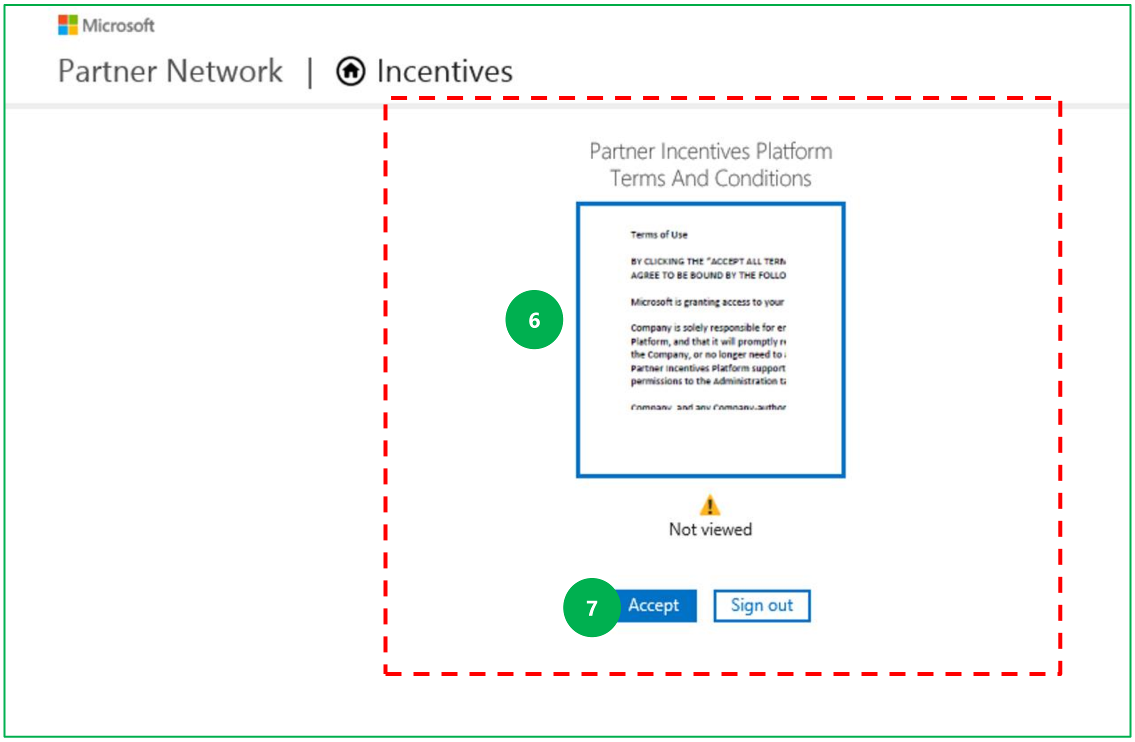
You are taken to the initial sign in page:

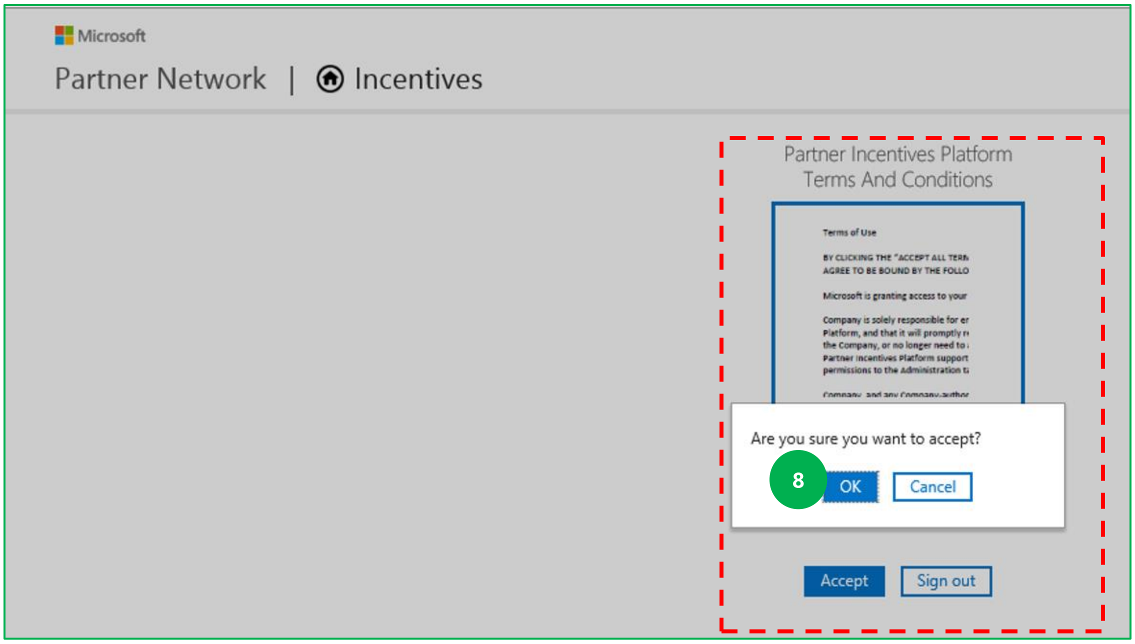


2. Enter your Microsoft account email and password. Then select **Sign In.**

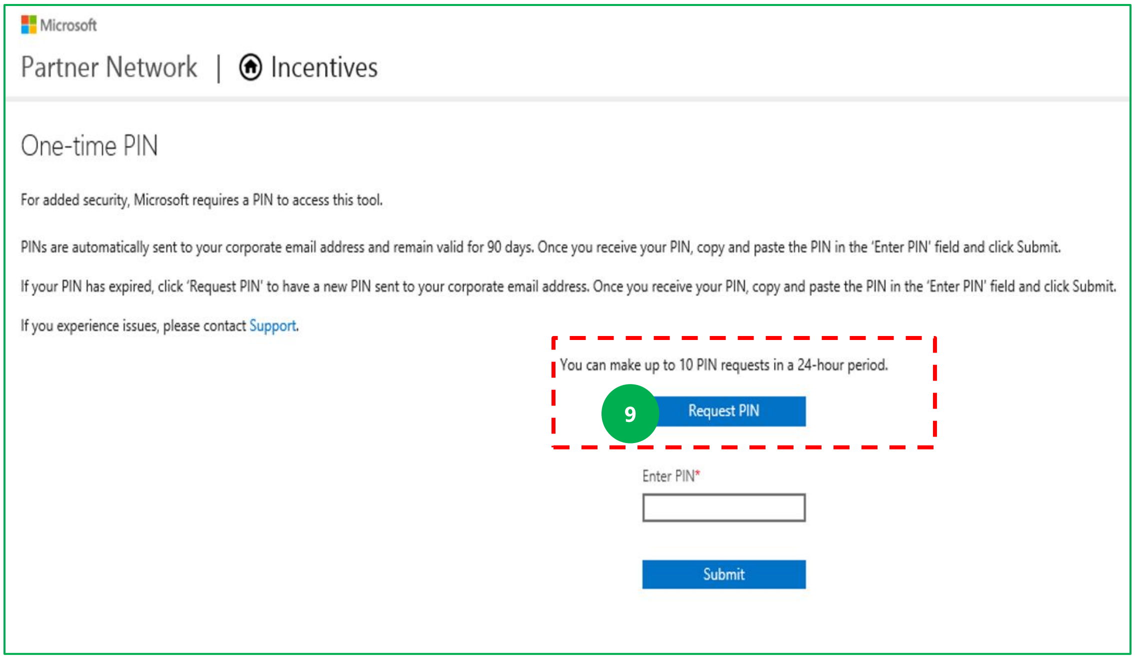


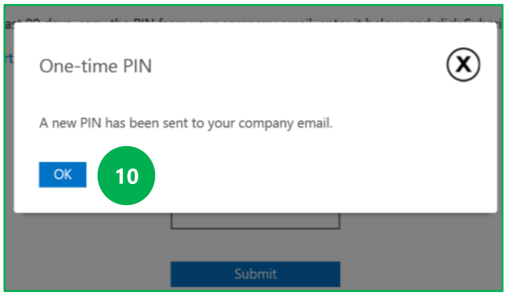
3. Check the Microsoft account and corporate email details in grey boxes. If correct, check the **confirm details box.**
4. Enter first name and last name.
5. Select **Next** to continue.



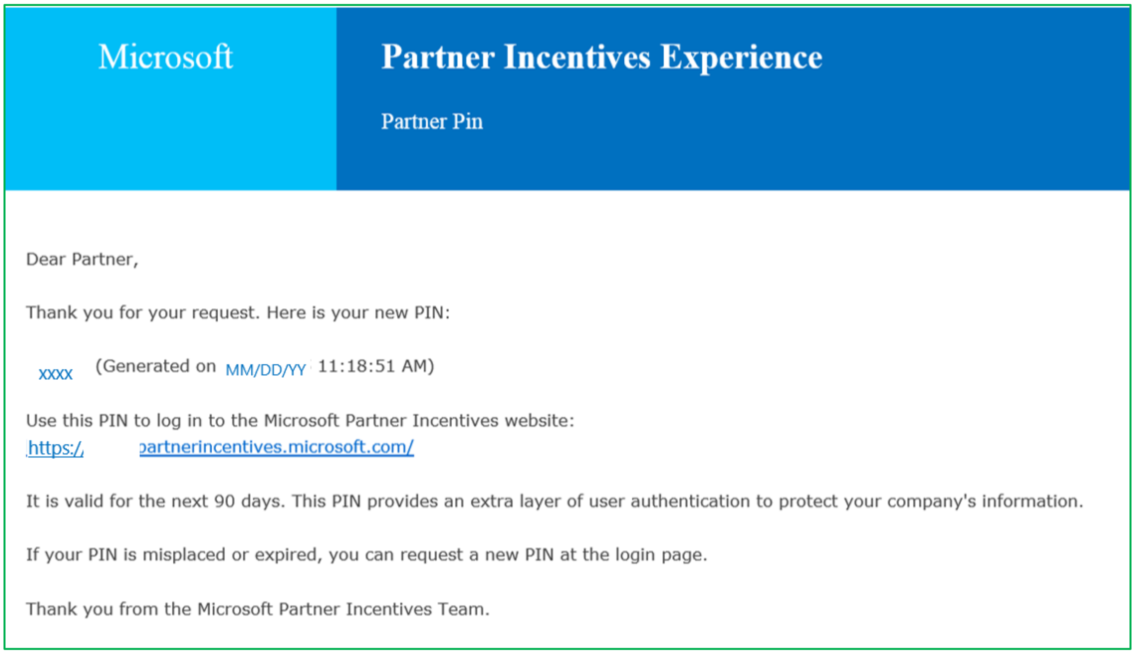


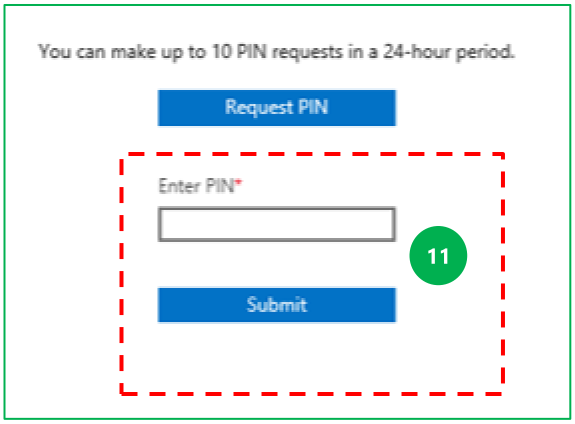
6. Select **Terms and Conditions document** to review.
7. When you are happy to accept terms and conditions, select **Accept**.
8. Then select **OK** to confirm acceptance.





9. Select the **Request PIN** box.
10. Then select **OK** on pop-up box that appears.



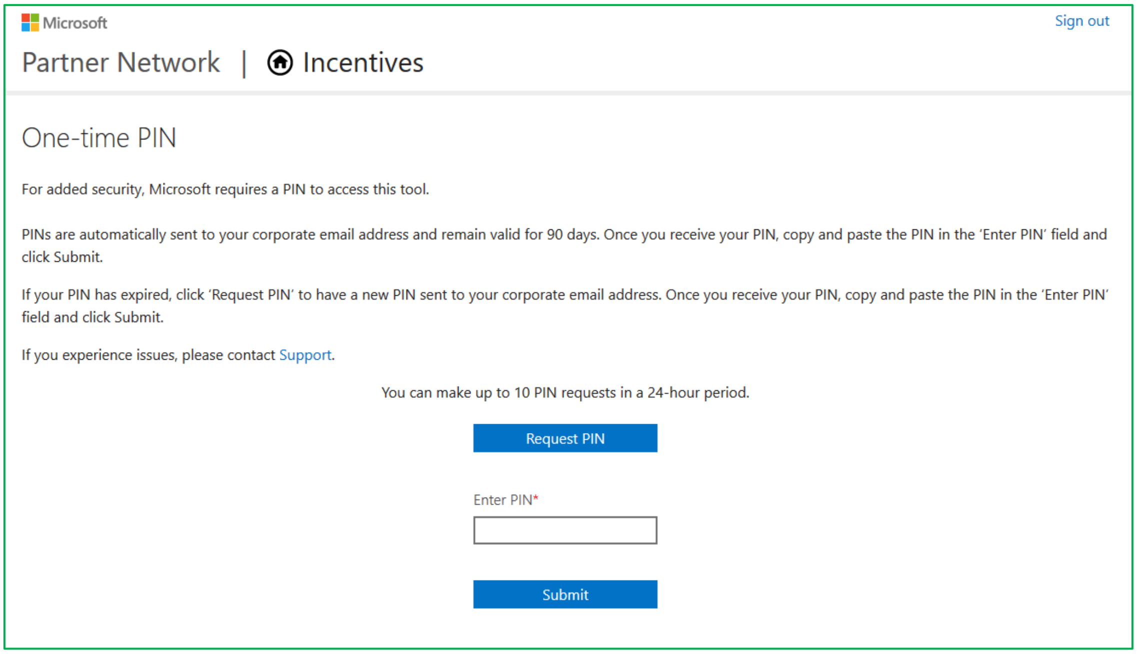


A pin is then sent to your corporate email address.

11. When you receive the PIN, email, **copy and paste this PIN** into the Enter PIN box. Then select **Submit.**

System then redirects to the **PIEX welcome screen.**

Notes re PIN:


Microsoft

Sign out

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One-time PIN

For added security, Microsoft requires a PIN to access this tool.

PINs are automatically sent to your corporate email address and remain valid for 90 days. Once you receive your PIN, copy and paste the PIN in the 'Enter PIN' field and click Submit.

If your PIN has expired, click 'Request PIN' to have a new PIN sent to your corporate email address. Once you receive your PIN, copy and paste the PIN in the 'Enter PIN' field and click Submit.

If you experience issues, please contact Support.

You can make up to 10 PIN requests in a 24-hour period.

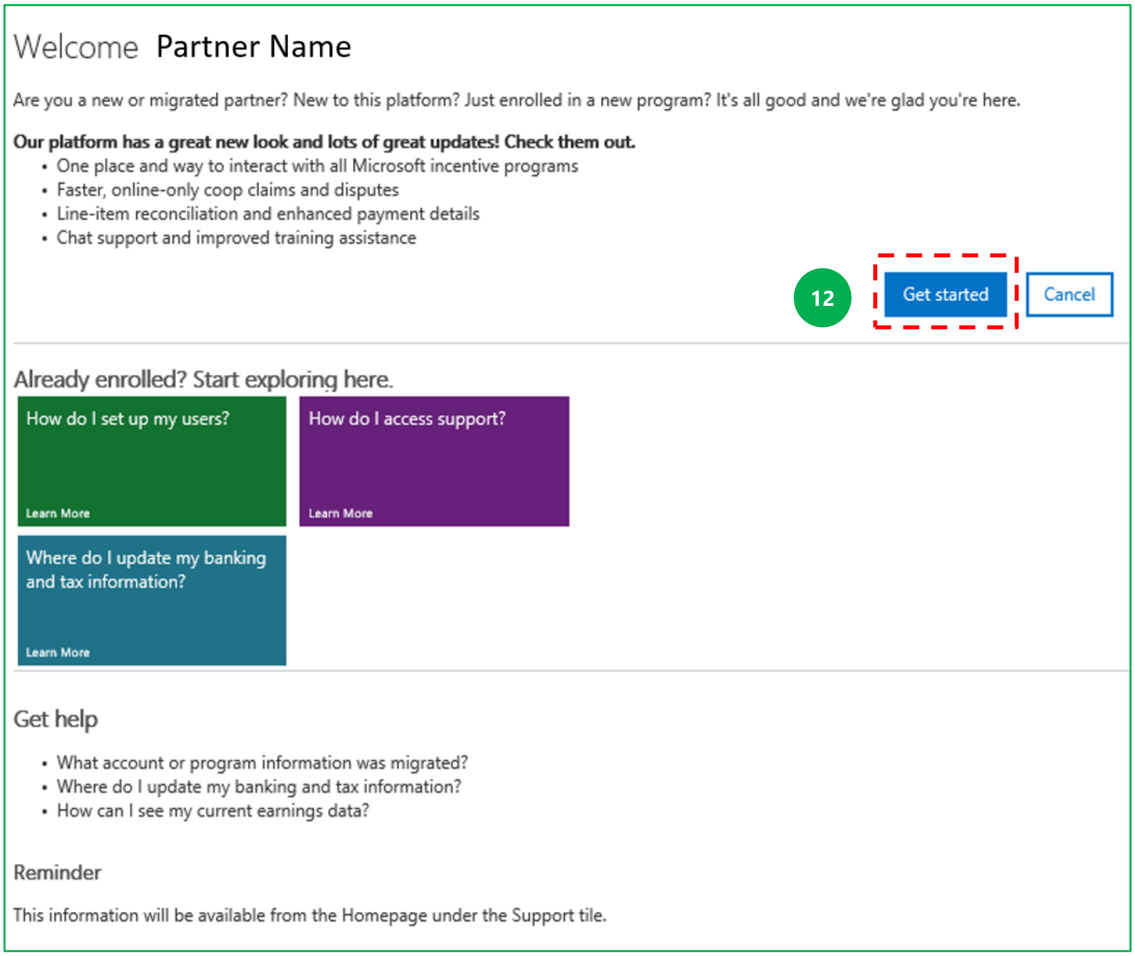
Request PIN

Enter PIN*

Submit

- Two factor identification (Microsoft Account and a PIN) is designed to ensure secure partner sign in.
- Each user's unique PIN is stored for 90 days from when they first enter it. On the 91st day, you will need to request and enter a new unique PIN. You will see the request new PIN button on PIEX.
- Enter each PIN only once. After that, do not enter the PIN again until you request a new PIN.
- The invitation email is valid for 30 days. After 30 days, please contact Support to request a new invite as the link in the email expires.

PIEX welcome screen



Note that the guidance under *Already enrolled?* will also be visible in the Support area post enrollment.

12. Select **Get started** to go to the PIEX dashboard.

13. Select the **Eligible program** tile.

This will take you to the start of the enrollment process which includes payment profile. Please see the next section to continue.

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Enrollment and complete PIEX payment profile

To enable Microsoft to pay incentives, partners complete bank and tax details via the Banking and tax management page. You can access this page from the Enrollment section of the Programs area on PIEX. If a partner has previously used the Banking and tax management page for another program some of the steps below may already be complete.

There are up to four steps which must be completed to enable Microsoft to initiate payment. Partners must enter their bank and tax details, and for each location assign a banking profile and select currency (if not already in place or if they would like to change). Microsoft must have complete payment details for the locations where your incentives are paid in order to process the incentives payment.

- Bank or tax profiles once created won't appear as *Approved* for 48 hours due to verification by Microsoft. If a profile isn't approved after 48 hours, contact Support.
- Do not create a duplicate bank profile. See below for more details on duplicate profiles:
    - If the same bank account number is entered in another bank profile, which has the same V-Org as an already approved bank profile, this duplicate bank profile will be rejected by Microsoft. If the bank account number is submitted for a bank profile under a V-Org which does not have a bank profile with that bank account already approved, the bank profile will be approved.
- Create a tax profile for each location/country as profiles relate to specific tax requirements per country. However, you can assign the same banking profile to multiple locations. Do not create a duplicate banking profile.
- When bank and tax profiles are complete, the system redirects back to the Banking and tax management page to confirm the assignment of bank profile and currency details. No action is needed if the assignment is correct, or to make changes – see guidance below.
    - A new bank profile automatically assigns to the location it was created from, has currency visible as selected in bank profile, and has the status of *Pending Microsoft Action.* Approval takes 48 hours. Please contact Support after 48 hours if status *Pending Microsoft Action* remains.

- If the required bank profile and currency do not already appear on screen (or a partner wishes to change either bank profile or currency), select from the drop-down lists. Changes to bank profile assignment or currency assignment can be made to both approved and unapproved bank profiles.

Preparation: information to complete tax and bank profile

The tax and bank online wizard will guide you through the entry of your details. Having the relevant information at hand will make this process quicker and easier.

Tax profile

Section	Input requirements
Business Profile	**Details of company** which includes name/s and business numbers.
Setup	**Location** (country) of where your company and customers are incorporated.
Tax status	**Company Tax ID** Type and **Tax ID** (these are the same details that are also in the Beneficiary section of the Banking profile).
Additional documentation	Dependent on the country in which your company is incorporated, you may be required to enter additional tax documentation or information.

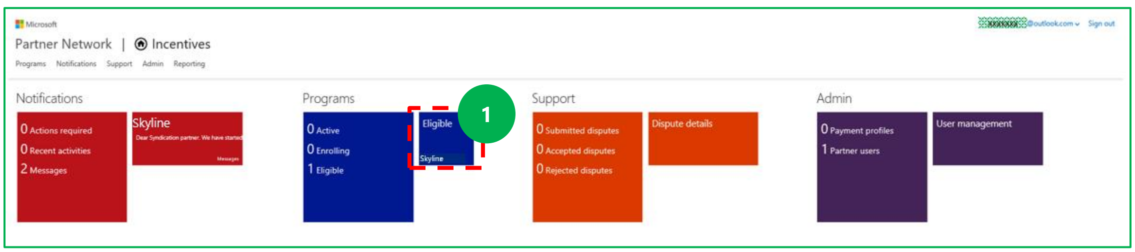
Bank profile

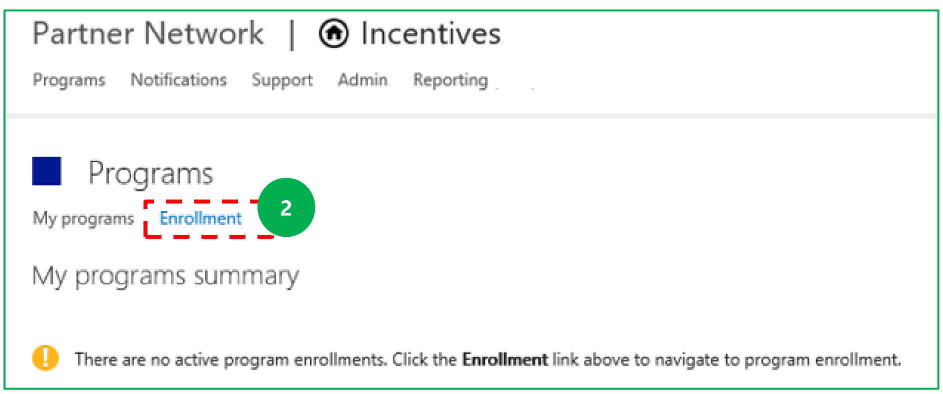
Section	Input requirements
Details	**Location** (country) of where your company and customers are incorporated.
	Disbursement currency – the currency in which you want to be paid by Microsoft.
	Payment method—the method through which you will be paid *Note: This is typically set to the default which is electronic payment.*
Bank account	**Bank identifier—**such as IBAN or SWIFT/BIC.
	Company Tax ID Type and **Tax ID** (these details are also in the Tax status section of Tax profile).
Beneficiary	Dependent on the incorporation country of your company there may be a requirement to enter additional beneficiary information such as:

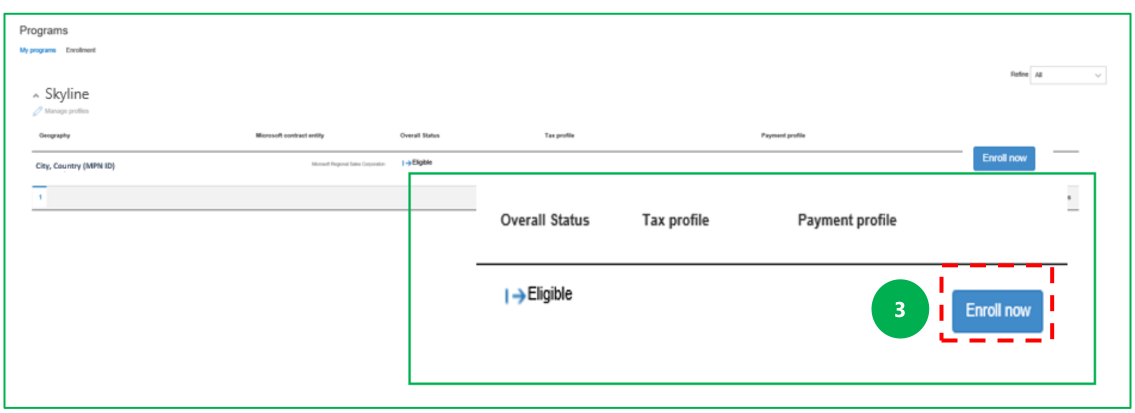
	▪ Bank beneficiary contact name and contact details *(i.e. the person named on your bank account as your Company contact and their recorded contact details)* ▪ Company name on bank account *(i.e. the Company name as recorded on your bank account)* ▪ Company Tax ID type and Tax ID *(e.g. VAT, GST or similar)* ▪ Company address (*i.e. the Company address as recorded on your bank account)*

Accessing Banking and Tax Management page

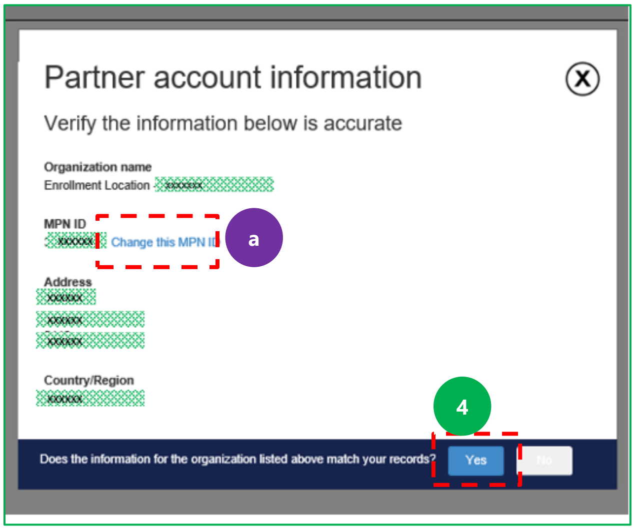
Access the Banking and tax management page and begin to add or complete details (as required).

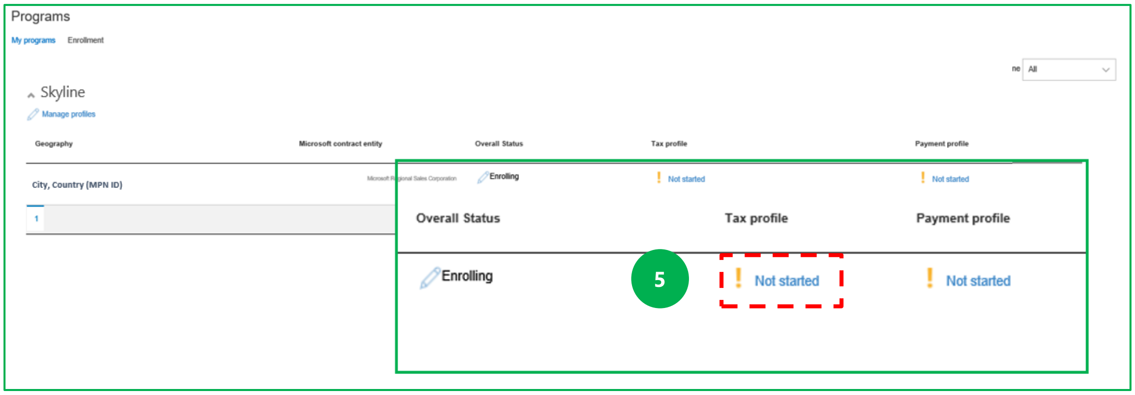






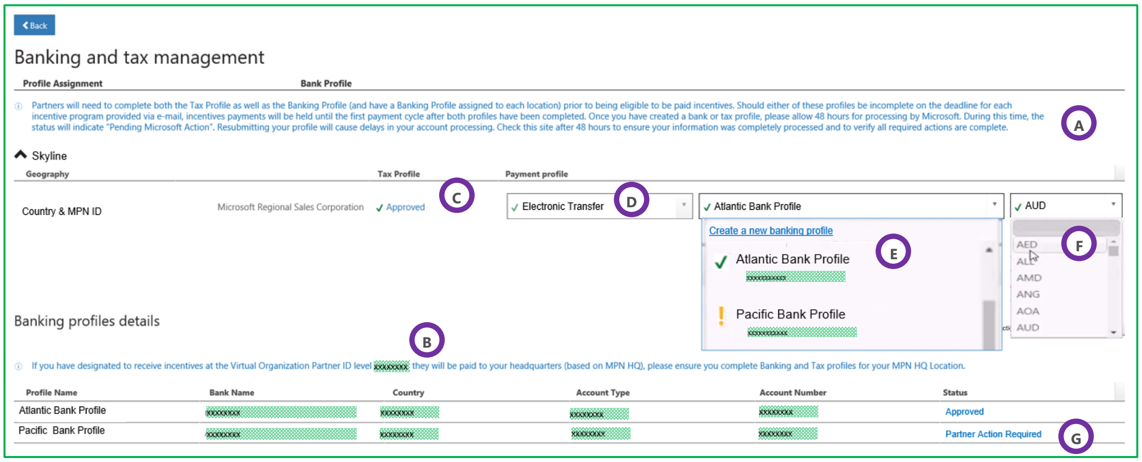
1. On the dashboard, select the **program** tile.
2. Select **Enrollment** in sub menu.
3. Select **Enroll Now** within Enrollment area.





4. Verify that account information shown is correct. Select **Yes,** or if not:
   a. If you wish to change this, select the "*Change this MPN ID*" link.
   b. Select different MPN ID from the drop-down list.
5. Select **Not started** under Tax profile to go to Banking and tax management page.

Banking and tax management page is made up of two sections: Profile Assignment and Banking profiles details. Scroll or select **Profile Assignment** or the **Bank Profile** headings to navigate between sections. See below for outline of key functionality.



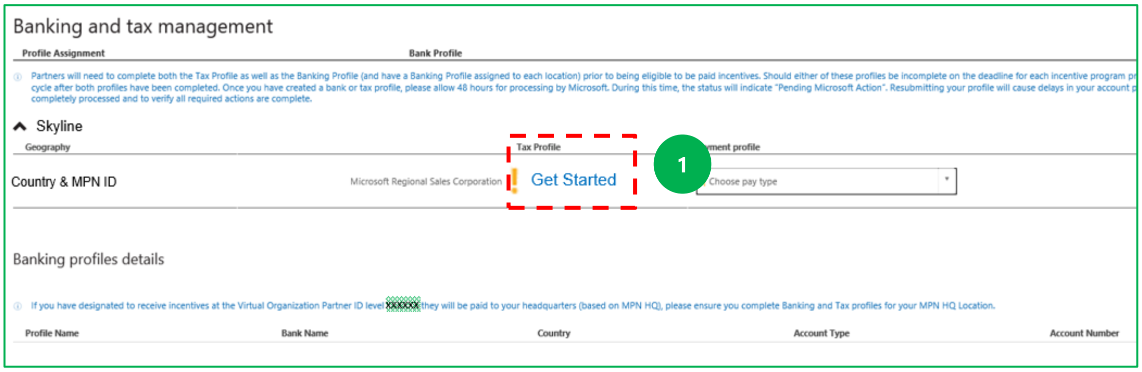
A. Note requirements for incentives to be paid.
B. Note requirements for Organization Partner ID if this message is shown.
C. Add tax profile here if status shown as *"Not Started"*.
D. Select payment method here.
E. Create or assign bank profiles/s here. Banking profiles are created at an organization level and can be assigned across multiple locations. Profiles and status is visible in drop-down list. A green tick means profile is complete and ready to receive payments. A yellow symbol means further action required by partner or Microsoft. See Banking profile details section for information on status and action required.
F. Confirm, select or change currency from the drop-down list to assign to location. Assignment of currency is automatic, this is based on bank profile selection, but you can also change it here.
G. From Banking Profiles details you can complete a bank profile with status of "*Partner Action Required*".

Create new tax profile with online application form

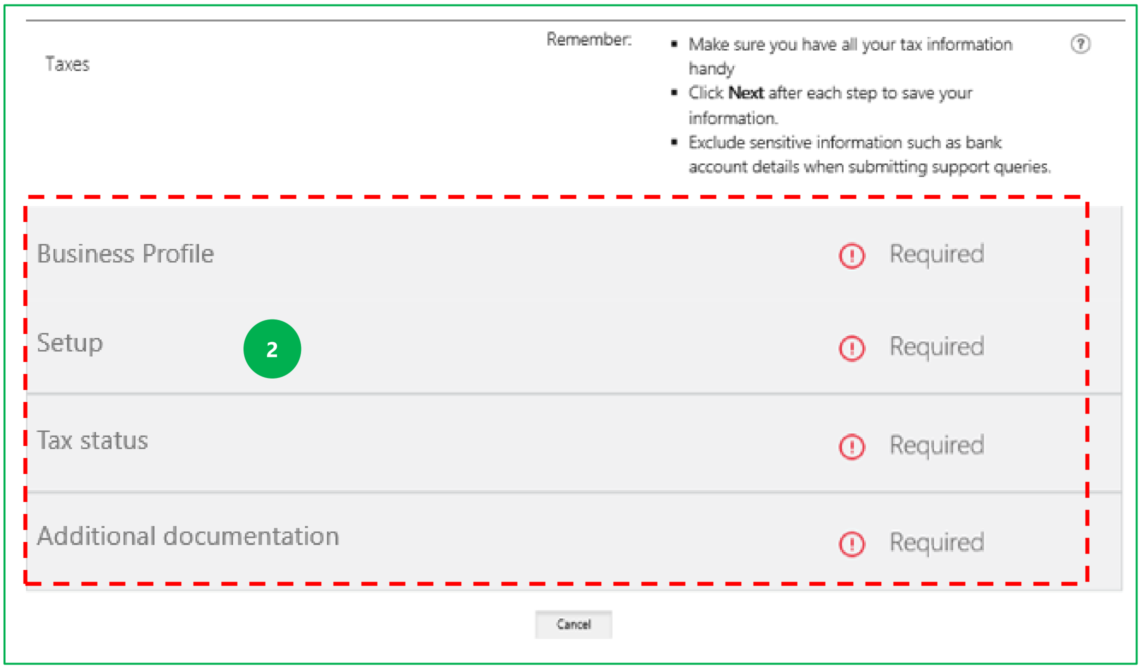
Note

- **Taxes is a dynamic section.** Dependent on the details you enter under Setup (that is, the incorporation country of your company), PIEX will request you to enter the relevant tax information details for that country.
- Please reference official sources of tax information for your country if you require guidance regarding the specific tax details you need to provide.
- Only company details should be entered on the taxes page. Personal details should **NEVER** be entered.
- For partner companies in the Americas, if you require information on completing the W8 or W9 forms the following links take you to the IRS site:
  - http://www.irs.gov/pub/irs-pdf/iw8.pdf
  - http://www.irs.gov/pub/irs-pdf/iw9.pdf

Step 1 of 6: Begin from Profile Assignment section



1. To create a new tax profile, select the "*Get Started*" status which will redirect to the tax profile creation form.



2. The online tax form contains four sections: **Business Profile, Setup, Tax status,** and **Additional documentation**. Please note dependent on country of company incorporation, you may not need to complete all sections. The system will alert the partner to what is required in each section, or a section may not appear if not required.

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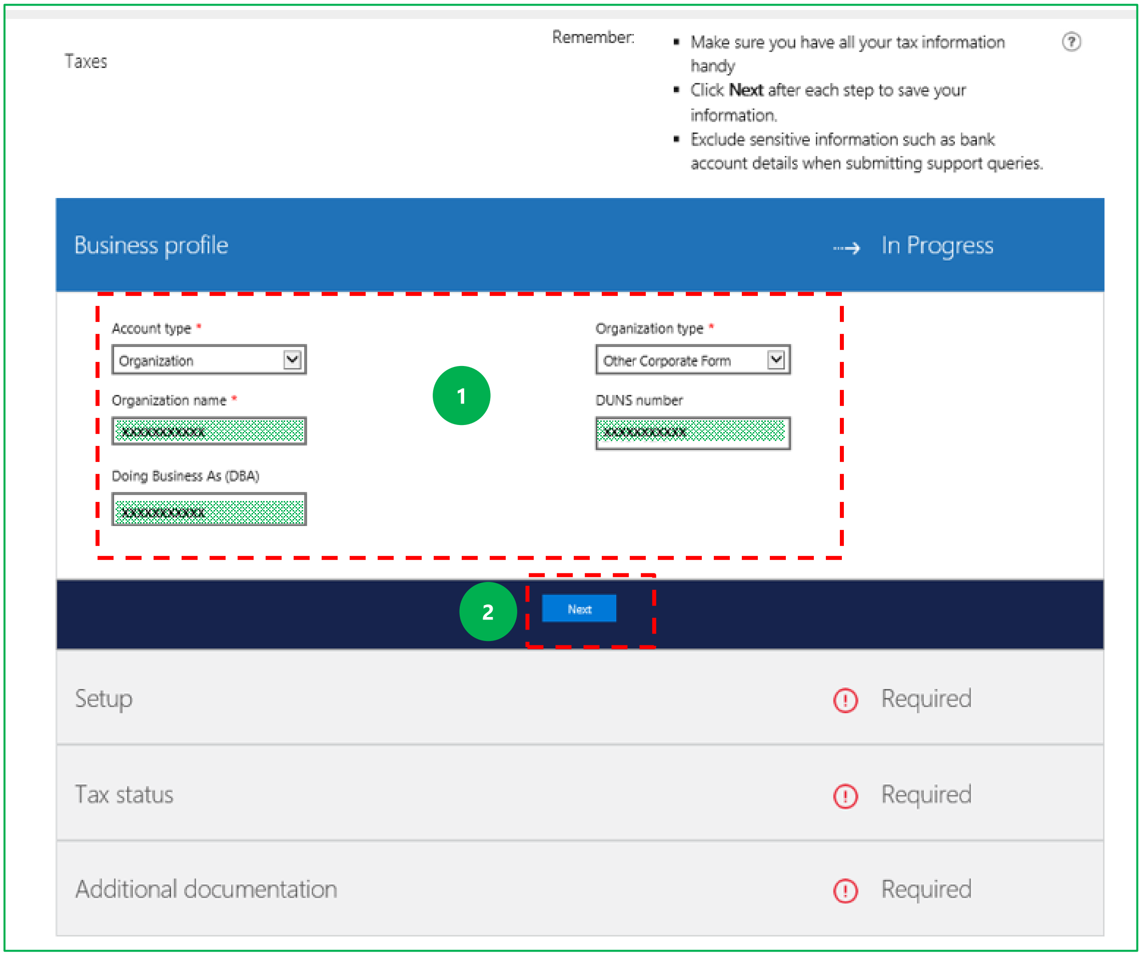
Step 2 of 6: Complete Business Profile section

There are several items to complete in the taxes section. The tax pages are dynamic, so their content changes dependent on the incorporation country of your company. Only enter company tax details in these tax pages. NEVER enter personal details.



1. In the **Business profile** section add organization details such as name/s and business numbers.
2. Select **Next** to continue.

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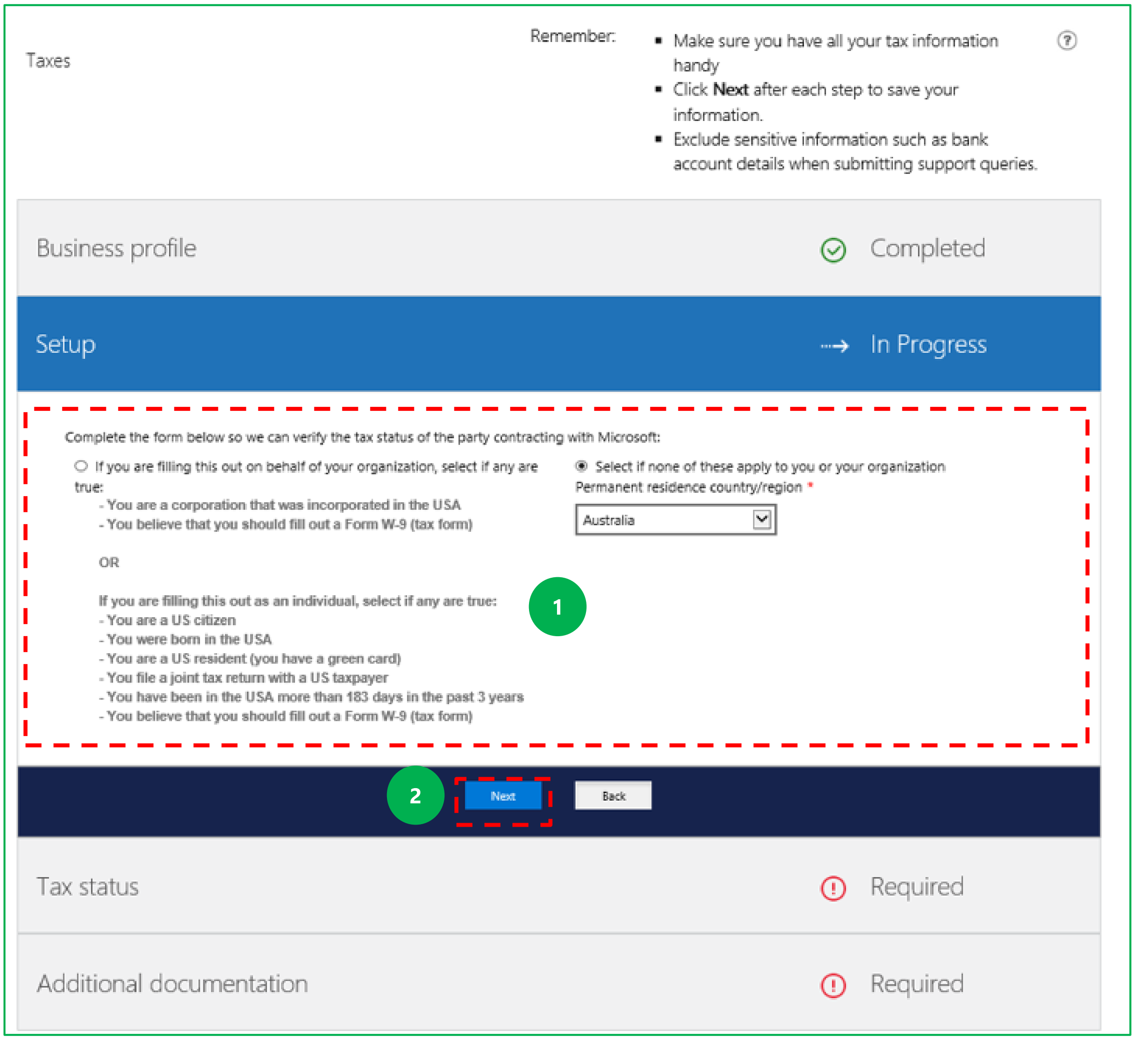
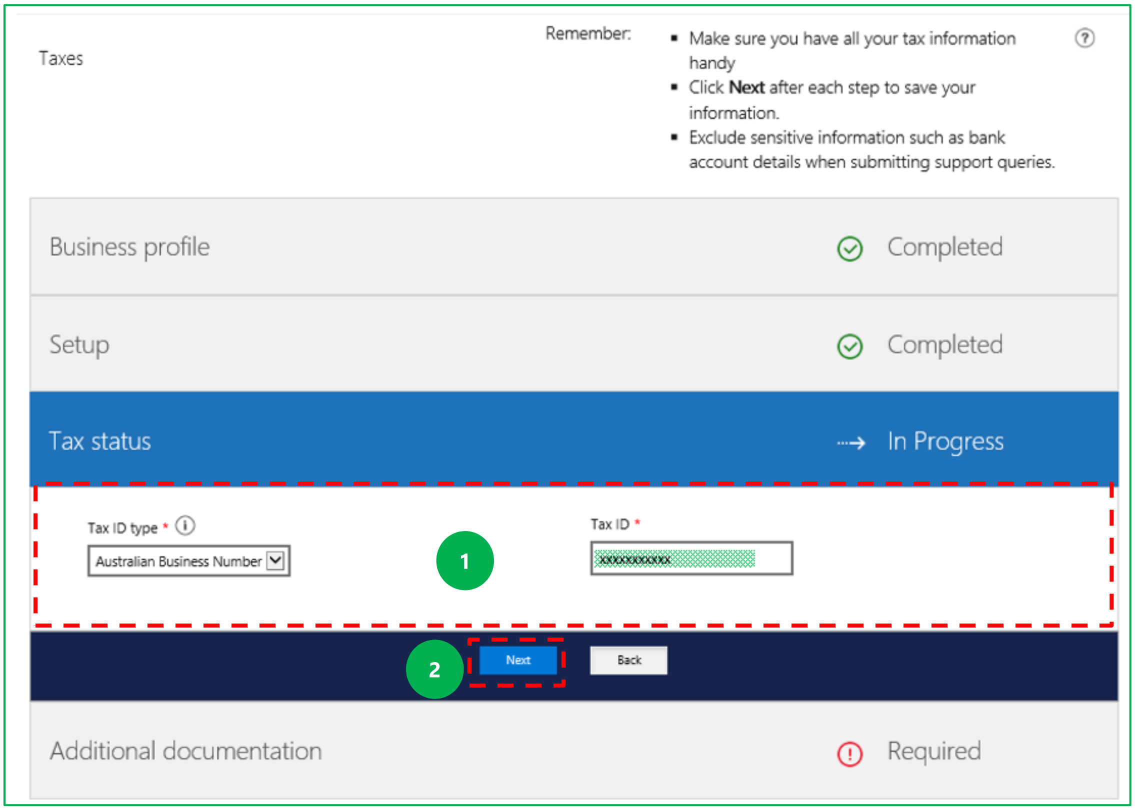
Step 3 of 6: Complete Setup section



1. In the **Setup** section select the option that applies to your company:
   - The option on the left relates to USA-incorporated companies only.
   - If that status applies to your company, select this option.
   - If that status does not apply to your company, select the right-hand option and select the country/region of permanent residence of your Company.
2. Select **Next** to continue.

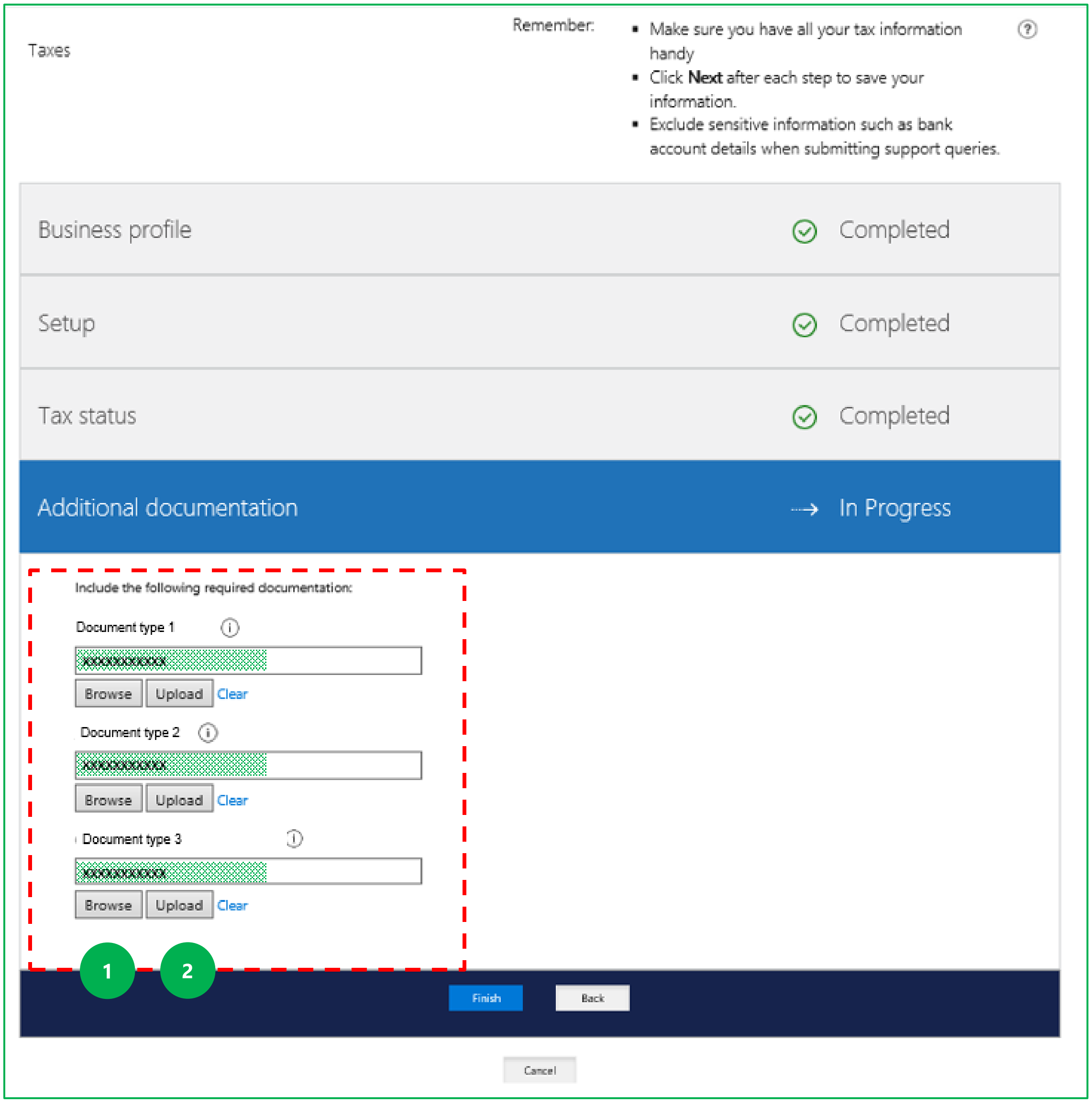
Step 4 of 6: Complete Tax status section



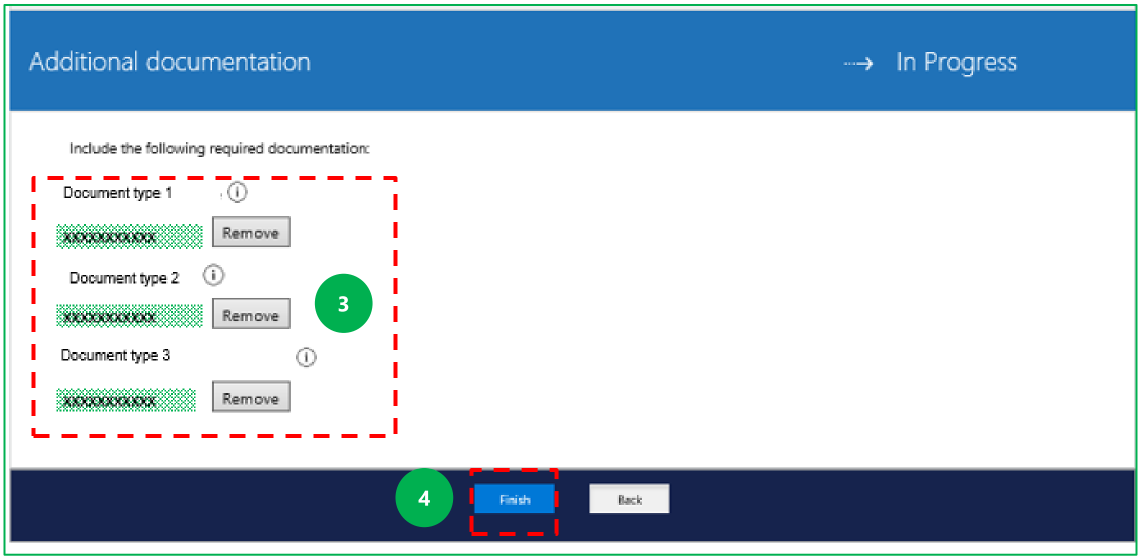
1. In the Tax status section, enter your company **Tax ID type** and **Tax ID**.
2. Select **Next** to save these details and continue.

Step 5 of 6: Complete the additional documentation section

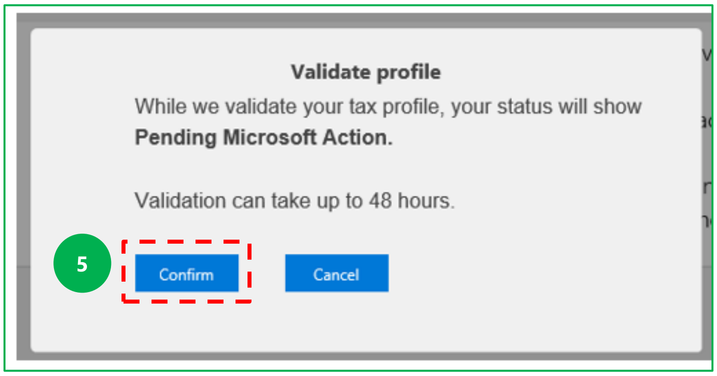
Note: The content of this section will vary depending on the company location input in the **Setup** section. For some countries/regions, this tab will not appear. There may be also be minor differences to this page dependent on the internet browser you use.



1. For each required document, select **Browse** to add document.
2. When a document name is visible, select **Upload** to complete submission of document.

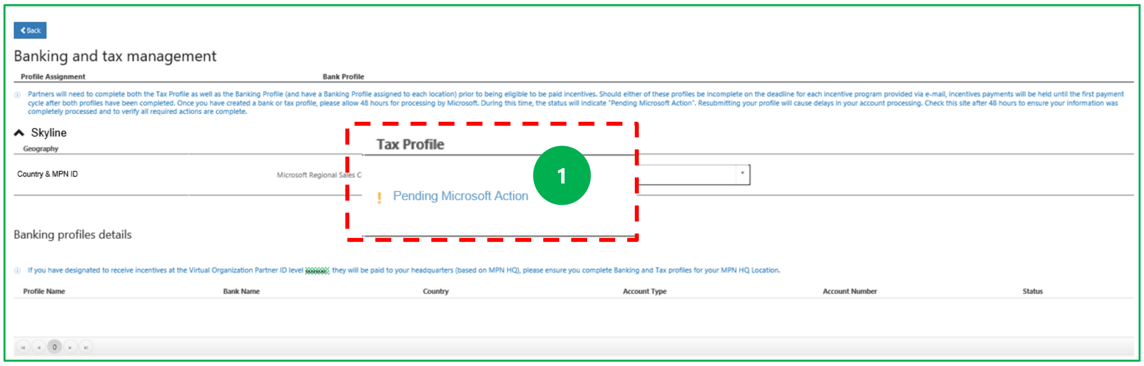


3. When you successfully upload a document, a **Remove** button is visible, and **Browse** and **Upload** buttons will no longer be visible.
4. Select **Finish** to save data and continue.



5. A pop-up message will appear. Select **Confirm** and the system redirects back to the Banking and tax management page.

Step 6 of 6: Redirection and updating of tax status



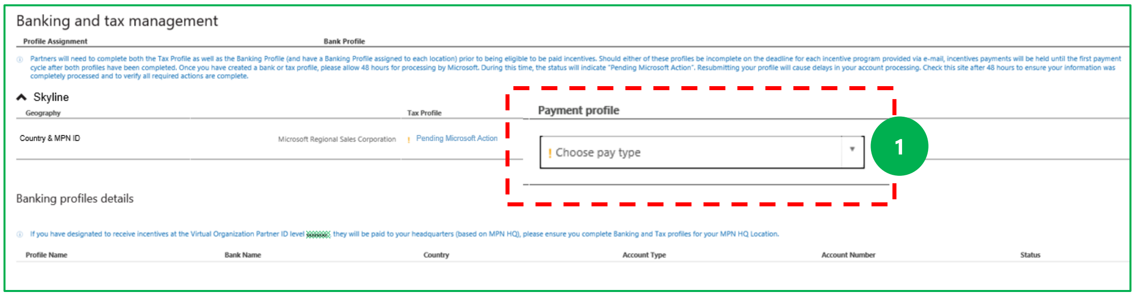
*After completion of the Tax form, the online system redirects back to this screen. The tax status (point one) will be updated depending on what needs to be done (**Pending Microsoft Action, Partner Action Required, Approved**).*

Note *Tax profiles may take more than one stage of approval due to review of tax forms for certain countries, or if the partner submits inaccurate data. If a tax profile has status of "**Partner Action Required**" please complete action/s and recheck. Then select "**Finish**" within the tax profile again to resend to Microsoft for review and approval. If everything is correct, Microsoft will then move status to "**Approved".***

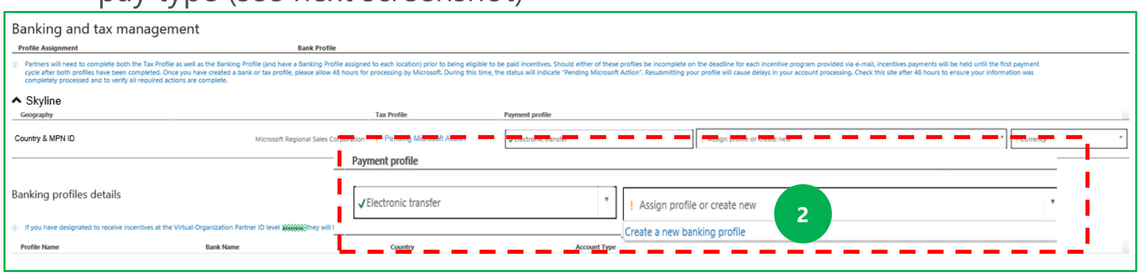
*If 48 hours after completion of the above steps (and refreshment of Banking and tax management page) your payment profile is not set to "**Approved**", then contact Support to raise a query.*

Create new bank profile with online application form

Step 1 of 4: From Profile Assignment, create or assign bank profile



1. Under pay type select an appropriate available payment method, for example electronic transfer. Two columns will then appear to the right of pay type (see next screenshot)



2. From the drop-down list, select **Create a new banking profile**, the system redirects to setup pages.

If a banking profile that is already created for other locations is used for the newly onboarded program, choose this from the drop-down instead of creating a new profile. **Do not create duplicate bank profiles.**
See the [profile assignment section](#) for further details.

Microsoft
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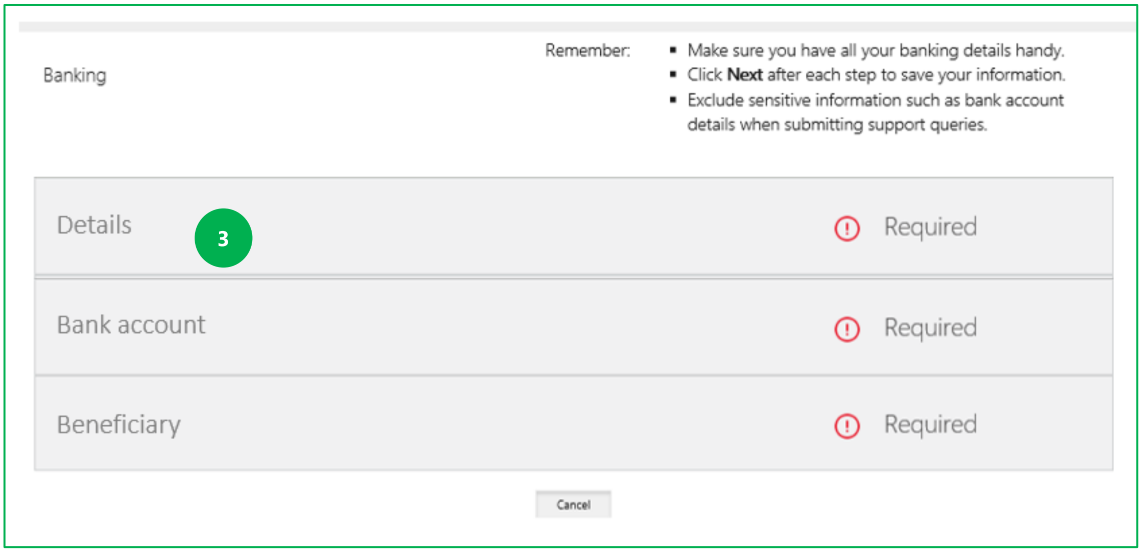
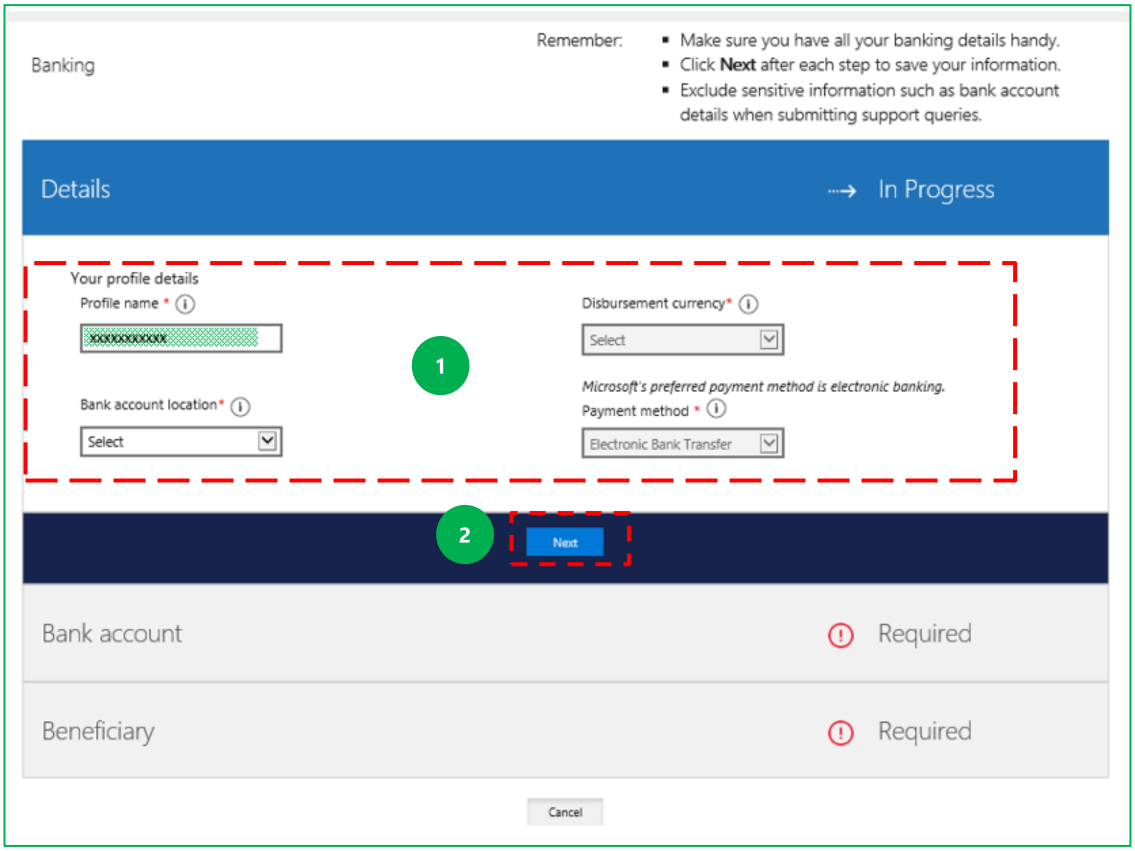


The payment profile information is organized under three sections—*Details*, *Bank account* and *Beneficiary*.

3. Start entry of payment details with the **Details** section.

Step 2 of 4: Complete Details section

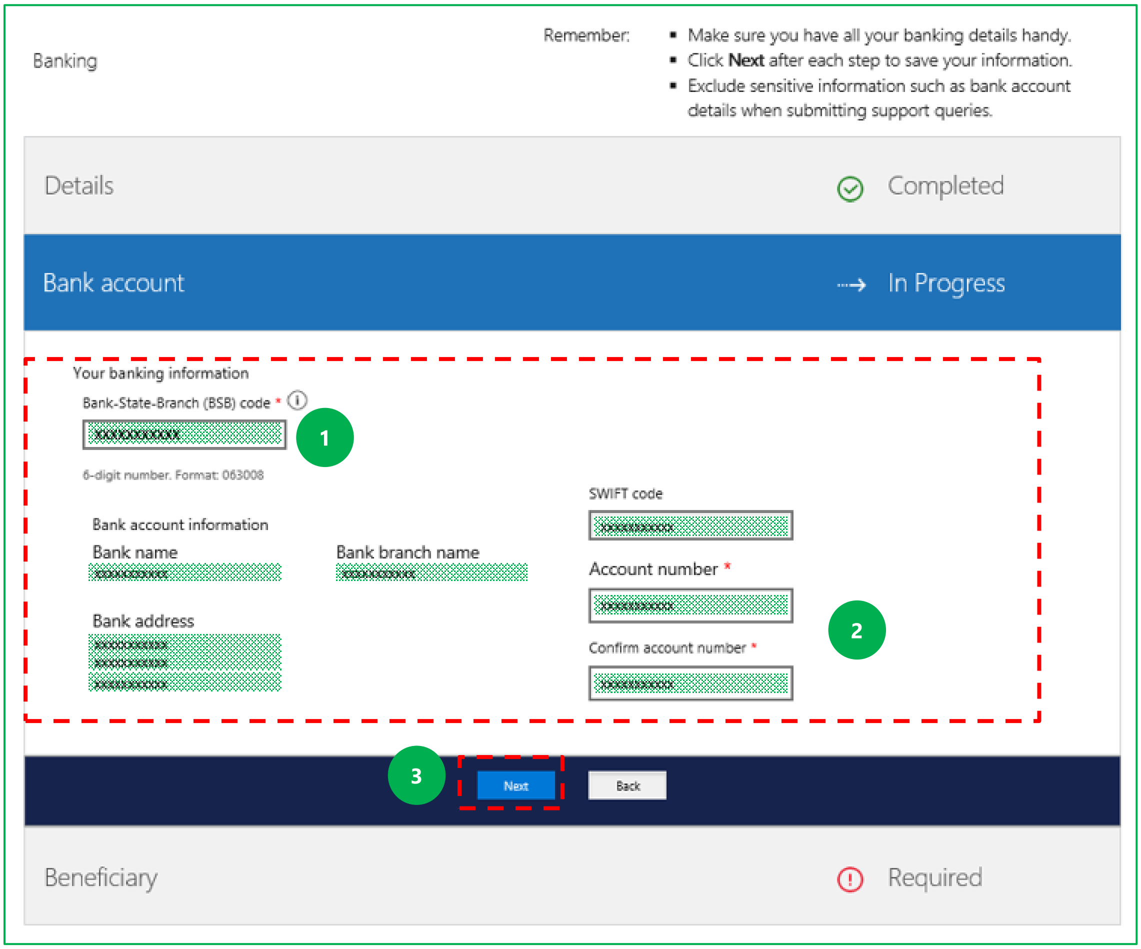
Enter company account profile, bank location, currency & payment method



1. Under **Details** enter this information:
    - *Profile name*—enter a unique name to identify this payment profile.
    - *Bank account location*—the country in which your company's bank is located.
    - *Disbursement currency*—the currency in which Microsoft will pay you. Depending on partner bank account location this may be set or another currency can be selected from the drop-down list.
    - The payment method used by Microsoft to send you your payment cannot be changed as per program policy—it is set as Electronic Bank Transfer (wire transfer).
2. Select **Next** to save these details and move to the Bank account section.

Step 3 of 4: Complete Bank account section

Enter your company bank account identifier



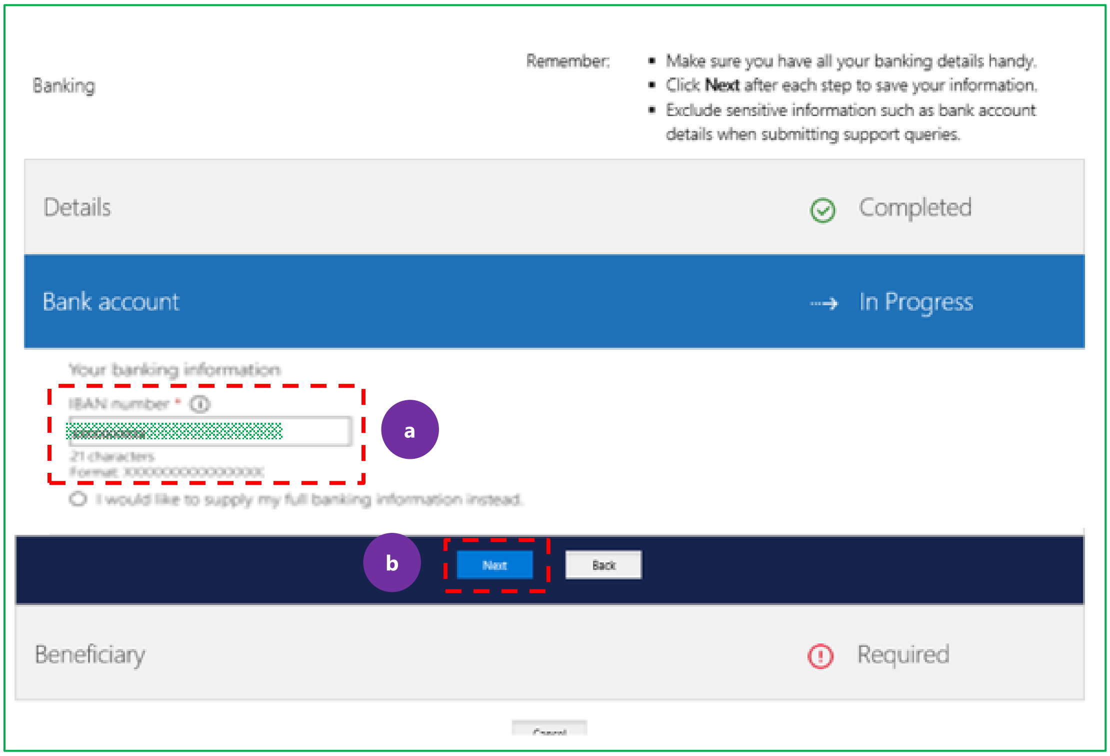
1. Under **Bank account**, enter bank identifier such as IBAN, BSB or SWIFT/BIC. The fields visible in this section will vary by country.

2. The bank account information that relates to this identifier then appears on the page below. Next, enter additional details such as account number, if not already visible.

3. Select **Next** to save these details and move on to the **Beneficiary** section.

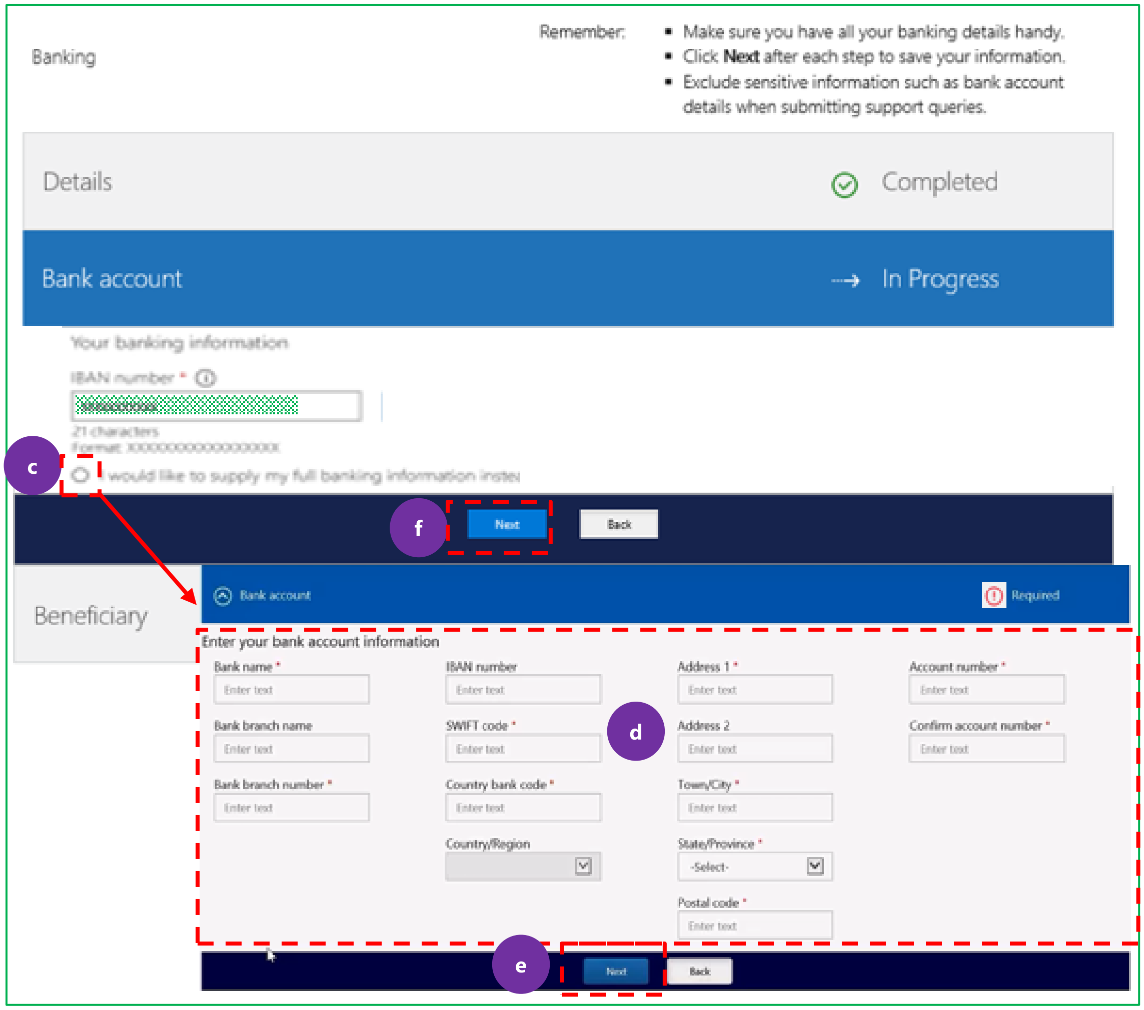
Note The following are requirements under Bank account—**Country code, Bank routing number,** and **Bank account number.** These codes are part of your IBAN. If you enter your SWIFT/BIC, then you will see prompt to enter your Bank account number (point two).

What if bank account identifier is incorrect or not recognized?



*A validation is made of the format of the bank identifier you enter. **If the format is incorrect** you will receive an error message that either the number or format is incorrect. If possible, make the change (correct the number or format) **(a)** and then select **Next (b)** to validate. See the next page for details of validation.*

***Note:** The correct format for the relevant country and an example is shown under the entry box.*



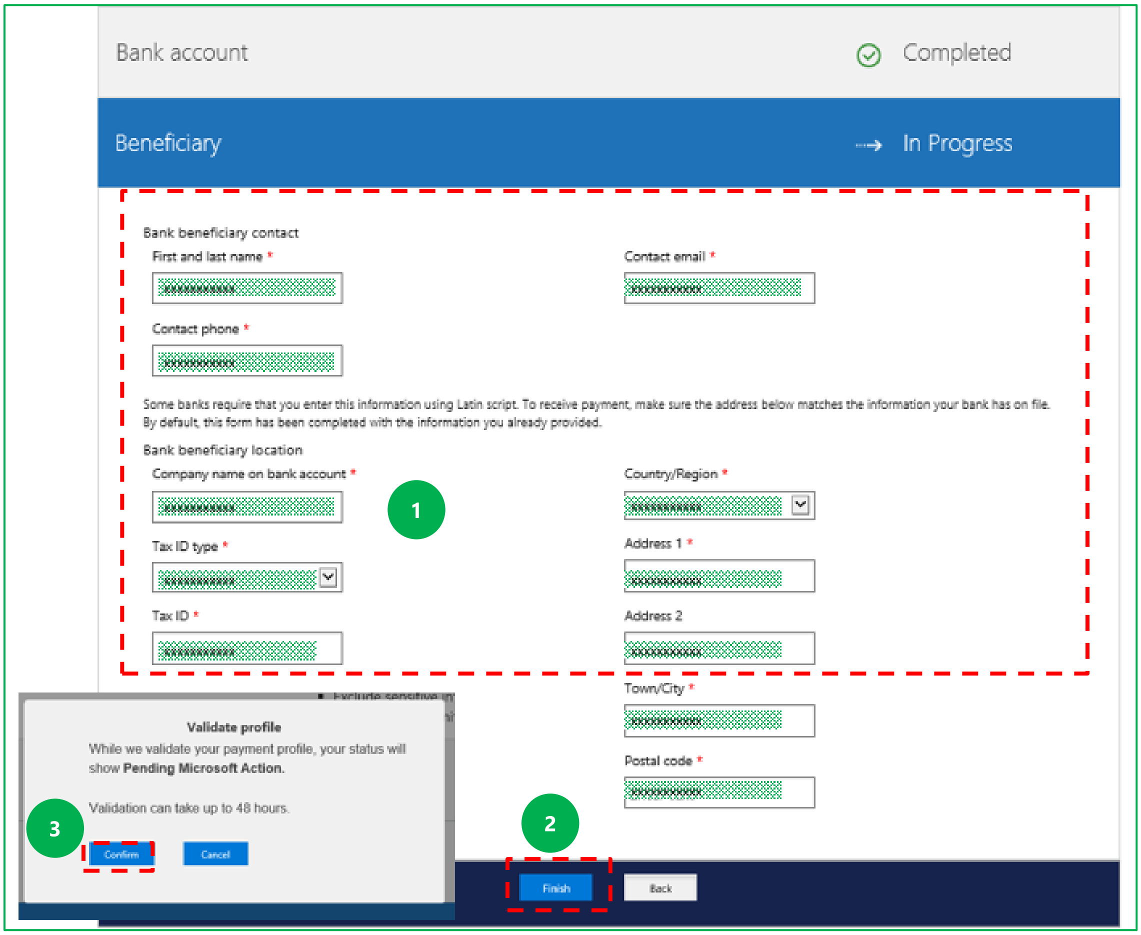
If the identifier is still not recognized, you have the option to supply full payment details (select the check box next to **(c)**). Enter details in the table that pops out **(d),** then select **Next (e)** at the bottom of the table to save these details. The pop out table **(d)** is now hidden again.

To continue onto the Beneficiary section, select **Next (f)** on the Bank account page.

Microsoft Partner Network

Step 4 of 4: Beneficiary information

Enter Beneficiary information—contact and tax details



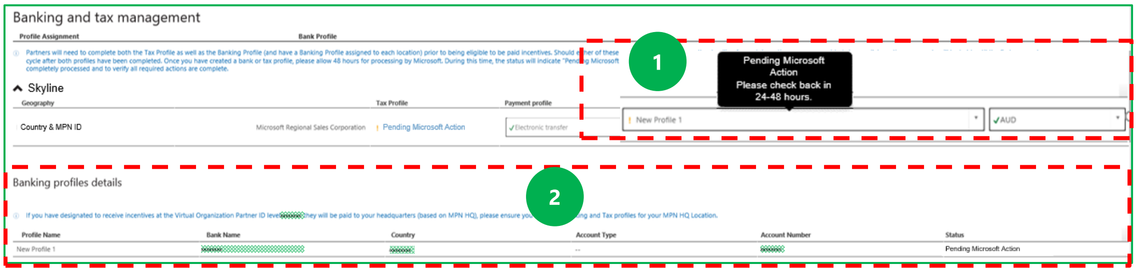
Beneficiary is the person in your company the bank would contact if they need to discuss your account.

1. Complete all details. This includes entry of **Tax Type** and **Tax ID** again.
2. When complete, select **Finish** to save.
3. A confirmation message appears on a pop-up box. Select **Confirm** to agree to the validation and creation of a payment profile.

Note

- At least one payment profile is required per enrollment.
- The disbursement currency you select is the currency in which your payments will be issued.
- Payment information must be verified by Microsoft and may take up to 48 hours. The status of your payment profile is *Pending* until the validation is complete. No other edits can be made until Microsoft action is complete. Contact Support after 48 hours if profile status does not change.

Viewing status of your new Banking Profile via Profile Assignment section



1. When payment details are added, the system redirects back to the Profile Assignment section. Just like the tax profile, the banking profile status will move through steps after you submit it—from **Partner Action Required,** to **Pending Microsoft Action** to **Approved**.
2. Go to the **Banking Profile Details** to view all profiles including current status.

Note

- Bank profile and currency will auto-assign to location in bank profile. You can change this location here. However, restrictions by geography of bank and location may apply to the assignment of banking profiles.
- It will take from five minutes to 48 hours to get the status to **Approved.** If you need to take further action, complete the relevant steps to enable the status to change to Approved. Contact Support if status does not change to Approved.

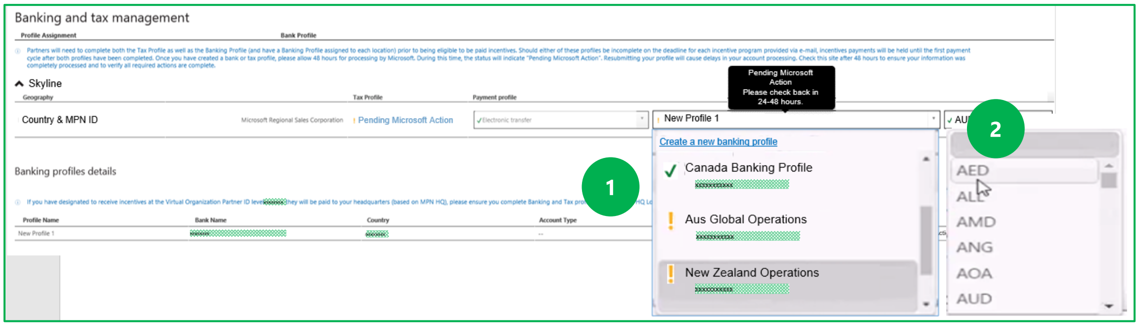
Assignment of bank profile and currency to location

When the partner creates a new bank profile, the bank profile auto-assigns to the location partner entered in the bank profile. This is visible in the Profile assignment section. The currency partner entered in the bank profile will also show in the Profile assignment section.

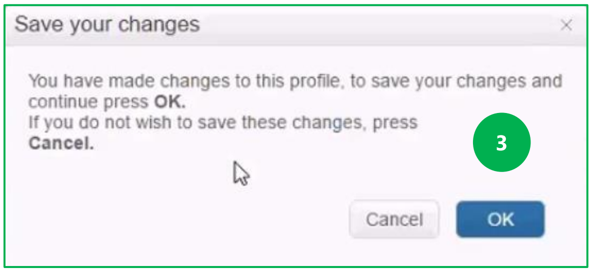
If you confirm the details shown in the Profile assignment section are correct, then no action is necessary.

If a banking profile is created for one location and approved, it will appear in other locations also if the currency is supported for that location. So dependent on the currency filter, each location will show the list of available approved banking profiles.

If you wish to change assignment by location of either the bank profile or currency, please see instructions below.



1. To assign a banking profile to a location, select **Banking Profile** from the drop-down box.
2. To assign a currency to a location, select **currency** from the drop-down box.

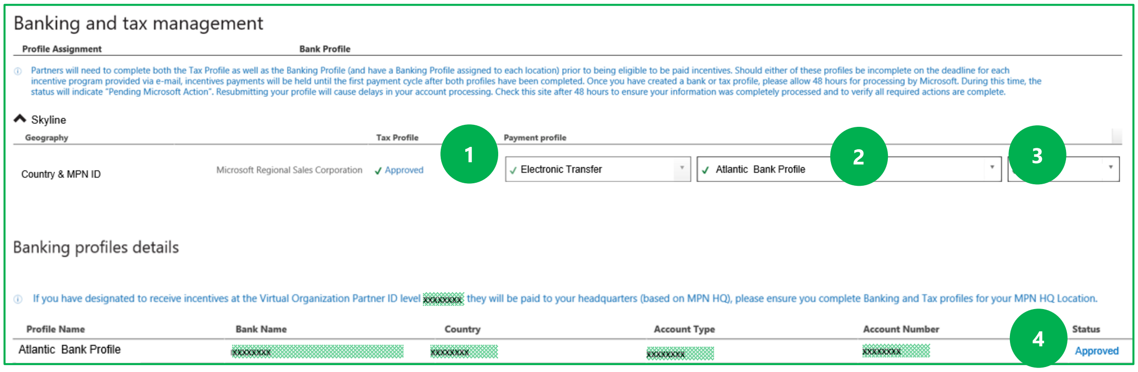


3. When making changes, a confirmation message will appear to save your changes, select **OK**.

Confirm payment profile is complete and can receive incentives

To confirm payment profile is fully set up and can receive incentives, check the below is visible on the Banking and tax management page, and on PIEX.

Banking and tax management once payment profile complete



In the Profile assignment area:

1. Tax status shown as **Approved**.
2. Banking Profile (with green tick) visible in the drop-down list.
3. Currency (with green tick) visible in the drop-down list.

In Bank profiles details:

4. Status shown as **Approved**.

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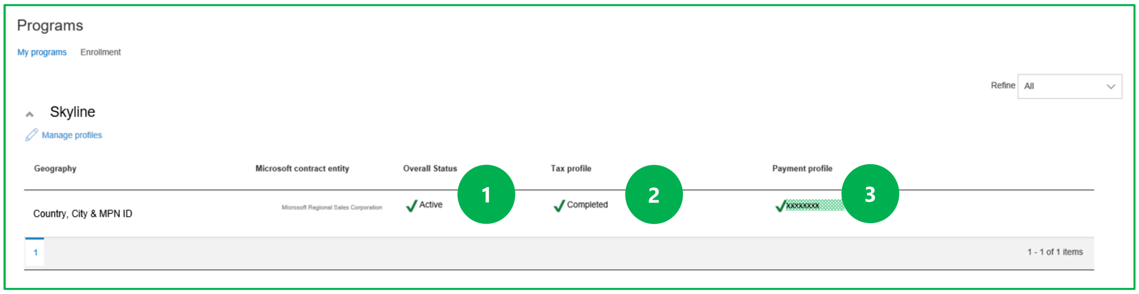
PIEX once profiles active



1. Overall status is ***Active*** with a green tick.
2. Tax profile status is ***Completed*** with a green tick.
3. Payment profile (Bank profile) name is visible with a green tick.

Update or change payment profile information in PIEX

If a partner wishes to make changes to their bank or tax details or to assign a different bank profile to a location, see below for policy and guidance.

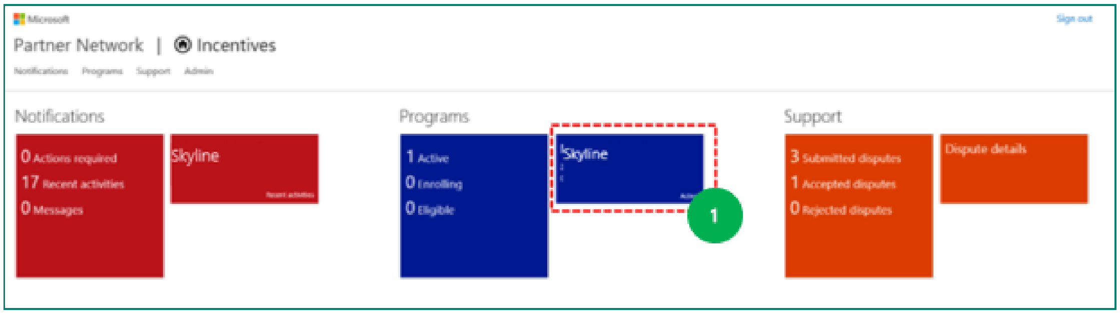
Update tax details:

To change any tax details, you must resubmit the full tax profile, due to legal requirements. See Create new tax profile with online application form for guidance.

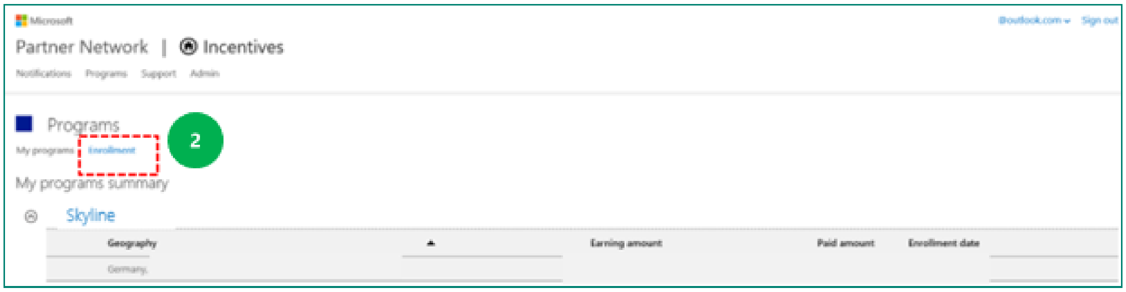
Update bank details:

When Microsoft approves a bank profile (status of ***Approved*** visible on Profile assignment or Banking Profiles details sections), you can edit this profile if required allowing updating or modification of information. This is the recommended approach instead of creating additional/duplicate profiles.

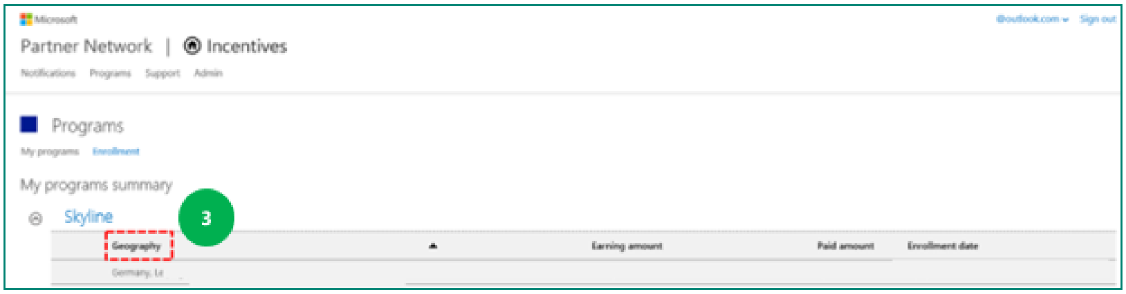
If you wish to edit, change, or update a bank profile, please see instructions below.



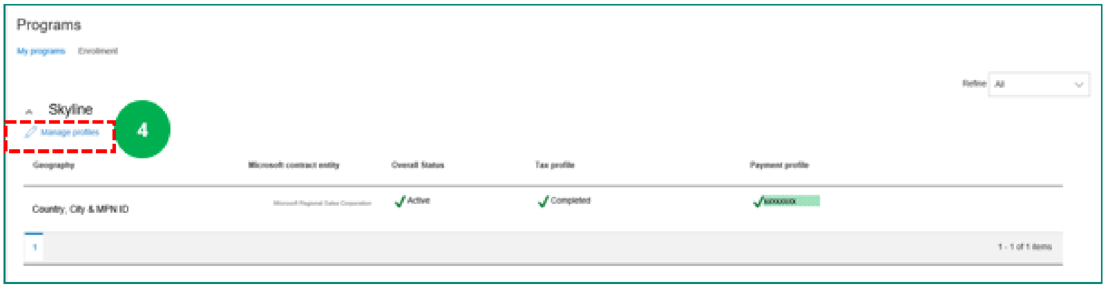
1. Select the relevant program tile from the program hub within the dashboard.



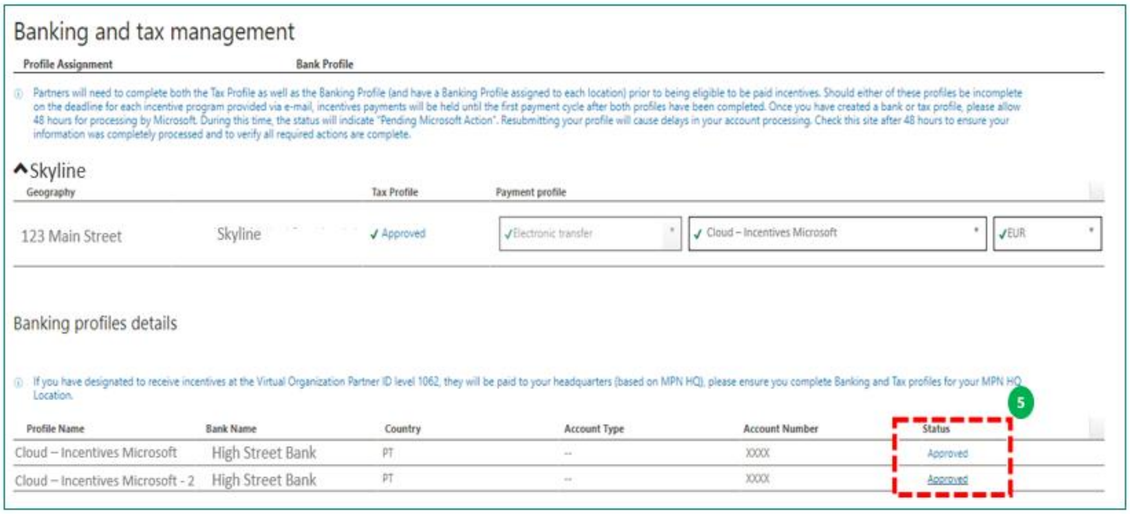
2. Select **Enrollment** on the top menu bar.



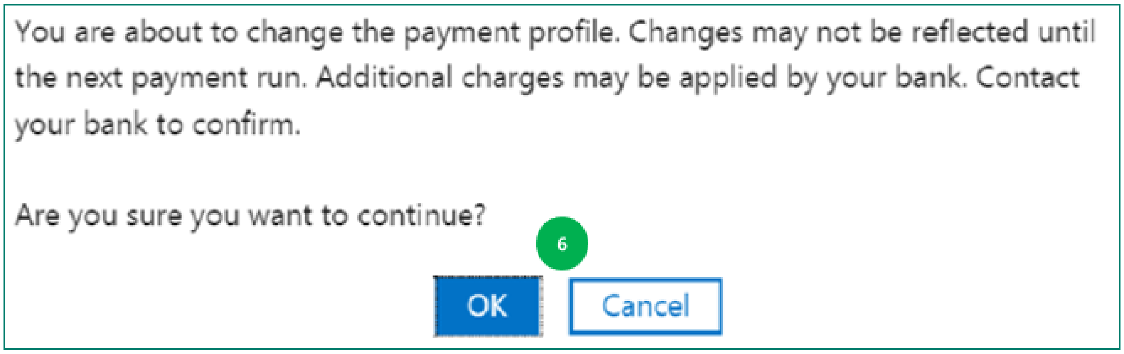
3. Select the country within the '**Geography**' column, for the account you wish to edit.



4. Select **Manage profile**.



5. Within the banking and tax management window, and under the Banking profiles details heading select the '**Approved**' status of the banking profile that you wish to edit



- When making these edits, a confirmation dialog message will appear. You will be notified that you are about to change a payment profile as well as the fact that changes may not be reflected until the next payment run. Additional charges may also be applied by your bank.

6. To continue, select **OK**.

- At this point, you will be able to review, edit, and change details within the existing payment profile.
- When all changes have been made, select **Save** to retain the new information.

- At this point you will be returned to the Enrollment page, where the status of the payment profile will be marked as '**Pending Microsoft Action'**. Validation can take up to 48 hours. When validation is complete, the status will be updated to '**Approved'.**

Note

- Partner status will change from *Active* back to *Enrolling* until the new or updated payment profile is approved.
- Payment information must be verified by Microsoft and may take up to 48 hours. The status of your payment profile is *Pending* until the validation is complete. No other edits can be made until Microsoft action is complete. Contact Support after 48 hours if profile status does not change.
- If you wish to create a separate profile or completely change from what is being used, it is recommended to create a new bank profile, (ensure duplicate profile is not already available in your list of bank profiles) as opposed to editing an existing one. See Create new bank profile with online application form for guidance.

Assign different bank profile or currency to a location:

To change the assignment of banking profile to a location, please follow the guidance in the Assignment of banking profiles and currency to locations section.

Re-enrollment process

Partners who onboarded onto the PIEX platform in a previous fiscal year do not need to re-onboard onto PIEX but must continue to meet eligibility requirements to earn and be paid incentives for the current fiscal year.

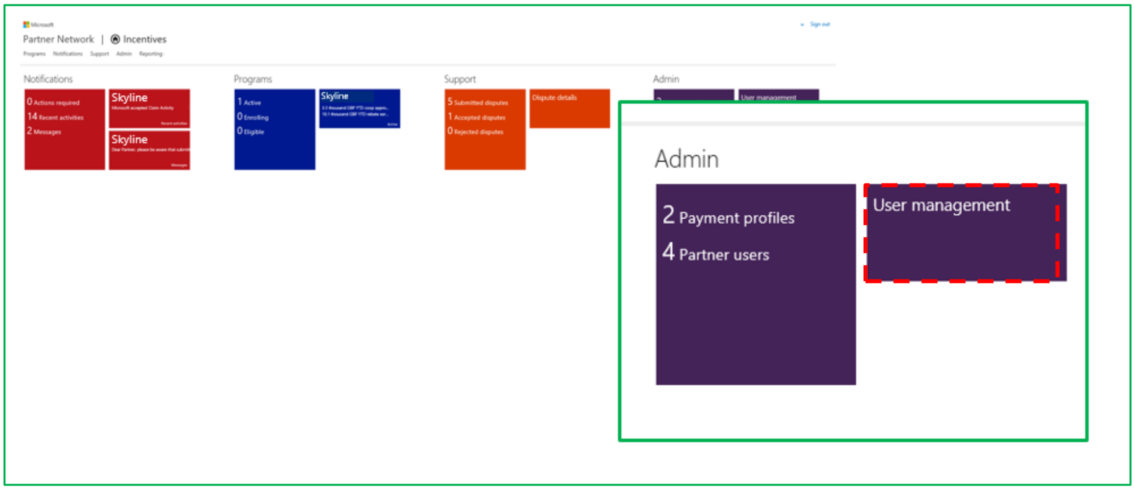
Access and navigate PIEX post enrollment

When the tool is initially accessed and all PIEX onboarding stages are complete, users can sign in at any time through the URL:
https://partnerincentives.microsoft.com/

User Management

User management is a **partner admin** function.

It is visible on the **Admin tile** on the dashboard.

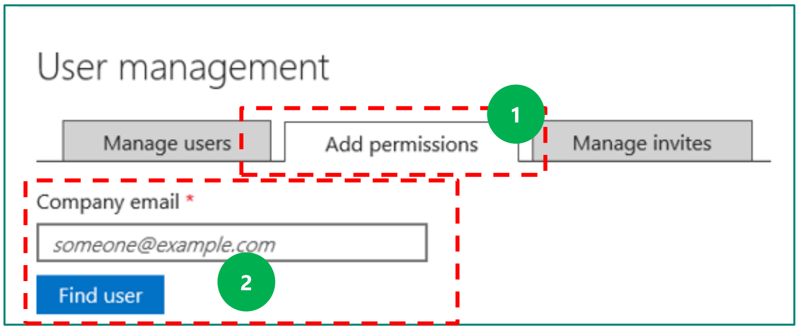


Under this you have three options:

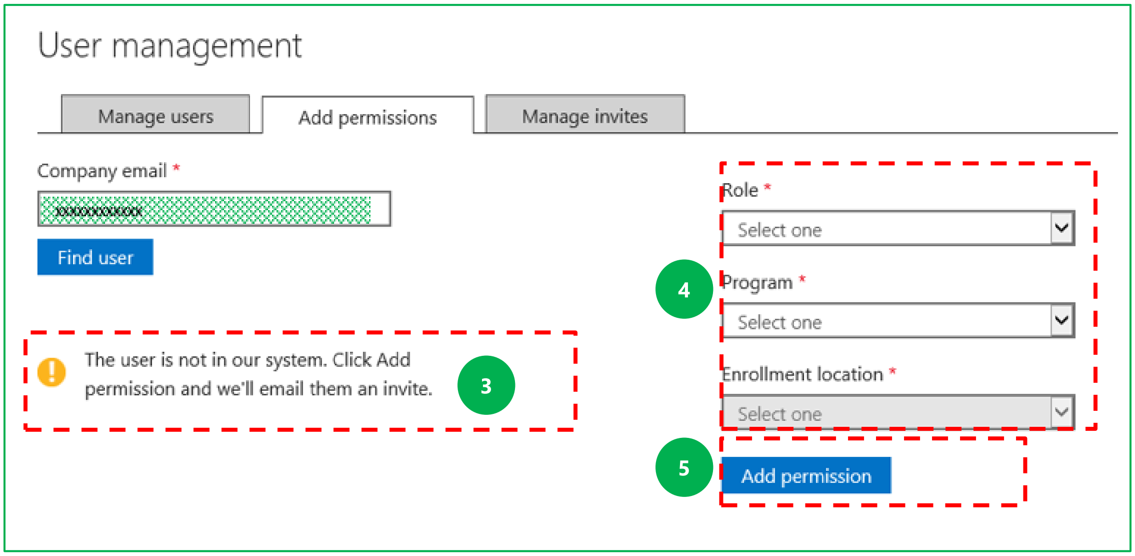
- **Manage users**: See the list of currently enrolled partner admins and users, their permissions and email addresses. You can delete users and permissions here.
- **Add users/permissions**: Add new users or change the permissions of current users
- **Manage invites**: Manage invites already sent.

Add users

To add users:



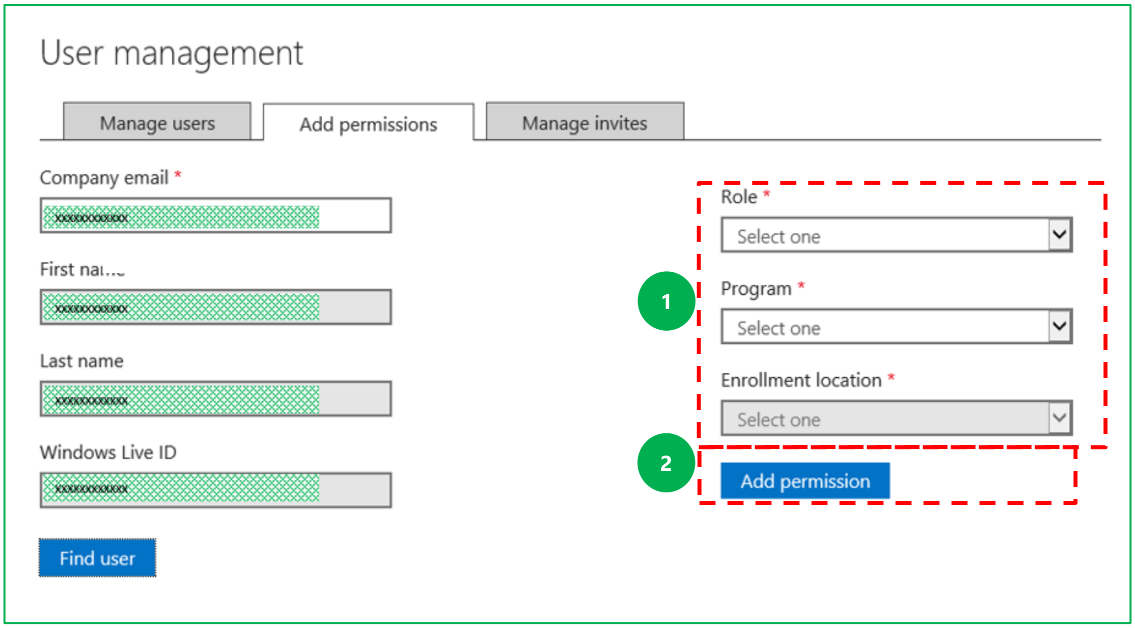
1. Select the **Add permissions** tab.
2. Enter user email (company domain email or Microsoft Account email), and select **Find user**.



3. If the user email does not exist in PIEX, the message *user not found* is displayed. The partner admin can then choose to add the new user to PIEX.
4. Select the role: **partner user** or **partner admin**, program, and enrollment location for the new user.
5. Select **Add permission** and an email invitation is sent immediately.

Note Invites can be tracked and re-sent in the **Manage invites** tab.

If the user email does exist in PIEX their details display. The partner admin can now modify current permissions (for example, change role from partner admin to user).



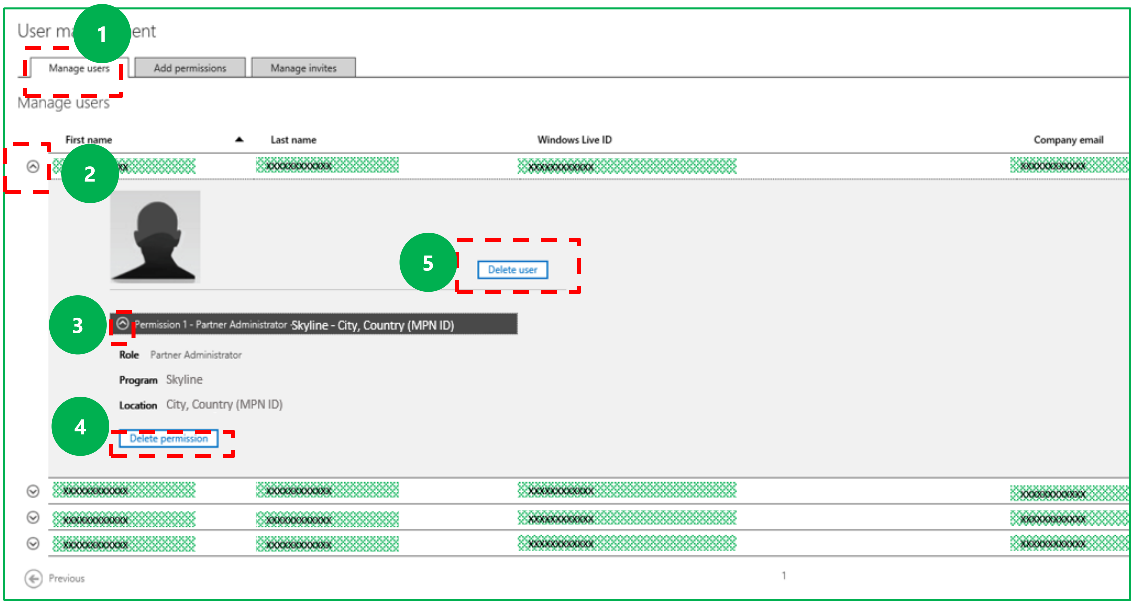
1. Make any changes (select the new role, program and/or enrollment location).
2. Select **Add permission**.

Note

- If the permission change was successful, the **request created successfully** confirmation message will appear.
- No email invitation is required during this process because the company has enrolled.

Delete users and permissions

Delete users or their permissions from the Manage users tab.



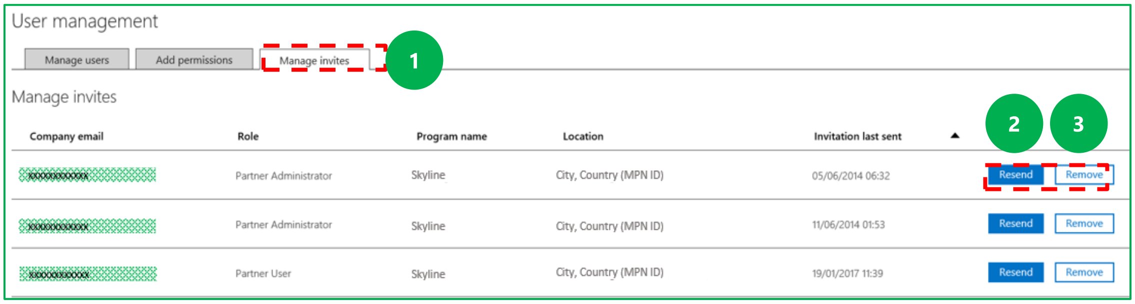
1. Select the **Manage users** tab.
2. Select a specific user by selecting the arrow sign next to the user whose permission you want to change. You are then shown the permissions for that user (role, program, and location).
3. Select the secondary arrow sign to expand the permission details.
4. Select **Delete permission** to retain the user, but delete the specific entitlement.
5. Alternatively, select **Delete user** to delete a user completely.

Note

- The user must have more than one permission in order to delete a permission.
- If you delete the only permission, the user is also deleted.
- Users with multiple roles/permissions (for example, partner user and partner admin) will automatically use the highest-level role/permission assigned during sign in.

Manage invites

To retrigger or track invites to users:



1. Select **Manage invites**.
2. For current users to whom you have already sent an invite, select **Resend**.
3. If you wish to remove an invite, select **Remove**.

Incentive reporting

In Microsoft's ongoing effort to make your incentives experience easier, we are moving all incentive programs to a single platform, Partner Center. To prepare for this move we have improved the reporting functionality offered to you.

The look and feel of incentive reporting in PIEX has had major changes. The new look gives a more in-depth view of the details that matter to your business. You will be able to apply a number of reporting functionalities to get the data you need.

Now, when you sign in to PIEX you can view your incentive reporting in three separate sections in the Payout Summary option:

- Summary section
- Earnings section
- Payments section

These new features can still be used when programs move to the single incentives platform in Partner Center.

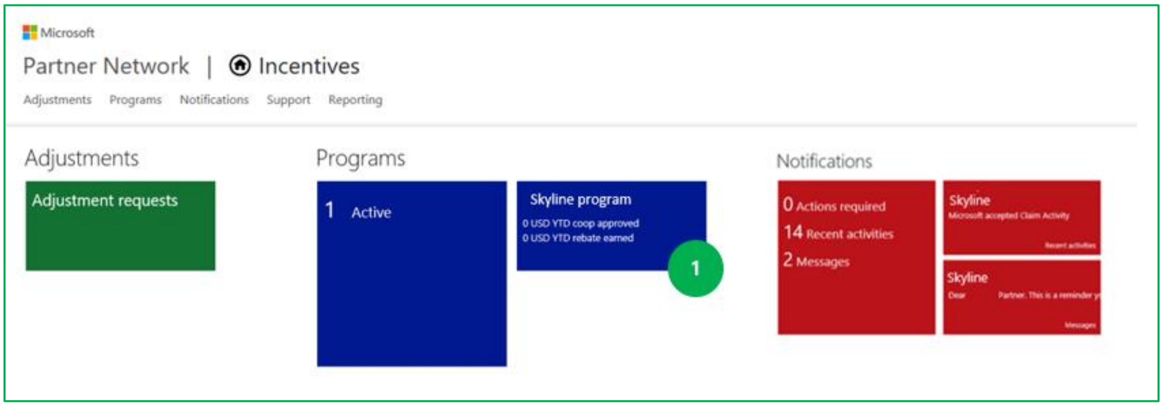
This will offer the following benefits:

- Cleaner sign in experience for incentives programs

- Single-click enrollment, alleviating confusion around invitations management
- Incentives for all programs will eventually reside in one location giving partners easier management of incentive functionality currently held on separate systems

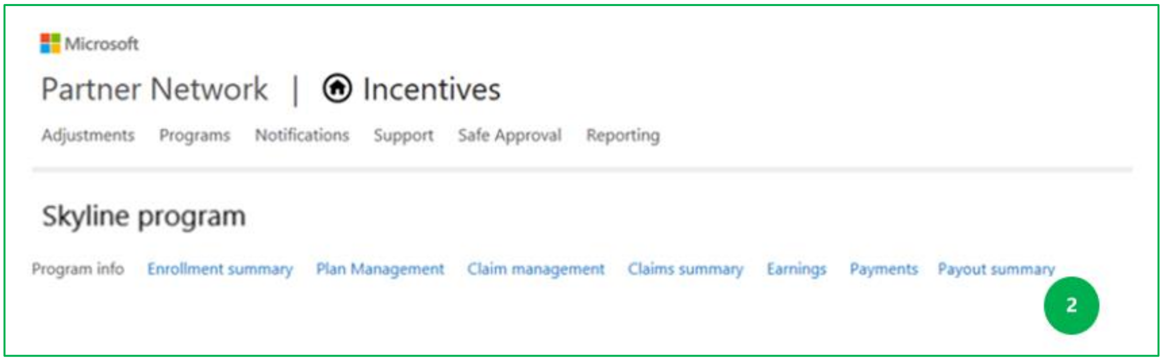
Viewing incentive dashboard

To access the incentive dashboard:



1. Select the relevant **Programs** tile from the PIEX dashboard.

   This will open the Program page.



2. Select **Payment Summary** in the sub menu.

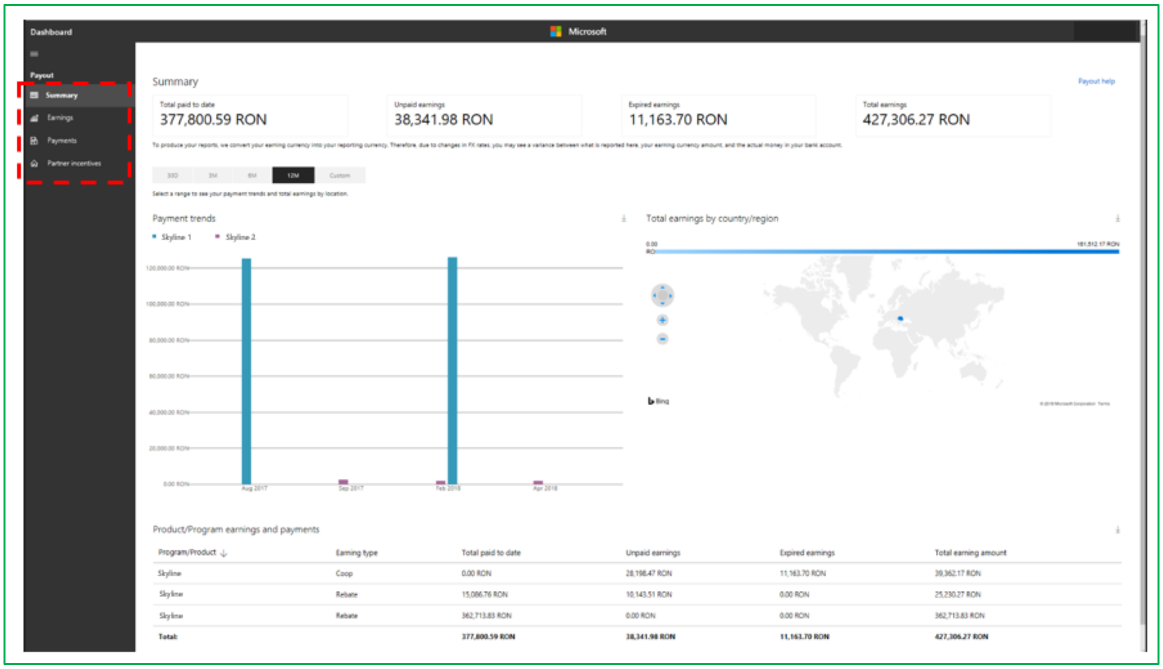
- All historical dates as well as current and future earnings will be available.

Navigation

There are three sections available within the incentive dashboard:

- **Summary**
- **Earnings**
- **Payments**

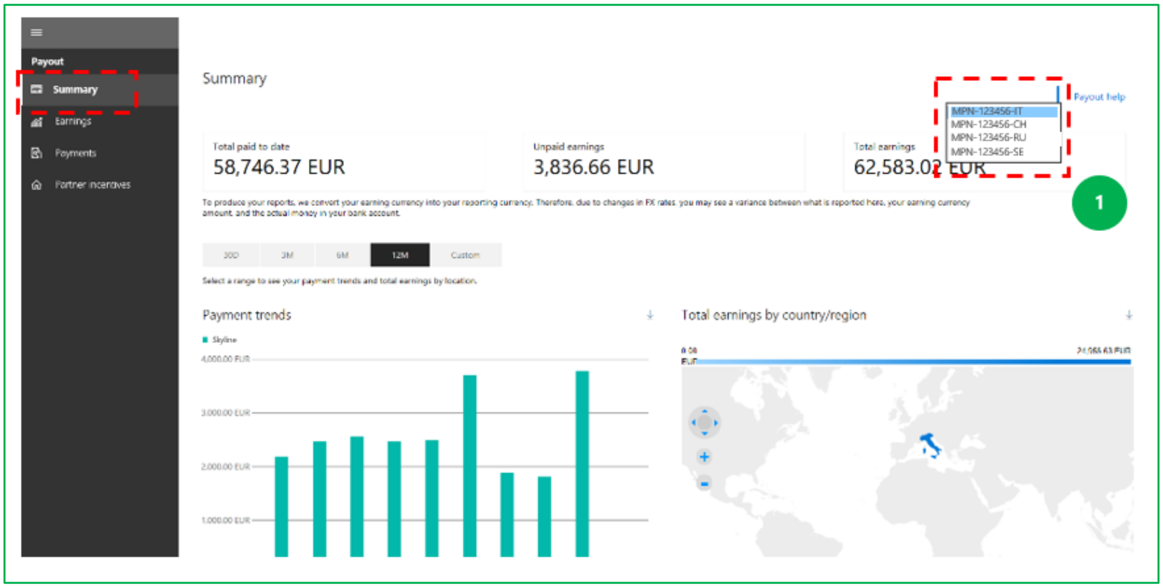
You can move through the three sections by using the navigation bar on the left-hand side.



To return to the Program sub menu page at any point (as in point one above), select the **Partner incentives** home section from the left navigation bar in any of the reporting screens.

Multi-location

For partners working in more than one area, the option for switching location is in the Summary section.



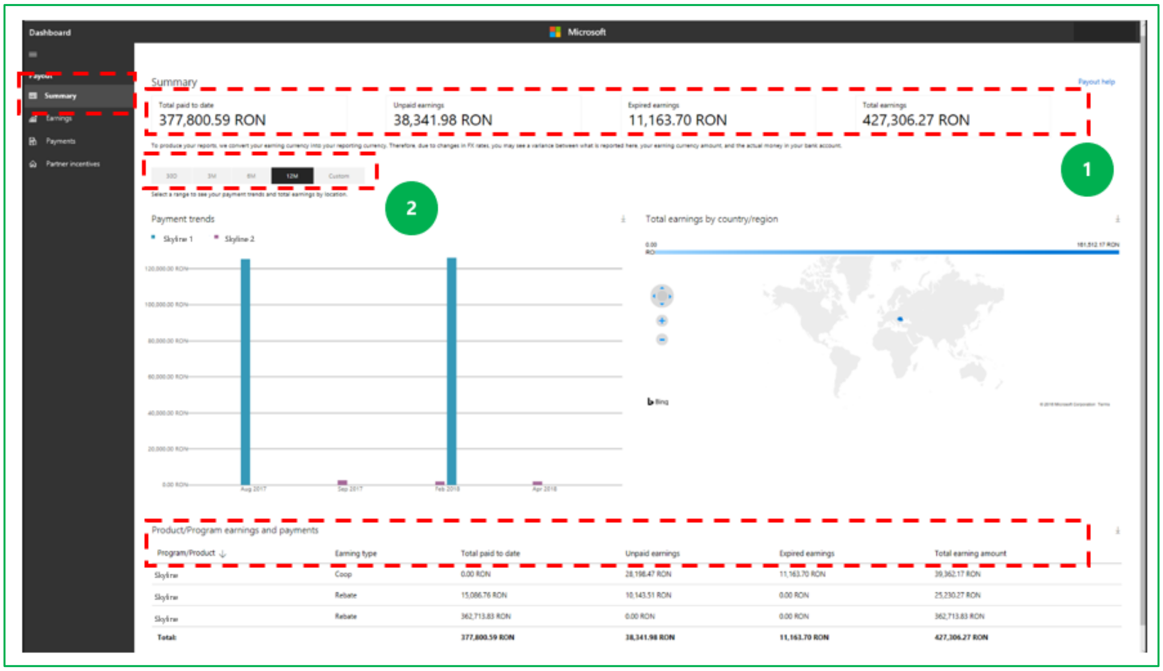
1. Open the “Select Location” drop-down list and select the location for which you want to see the reports.

Note:

- This functionality will only be visible to partners with multiple MPN ID’s or locations.
- Total earnings by country/region feature displays earnings based on customer location.

The summary section

This section allows you to quickly identify your most successful sales programs and geographies. This lets you focus your sales and marketing efforts.



1. Quantify your budget by examining your incentives split by:
    - Total paid to date.
    - Unpaid – these are earnings yet to be scheduled to be paid.
    - Expired earnings.
    - Total earnings.
2. Filter over different time horizons:
    - 30 days
    - Three months
    - Six months
    - 12 months
    - Custom

The earnings section

This section provides an overview of your earnings and trends. This is covered in detail in the [View Earnings section]

The payments section

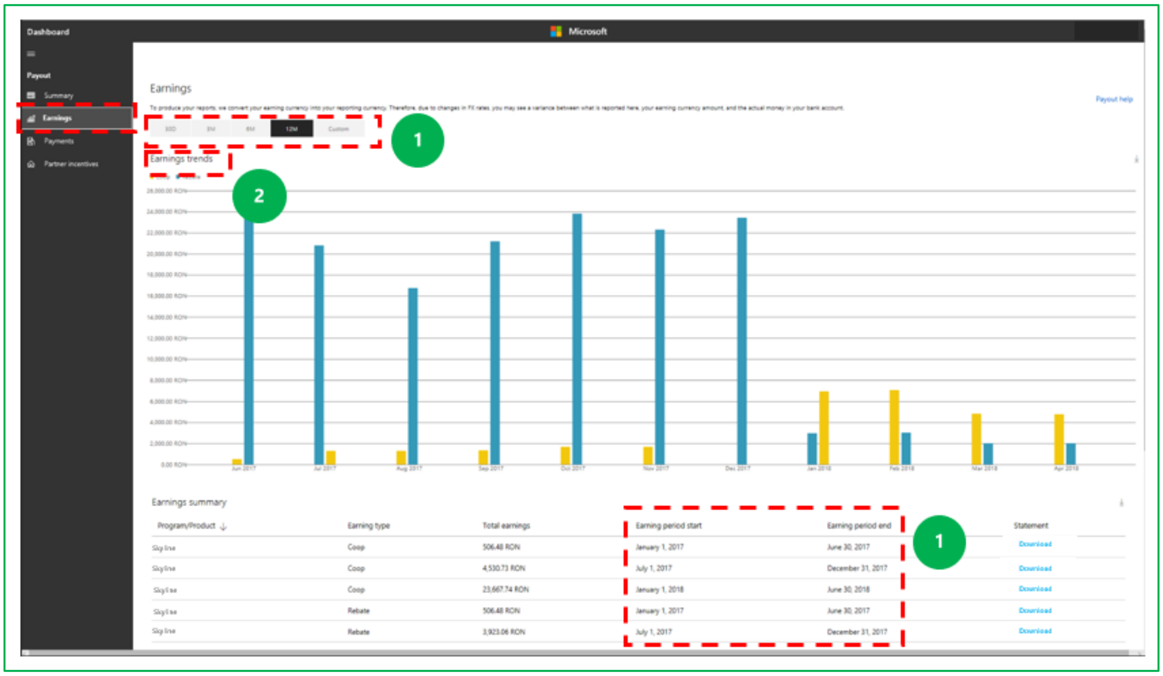
Payments are money transfers to your bank. This is covered in detail in the [Viewing Payments section](#)

View Earnings

PIEX provides partners with the ability to view incentives earnings. View earnings by both the partner admin and user in various formats and time periods, in order to assist in reconciliation. You can also export information to Excel for analysis.

The earnings section in the incentives dashboard

This section provides an overview of your earnings and trends.



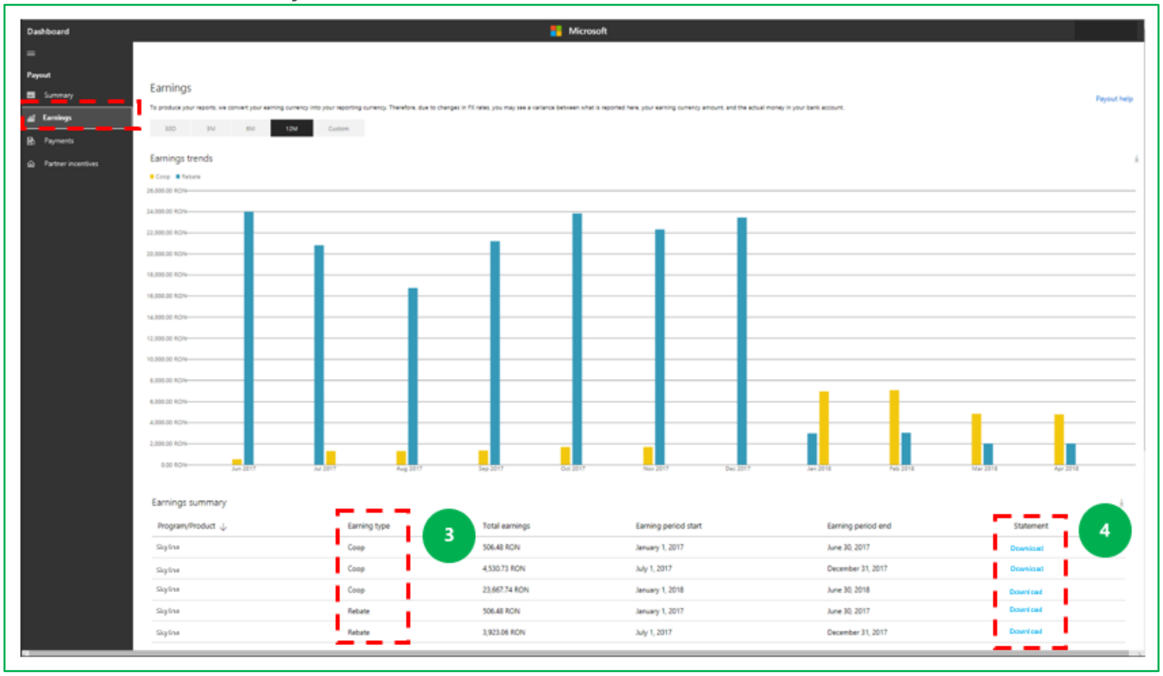
1. Filter over different time horizons:

        - 30 days
        - Three months
        - Six months
        - 12 months
        - Custom
    - Changes to the time horizons dynamically updates the graph.
    - By default, all earnings of the last 12 months are shown – not just unpaid.
2. Easily identify earnings by type*:
    - Co-op
    - Rebate
    - Fees

* As per program policy

NOTE:

- Earnings are split into “Paid” and “Unpaid”. “Unpaid earnings” are yet to be scheduled to be paid.
- Earnings and payment reporting will now be shown in your local currency per your registered location. This will differ from how it is shown today in PIEX, where earnings and payments reporting is presented in the currency per your user settings. The payment currency selected in your payment profile will not be impacted by this change. You will still receive payment in the currency selected.



3. Earnings type description are also shown in the table*:

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- Co-op, Rebate, Fees, etc.
- Unpaid earning transaction data can be downloaded for further analysis as a statement.

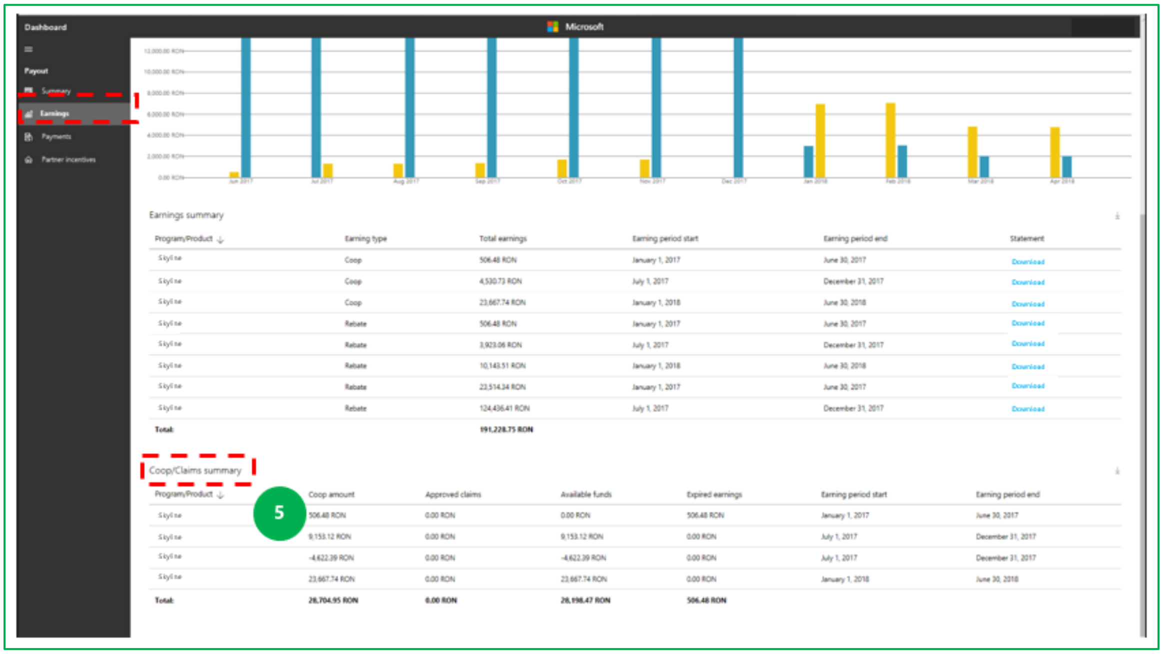
4. To download the earning transaction details, select **Download** in the Statement column.

- This is covered in more detail in the 'Use cases – download statements section'.

* As per program policy

NOTE:

- NOTE: Where the number of data entries exceeds the page view, downloading the transactions will offer full visibility of all information.



5. Co-op Claims* summary is also available, offering information under the headings of:
   - Program/Product
   - Co-op amount
   - Approved claims
   - Available funds
   - Expired earnings
   - Earning period start
   - Earning period end

   * If applicable

Co-op Marketing Development Activity

Who is this section relevant for?

Please note this section on co-op plan management functionality in PIEX is not relevant to all programs.

	PIEX Co-op capability		
Partner type	**Submit Co-op Plan via PIEX**	**Submit Claims**	**Track Claims**
CSP – Indirect Provider	✓	✓	✓
CSP – Direct Partner	NA	NA	NA
CSP – Indirect Reseller	NA	NA	NA
Hosting	✓	✓	✓
Managed Reseller	NA	✓	✓

Co-op guidance

Partner Incentives Cooperative Marketing Funds (or co-op funds) are reimbursements of earned funds to partners who participate in specific incentives programs. These co-op funds help partners differentiate and build channel awareness and build preference for Microsoft products among their customers.

- Conduct and complete activities within the usage period and submit claims by end of usage period +45 days.
- Activities need to be Microsoft focused.
- Activities must meet the program guidelines in the Co-op Guidebook.
- Co-op funds you do not claim by deadline will be lost.
- All required Proof of Execution (POE) needs to be submitted for claims to be approved. (Refer to Co-op Guidebook for specific POE for each activity.)

The Partner Incentives Co-op Guidebook located under aka.ms/partnerincentives provides further information per program.

Select and plan Co-op activities

There are three categories of activity outlined in the Guidebook:

- **Demand Generation** – activities have a broad reach and are intended to raise awareness, for example, advertising.
- **Co-op Market Development Activity Plan** – activities target specific audience, for example, telemarketing.
- **Partner Readiness** – activities are focused on your own personnel to develop their Microsoft sales and technology expertise, for example, training.

Co-op Market Development (MD) Activity Plan

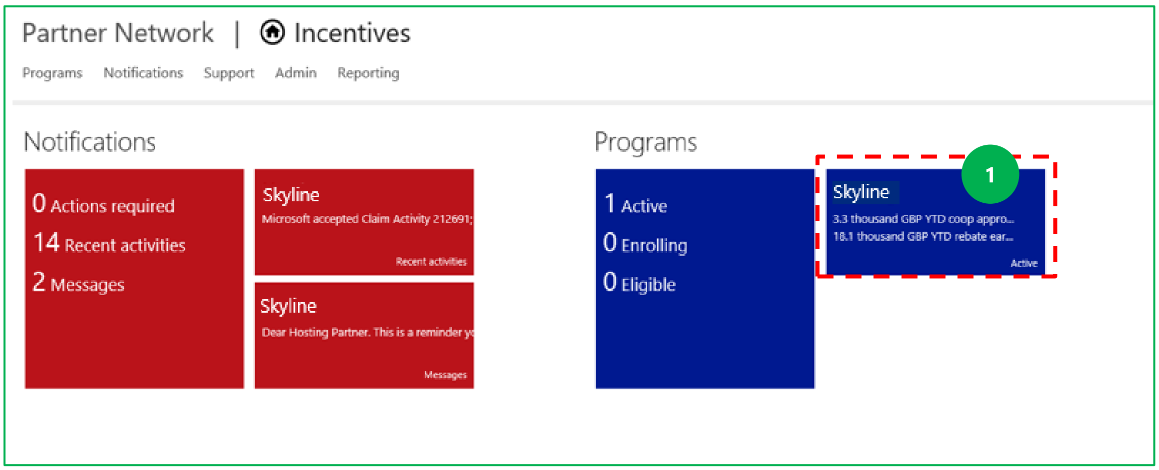
As of July 1, 2018, submission of a Co-op Market Development (MD) Activity Plan is no longer a prerequisite as part of the Co-op Claiming process in the incentive tool for Hoster and CSP Indirect Provider Partners. Effective co-op planning remains a critical success factor for delivering full utilization and optimal impact of co-op funds. However, that activity should be conducted within the broader planning process between partners and their Microsoft representatives.

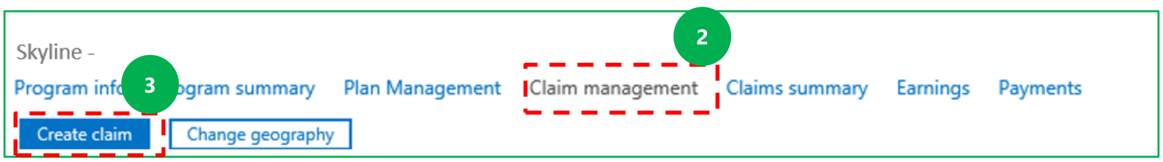
Refer to Co-op Guidebook or program incentives guides for details of usage and earning periods.

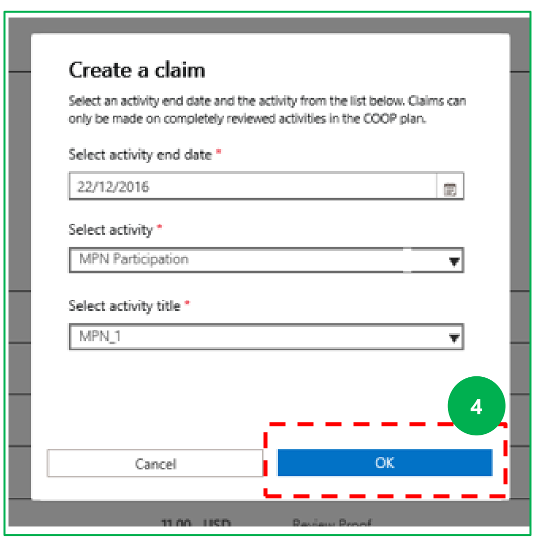
Claim submission process

PIEX provides partners with the ability to make a claim for co-op expenses. Consult the Co-op Guidebook for details on eligible activities and expenses, and the Proof of Execution (POE) requirements which you need to submit with your claim. For co-op earning and usage periods, and related deadlines please see incentives guides.

Submitting a Co-op Market Development Activity claim





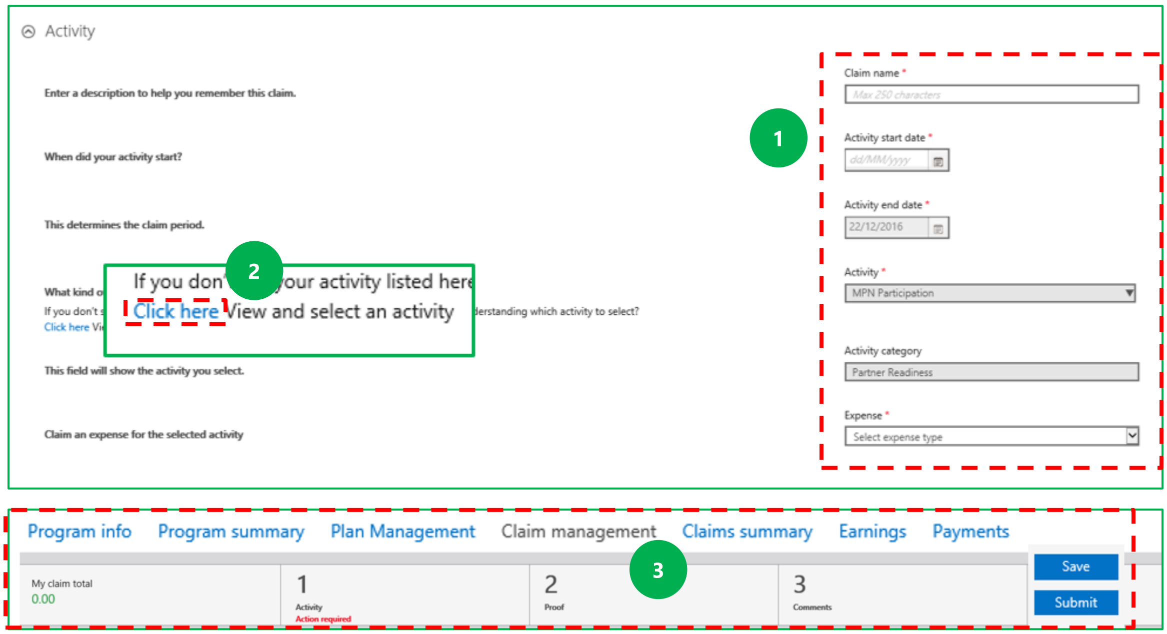


1. Select the relevant program on the dashboard.

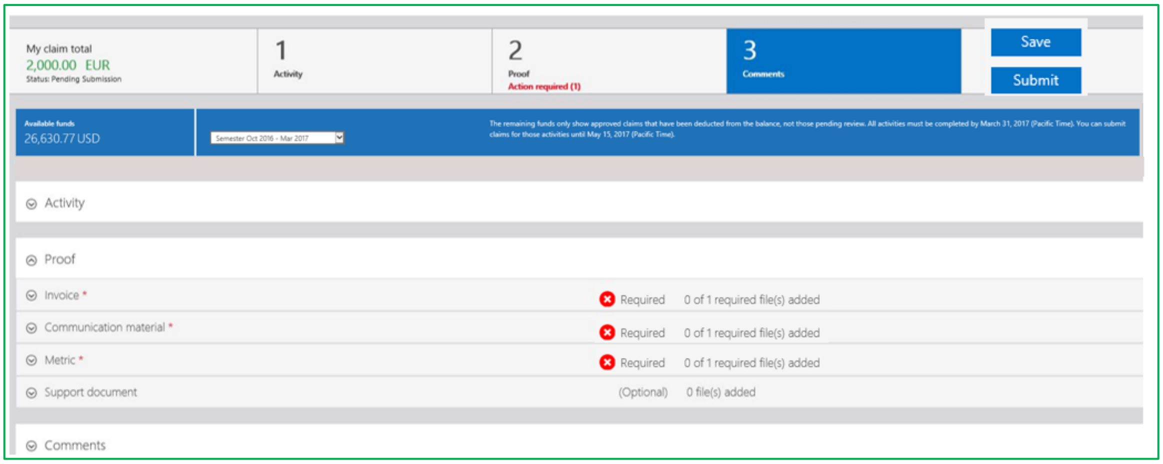
Microsoft Partner Network

2. Select **Claim management** from the top menu.
3. Select **Create claim**.
4. On the pop-up window, select the activity end date and activity details, then select **OK.**

The Co-op Guidebook and related assets can be accessed via aka.ms/partnerincentives under the "Co-op" section on the left-hand side menu. Refer to this as you complete the sections of the claim form.

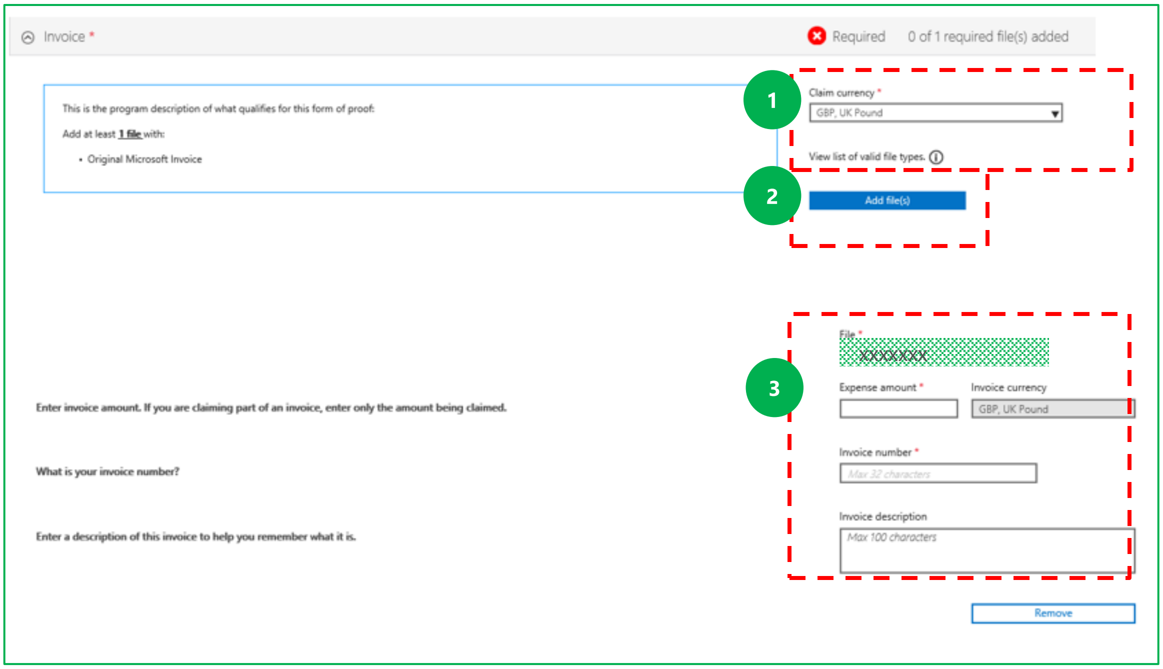


1. On the claim form, under the **Activity** heading, complete any fields which are not already populated.
2. Select the hyperlink, **Click here**, to see a list of eligible activities and expenses for your program.
3. Use the vertical scroll bar at the top of the page to quickly navigate to the different sections of the claim form.



Under the **Proof** heading, **only** the required forms of proof for the activity and expense you select are shown—the portal filters on your selection. Guide-me text on the left will identify what is required for each sub-section. The headings in the Proof section change depending on the activity for which you are claiming. In the above example:

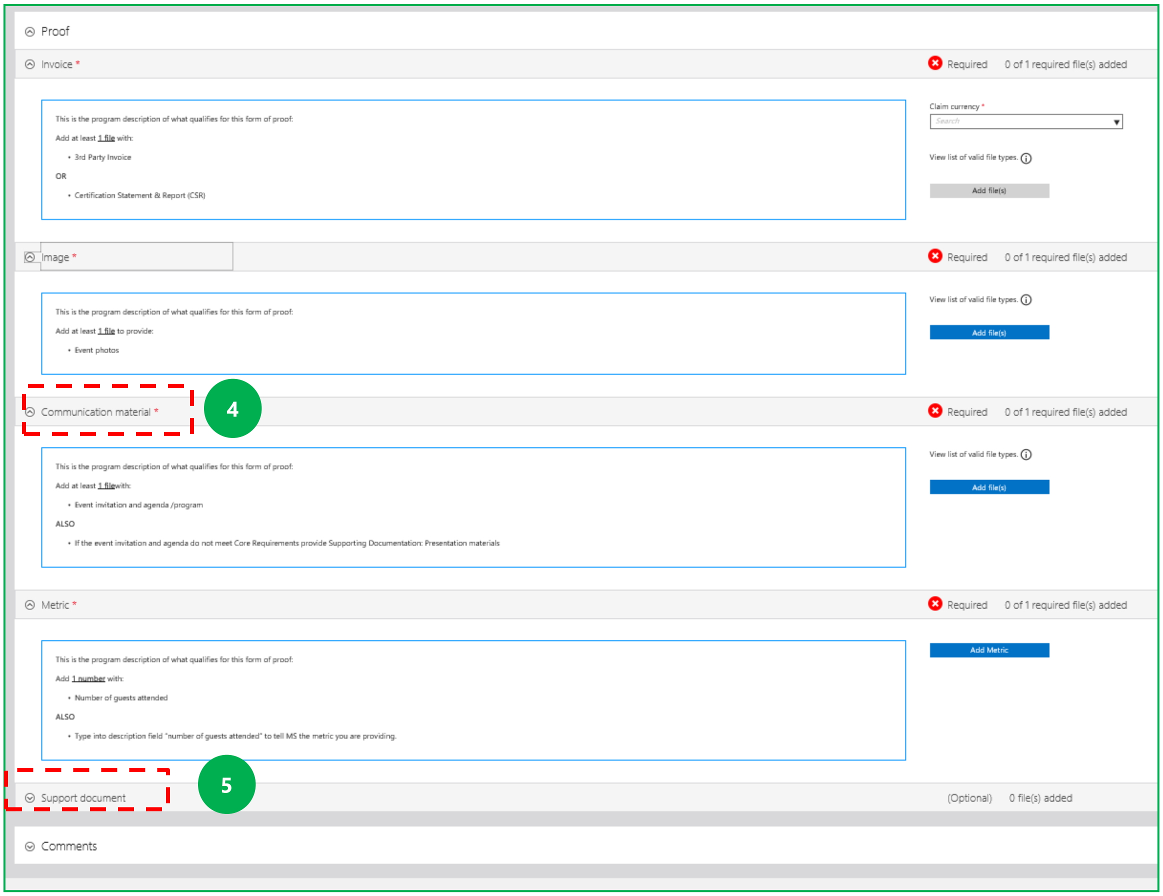
- Submit invoices under the **Invoice** heading – see below for guidance.
- Submit non-invoice Proof/POE files (e.g. certificate of course completion, copy of communication, photo of message for mobile) under the **Communications material, Metric** and **Support document** headings.



1. Under Invoice, select the **Claim Currency**. Currency will show up in currency code.
2. Upload the invoice file.
3. A sub-section will pop-up, and you enter: Expense Amount and Invoice Number. The Invoice Description is optional, use to describe details.

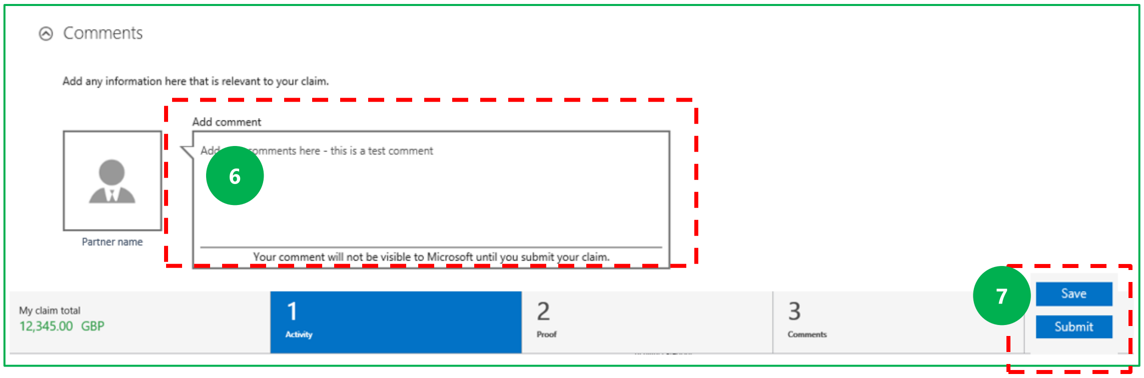
Note

- You can enter or upload multiple invoices and multiple currencies, but within a single claim, only one currency is allowed.
- Partner will be paid in the currency chosen in the Payment profile during the Enrollment process.
- An uploaded file is not active (clickable) until post claim submission. To check its content before then, you will need to remove it, check it and then upload again.

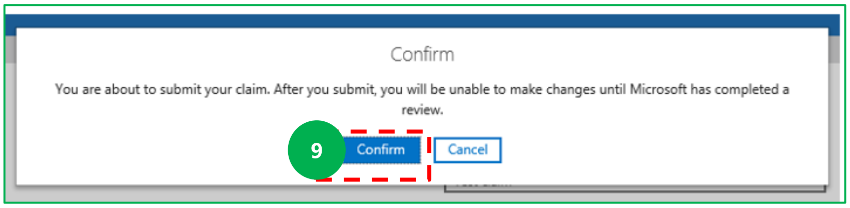


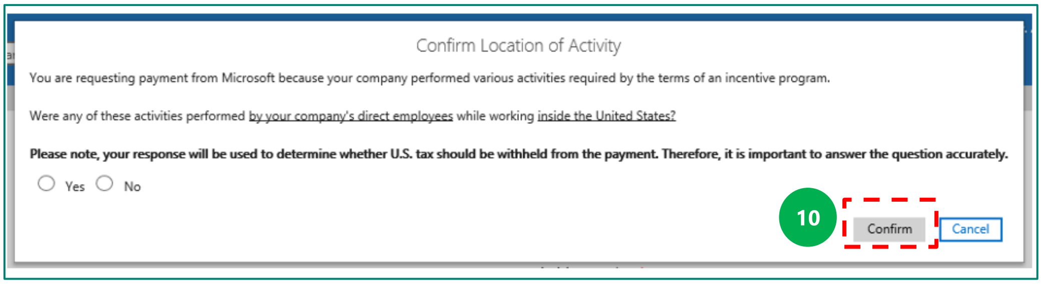
Enter all additional information in the **Proof** sections of the claim form.

4. Under **Communications material**, upload the required non-invoice related material – communications, photographs, etc.
5. Under the heading **Support document**, you can upload additional documentation to support your claim (optional).



6. Under the **Comments** heading, type any comments that may aid in processing your claim.
7. Select **Save** on the scroll bar to save proof details for the claim activity. A claim number appears after you select **Save**. You can come back to it anytime to continue updating via *Claim management*.





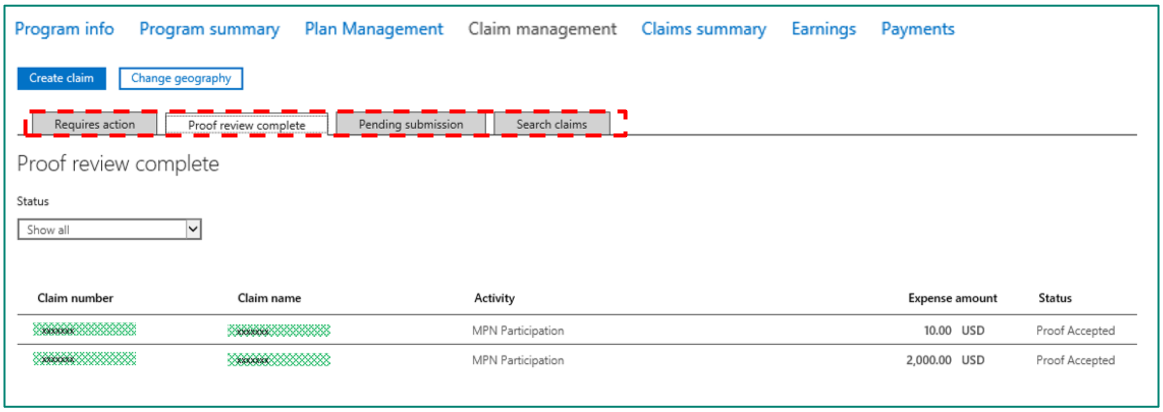
8. To submit the claim for review, select **Submit claim** on the scroll bar.
9. Select **Confirm** in the message dialog box.
10. On Confirm Location of Activity dialog box, select appropriate response, then select **Confirm.**

Note

- When you submit your claim, you cannot change until Microsoft completes their review.
- The Microsoft proof validation standard response time (SLA) is five calendar days.
- The proof validation process is complete when all proof files within the claim activity have been validated as either *Proof Accepted* or *Proof Rejected*.

Track claim status

Search and track claims:



Within the Claim Management area you can filter claims by:

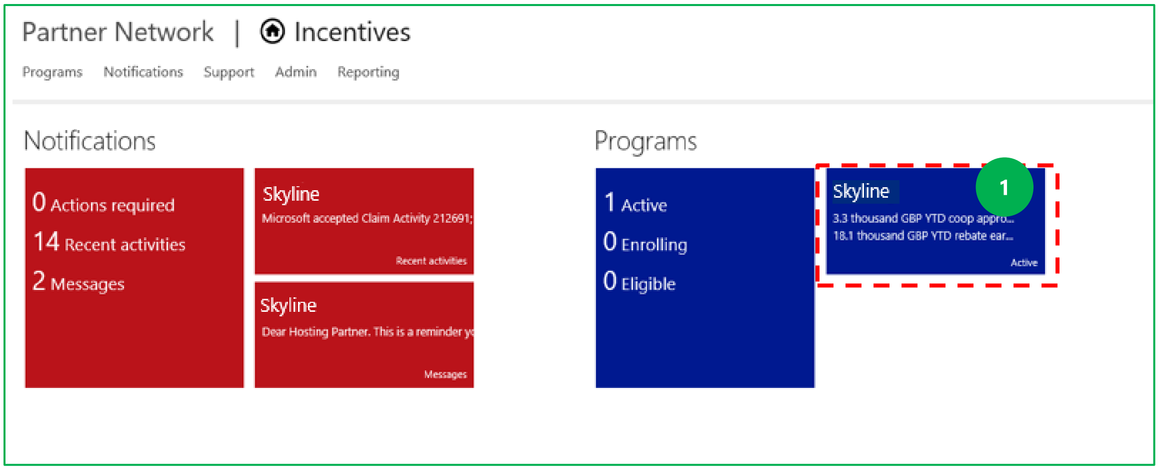
- Claims requiring action from the partner or Microsoft (**Requires action** tab).
- Complete claims (**Proof review complete** tab).
- Saved claims (**Pending submission** tab).

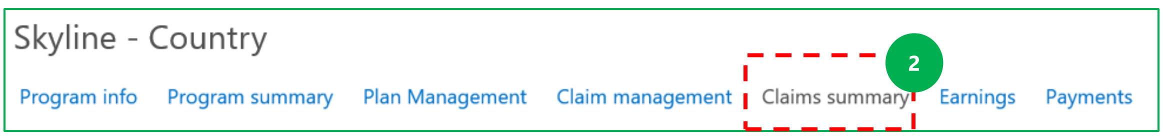
Or you can search for specific claims in the **Search claims** tab using the claim number.

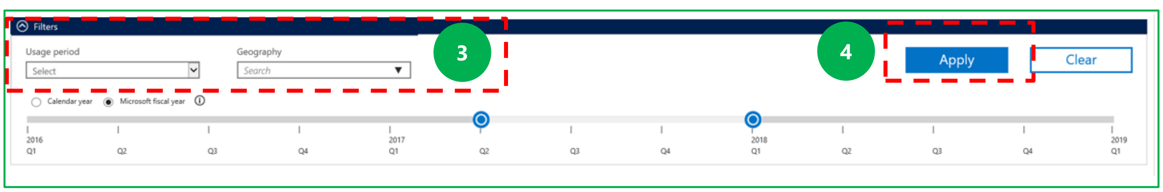
Claims summary

You can view the status of your claims on PIEX. Filter your reports by time and geography.

To view a summary of your claims:

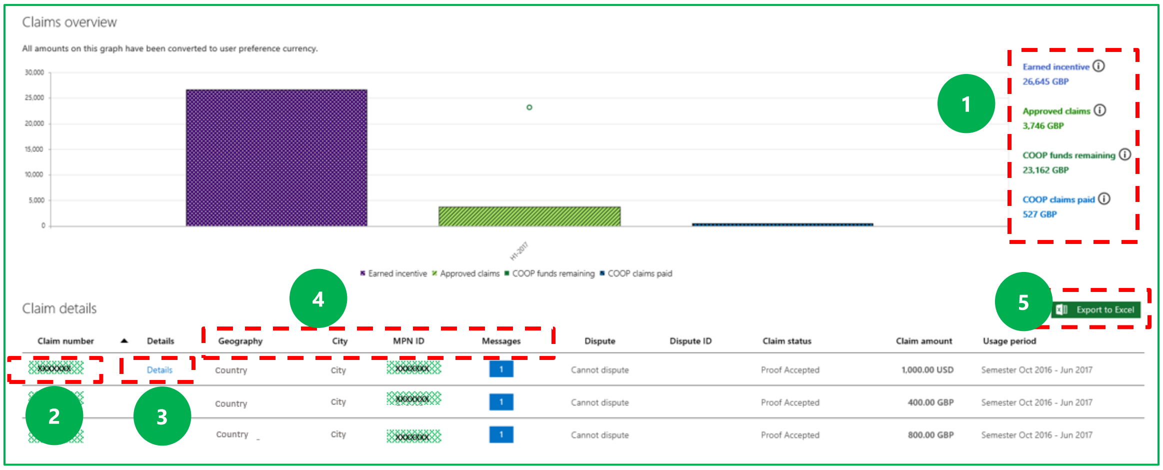






1. Select the relevant program on the dashboard.
2. Select **Claims summary** from the top menu bar.
3. On the Claims summary page, select the **Usage period** the claims are for, and a country/region under **Geography** if relevant. **Note:** you can also use the time slider to select a longer or shorter time period.
4. Select **Apply.**

View high-level claim data on the **Claims overview** section and claim details in the **Claim details** section.



1. The total figures for claim earnings and available funds are shown on the right.
2. Select a **claim number** to view a specific claim form and its details.
3. Alternatively, select **Details.**
4. Sort columns by selecting the column header.
5. Select **Export to Excel** to download the raw data file.

Viewing payments

You can view the details of your payments on PIEX. You can contest a payment using the dispute option.

Wire transfer details

Below are some important points in regards to payments concerning viewing, exporting, reconciliation, and timelines.

- The wire transfer to the bank includes two identifiers for reconciliation, and should appear on the bank statement as:
  - Payment Description
  - Payment Clearing Number

- The Payment Description begins with the word INCENTVE, followed by the program name,

  E.G. —INCENTVE.XXXXXX.15P01.150519

  - XXXXXX—assigned program code identifier (six letters)
  - 15P01—identifies the earning period where incentive was earned: 15 = fiscal year, P01 = first period of the program year.
  - 150519—the date on which the payment was sent: 2015 05 19 [YYYYMMDD]

  The Payment Clearing Number is unique, and begins with the numbers **67**.

- You can now export the payment report to Excel. The report includes additional information, such as, Payment Clearing Number. This **Payment Clearing Number** is important when you chat with a Support representative or submit a ticket. Your bank may also ask for it if you contact them about a payment.

- On the Payment page, status **Payment Error** under the Payment status column, shows any payment sent that was not successful. In many of these cases, the payment profile is not accurate, and your company Partner Admin needs to update it.

- A single payment can include approvals for multiple claims. On the Payments page, you can see the claim numbers and amounts included in each payment. Rebate payments process separately from co-op payments.

- If your payment requires adjustments for tax purposes (for example, VAT), this will be visible when you expand details for a specific payment. Your bank may also apply a small processing fee and deduct it from Microsoft's payment to you. Therefore, you may see a small variation in the final payment you receive.

Payment cycle

- **Rebate will be made following earning periods**. Payments will be made to active partner bank accounts within 45 days after the close of the earning period.
- **COOP payments are processed monthly**. Coop claims submitted and **approved** in the portal by 11:59PM PST on the 15th of each month will be sent for payment by the end of the same month.
- The **COOP** claiming period directly follows the earning period. Claims for the previous earning period can only be made during the related COOP claiming period, not at a later time.
- Microsoft recommends that partners submit COOP claims 15-30 days before the submission deadline to allow for Microsoft validation and partner claim edits, as needed.

Note

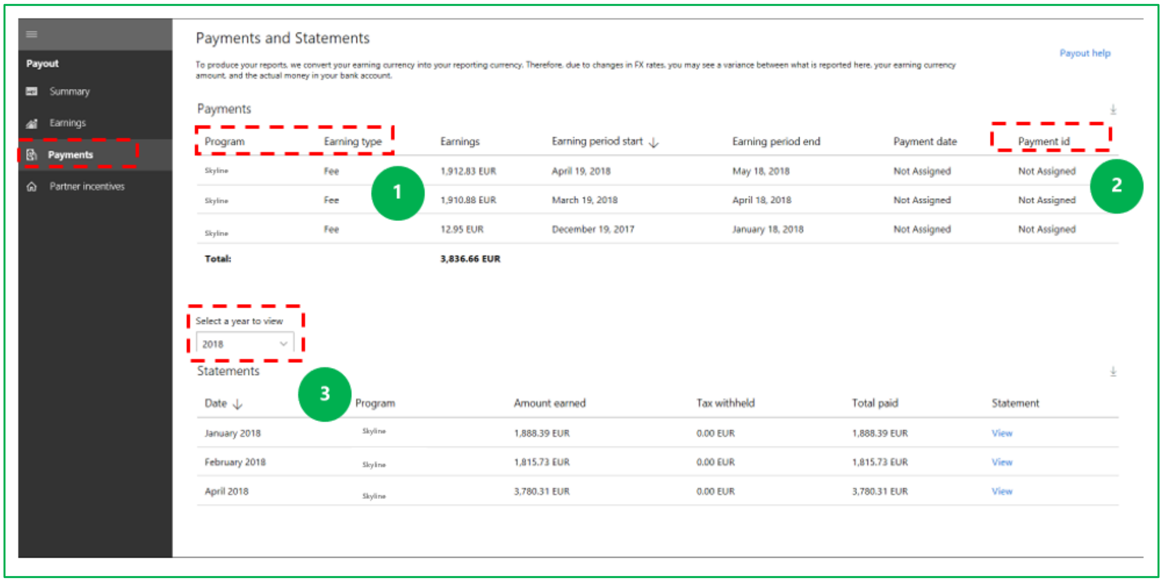
Microsoft's payment date is the day payment details are sent to Microsoft's bank for distribution. The actual receipt date in a partner's bank account cannot be guaranteed. This is because of local banking system or, a partner's bank regulations and processes.

Track payments

Payments can be tracked from within the payments section of the incentive dashboard within PIEX.

The payments section in the incentive dashboard

Payments are money transfers to your bank.



In this section, you can see the payments:

1. Split by program and earning type.
2. When the transfer is done, the payment date and payment ID will populate.

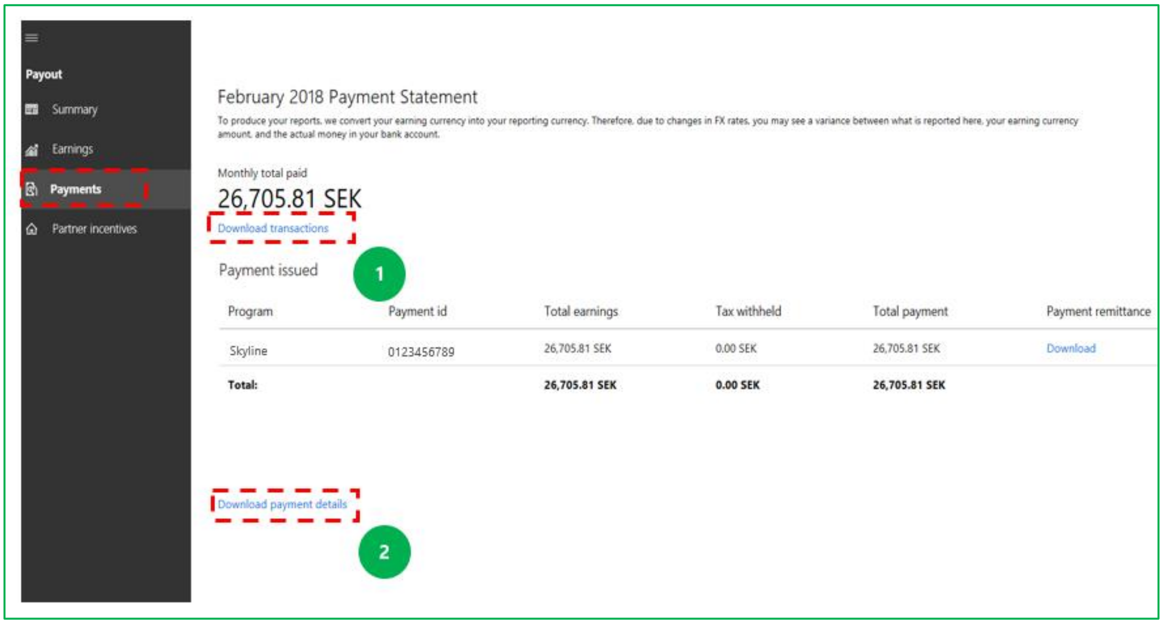
An earning statement is generated for a month when a payment is sent.

3. Select a year/month and then select **View** to see details of the earning statement.

Download statements

Download statements

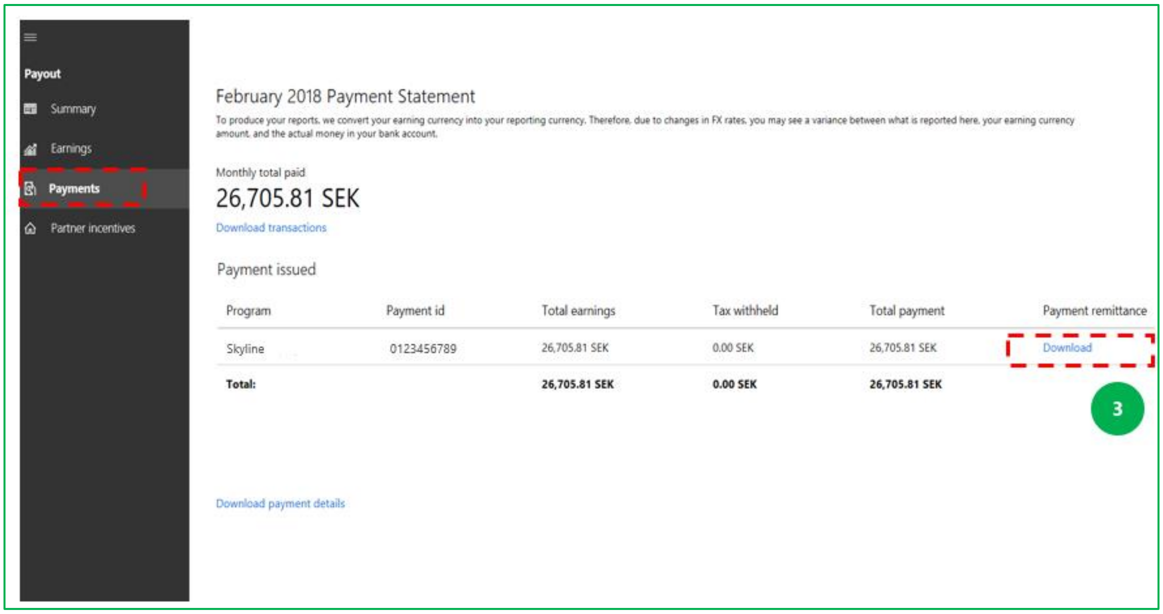
From the payments section, you can select to view the statement.
A payment statement like the one shown below will display.



1. **Download transactions:**
   shows a detailed view of transactions and earnings in CSV format associated with the payout (a collection of multiple payments sent at the same time) linked with the statement.
2. **Download payment details:**
   shows a breakdown of a payout into payments in CSV format. If a payout was split into multiple payments, you can see its components in this detail view.

- More detail regarding downloading payment details useful for auto importing data into in-house systems is provided in the next few slides.

Payment remittance statements are also available as a download in the Payments section.



In the payments tab:

3. Select **Download** to view the relevant payment remittance letter.

The payment remittance letter can then be viewed. This is similar to the example below.

Partner Network - Incentives Microsoft

A payment has been sent to you!

Payment Remittance Notification

Date:	February 15, 2018
Program:	Skyline
Partner:	Contoso Address 1 Address 2 Address 3
Partner #:	123456789
VAT Applicable:	Unknown
WHT Potentially Applicable:	False

Please reference the below details to confirm receipt of your payment.

payment amount:	26,705.81 SEK
currency:	SEK
description:	
payment method:	**Wire**

* Please note that bank processing time can take up to 5 business days before appearing in your account. Your payment amount may vary slightly if your bank deducts any additional processing charges.

This payment is a result of the following activity, per agreement:
Incentives earned and/or claimed due from activities performed during earning period.

For any questions, please contact Microsoft Support by submitting a support ticket in the Partner Incentives Experience website

Thank you,
Microsoft Partner Incentives Team

c/o Microsoft Corporation ("MSLI"),
Americas Operations Center, 6100 Neil Road, Reno,
NV 89511 USA

The table highlights the common columns as well as the individual columns in the two export files. This allows visibility of which payment corresponds to which earning.

Transaction Export (i.e. earnings)	Payment Details Export
Partner Name and ID (MPN/PCN) Earning Period Program Name Payment ID and Status Geographical information (country, currency, exchange rates)	
More Earning data (period start/end date)	More Earning data (earning type)
Customer name and resp. country	Payment amount and date
Product info (SKU, name, quantity, unit price, license count)	Other Payment Details (reference, description, method)
Transaction info (amount, currency, date, invoice number, calculation date)	Tax info (Withholding tax)
Incentive info (rate, lever, accelerator, rebate/coop split)	
Agreement info (agreement number, master agreement number, agreement start/end Date)	
Subscription info (ID and start/end Date)	

Additional notes regarding disputes:

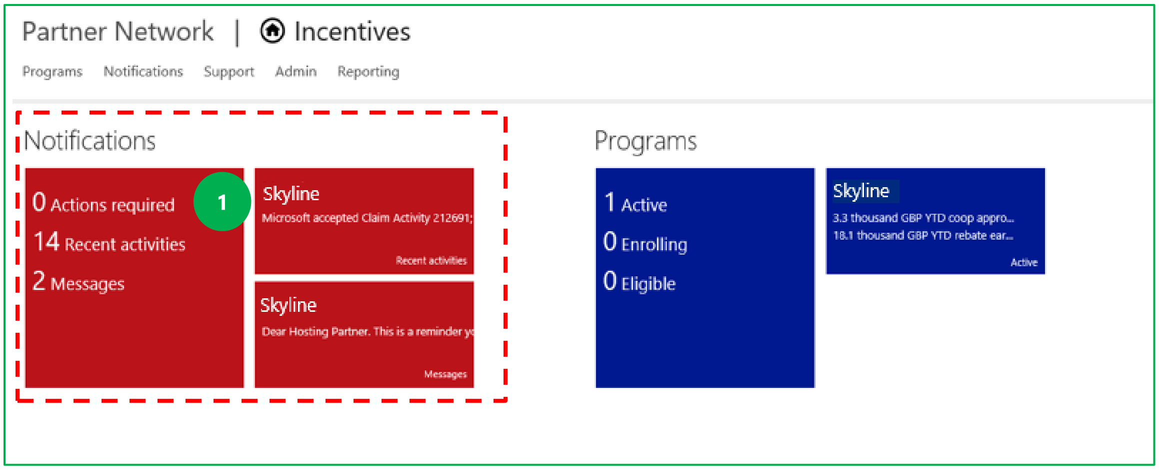
- The **Payment doc Clearing Number** (only available from the Export to Excel file) is helpful to include when inputting a payment.
- After you submit the dispute, the payment ID dispute status changes to *In dispute*. You will still be able to view the details.
- Payment disputes are sent to Microsoft Support. The standard SLA for a response is five days.

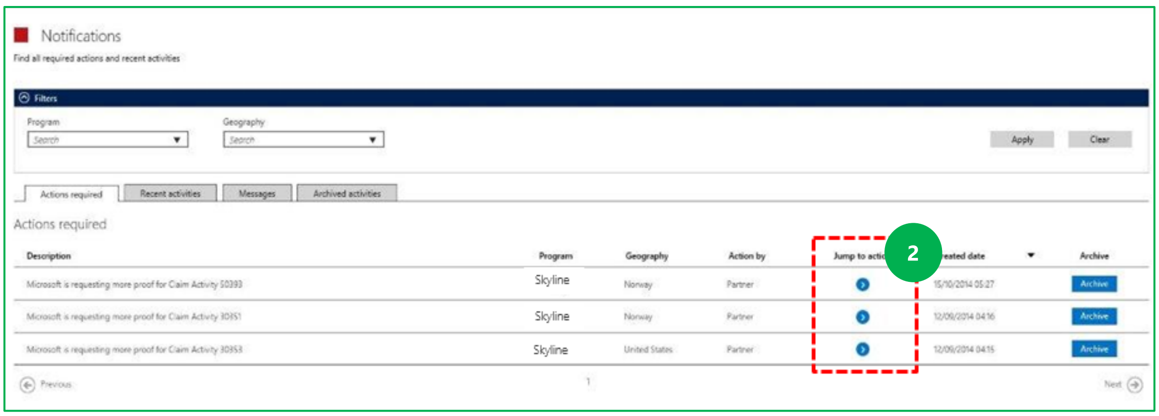
Change payment and tax profiles

For guidance on how to change a payment or tax profile please refer to Update or change payment profile information in PIEX section.

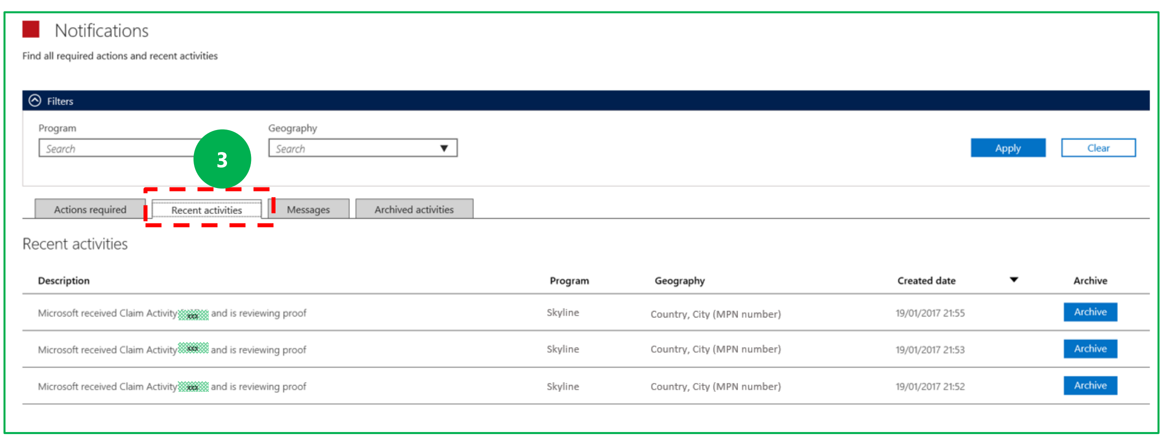
Notifications

Notifications are visible on the homepage. Notifications trigger when specific events occur in PIEX. For example, when a partner starts the enrollment process this event will trigger a notification that *Payment profile needs to be completed*. Notifications are visible to partner admins and users.





1. Select general or program specific **Notifications** from the dashboard.
2. Under the **Action required** tab, see all Notifications where action is required. Select the relevant arrow under **jump to action** to go directly to the page that requires an action.



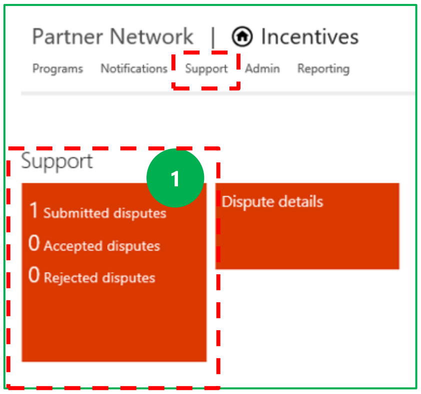
3. Select the **Recent activities** tab to view a list of all recently complete activities.

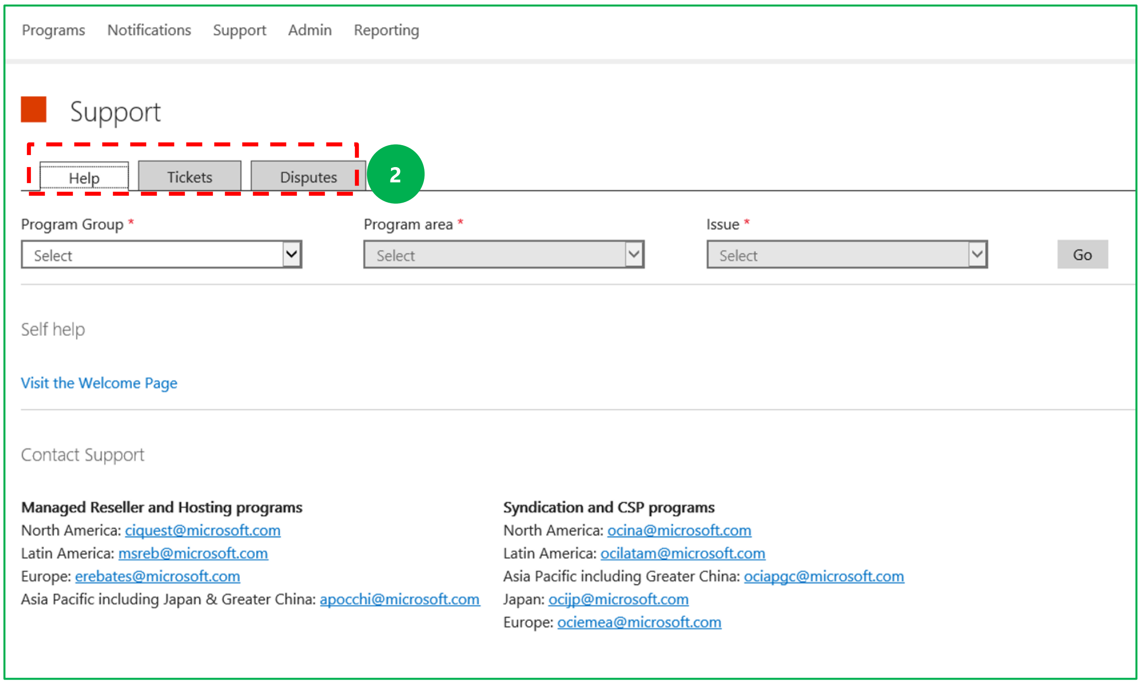
Note

- **Time-based notifications** expire automatically over a period of time without needing partner action (for example: payment or tax profile assignment).
- **Non-time based notifications** do not expire without partner action (for example: review program documentation).
- **Other options** under notifications are:
  - View messages between a partner and Microsoft under the Messages tab.
  - View archive notifications under the Archived activities tab.

Support

Support for programs and PIEX is available through the dashboard. Access incentives guides for additional program guidance.

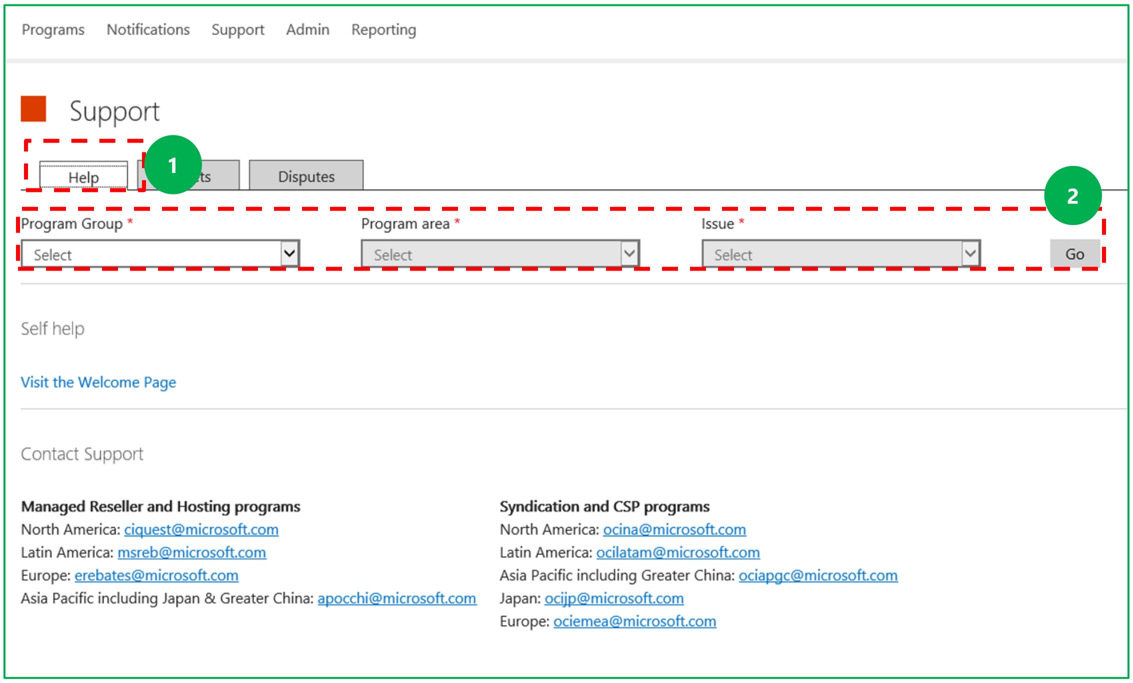




1. To access support, select **Support** on the dashboard or top menu.
2. On the Support page:

- Select **Help** to view self-help articles, submit a ticket, or see support aliases.
- To search for a submitted ticket and view its status and history, select **Tickets.**
- To view status of a dispute, see details, follow up with Support, select **Disputes.**

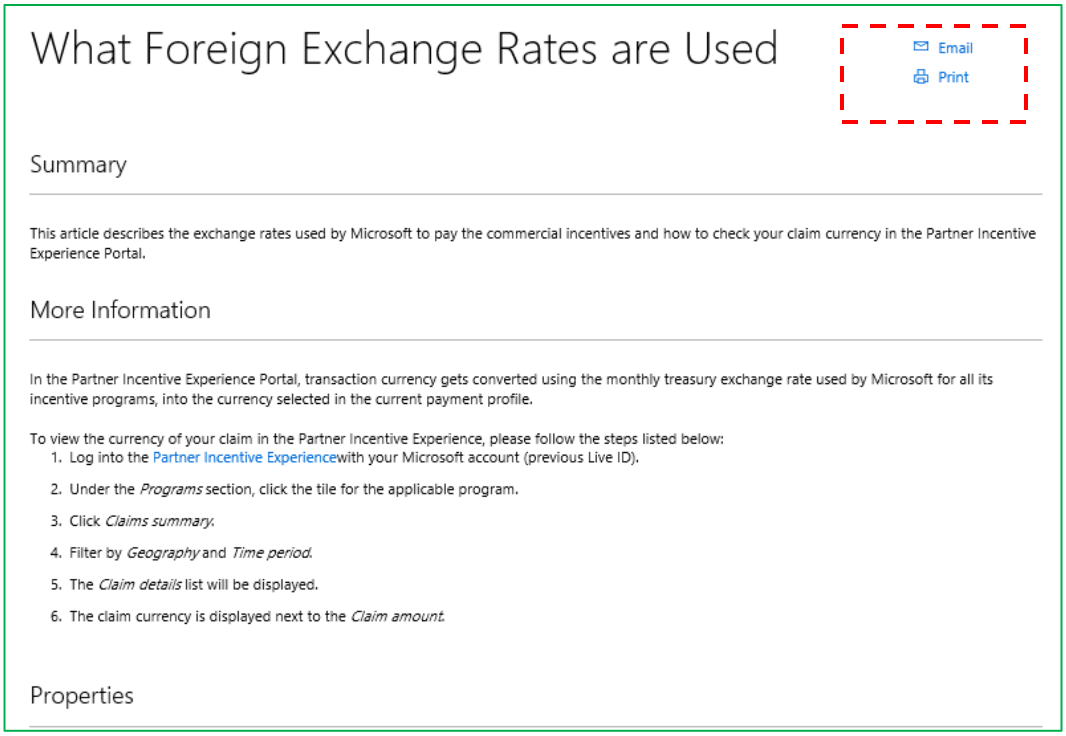
Help option



To access self-help articles:

1. Select the **Help** tab.
2. Filter by **Program, Area**, and **Issue,** and select **Go** to access the most relevant self-help articles.

A list of relevant self-help articles will now appear. If you select an article, it will open on a separate web page.



What Foreign Exchange Rates are Used

Email
Print

Summary

This article describes the exchange rates used by Microsoft to pay the commercial incentives and how to check your claim currency in the Partner Incentive Experience Portal.

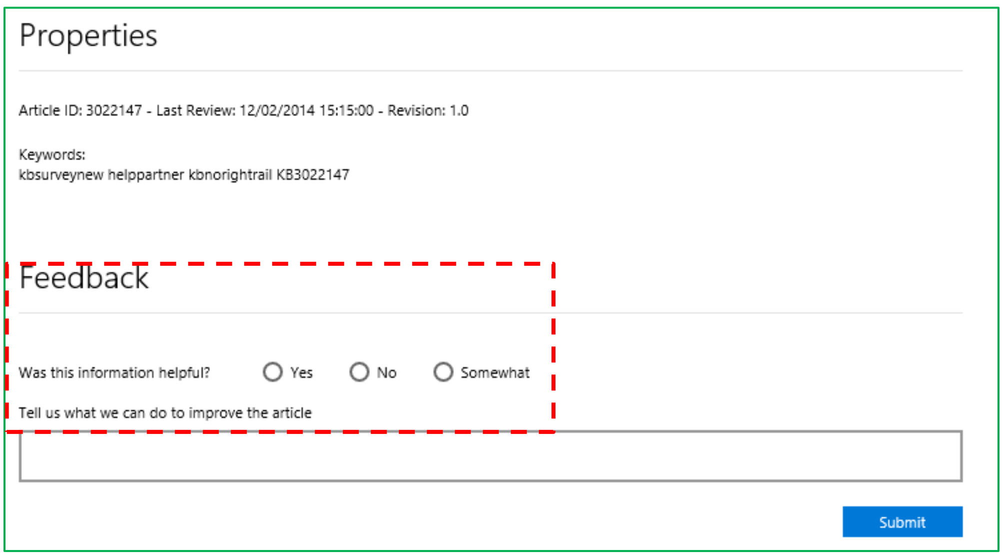
More Information

In the Partner Incentive Experience Portal, transaction currency gets converted using the monthly treasury exchange rate used by Microsoft for all its incentive programs, into the currency selected in the current payment profile.

To view the currency of your claim in the Partner Incentive Experience, please follow the steps listed below:

1. Log into the Partner Incentive Experiencewith your Microsoft account (previous Live ID).
2. Under the *Programs* section, click the tile for the applicable program.
3. Click *Claims summary*.
4. Filter by *Geography* and *Time period*.
5. The *Claim details* list will be displayed.
6. The claim currency is displayed next to the *Claim amount*.

Properties



Properties

Article ID: 3022147 - Last Review: 12/02/2014 15:15:00 - Revision: 1.0

Keywords:
kbsurveynew helppartner kbnorightrail KB3022147

Feedback

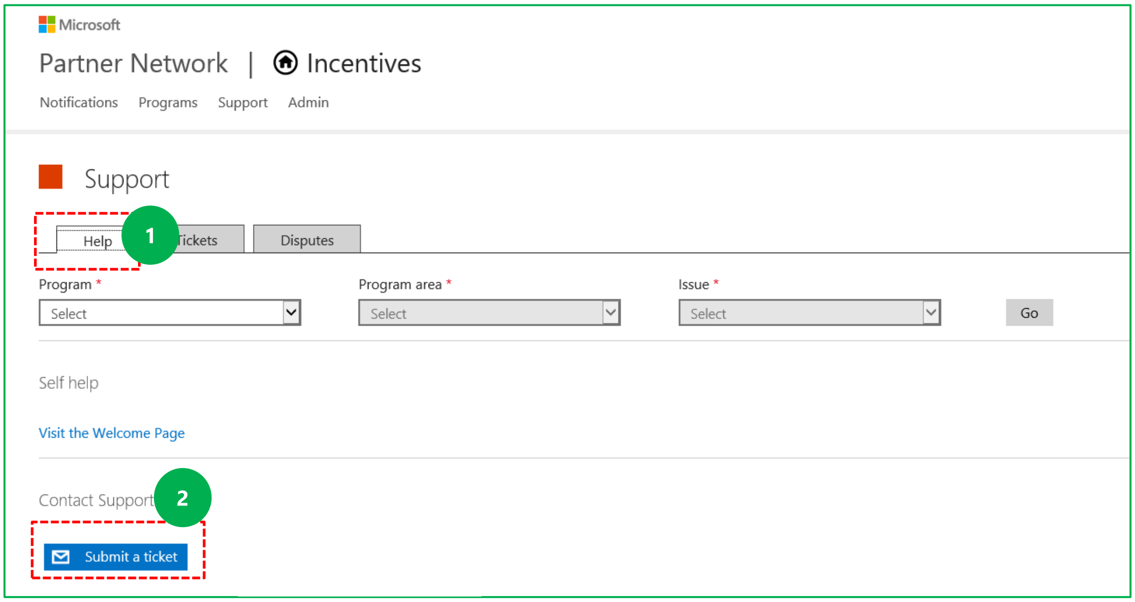
Was this information helpful? Yes No Somewhat

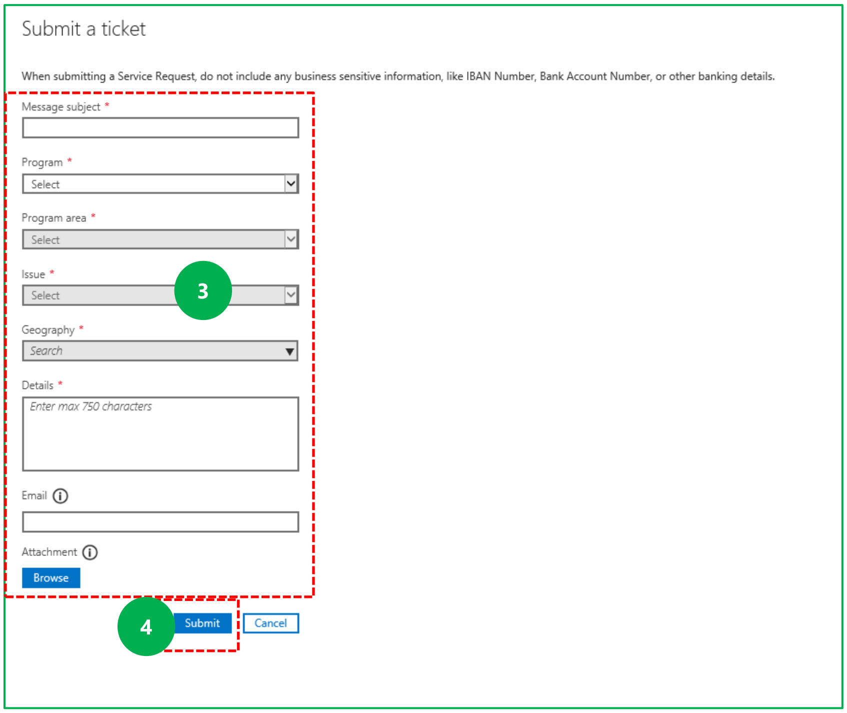
Tell us what we can do to improve the article

Submit

You can print or email the article and rate its content.

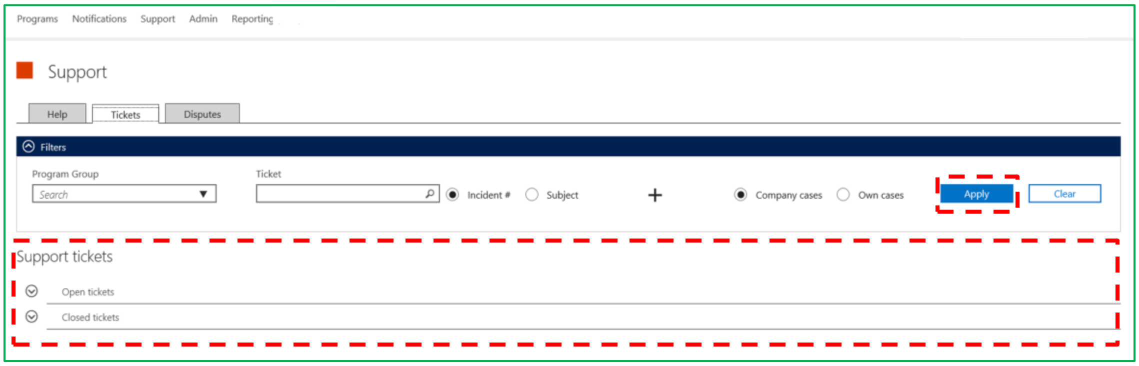
Submit a ticket





1. Select the **Help tab.**
2. Select **Submit a ticket**.
3. Complete the **Submit a ticket** dialog box, add attachments if relevant.
4. Select **Submit** when complete.

Tickets



Select this option to query and filter on open and submitted tickets.

Disputes

- The Dispute payment functionality is no longer integrated within PIEX.
- Payment disputes are sent to Microsoft Support. The standard SLA for a response is five days.
- When contacting Support to dispute a payment it is helpful to include the individual **Payment Clearing Number** (only available from the Export to Excel file within the Download payment details option).

MPN Support

The MPN Portal provides support options for Microsoft Partners including self-help articles searchable by Topic, Chat with a Live Support Agent, Community Support, and submission of a Support Ticket. The Call logging tool remains available.

Support Options on MPN
These support options are accessed through the Microsoft Partner Network on https://mspartner.microsoft.com under the 'Support' tab, select the **Contact Support** option. Then select **Partner Incentives** as your Category. You can now choose your topic and issue.

Commercial Channel Incentive queries which may be logged with Support, include:

- Incentive calculation & payments questions
- Policy questions
- Eligibility queries
- Partner on-board queries

Self-help Articles by Topic
Based on the topic and issue selection, self-help articles can be seen under 'Recommended Solutions' and can be accessed at any time.

Self-help articles will be available in the following languages: English, Chinese (Simplified & Traditional), Japanese, Spanish, Portuguese.

Chat with a Live Support Agent
To initiate a Chat with a live Support Agent, select the **Chat online with a live agent** button. Please fill in the requested information in the pre-chat survey that opens to begin your chat.

Posting a question to the Community
Channel Incentives Support Agents monitor the Microsoft Partner Community. They will acknowledge your post within one business day. Please be aware that this is a public forum so do not post any financial, deal or partner sensitive information.

Start a Support Ticket
Select the **Submit an issue** button to start a support ticket.

Appendix: Microsoft Partner Network ID

1. Within MPN, there are identification numbers for each partner entity used by Microsoft to identify Microsoft Partner. This is also referred to as the MPN ID.
2. For purposes of incentive payment, partners should utilize their Primary Location/Headquarters (HQ) ID or other Location IDs.
3. The MPN Company Address is used to validate and disburse payments to partners. When submitting bank details or tax forms, the Company address should be the same as listed under the relevant MPN ID in the Microsoft Partner Network (MPN) portal. Partners are responsible for ensuring that the correct address is entered in full and accurately in the portal in order to avoid payment delays.