

Modern Work with Surface Program for Small Business Microsoft Customers FAQ

Where can I find the Terms and Conditions?

- [Modern Work with Surface Program Terms & Conditions.](#)

Where can I find the partner/customer flyer?

- [Modern Work with Surface Program Customer Flyer](#)

What markets are eligible for this program?

- A full list of eligible markets is available in the Terms & Conditions, page 5-6. This Program is thru Partner only, and customers are not eligible to claim the rebate(s) directly (including in AU, CA, UK, and US).

How does a customer qualify?

- Qualification criteria can be found in the program terms and conditions, located above.

How do I get a claim code?

- A claim code may be requested by a Customer, Reseller (with authorization of the Customer), or Microsoft Representative **prior to a qualified device purchase or qualifying device lease or DaaS transaction, as applicable**, by emailing the Customer's name and Microsoft TPID (if available) to smsbrfc@microsoft.com.
 - Resellers must obtain a valid Claim Code from the End Customer and validate with Microsoft that the End Customer has a valid claim code **before** offering any discounts funded through the Modern Work with Surface Program. Partners can contact smsbrfc@microsoft.com to validate the End Customer's claim code.

How do we submit a rebate claim?

- Partner must visit aka.ms/mwsmboffer/submitclaim or navigate directly to the [Modern Work with Surface Claim Submission page](#) within 60 days of a qualified device purchase.
- Enter Partner Name
- Enter MPN ID
- Enter Contact Name (Point of contact who Microsoft can contact for payment details)
- Enter Claim Code (valid claim code is required to submit the rebate claim)
- Upload Proof of Execution (and Appendix A for leasing or DaaS transactions, as applicable)
- After all fields are complete click "Submit"
- You will receive a confirmation email verifying the submission

What is Proof of Execution?

- Proof of Execution is required by Microsoft in order to issue a rebate payment. Proof of Execution must be the order invoice for the Qualified Devices for which you are submitting a rebate claim. Proof of Execution cannot be a Purchase Order (PO) or an Excel file.
 - Valid Proof of Execution must contain the following:
 - End Customer Name
 - Date of Purchase
 - Description of devices purchased (including device specifications)
 - Quantity of devices purchased
 - For leasing or DaaS transactions Proof of Performance must also be submitted. Please refer to the applicable Terms and Conditions mentioned above, Section 3. Detailed Eligibility Criteria, Rebate Activities / Documentation.

What happens after I submit the rebate claim and Proof of Execution?

- After submitting your rebate claim the Modern Work with Surface Team you will receive a confirmation email confirming the submission has been completed. Your claim code and Proof of Execution will be verified, and, if your claim is valid, your rebate will be calculated and a second confirmation email from the Modern Work with Surface Team verifying the number of devices claimed and the rebate total will be sent.
- The point of contact will then be invited, via email, to complete a Payee Profile on the Microsoft Payment Central application. This is a secure application where you will choose the method of payment (ACH or check) and provide relevant banking details. **This step must be completed as soon as possible for Microsoft to issue the rebate payment.**
- After completing the Payee Profile, the payment should be received within 60-90 days.

When will the Customer/Partner receive their rebate payment after submitting a valid rebate claim on the Modern Work with Surface Program site?

- We process approved rebate claims as quickly as possible. **Only after the Payee Profile is completed will Microsoft issue the rebate payment.** This process may take up to 60-90 days.

What is Microsoft Payment Central?

- Microsoft Payment Central (MPC) is the centralized onboarding and account maintenance tool for suppliers working with Microsoft globally. Please visit <https://www.microsoft.com/en-us/procurement/payment-central.aspx> for additional information.

Can we check the progress of our rebate?

- Yes, please email smsrfc@microsoft.com to inquire about your rebate payment status.

How does a Microsoft Partner offer the rebate to its customers?

- Partners should build the value of the rebate into their quote to the customer as an upfront discount. The Partner will recoup this discount on the back end by claiming the rebate within 60 days of the qualifying sale.

How often is the eligibility list updated?

- The Program aims to update the eligibility list monthly. To verify customer eligibility please email smsrffc@microsoft.com.

What products are eligible for a rebate?

- Please view the Program Summary section of the applicable [Terms & Conditions](#) to view product eligibility.

Are the offers stackable with other offers from Microsoft?

- This offer may be stackable with Bid Grid, Special Pricing, and Deal Registration pricing programs. Please note that all the foregoing pricing programs are calculated using a percentage of the MSRP of each Eligible Product. This Program is not combinable with the FY21 Surface+ Offer for Microsoft Customers Offer(s) and may not be combinable other promotions or offers from Microsoft.

Where can I find the per unit rebate amounts?

- Rebate amounts may be found on the offer site, customer flyer, and Terms and Conditions.
- The [Modern Work with Surface for Small Business Customers Program](#) Terms and Conditions include an exchange rate on page 13-14 for all eligible markets.

Are renewals and new customers eligible?

- Yes.

Are customers who purchased their licenses via CSP eligible?

- Yes.

Do qualifying purchases need to be direct through Partner and/or are indirect through Partner purchases be eligible?

- Thru Partner only.

When will my customer show as eligible for the Modern Work with Surface Program?

- Data used to verify program eligibility updates between the 15th – 18th of each month. For example, if a customer makes a Qualifying Service Purchase in August, they should show as eligible by September 18th.

May a customer aggregate Qualifying Surface Device Purchases to meet the initial 25-unit minimum order quantity?

- Yes, for Qualifying Surface Device Purchases Customers may aggregate purchases of the applicable Surface SKUs made over a 30-day period to meet the initial 25-unit minimum order quantity.
- Not applicable for leasing or DaaS transactions.

Are leasing and DaaS transactions eligible for the Modern Work with Surface Program?

- Leasing transactions are eligible provided the Authorized Device Reseller (“ADR”) or Distributor Managed Partner (“DMP”) is authorized by Microsoft pursuant to a Microsoft channel agreement to purchase the applicable Eligible Surface Products for onward distribution directly to Customers within the Territory via a device leasing or DaaS program.
- Rebate claims for leasing transactions must also include Proof of Performance with their Proof of Execution documents.

We missed the 60-day rebate claim period. Is there an exception or escalation process?

- No. Microsoft cannot grant exceptions for rebate claims that fall outside the offer Terms and Conditions.

May a customer claim the rebate for a prior device purchase?

- No, Microsoft can only honor rebate claims for customers who requested a claim code prior to the applicable device purchase.