Overview

We recognize the challenging times we are facing globally and the impact on our partners and customers. Based on partner feedback and to maintain continued flexibility, we are adjusting the Cooperative Marketing Fund (Co-op) for the CSP Indirect Provider, Hosting, Managed Reseller and Commercial Distributor incentive programs to allow an exception to the claiming, usage and standard payment policy.

CSP Indirect Provider, Hosting, Managed Reseller and Commercial Distributor partners with unused co-op funds for the FY20 H2 usage period (January 1, 2020 – June 30, 2020) will receive a rebate payment of the unutilized funds. Claims for the FY20 H2 usage period will be accepted and processed up to April 30, 2020. Any claims received after April 30, 2020 will not be accepted, and the partner will receive the remaining co-op funds for the FY20 H2 usage period as rebate.

Surface PC and Surface HUB ADD and Surface PC and Surface HUB Reseller and Mixed Reality Authorized Device Distributor ADD and Mixed Reality ADR and DMP partners will receive an extension to their co-op usage period. This extension allows for unutilized co-op funds at the end of FY20 H2 to be rolled over into the FY21 H1 usage period (July 1, 2020 – December 31, 2020).

For now, we plan to maintain co-op to be earned for the remainder of FY20 H2 to help partners accumulate funds for beneficial and valuable marketing activities to reinvest back into their business and accelerate future growth.

FAQs

What is changing?
CSP Indirect Provider, Hosting, Managed Reseller and Commercial Distributor incentive programs participating in Co-op will allow for unused co-op funds for the FY20 H2 usage period (January 1, 2020– December 31, 2020) to be paid as a rebate payment for the unutilized funds. Surface PC and Surface HUB ADD and Surface PC and Surface HUB Reseller partners will receive an extension to their co-op usage period, allowing for unutilized co-op funds at the end of FY20 H2 to be rolled over into the FY21 H1 usage period (July 1, 2020 – December 31, 2020).

When will I receive the rebate payment?
Managed Reseller, Commercial Distributor, Hosting and CSP Indirect Provider partners participating in co-op will receive their rebate payment for unused FY20 H2 usage funds by end of June.

Where do I receive the rebate payment?
The rebate payment for Managed Reseller, Commercial Distributor, Hosting and CSP Indirect Provider partners will be issued via the payment methods outlined in the individual program’s respective incentive guide.
**Who should I contact if I do not receive my rebate payment?**

Please contact support and submit a ticket if you did not receive your payment by end of June.

**When should we stop submitting claims for the FY20 H2 usage period?**

Claims for Managed Reseller, Commercial Distributor, Hosting and CSP Indirect Provider partners will be accepted and processed up to April 30, 2020 for the FY20 H2 usage period. The remaining unutilized FY20 H2 usage funds will be paid as rebate.

**Is Microsoft considering further rebate payment exceptions or roll-overs in FY21?**

As we look ahead to FY21, we will continue to assess how best our programs help our partners. Our commitment is to provide you with the support you need to maintain business continuity, and we will consider adjusting our approach to programs as this situation evolves.

**Where can I go for support an additional information regarding this announcement?**

Please submit a support ticket using the link below. Microsoft Partner Network Support (MPN) is available (when signed in) using the following steps:

1. Go to the Microsoft Partner Network website on https://partner.microsoft.com. • Under the ‘Support’ tab at the top of the page.

2. Select ‘Contact Support’ from the drop-down menu.

3. When the portal opens, select ‘Partner Incentives’ as your Category.

4. You are then able to choose your, Topic and Issue.