



Azure Accelerate Partner Nominated

Overview and Claim Process



Agenda

01 Overview and Eligibility

02 Step by Step Nomination Process

03 Frequently Asked Questions



Eligibility for Azure Accelerate Partner Nominated (Services partners)

Partner Eligibility



Depending on engagement type, you must have a qualifying:

- Azure Specialization, or
- SMB Solution Partner Designation (SPD)

Customer Eligibility



- For Azure Specialized partners, any customer with a valid TPID or Azure Subscription ID, except for Strategics
- For SMB SPD, SMC-Corporate and SMB customers with an Azure SubID

* Partners providing services

** Partners who develop software³

Eligibility for Azure Accelerate Partner Nominated (Software development companies)

Partner Eligibility



Depending on engagement type, you must have a qualifying:

- Certified Software Designation, or
- ISV Top Tier

Customer Eligibility



- All customers with a valid TPID are eligible

* Partners providing services

** Partners who develop software³

Azure Accelerate | Services Partner Eligibility Alignment

Azure specialization, Azure Expert MSP, or Azure solutions designation are eligible for differentiated benefits

Azure Accelerate partner eligibility alignment by scenario

Each of these scenarios categorizes as different projects

Scenarios	Specialization Eligibility	Designation Eligibility	Factory Eligibility
Pre-sales (Assessment and POV)	<ul style="list-style-type: none">Specializations or Azure Expert MSP aligned to the following Scenarios: <i>Core Migrate and Modernize, SAP, Data Platform, and AI Apps, Agents, and Developer</i>	<ul style="list-style-type: none">N/A	<ul style="list-style-type: none">All specialized and solutions designated partners are eligible for Cloud Accelerate Factory benefits
Core Migrate and Modernize (Includes Infra DB Migration and App Modernization)	<ul style="list-style-type: none">Azure specialized partner in Infra/Database Migration, or Kubernetes on Microsoft Azure, or Migrate Enterprise Applications on Azure orAzure Expert MSP	<ul style="list-style-type: none">Infrastructure solutions designated partner with SMB track	
Core Migrate and Modernize with Microsoft Defender for Cloud			
Migrate and Modernize VMware	<ul style="list-style-type: none">Azure specialized partner in Azure VMware Solution orAzure Expert MSP		
Virtual Desktop Infrastructure Migration	<ul style="list-style-type: none">Azure specialized partner in Azure Virtual Desktop		
SAP workloads (Includes SAP RISE, SAP Native on Azure, SAP Grow)	<ul style="list-style-type: none">Azure Specialized partner in SAP on Azure	<ul style="list-style-type: none">N/A	
Data Platform (Includes Fabric and Azure Databricks)	<ul style="list-style-type: none">Azure specialized partner in Analytics on Microsoft Azure or Data Warehouse Migration to Microsoft Azure	<ul style="list-style-type: none">Data & AI or Digital & App Innovation solutions designated partner with SMB track	
AI Apps, Agents, and Developer (Includes Azure AI Foundry & Platform, Azure Apps Service, Azure Kubernetes Service, Azure Open AI, Azure AI Services, GitHub Enterprise, GitHub copilot etc.)	<ul style="list-style-type: none">Azure specialized partner in Build AI Apps, or AI Platform, or Accelerate Developer Productivity with Microsoft Azure		

Azure Accelerate Partner Nominated Offerings

Azure Accelerate Partner Nominated offers pre-sales engagements and post-sales engagements



Pre-Sales – Plan

Assessment

- Discovery and assessment of customer on-premises or cloud environment to support their cloud journey.
- Application assessment (and code analysis) to create a modernization and AI first transformation plan.

Proof of Value (POV)

- Setup your new workload in Azure and test capabilities. Explore any scenario, including migration or implementing your first AI-enabled app.



Post-Sales – Implement


Landing zone build (or review existing)

- Build a landing zone that is ready to support the customer implementation.
- Address design issues for identity, networking, security, management, and governance.

Implementation and go-live

- Migrate, modernize and innovate workloads at scale on/to Azure, including testing and cut-over.
- Build new solutions in Azure, including support for agents, data platform and cloud-native apps using AI.

Azure Accelerate Partner Nominated Supported Scenarios



Core Migrate and Modernize

- Securely Migrate Windows Server, SQL Server, Linux and open source databases to Azure Virtual Machines, AzureSQL, Azure PostgreSQL, Azure CosmosDB, Azure MySQL
- Modernize existing applications to Azure

AI Apps, Agents, and Developer

- Azure AI Foundry & Platform (Agents and Models), Azure Kubernetes Service (AKS), Azure App Service, Azure Open AI, Azure AI Services, Developer (GitHub Enterprise, GitHub Advanced Security, GitHub Copilot, GitHub Actions, GitHub Codespaces etc.)

Data Platform

- Microsoft Fabric, Azure Databricks

Migrate to Virtual Desktop Infrastructure (VDI)

- Azure Virtual Desktop

Migrate and Modernize Vmware

- Azure VMware Solution (AVS)

SAP

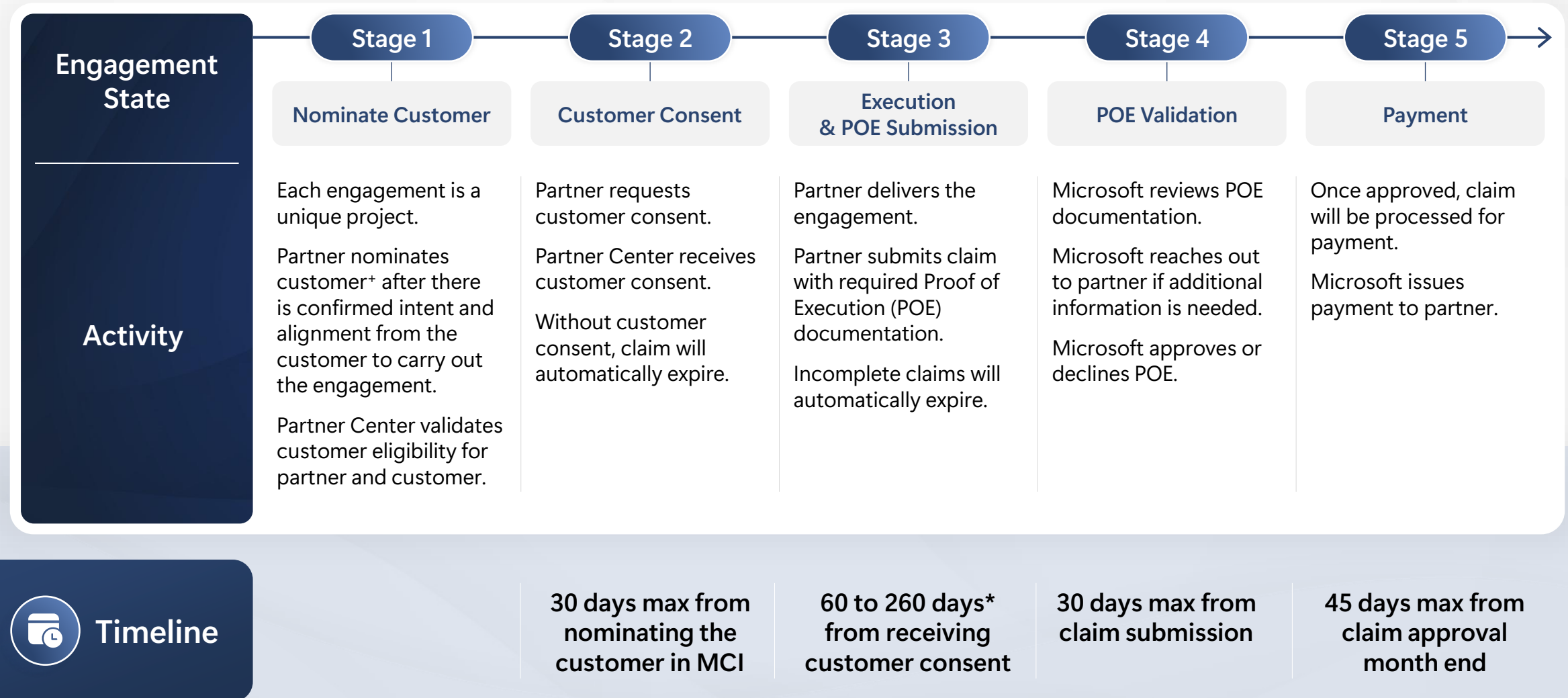
- SAP on Azure Native, SAP RISE & SAP Grow

Note: Other complementary products and their ACR can only be accounted for when they are used in conjunction with the primary qualifying services/workloads. Examples of complimentary products include: Azure SQL, Azure PostgreSQL, Azure CosmosDB, Azure MySQL, Azure Container Apps, Azure Security services (e.g., Microsoft Defender For Cloud), other NoSQL databases, API Management, Azure Functions, Logic Apps (AIs) etc. If you have any questions, please email the azurepartneroffering@microsoft.com alias.

Azure Accelerate Partner Nominated

Step by Step Claim Process

Azure Accelerate Partner Nominated Claim Pathway



+ Nominate by clicking "Add Customer" in Partner Center > Incentives > MCI Engagements. See <https://aka.ms/MCIPartnerActivitiesClaimsGuide>

*The exact timeline for this stage will depend on the size of the engagement.

Stage 1 | Nominate Customer for Standard Engagement

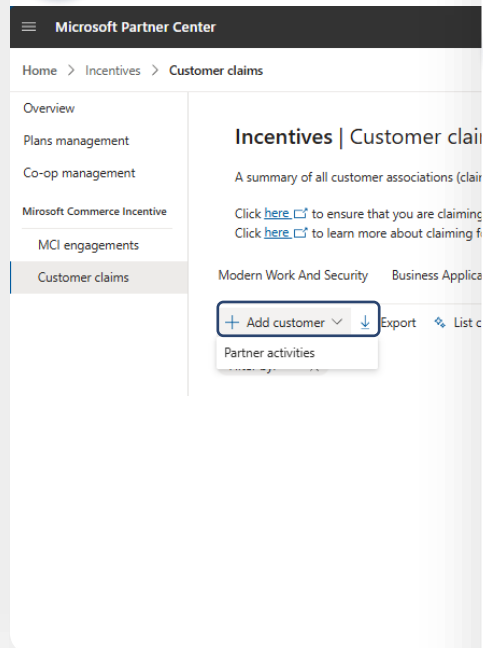
(For Azure Specialization)

0

Navigate to the incentive's portal: <https://aka.ms/AzurePLOfferingsNominate> and click on the Azure tab.

1

Click Customer claims on the left menu bar and then select Add customer.



2

Use Customer TPID or Azure SubID ID as the CustomerIDType.

Add customer | Associate customer

All active, enrolled and eligible Partners can claim a customer. Select the customer ID type from the dropdown below. The tenant ID or TPID will be used to determine customer eligibility. If a tenant ID is used, the Partner must provide the Opportunity ID for the customer.

Claim name*
Enter a name that you want to use to identify the customer.

Partner location*
[Dropdown menu]

Customer ID type*
[Dropdown menu: TPID]

Customer ID*
Enter the TPID
[Text input field]

3

To find the customer TPID, reach out to your PDM or AzurePartnerOffering@microsoft.com. Please refer to [Slide 9](#) for additional details.

- ☒ Associate customer
- ☒ Associate engagement
- ☐ Contact Information
- ☐ Review and complete

Add customer | Associate engagement

Select the engagements that you are ready to offer to this customer. You will only be able to select an engagement and create a claim if both you and the customer are currently eligible.

Eligible Ineligible

- ☒ Azure Accelerate: AI, Agents & Dev (SMB) S
- ☐ Azure Accelerate: AI, Agents & Dev (SMB) XS
- ☐ Azure Accelerate: AI, Agents & Dev (SMB) XXS
- ☐ Azure Accelerate: AI, Agents & Dev Assess + POV
- ☐ Azure Accelerate: AI, Agents & Dev Assess + POV L
- ☐ Azure Accelerate: AI, Agents & Dev L+
- ☐ Azure Accelerate: AI, Agents & Dev M
- ☐ Azure Accelerate: AI, Agents & Dev S
- ☐ Azure Accelerate: AI, Agents & Dev XS
- ☐ Azure Accelerate: AI, Agents & Dev XXS
- ☐ Azure Accelerate: AVS Migrate & Modernize (SMB) S
- ☐ Azure Accelerate: AVS Migrate & Modernize (SMB) XS
- ☐ Azure Accelerate: AVS Migrate & Modernize L+
- ☐ Azure Accelerate: AVS Migrate & Modernize M
- ☐ Azure Accelerate: AVS Migrate & Modernize S

Select the right engagement type and size

Making a Claim with a Customer TPID

(For Azure Specialization)

Steps to Check Eligibility

1. Complete the Add Customer screen and click Next. If no engagements are showing as eligible or the one you want is not showing.
2. Pause and check the **Ineligible** tab to verify if the **Customer ID** or **Location ID** is flagged.
3. If the message states **CustomerID ineligible**, email the [Azure Partner Offering Help](#) alias.
4. Include a **screenshot** of the Ineligible tab screen with the engagement and error message for faster assistance.

Add customer | Associate customer

All active, enrolled and eligible PartnerIDs formerly MPNIDs, that you have access to are shown in the dropdown below. The tenant id associated with the domain name provided will be used to determine customer eligibility. If a tenant id can't be found using the domain name, you will need to provide the tenant ID or TPID for the customer. For variable pay engagements you will need to provide the Opportunity ID for the customer. [Manage enrollments](#)

Claim name *
Enter a name that you want to use to track the claim

Azure Accelerate PN Migration

Partner location *

Customer ID type *

TPID

Customer ID *
Enter the TPID

i

> What Customer details do I need to make a claim?

- What engagement are you working on?
- Estimated incremental ACR to determine engagement size
- Customer TPID or SubID that maps to an active TPID
- Customer contact name, email and title

> How do I get a Customer TPID?

- You can get a Customer TPID via your PDM or you can email the [Azure Partner Offering Help](#) alias (azurepartneroffering@microsoft.com).
- When you email the alias asking for a TPID, for the fastest look up and most accurate TPID, please provide the following:
 - Customer's full name (no acronyms, please)
 - TenantID or Azure SubID
 - Public facing website domain (no onmicrosoft.com domains, please)
 - Location
- The alias typically will respond 2 days during the business week. If we need to activate at TPID, it will take 7 business days.

> What if a customer does not have a TPID?

- If the customer does not have a TPID, ask whether they have an Azure SubID ID.
- If they do not have a SubID and you have not yet contacted [Azure Partner Offering Help](#), please email the team to verify whether a TPID exists.
- If a TPID needs to be issued, please note that the end-to-end SLA is 7 business days.

> How can I check Customer eligibility?

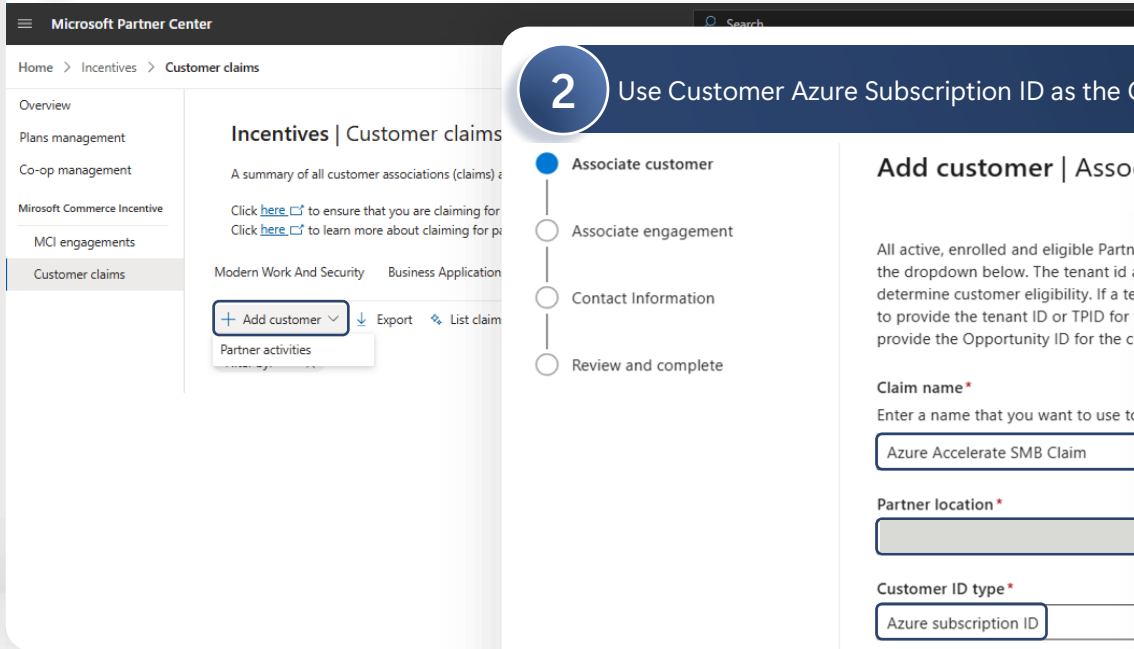
If you have the customer TPID, you can step through adding a customer but stop after the second step when it shows eligible engagements. If you click on the Ineligible tab, it will show if the CustomerID or LocationID is ineligible. You can send the screenshots to the help alias for more help.

Stage 1 | Nominate Customer for SMB Engagement

(For SMB Solution Partner Designation)

1

Navigate to the incentive's portal: <https://aka.ms/AzurePLOfferingsNominate> and click on the Azure tab.



2

Use Customer Azure Subscription ID as the CustomerIDType.

- Associate customer
- Associate engagement
- Contact Information
- Review and complete

Add customer | Associate customer

All active, enrolled and eligible PartnerIDs from the dropdown below. The tenant id associated with the dropdown determine customer eligibility. If a tenant id is provided the tenant ID or TPID for the customer, provide the Opportunity ID for the customer.

Claim name*

Enter a name that you want to use to track

Azure Accelerate SMB Claim

Partner location*

Customer ID type*

Azure subscription ID

Customer ID*

Enter the Azure subscription ID

3

To find the SubID, reach out to your customer. Detailed steps are available here: [Get subscription and tenant IDs in the Azure portal - Azure portal | Microsoft Learn](#).

- Associate customer
- Associate engagement
- Contact Information
- Review and complete

Add customer | Associate engagement

Select the engagements that you are ready to offer to this customer. You will only be able to select an engagement and create a claim if both you and the customer are currently eligible.

Eligible Ineligible

- ☒ Azure Accelerate: AI, Agents & Dev (SMB) S
- ☐ Azure Accelerate: AI, Agents & Dev (SMB) XS
- ☐ Azure Accelerate: AI, Agents & Dev (SMB) XXS
- ☐ Azure Accelerate: AI, Agents & Dev Assess + POV
- ☐ Azure Accelerate: AI, Agents & Dev Assess + POV L
- ☐ Azure Accelerate: AI, Agents & Dev L+
- ☐ Azure Accelerate: AI, Agents & Dev M
- ☐ Azure Accelerate: AI, Agents & Dev S
- ☐ Azure Accelerate: AI, Agents & Dev XS
- ☐ Azure Accelerate: AI, Agents & Dev XXS
- ☐ Azure Accelerate: AVS Migrate & Modernize (SMB) S
- ☐ Azure Accelerate: AVS Migrate & Modernize (SMB) XS
- ☐ Azure Accelerate: AVS Migrate & Modernize L+
- ☐ Azure Accelerate: AVS Migrate & Modernize M
- ☐ Azure Accelerate: AVS Migrate & Modernize S

Select the right engagement type and size

Making a Claim with an Azure Subscription ID (SubID)

(For SMB Solution Partner Designation)

Steps to Check Eligibility

1. Complete the Add Customer screen and click Next. If no engagements are showing as eligible or the one you want is not showing.
2. Pause and check the **Ineligible** tab to verify if the **Customer ID** or **Location ID** is flagged.
3. If the message states **CustomerID ineligible**, email the [Azure Partner Offering Help](#) alias.
4. Include a **screenshot** of the Ineligible tab screen with the engagement and error message for faster assistance.

Add customer | Associate customer

All active, enrolled and eligible PartnerIDs formerly MPNIDs, that you have access to are shown in the dropdown below. The tenant id associated with the domain name provided will be used to determine customer eligibility. If a tenant id can't be found using the domain name, you will need to provide the tenant ID or TPID for the customer. For variable pay engagements you will need to provide the Opportunity ID for the customer. [Manage enrollments](#)

Claim name *
Enter a name that you want to use to track the claim
Azure Accelerate SMB Claim

Partner location *

Customer ID type *
Azure subscription ID

Customer ID *
Enter the Azure subscription ID

- > **What customer details do I need to make a claim?**
 - What engagement are you working on?
 - Estimated incremental ACR to determine engagement size
 - Customer's Azure SubID
 - Customer contact name, email and title
- > **New! For SMB: Azure SubID is required to claim**
- > **How do I get an Azure Subscription ID?**
 - Follow these steps: [Get SubscriptionID and TenantIDs in the Azure portal - Azure portal | Microsoft Learn](#).
- > **What if a customer does not have an Azure Subscription ID?**
 - If the customer does not have a SubID, ask [Azure Partner Offering Help](#) (azurepartneroffering@microsoft.com) for help.
- > **How can I check customer eligibility?**

If you have Azure SubID, you can step through adding a customer but stop after the second step when it shows eligible engagements. If you click on the Ineligible tab, it will show if the CustomerID or LocationID is ineligible. You can send the screenshots to the [Azure Partner Offering Help](#) alias for more help.

Next Steps after Getting Customer Consent



1. After claim is created in MCI, you will need to send for customer consent. See [slide 13](#) for customer facing email and consent question.

Once customer consent is received in the tool, you can start the engagement. Getting consent before you start is especially important as we set the ACR baseline at the time of customer consent for our performance measurement tracking.

2. Based on the Engagement Type and Size you have the following amount of time to submit your claim:

Project Size	Timeline for Execution & POE Submission
Assessment + POV	120 days
Extra-Extra Small (XXS)	120 days
Extra Small (XS)	120 days
Small engagement (S)	120 days
Medium (M)	200 days
Large (L+)	260 days

3. Once the engagement is complete, you will need to submit the following POE:

- Customer Survey (triggered by Partner, completed by customer)
- Partner Survey (completed by Partner)
- Upload an invoice (in USD, no tax)
- Upload signed POE template. For post-sales you will need to provide valid Azure SubIDs for us to track ACR for partner performance measurement (aka.ms/AzurePerformanceMeasurement)
- Assessment + POV engagements require a Solution Architecture, Post-Assessment/POV Deployment

4. Once a claim is Approved, payment will be sent within 45 days of claim approval month end.

Stage 2 | Customer Consent

1 Customer consent email/link expires in 30 days! You must receive customer consent in the tool before you start the project. Click "Sent email..." under Action for the claim.

Microsoft Partner Center

Search

Home > Incentives > Customer claims

Overview

Plans management

Co-op management

Microsoft Commerce Incentive

MCI engagements

Customer claims

Incentives | Customer claims

A summary of all customer associations (claims) across all engagements along with the status and action required.

Click [here](#) to ensure that you are claiming for the right customer engagement for CPOR claims.

Click [here](#) to learn more about claiming for partner activities.

Modern Work And Security Business Applications **Azure** Devices

+ Add customer ↓ Export List claims requiring action

Customize 6 Months Filter Search by Customer name, Claim ID, PartnerID, Customer ID, Claim

Filter by: X

Claim ID	Engagement	Claim name	Customer name	Customer ID	PartnerID	Partner name	Last updated	Claims expiry	Status	Action
3347391	Azure Accelerate: AI, Agents & Dev (SMB) S	Azure Accelerate SMB Claim	T				9/11/2025	10/10/2025	Customer claimed	<div>Send email for customer consent</div>

3 Customer consent email sent to customer.

Action required: Confirm participation in the Azure Accelerate: AI, Agents & Dev (SMB) S

Microsoft

Wed 9/10/2025 5:58 PM

Microsoft

Action required

Confirm your organization's participation in the Azure Accelerate: AI, Agents & Dev (SMB) S

Bob Example,

a Microsoft partner, has indicated that your organization has been nominated for the Azure Accelerate: AI, Agents & Dev (SMB) S that the partner will conduct. Please confirm your consent within 30 days to have conduct this engagement for your organization. If you decline participation, please tell us why. Please confirm or decline by clicking the button below.

Microsoft

Customer consent

Do you give your consent to work with partner to complete 'Azure Accelerate: AI, Agents & Dev (SMB) S'?

Yes

No

Submit

4 Customer consent confirmation sent back to partners.

Customer consent was provided for an engagement

Microsoft

Mon 9/22/2025 8:57 PM

Microsoft

Consent received from for Azure Accelerate: AI, Agents & Dev (SMB) S

has consented to move forward with the Azure Accelerate: AI, Agents & Dev (SMB) S.

You are approved to start execution of this engagement. Once the engagement is completed, you can submit a claim.

To submit your claim [3352267](#) for review, follow the proof of execution (POE) guidance.

POE guidance

Now that you've received customer consent, you'll need to conduct the engagement and complete the following required documentation in your claim [3352267](#)

- Partner survey
- Customer survey
- Invoice
- Findings and recommendations or POE document

Stage 3 | POE Submission

1 Click "Submit Claims" once the customer engagement has been completed

Home > Incentives > Customer claims

Overview
Plans management
Co-op management
Microsoft Commerce Incentive
MCI engagements
Customer claims

Incentives | Customer claims

A summary of all customer associations (claims) across all engagements along with the status and action required.
Click [here](#) to ensure that you are claiming for the right customer engagement for CPOR claims.
Click [here](#) to learn more about claiming for partner activities.

Modern Work And Security Business Applications **Azure** Devices

+ Add customer ↓ Export List claims requiring action Customize 6 Months Filter Search by Customer name, Claim ID, PartnerID, Customer ID, Claim

Filter by: X

Claim ID	Engagement	Claim name	Customer name	Customer ID	PartnerID	Partner name	Last updated	Claims expiry	Status	Action
3345458	Azure Accelerate: AI Agents & Dev Assess + POV	Azure Accelerate PN Migration					9/7/2025	1/4/2026	Customer consent received	Submit claim

- Each claim has an expiration date based on its type and size.
- You can submit the claim once you have completed the engagement.
- POE requirements vary by engagement type.
- You can find the POE requirements in their respective POE Templates that are linked in the Engagement Summaries.
- For the latest POE guidance for Assessment + POV engagements, please visit <https://aka.ms/AzureAcceleratePOEGuide>.

Need help submitting your POE? Ask AI Assistant

Claim 3347391 | Azure Accelerate SMB Claim

[Edit](#) [Submit claim](#)

AI Assistant can offer personalised suggestions and insights based on your claim's current status and req... [Suggest next steps](#)

Summary of your engagement claim. You must submit your claim with all of the required information before Microsoft can review it. [Learn More](#)

2 Upload and complete POE requirements

Submit Proof of Execution

Note: When uploading POE documents with customer email addresses, please blur the customer personal information and keep the domain information visible.

Invoice*

[Download Template](#) [Upload proof of execution](#) [Remove](#)

<input type="checkbox"/>	Document Name	Type	Last activity
<input type="checkbox"/>	Invoice for Claim 3347391	docx	Updated by on September 23, 2025


Drag files here to upload

Proof of execution supporting documents*

[Upload proof of execution](#) [Remove](#)

<input type="checkbox"/>	Document Name	Type	Last activity
<input type="checkbox"/>	Claim 3347391 Azure Pricing Calculator	docx	Updated by September 23, 2025
<input type="checkbox"/>	Claim 3347391 POE Template	docx	Updated by September 23, 2025

Making a Claim in MCI – Surveys

Action required: Complete customer survey for the Azure Accelerate: AI, Agents & Dev (SMB) S

Microsoft

Wed 9/10/2025 6:11 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

Microsoft

Please complete this customer survey for the Azure Accelerate: AI, Agents & Dev (SMB) S

Thanks for participating in the Azure Accelerate: AI, Agents & Dev (SMB) S with

As part of the engagement completion process, each customer is required to fill out a brief survey to monitor engagement quality. Please select the [survey](#) to provide your response.

If you have questions about Microsoft solutions and your engagement, we encourage you to reach out to your partner, [\[redacted\]](#)

[Privacy Statement](#)
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Microsoft

AI Apps, Agents & Dev SMB Customer Survey

Microsoft Privacy Statement: <https://go.microsoft.com/fwlink/?LinkId=521839>

Note: Information in survey is maintained within Microsoft and is not shared externally or used for marketing purposes

* Required

1. Date the engagement started? *

2. Date the engagement was completed? *

3. Did the partner complete all required activities as part of this engagement? *

☐ Yes
☐ No

4. Share feedback on your experience with the partner on this engagement.

5. By signing this form electronically, the customer confirms the answers to the questions above are true and accurate. Please type your Full Name, Company Name, and Title in the space below. *

Submit



Surveys

Survey emails are only sent once per day.

Customer Survey: Completed

Partner Survey: Completed

AI Apps, Agents & Dev SMB Partner Survey

Microsoft Privacy Statement: <https://go.microsoft.com/fwlink/?LinkId=521839>

Note: Information in survey is maintained within Microsoft and is not shared externally or used for marketing purposes

* Required

1. Date the engagement started? *

2. Date the engagement was completed? *

3. Did you complete all required activities as outlined in the MCI Guide as part of this customer engagement? *

☐ Yes
☐ No

4. Was this engagement resubmitted as a result of a previous engagement that had to be cancelled? *

Reasons for cancellation may include: change in project timelines, change in work scope or estimated ACR, etc.

☐ Yes
☐ No

5. If this was resubmitted for a previous engagement that had to be cancelled: Please enter the Claim ID of the cancelled engagement

6. Share feedback and suggestions for Azure Partner Nominated engagement improvements

7. By signing this form electronically, the partner confirms that they have delivered the engagement fully per all published requirements in the Microsoft Commercial Partner Incentives Guide. To sign, please type your Full Name, Company Name, and Job Title in the space below. *

Submit

You must send the Customer Survey to the customer and get the confirmation back that they completed it before submitting the claim.

Azure Accelerate Partner Nominated

Frequently Asked Questions

Azure Accelerate Partner Nominated FAQ

> What do I need to make a claim for Azure Accelerate Partner Nominated?

- Partner must have a qualifying specialization, Solution Partner Designation, Certified Software Designation, or be a Top Tier ISV (through December 31, 2025).
- Partner must complete Banking and Tax Profile for each location they wish to claim.
- Customer TPID or an Azure Azure SubID that maps to an active TPID.

> What Customers are eligible for Azure Accelerate Partner Nominated?

- For our standard engagements, all customers with a valid TPID or Azure Azure SubID that maps to a valid TPID are eligible, except for Strategics. If a Strategic Customer, the Microsoft Account team can nominate for Azure Accelerate Field Nominated via a Microsoft internal tool called the Azure Offer Navigator.
- For our SMB engagements, SMC-Corporate and select SMB customers with a valid TPID or Azure Azure SubID that maps to a valid TPID are eligible.
- For ISV engagements, all customers with a valid TPID are eligible.

Azure Accelerate Partner Nominated FAQ

- **What Customer details do I need to make a claim?**
 - Customer TPID or an Azure Azure SubID that maps to an active TPID.
 - Customer contact name, email and title.
 - Estimated incremental ACR.
- **What CustomerIDType(s) are accepted for Azure Accelerate Partner Nominated?**
 - We accept a valid TPID or an Azure Azure SubID that maps to an active TPID.
- **How do I get a Customer TPID?**
 - You can get a Customer TPID via your PDM or you or internal stakeholders can email the [Azure Partner Offering \(azurepartneroffering@microsoft.com\)](mailto:azurepartneroffering@microsoft.com) alias).
 - When you email the alias asking for a TPID, for the fastest look up and more accurate TPID, please provide the following:
 - Customer's full name (no acronyms, please).
 - Azure TenantID or Azure SubID.
 - Public facing website domain (no onmicrosoft.com domains, please)
 - Location.
 - The alias typically will respond 2 days during the business week. If we need to activate at TPID, it will take 7 business days from our reply date.

Azure Accelerate Partner Nominated FAQ

- **What if the customer does not have a TPID or Azure SubID?**
 - First, email the Azure Partner Offerings Help AzurePartnerOffering@microsoft.com to confirm there is no TPID. If no TPID is available, we recommend asking the customer for an Azure SubID ID. Alternatively, the team can help with TPID creations as well:
 - Customer will need to have a CRM record.
 - Once issued, the CRM record will need to be updated.
 - TPID needs to be sent to the Azure Partner Offering alias for them to submit for activation within 7 business days.
- **How long does it take to have a TPID issued?**
 - At the current time, it will take 7 business days for the TPID to be issued and 7 business days to activated in MCI.
- **What does the Customer Consent email look like? Does it contain the payout amount?**
 - Please refer to [Slide 11](#) for screenshots. Please note the email does not include payout amounts.
- **What can a partner use these funds for?**
 - This incentive is provided towards partner growth; it's not a payment for services. As the partner, you have full discretion over how the funds are used.

Azure Accelerate Partner Nominated FAQ

- **Can I start the engagement before I make a claim?**
 - No, you must create the claim and receive the Customer Consent confirmation within MCI before you start an engagement.
 - Consent before you start is critical, as we track ACR for all post-sales engagements. The ACR baseline is set at the time of Customer Consent.
<https://aka.ms/AzurePerformanceMeasurement>.
- **What does the Customer Survey ask?**
 - For all our standard engagements, they are the same. Please refer to Slide X.
 - The survey consists of 3 questions:
 1. Start Date.
 2. End Date.
 3. Did the partner complete all the required activities as a part of this engagement? Yes/No.
 - Customer must electronically sign the survey as an attestation that Partner completed the engagement.
 - There is an optional feedback field.
- **Why can't I select my Location in the Add Customer prompt in MCI?**
 - If your locations are greyed out, the 3 main reasons is:
 1. You are not eligible. You can email the Azure Partner Offering alias to check eligibility.
 2. Your [Banking and Tax Profile](#) is not complete.
 3. You have not been [granted permissions](#) by your Partner Center admin.

Azure Accelerate Partner Nominated FAQ

> What are Azure Accelerate Partner Nominated Performance Measurement requirements?

- We have both pre-sales and post-sales performance measurement requirements:
 1. Pre-Sales – Maintain a 3:1 ratio between pre- and post-sales engagements.
 2. Post-Sales – Maintain an ACR Success Rate of 60% or more.
- For more information, please download the Performance Measurement document here: <https://aka.ms/AzurePerformanceMeasurement>.

> How long does it take a review a claim and pay me?

- Our standard SLA is to review a claim within 48 hours during the business week.
- If a claim is escalated due to agent not being able to resolve claim issues, it falls out of the normal SLA.
- Payment is issued within 45 days of claim approval month end.

> What is required in the invoice we need to upload?

- Microsoft provides a template, but you are welcome to use your own. Each invoice must contain:
 1. Engagement Claim ID.
 2. Partner Name.
 3. Invoice amount (Incentive rate) in US Dollars.
 - Invoice amount must match payout amount for Partner Market + engagement combination as shown in the [Microsoft Commercial Partner Incentives Guide](#) and must be shown in USD. VAT should not be included.

Azure Accelerate Partner Nominated FAQ

> Can I extend my claim?

- No, each engagement has a specific timeline.
- If you cannot finish the engagement before the claim will expire, you should make a new claim and following the following steps:
 - Customer Consent will need to be received for the new claim.
 - Once the engagement is complete, in the Partner Survey, there is a question that asks if the claim is part of a prior claim. You will need to mark “Yes” and include the prior claim ID in the next field. This is **critical** for 2 reasons:
 1. Allows the claim agents to check the customer consent date on the old claim (as you cannot start before you get consent).
 2. The ACR baseline is set at the time of Customer Consent. Our reporting will reference the first claim’s consent date.

> Are there any limits on the amount of claims I make?

- There are 2 controls we have in place:
 1. Engagement Max Cap Limits – We allow up to 4 approved claims, with a maximum of 2 concurrent claims. This requirement applies per Engagement and T-shirt size, TPID, and Partner Location ID.
 2. Cap on Max Partner Earnings – Partner earnings are capped at \$3M at the all up PartnerOneID level.

Azure Accelerate Partner Nominated Resources

- For MCI office hours, please register via: [MCLandingPage Listing Page](#)
- Partner Facing Overview deck:
<https://aka.ms/AzureAccelerateOverviewDeck>
- MCI Incentives Guide: <https://aka.ms/incentivesguide>
- MCI Engagements View (you will want to download the POE template to get all the activity and POE requirements): [Microsoft Partner Center](#)
- For Assessment + POV engagement guidance, you can reference this guidance doc: <https://aka.ms/AzureAcceleratePOEGuide>
- For details on partner performance measurements:
<https://aka.ms/AzurePerformanceMeasurement>

More Questions?



**Connect with
your PDM**



**Email the Azure Partner
Offering alias:**

azurepartneroffering@microsoft.com

Thank you!