

Microsoft Partner Guidance for CSP Microsoft Office 365 E1 and Microsoft 365 Business Basic Promos

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Contents

- Using this guide3
- Overview.....3
- Frequently asked questions.....3
 - How should partners use these promos?3
 - How is this approach different from the Office 365 E1 Trial launched on April 1st, 2020?4
 - When will this change take place?4
 - How long will these promos be available?.....4
 - What does “New Customer Only” mean?.....4
 - Does the promotion apply if my customer wants to cancel existing Microsoft 365 Business Basic and purchase Office 365 E1?5
 - What if my customer does not align to one of the eligible customer types?5
 - How do partners transact these promo offers?5
 - What happens if a customer wants to cancel or can no longer pay prior to completion of Month 12?.....5
 - Can I charge customers for their Office 365 E1 or Microsoft 365 Business Basic service during the promo period?6
 - Why create a new Microsoft 365 Business Basic promo?6
 - Do partners need to wait 6 months to convert customers to higher paid SKU?6
 - What if a customer does not wish to license Office 365 E1 or Microsoft 365 Business Basic?6
 - How is this different from the managed Direct Office 365 E1 Trial?.....6
- Details of the CSP Office 365 E1 and Microsoft 365 Business Basic Promos7

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

Which customers are not eligible for the promos?	7
How many licenses can be acquired through the Promo?	7
What is included in the promo offers?	7
How are these promotions configured?	8
Do these promos apply to both monthly and annual billing frequency?	8
What price will Microsoft bill in Month 7?	8
Can partners still sell the regularly priced offers without promotions to qualifying customers?.....	8
Can add-on SKUs be sold alongside these promos?	8
What happens to customers who already started the CSP Office 365 E1 Trial?	8
I see a "Promotion available" message on the order review page. Does this mean this purchase is eligible for the promotion?	9
How can I know if my customer is eligible for this promotion?	9
How can I know if the promotion has been applied?	10
How should I expect the invoice reconciliation file on the purchase of the promoted offers?	13
Can I continue to purchase Office 365 E1 or Microsoft 365 Business Basic if my customer is not eligible for the promotion?	14
How can partners convert the promo subscription to a paid subscription during the promotion period?	15
What do you recommend as best practices to enable this promotion?	15
When does the 6-month promotion period end?	16
What happens when I increase seat count (remaining below maximum) on the promoted offers during the promotion period?	16
Microsoft Teams Exploratory Experience	16
What is the Microsoft Teams Exploratory experience?	16
How are User-Initiated trials different from Partner-Initiated offers?	16
What should partners do if they see Microsoft Teams Exploratory licenses in their customers' tenants?.....	17
Purchase Walkthrough	17

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CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

Using this guide

This document provides updated Microsoft Partner guidance for the CSP partner-initiated Microsoft Office 365 E1 and Microsoft 365 Business Basic promos which launched May 4th, 2020 and ended June 30th, 2020.

Overview

To support partners in their response to the ongoing COVID-19 situation, Microsoft made a number of program changes to enable customers who did not have access to Teams today to start using Teams as a hub for collaboration that brings together chat, meetings, and Microsoft 365, all in one place.

As of June 30th, 2020, the CSP Office 365 E1 and Microsoft 365 Business Basic Promos are no longer available. For partners with customers who leveraged these promos, this FAQ continues to exist for reference. For partners considering options for customers after June 30th, 2020, consider the following trial offers:

Audience	Recommended Offer
For customers looking to experience Team chat and collaboration	Partner-Initiated Microsoft Teams Trial , 6-months duration
For customers looking to trial premium value	CSP Trials , 30-day duration

Frequently asked questions

How should partners use these promos?

Partners can include these promos into current customer acquisition motions to enable new customers in need of remote work scenarios to sign up with a partner. Throughout the promo, partners have opportunity to showcase the value of Teams and Microsoft 365 to new customers to drive to a renewal decision.

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CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

How is this approach different from the Office 365 E1 Trial launched on April 1st, 2020?

The updated Office 365 E1 and Microsoft 365 Business Basic promos differ from the legacy Office 365 E1 Trial in three ways:

- Technical Enforcement of “New Customer Only” qualification for Office 365 E1 and Microsoft 365 Business Basic promos. These promos will only apply to “new customer tenants” as defined by the promotion eligibility rules.
- No conversion required at the end of the promotion. Customers will make an annual commitment when purchasing the Office 365 E1 or Microsoft 365 Business Basic with the promos, similar to any existing CSP purchases.
- Billing is consistent with any existing CSP purchases. Monthly billing starts when purchases happen like any existing CSP purchases. The initial rates for the first 6 months will be discounted with 100% off the normal rates when qualified for the promotions. In Month 7, the promotion will expire and normal rates kick in. Partners will be able to see these charges on their monthly bills when promotions are in effect or expire.

When will this change take place?

The updated Office 365 E1 promo and new Microsoft 365 Business Basic promo will be made available in CSP starting Monday, May 4th, 2020. At that time, we will also discontinue new starts of the Office 365 E1 Trial.

How long will these promos be available?

The Office 365 E1 and Microsoft 365 Business Basic promos will be available until June 30th, 2020. Review promotion details in Partner Center to confirm availability.

What does “New Customer Only” mean?

The Office 365 E1 and Microsoft 365 Business Basic promos will technically enforce and only be available to the following types of customers:

- A net new customer tenant
- An existing customer tenant which does not have an active or recently canceled (within the last 30 days) subscription on any of the following products across CSP, Web Direct, or any other Microsoft commercial channels.

Product	Product/SKU GUID
Office 365 E1	18181a46-0d4e-45cd-891e-60aab171b4e
Office 365 E3	6fd2c87f-b296-42f0-b197-1e91e994b900
Office 365 E5	c7df2760-2c81-4ef7-b578-5b5392b571df
Microsoft 365 E3	05e9a617-0261-4cee-bb44-138d3ef5d965

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

Microsoft 365 E5	06ebc4ee-1bb5-47dd-8120-11324bc54e06
Office 365 F3	4b585984-651b-448a-9e53-3b10f069cf7f
Microsoft 365 F3	66b55226-6b4f-492c-910c-a3b7a3c9d993
Microsoft 365 Apps for enterprise (formerly known as Office 365 ProPlus)	c2273bd0-dff7-4215-9ef5-2c7bcfb06425
Microsoft 365 Business Basic (formerly known as Office 365 Business Essentials)	3b555118-da6a-4418-894f-7df1e2096870
Microsoft 365 Business Standard (formerly known as Office 365 Business Premium)	f245ecc8-75af-4f8e-b61f-27d8114de5f3
Microsoft 365 Business Premium (formerly known as Microsoft 365 Business)	cbdc14ab-d96c-4c30-b9f4-6ada7cdc1d46
Microsoft 365 Apps for business (formerly known as Office 365 Business)	cdd28e44-67e3-425e-be4c-737fab2899d3
Exchange Online Essentials	e8f81a67-bd96-4074-b108-cf193eb9433b
Exchange Online Plan 1	4b9405b0-7788-4568-add1-99614e613b69
Exchange Online Plan 2	19ec0d23-8335-4cbd-94ac-6050e30712fa

Does the promotion apply if my customer wants to cancel existing Microsoft 365 Business Basic and purchase Office 365 E1?

Based on the new customer definition, the promotion will not be applied because the customer has an active M365 Business Basic or cancelled one within 30 days.

What if my customer does not align to one of the eligible customer types?

Your customer may be eligible for another offer. [Get additional details and the full list of Teams trials and offers.](#)

How do partners transact these promo offers?

CSP partners can transact the promo offers through Partner Center on behalf of the customer after May 4th, 2020. For more information, review the step-by-step guide at the end of this document or learn more about [CSP Promotions in Partner Center](#). Please note that you are transacting the same Office 365 E1 and Microsoft 365 Business Basic offers and the only difference is that the promotion will apply to eligible customers.

What happens if a customer wants to cancel or can no longer pay prior to completion of Month 12?

If an online service subscription is canceled before its fixed term expires, Microsoft will not invoice customers/partners for any future scheduled billings for that subscription and pro-rate the charges

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

for the current month if applicable. At this time, online service subscriptions that are canceled will not incur an Early Termination Charge. At a future date, however, Early Termination Charges may be incurred for new online service subscriptions that are canceled prior to their expiration. Learn more in the [Program Guide for Microsoft Cloud Solution Providers](#).

Can I charge customers for their Office 365 E1 or Microsoft 365 Business Basic service during the promo period?

Microsoft expects partners to pass along the full promo value to customers during the promo period. Microsoft may audit partners to ensure compliance.

Why create a new Microsoft 365 Business Basic promo?

We want to ensure that customers are started in the right product family to simplify paid conversion and upsell conversations at the end of the promo. This means starting <300 seat customers in the Microsoft 365 for business family, making upsell to Microsoft 365 Business Standard and Microsoft 365 Business Premium logical. While we will not technically enforce 300 seats as a minimum for the Office 365 E1 promo, we recommend only using the Office 365 E1 promo with customers with more than 300 seats.

Do partners need to wait 6 months to convert customers to higher paid SKU?

No, partners can convert or upsell customers to Paid SKU's via CSP at any time. When this happens, partners can cancel the subscription with the promotional rate and re-purchase the same offer to void the promotion with the normal rate.

What if a customer does not wish to license Office 365 E1 or Microsoft 365 Business Basic?

For customers who do not wish to license Office 365 E1 or Microsoft 365 Business Basic, Microsoft will make available similar promotions on certain standalone components of Office 365 E1 and Microsoft 365 Business Basic reactively.

How is this different from the managed Direct Office 365 E1 Trial?

In response to the ongoing impacts worldwide, Microsoft has shared [Our commitment to customers during COVID-19](#), making Teams available to everyone. To enable this commitment, we announced a 6-month Office 365 E1 trial available to customers through their Microsoft account manager.

The CSP Office 365 E1 Promo is our effort to make this commitment available through the CSP channel. For partners looking to enable Teams for free, we recommend that you lead with the CSP Office 365 E1 Promo which you can initiate and manage for your customer. However, if your

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

customer has a need for greater than 3,000 users or transacts via a licensing model other than CSP, the [Direct Office 365 E1 Trial](#) will be the best option. You can get a passcode for this trial by working with the customer's Microsoft account manager, or if this customer is not managed you can request passcode from [Partner Center Support](#). Search for the "Teams Trial Offer" or select CSP > Pricing and Offers > Teams Trial Offer.

Details of the CSP Office 365 E1 and Microsoft 365 Business Basic Promos

Which customers are not eligible for the promos?

Organizations are not eligible for the trial if:

- They do not meet the "New Customer" definition as described above
- They are a Syndication Partner customer
- They are a GCC, GCC High, DoD or EDU customer

How many licenses can be acquired through the Promo?

There is a 3000-license limit for the Office 365 E1 Promo. Licenses beyond 3000 will not be eligible for the promo pricing. Partners can help customer acquire more than 3000 licenses and the normal rates will kick in for the licenses beyond 3000.

There is a 300-license limit for the Microsoft 365 Business Basic Promo, in line with seat restrictions for SMB SKUs.

Regardless of the number of licenses, customers commit to an annual duration.

What is included in the promo offers?

For each license assigned to a user in the promo offers they will be provisioned additional backend services that enable them to experience the full value of Microsoft Teams. This includes:

- Exchange Online Plan 1
- Flow for Office 365 Plan 1
- Forms
- Microsoft Planner
- Microsoft Whiteboard
- Microsoft Teams
- Office Online
- PowerApps for Office 365 Plan 1
- SharePoint Online Plan 1

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

- Stream
- Sway
- Yammer Enterprise

How are these promotions configured?

The promotion is configured as a 100% discount for the first 6 months of a monthly-billed, annual commitment subscription for either Office 365 E1 or Microsoft 365 Business Basic. Partners will leverage the same Offer GUID they already use to transact paid versions of these SKUs.

Display Name: Office 365 E1

Offer GUID: 91fd106f-4b2c-4938-95ac-f54f74e9a239

Display Name: Microsoft 365 Business Basic

Offer GUID: bd938f12-058f-4927-bba3-ae36b1d2501c

Do these promos apply to both monthly and annual billing frequency?

No. These promos apply only to monthly billing frequency. Customers who choose to pay annually will not receive any promotional pricing.

What price will Microsoft bill in Month 7?

Microsoft will honor the catalog price as set at the time of promo start for the duration of the annual commitment. This means if a customer starts the promo on June 1st, 2020, their price in Month 7 would be the monthly price on June 1st, and not the price on January 1st, 2021.

Can partners still sell the regularly priced offers without promotions to qualifying customers?

Partners who do not wish to offer promotional pricing to otherwise qualifying customers can choose to cancel the promotion applied subscription and rebuy the subscription on the same day to void the promotion. Partners can always sell the regularly priced offers to non-qualifying customers.

Can add-on SKUs be sold alongside these promos?

Yes, paid add-ons can be added to Office 365 E1 or Microsoft 365 Business Basic promos even during the initial 6-month discount period.

What happens to customers who already started the CSP Office 365 E1 Trial?

Microsoft will continue to enable customers who have already started a CSP Office 365 E1 Trial to continue using it. No additional customers will be able to create 6-month CSP Office 365 E1 Trials

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

beginning May 4th, 2020. At that time, new customers instead should leverage the CSP Office 365 E1 Promo as described in this document.

I see a “Promotion available” message on the order review page. Does this mean this purchase is eligible for the promotion?

No. Partners will need to evaluate if your customer is eligible for the promotion.

How can I know if my customer is eligible for this promotion?

Customers are only eligible if they meet the “New Customer Only” criteria:

- If the subscription is added to a net new customer tenant, meaning that you are creating a new customer tenant, the promotion will be applied.
- If the subscription is added to an existing customer tenant, the promotion will be applied if the customer does not have an active or recently canceled subscription (within 30 days) on the products listed in the [exclusion list](#).

To enable an eligibility check for existing customer, we recommend using the following steps with Partner Center APIs/SDK:

1. For the customer that you are purchasing the offer with the promotion, use [Get a list of available licenses by license group](#) API to get a list of subscribed SKU collection cross-channel. If the call is successful, the response body will contain a collection of [SubscribedSku](#) resources.
2. For each of these SKUs, check if they are on the exclusion offer list for the promotion. If they are, check if its activeUnits or suspendedUnits is greater than 0. That means the customer has an active or cancelled subscription for the offers on the exclusion list for the promotion. In this case, the customer is not eligible for the promotion. Please also see the [exclusion offer list](#) for each promotion and the SKU IDs for the offers on the exclusion list.

For example,

- a. Customer has active subscription(s) on given SKU when **activeUnits is greater than 0**

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

```
"availableUnits": 0,  
"activeUnits": 1,  
"consumedUnits": 1,  
"suspendedUnits": 0,  
"totalUnits": 1,  
"warningUnits": 0,  
"productSku": {  
  "id": "078d2b04-f1bd-4111-bbd4-b4b1b354cef4",  
  "name": "Azure Active Directory Premium P1",  
  "skuPartNumber": "AAD_PREMIUM",  
  "targetType": "User",  
  "licenseGroupId": "group1"  
},
```

- b. Customer has subscription(s) canceled within 30 days on given SKU when **suspendedUnits** is **greater than 0**

```
"availableUnits": 0,  
"activeUnits": 0,  
"consumedUnits": 0,  
"suspendedUnits": 3,  
"totalUnits": 0,  
"warningUnits": 0,  
"productSku": {  
  "id": "3b555118-da6a-4418-894f-7df1e2096870",  
  "name": "Microsoft 365 Business Basic",  
  "skuPartNumber": "O365_BUSINESS_ESSENTIALS",  
  "targetType": "User",  
  "licenseGroupId": "group1"  
},
```

How can I know if the promotion has been applied?

Partners can confirm if the promotion is applied to your customer's purchase by looking at the Activity Log in Partner Center or using Partner Center APIs/SDK. New customized data property **Promotion applied** has been introduced in the **Create Order** event in **Partner Center Activity log**, where you can see the **Promotion name** for each offer which has promotion applied in the new order you make.

Option 1: In Partner Center portal

- Go to [Activity log](#)
- Search for the **Create Order** event
- Look for the customer who you want to validate if the promotion was applied
- If applicable, you will see the promotion name in **Promotion applied** property for each order line-items for the customer

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

- The promotion name will be identifiable from the [Promotions page](#) you see in Partner Center

Activity log

From to

Date-Time	Affected Customer	Action
5/19/20 1:20 AM	customer8	Create Order
Order Id:	ee779f73-8b00-41af-91f7-ecfb86d430d2	
Alternate Id:	ee779f73-8b00-41af-91f7-ecfb86d430d2	
Billing cycle:	Monthly	
Offer Id:	91FD106F-4B2C-4938-95AC-F54F74E9A239	
Subscription Id:	A0A8EABD-FF45-4898-8B97-3ADF2A4A9865	
Product Name:	Office 365 E1	
Quantity:	1	
Partner on record:		
Promotion applied:	OFF_365_E1/6M_04202020	
Offer Id:	62F28745-3F17-4337-BE15-EA4B8C8DC872	
Subscription Id:	BC876AB3-13C9-48D8-972B-26E7A998928A	
Product Name:	Windows 10 Enterprise E3	
Quantity:	1	
Partner on record:		
Promotion applied:	OFF_Win_E3/6M_04202020	
Offer Id:	1A90EE13-2CB4-4785-BB0F-542813F00A37	
Subscription Id:	F28944DA-32AE-4514-87B1-78223BD8D733	
Product Name:	Dynamics 365 Business Central Essential	
Quantity:	1	
Partner on record:		

([Activity log](#) page in Partner Center where you can confirm if a promotion has applied)

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CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

Promotions

Promotions are available! For a limited time, you can purchase any of the products or services listed below at a discount and pass those savings on to your customers, which may help you grow your custom

If you plan to offer promotional pricing to [government and state-owned entities](#), you'll need to first ensure that the price you offer to these customers doesn't exceed the maximum resale price. The maximum price is the applicable ERP minus the promotional discount. This requirement applies to all partners participating in the Cloud Solution Provider program, including indirect providers.

Here are the current promotions that you are eligible for:

Promotions	Discount	Promotion type	Promotion start date	Promotion end date
OFF_365_BE_3005/6M_05042020	100% off	Discount for 1st 6 months	5/3/2020	6/29/2020
OFF_365_E1_30005/6M_05042020	100% off	Discount for 1st 6 months	5/3/2020	6/29/2020
Windows_E3_A3_30005/6M_05042020	100% off	Discount for 1st 6 months	5/3/2020	6/29/2020

([Promotions page](#) in Partner Center where you see promotion name)

Option 2: For Partner Center API/SDK, use [Get a record of Partner Center activity](#) to get the Create Order event that's generated for the new order you made.

Prerequisites:

- Customer tenant Id
- Order Id

Steps:

- Call activity API, apply proper filter to reduce the total items from response.
 - For example, use **CustomerId** filter to only return the logs related to the given *Customer tenant Id*.
 - **Request sample:**

```
?startDate={startDate}&endDate={endDate}&filter={"Field":"CustomerId","Value":"08086220-99a4-45a9-9958-9406aa632f74","Operator":"equals"}.
```
- From the response, look up the item which meets following conditions to get the Create Order event for the given *Order Id*.
 - operationType equals 'create_order'
 - id contains the *Order id*

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

- Extract **PromotionApplied-n** (if applicable) key-value from **customizedData** property to verify which promotion is applied for each offer.
 - **Response sample:**

```
"id": "e2496541-ce77-4004-b69e-806005542347_51fa6e0e-0ac6-47d1-b6ba-3ada223f2f28_637249120291039788",
"partnerId": "e2496541-ce77-4004-b69e-806005542347",
"participants": [
  "e2496541-ce77-4004-b69e-806005542347"
],
"customerId": "08086220-99a4-45a9-9958-9406aa632f74",
"customerName": "2nd new customer",
"userPrincipalName": "office-promo@TestTestAustralia120181129.onmicrosoft.com",
"applicationId": "4990cffe-04e8-4e8b-808a-1175604b879f",
"resourceType": "order",
"resourceNewValue": "{\"Id\": \"51fa6e0e-0ac6-47d1-b6ba-3ada223f2f28\", \"AlternateId\": \"51fa6e0e-0ac6-47d1-b6ba-3ada223f2f28\"",
"operationType": "create_order",
"originalCorrelationId": "0ca08c75-63e4-4eb2-e6b7-93a617d157f0",
"operationDate": "2020-05-12T20:27:09.1039788Z",
"operationStatus": "succeeded",
"customizedData": [
  {
    "key": "OrderId",
    "value": "51fa6e0e-0ac6-47d1-b6ba-3ada223f2f28"
  },
  { ...
  },
  { ...
  },
  {
    "key": "OfferId-0",
    "value": "39504991-553B-48C2-BDF4-EA47F938F784"
  },
  { ...
  },
  { ...
  },
  { ...
  },
  { ...
  },
  { ...
  },
  {
    "key": "PromotionApplied-0",
    "value": "OFF_365_E1_30005/6M_05042020"
  }
],
}]
```

How should I expect the invoice reconciliation file on the purchase of the promoted offers?

The promotion may or may not apply to the promoted offer based on the eligibility rule of New Customer Only criteria. (see above answers for how to determine eligibility)

Below samples explain how the invoice reconciliation file looks like on the purchase of promoted offers in different scenarios.

Case 1: Promotion applied to one product in one order.

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CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

For example, if you purchase one license for an eligibility customer on **Office 365 E1** offer, the TotalOtherDiscount **4.83** is added to this **Office 365 E1** purchase and there will be 0 in TotalForCustomer for the lineitem.

OfferName	ChargeType	UnitPrice	Quantity	Amount	TotalOtherDiscount	Subtotal	Tax	TotalForCustomer	Currency	BillingCycleType
Office 365 E1	Prorate fees when purchase	0	1	4.83	4.83	0	0	0	0 GBP	Monthly

Case 2: Multiple promotions applied to different products in one order.

For example, you purchased both **Office 365 E1** and **Microsoft 365 Business Basic** in same order, TotalOtherDiscount **4.83** and **3.02** are added to the purchase of **Office 365 E1** and **Microsoft 365 Business Basic** separately.

OfferName	ChargeType	UnitPrice	Quantity	Amount	TotalOtherDiscount	Subtotal	Tax	TotalForCustomer	Currency	BillingCycleType
Office 365 E1	Prorate fees when purchase	0	1	4.83	4.83	0	0	0	0 GBP	Monthly
Microsoft 365 Business Basic	Prorate fees when purchase	0	1	3.02	3.02	0	0	0	0 GBP	Monthly

Case 3: Promotion not applied if **Annual billing** is selected on a promoted offer.

For example, TotalOtherDiscount is **0** to this purchase of Windows 10 Enterprise E3 if the BillingCycleType is "Annually."

OfferName	ChargeType	UnitPrice	Quantity	Amount	TotalOtherDiscount	Subtotal	Tax	TotalForCustomer	Currency	BillingCycleType
Windows 10 Enterprise E3	Prorate fees when purchase	50.4	4	201.6	0	201.6	40.32	241.92	GBP	Annually

Case 4: Promotion only applied to the number of licenses below promotion seat cap.

When seat count limit is applicable for a promo, licenses beyond the limit is not eligible for the promotional rate.

For example, there is a **3000-license limit** for the **Office 365 E1** Promo, if you order **3010** licenses, TotalOtherDiscount **14,499** is added to the **3000** licenses, and the rest of **10** licenses will be charged with the normal rate.

OfferName	ChargeType	UnitPrice	Quantity	Amount	TotalOtherDiscount	Subtotal	Tax	TotalForCustomer	Currency	BillingCycleType
Office 365 E1	Prorate fees when purchase	0.01	3010	14538.3	14490	48.3	9.66	57.96	GBP	Monthly

Can I continue to purchase Office 365 E1 or Microsoft 365 Business Basic if my customer is not eligible for the promotion?

You can continue purchase the promoted offers, and the customer will get the regular price when purchasing the offers. There will be no error message during ordering, but you can confirm in Activity Log that the promotion is not applied.

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CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

How can partners convert the promo subscription to a paid subscription during the promotion period?

The promotion is intended to offer the eligible new customers the 6-month promotion as we expect them to take advantage of it. If the customer stays on, there is no additional work to convert to any new offer. If the customer wants to pay the partner before the 6-month promotion ends because of any legitimate reason you and customer agreed, you can cancel and repurchase the offer.

What do you recommend as best practices to enable this promotion?

We understand that partners are different with a host array of factors to consider. We would recommend the following high-level principles to help operationalize these promotions:

1. **Understand and communicate the promotion rules** – Review and communicate to customer and resellers on what the promotion is and its eligibility rules (refer to section on [“How can I know if the customer is eligible for this promotion?”](#)).
2. **Operationalize the promotion** – We can recommend the following tips:
 - Net new customers – If you are certain that you are placing an order on a net new customer tenant, you can do business as usual and the promotion will be applied without any additional operation.
 - Existing customers – In general, it is most complicated to understand if an existing customer will qualify for the promotion. You can follow the recommendations in this FAQ to automate the eligibility check using Partner Center APIs/SDK (refer to the section on [“How can I know if the customer is eligible for this promotion?”](#))
 - Once you are certain that the customer purchase will be qualified for the promotion, you can confirm the rates for the purchase.
3. **Confirm the promotion** – You can now confirm if a particular promotion has been applied for the customer purchase in the Activity Log. You can use either Partner Center portal to confirm it or Partner Center APIs/SDK for automated confirmation (refer to the section on [“How can I know if the promotion has been applied?”](#))
4. **Reconcile the billing** – You will receive your monthly invoices with recon files based on your billing date where you can see the promotion rates applied to the customer purchases where they met the eligibility rules (refer to the section on [“How should I expect the invoice reconciliation file on the purchase of the promoted offers?”](#))

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CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

When does the 6-month promotion period end?

The promotion pricing expires 6 months from the subscription start date for the customer who purchased it, not 6 months from the CSP billing date.

What happens when I increase seat count (remaining below maximum) on the promoted offers during the promotion period?

For subscriptions purchased with promotional pricing, new seats (under max seat count of 3000 for Office 365 E1 and 300 for Microsoft 365 Business Basic) added to this subscription during the promotion period will receive the same promotion price for the same discount period. New seats added outside of the promotion period (after June 30, 2020) will receive the regular price.

For example, Office 365 E1 promotion is available between 5/4/2020 to 6/30/2020 for a 6-month discount period starting from the purchase date. You purchase **100** seats for **Office 365 E1** for a qualifying customer on **5/10/2020** and add additional seats over the future months.

Purchase date	Operation	Quantity	Promotion price	Discount period
5/10/2020	New order	100	Yes	Through 11/09/2020
6/20/2020	Increase seat	100	Yes	Through 11/09/2020
7/2/2020	Increase seat	100	No	n/a

Microsoft Teams Exploratory Experience

What is the Microsoft Teams Exploratory experience?

The Microsoft Teams Exploratory experience is a user-initiated freemium trial and offers individuals with an AAD Commercial domain or an Office 365 license that does not include Teams the ability to explore Microsoft Teams by signing into Teams directly on the web. Syndication Partner Customers or customers in GCC, GCC High, DoD, or EDU are not eligible for this experience.

How are User-Initiated trials different from Partner-Initiated offers?

Partner-initiated offers such as the CSP Office 365 E1 Promo are designed to help partners acquire new customer by leveraging the customer value of Microsoft Teams. The partner trial duration is 6-

Microsoft 365

CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

months so that partners can build pipeline and convert customers to premium SKU's within a typical sales campaign.

- Partner-initiated offers are integrated into Partner Center
- Partners can initiate the offer for customers when they are ready
- Partner Center reports allows visibility into customers trial dates enabling additional services and upsell opportunities

What should partners do if they see Microsoft Teams Exploratory licenses in their customers' tenants?

This means there is end-user demand for Microsoft Teams. While there is no seamless upgrade path from a user-initiated license to a CSP paid subscription, we encourage partners to discuss with their customers' purchase decision makers about expanding their CSP licensing to cover these additional users. If partners or customers wish to block end-users from claiming Microsoft Teams Exploratory licenses, they can do so. Learn more about the [Teams Exploratory License](#).

Purchase Walkthrough

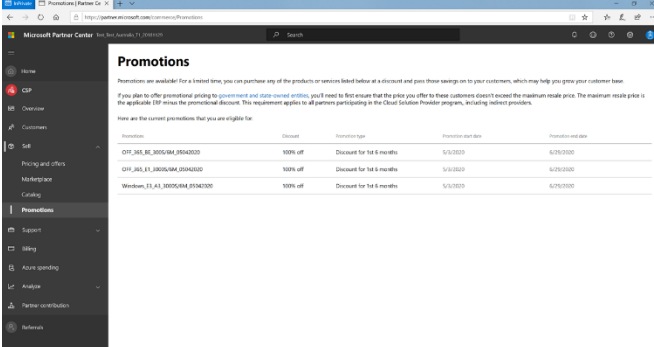
The below walk-through details the experience for CSP Partners who transact via Partner Center. If you are a reseller who transacts through a CSP Provider, please refer to their guidance on the trial for details on your experience. (Note: Screenshots reference example promos and not the Promos discussed in this document. Guide will be updated with live screenshots once launched.)

Step

- 1 Log into Partner Center and navigate to **Sell** blade.

Validate that the promo you intend to use is available.

Illustration



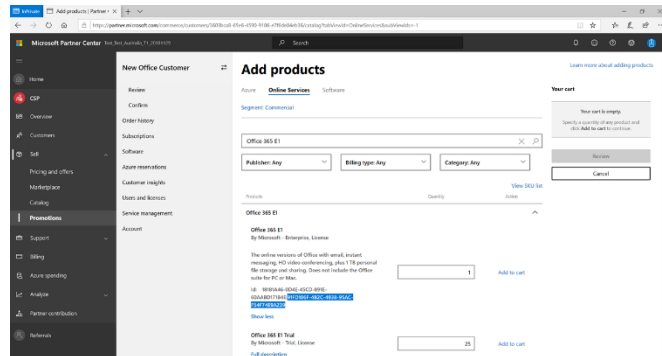
The screenshot shows the Microsoft Partner Center interface. The left sidebar contains navigation options: Home, CSP, Overview, Customers, Sell, Pricing and offers, Marketplace, Catalog, Promotions (highlighted), Support, Help, Azure spending, Analytics, Partner contribution, and Referrals. The main content area is titled 'Promotions' and includes a table of available offers.

Promotion	Discount	Promotion type	Promotion start date	Promotion end date
CSP_M365_E1_30000MM_05042020	100% off	Discount for 1st 6 months	5/1/2020	6/30/2020
CSP_M365_E1_30000MM_05042020	100% off	Discount for 1st 6 months	5/1/2020	6/30/2020
Windows_E1_A1_30000MM_05042020	100% off	Discount for 1st 6 months	5/1/2020	6/30/2020

Microsoft 365

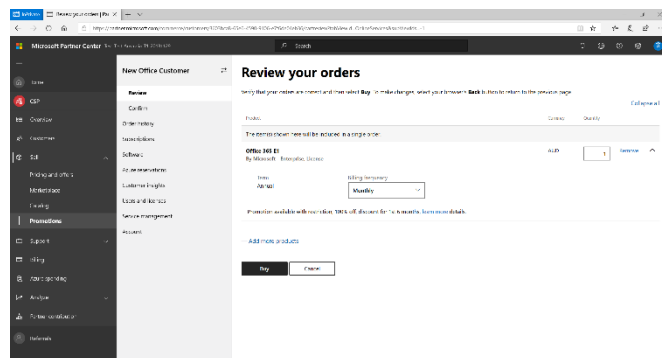
CSP Office 365 E1 and Microsoft 365 Business Basic Promo FAQ

2. Locate the preferred offer:
Display Name: Office 365 E1
Offer GUID: 91fd106f-4b2c-4938-95ac-f54f74e9a239
Display Name: Microsoft 365 Business Basic
Offer GUID: bd938f12-058f-4927-bba3-ae36b1d2501c



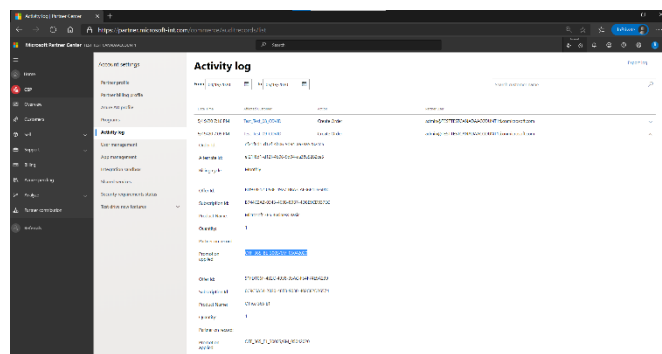
3. Click the **“Add to Cart”** link next to the offer, and complete the checkout process.

4. Review the terms, validate that the promo is available, use the **learn more** link to understand the restriction on the promotion.



Click **“Buy”** button to add the offer to the tenant

5. Verify if promotion has been applied on the **Activity log** page.



Search for the **Create Order** event associated with the new order. Find out the **Promotion name** in **Promotion applied** property for each order line-items for the customer.