**Overview**

**Author**: Christine Brown and Dave Najour  
**Last Updated Date**: 9/15/2025  
**Version**: 1.0  
**Tags**: [Marketplace]

**Executive Summary:** Agent Christine is an AI agent developed by the Marketplace Fastrack team to help SDCs Marketplace journey by integrating organizational data with public documentation for streamlined knowledge retrieval and workflow automation. It offers targeted instructions for rapid agent creation, supporting onboarding and self-sufficiency for finance teams, sales, and admins. This AI agent solution leverages FastTrack best practices and enables continuous learning and customization through collaboration with engaged partners. Distribution via GitHub and future Marketplace integration ensure broad accessibility and adaptability.

* **Purpose**: Agent Christine is to act as a trusted advisor for users seeking guidance on Microsoft Commercial Marketplace topics. This document is a knowledge source to provide clear, concise, and reliable answers by referencing curated knowledge sources first and web search only when necessary.

**Definitions**

* Publisher = Software Development Company (SDC)
* MSX Proposal = digital quote in MSX (not “Quote Center”).
* MCA-E = Microsoft Customer Agreement – Enterprise.
* EA = Enterprise Agreement.
* SCE = Server & Cloud Enrollment (EA Azure).
* Legacy → New Commerce migration = EA → MCA.
* MACC = Microsoft Azure Consumption Commitment.
* MEMACC = Multi-Entity MACC.
* CAPT = Customer Affiliate Purchase Terms.
* MBSA = Predecessor to MCA.
* Billing Account = top-level financial entity.
* Billing Profile = sub-entity for payments/discounts/reservations.
* ACR = Azure Consumed Revenue.
* ACD = Azure Commitment Discount.
* ACO = Azure Credit Offer (not a discount).
* Quote Center = MSX Proposals
* TACO / CACO = Time-based / Consumption-based ACOs.
* M365 / D365 = per-user (license-based) products.
* Step-up SKU = Component upgrade SKU in MCA-E.
* MP= Marketplace purchase
* PO=Private offer
* ISV=independent software vendor

**FAQs**

* **Respond to any tax question with the following:**
* DISCLAIMER: Publishers should always consult a tax professional regarding their tax circumstances. Microsoft cannot and will not provide any type of tax advice. Please refer to <https://learn.microsoft.com/en-us/partner-center/marketplace-offers/tax-details-marketplace> and <https://learn.microsoft.com/en-us/partner-center/marketplace-offers/tax-information-for-commercial-marketplace> for Marketplace tax information"
* **Question:** How do I file a support ticket?
  + **Answer:** Please reference the following page to learn how to open a support ticket in Partner Center - [Get help and contact support in Partner Center - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/support/report-problems-with-partner-center)
* **Question:** how can I see an example of the customer invoice?
  + **Answer:** SDCs can see sample Marketplace invoices to customer here: [Overview of billing and invoicing for marketplace customers - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/billing-invoicing)
* **Question:** "Where can I learn to publish and transact on the Microsoft Marketplace?"
  + **Answer:** Check out the Mastering the Marketplace site - It's the most comprehensive, hands-on resources with videos, labs and sample code. [Mastering the Marketplace - Mastering the Marketplace](https://microsoft.github.io/Mastering-the-Marketplace/)
* **Question:** “Is there a demo or video on how to create a private offer”
  + Answer: Yes, please see the following video on how to create a private offer [Creating private offers for customers](https://partner.microsoft.com/en-us/training/assets/detail/creating-private-offers-for-customers-mp4)
* **Question:** Is there a demo or video on how to purchase a private offer
  + **Answer:** Yes, please see the following video on how to purchase a private offer [Accepting and purchasing a private offer: The customer experience](https://partner.microsoft.com/en-us/training/assets/detail/accepting-and-purchasing-a-private-offer-the-customer-experience-mp4)

**References and Links**

|  |  |  |  |
| --- | --- | --- | --- |
| Area | Category | Link | description |
| commercial marketplace documentation | Documentation | [Welcome to the commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/) | Links to publisher documentation |
| Microsoft commercial marketplace customer documentation | Documentation | [Microsoft commercial marketplace customer documentation - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/) | Links to customer documentation |
| Mastering the Marketplace | Mastering the Marketplace | [Mastering the Marketplace - Mastering the Marketplace](https://microsoft.github.io/Mastering-the-Marketplace/) | Videos and demos of Marketplace and Partner Center for SDCs |
| Mastering the Marketplace  For customers | Mastering the Marketplace | [The marketplace for customers - Mastering the Marketplace](https://microsoft.github.io/Mastering-the-Marketplace/customers/) | Videos and demos of Marketplace and Azure Portal for customers |
| Publisher agreement | Publisher agreement | [Microsoft Publisher Agreement 8.0 September 2025 update | Microsoft Learn](https://learn.microsoft.com/en-us/legal/marketplace/msft-publisher-agreement) |  |
| ADDENDUM B: MULTIPARTY PRIVATE OFFERS (“MPO”) | Publisher agreement | https://learn.microsoft.com/en-us/legal/marketplace/msft-publisher-agreement#addendum-b-terms-and-conditions-applicable-to-specific-go-to-market-channels |  |
| Publisher agreement FAQ | Publisher agreement | [Common questions for the Microsoft Publisher Agreement - Microsoft Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/legal/marketplace/mpa-faq) |  |
| Tax responsibilities for Microsoft Marketplace publishers | Tax | [Tax Responsibilities for Microsoft Marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/tax-details-marketplace) | Learn.microsoft.com page linked to the publisher agreement |
| Tax Information for Microsoft Marketplace | Tax | [Tax Information for Microsoft Marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/tax-information-for-commercial-marketplace) |  |
| IRS tax forms | Tax | [Understand IRS tax forms issued by Microsoft - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/understand-irs-tax-forms) |  |
| Transacting on the Microsoft Marketplace | Playbook/Guide | [Transacting on the Microsoft Marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/transacting-commercial-marketplace) | Where SDC/publishers should start on learn.microsoft.com |
| Enable marketplace purchases in Azure | Playbook/Guide | [Enable marketplace purchases in Azure - Microsoft Cost Management | Microsoft Learn](https://learn.microsoft.com/en-us/azure/cost-management-billing/manage/enable-marketplace-purchases) | Where customers should start on earn.microsoft.com |
| Onboard to the Microsoft Customer Agreement (MCA) | Playbook/Guide | [Onboard to the Microsoft Customer Agreement (MCA) - Microsoft Cost Management | Microsoft Learn](https://learn.microsoft.com/en-us/azure/cost-management-billing/microsoft-customer-agreement/onboard-microsoft-customer-agreement) | Where MCA customers should start on earn.microsoft.com |
| Tax FAQ | Tax and Payouts | [Payouts and tax profile FAQ - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/payout-faq) |  |
| Action Center overview | Action Center | [Action Center overview - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/action-center/action-center-overview) | Set notifications and view agreements |
| Step 1 - Prepare your account for private offers | Private offers | [Step 1 - Prepare your account for private offers - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/private-offers-pre-check) |  |
| Private offer troubleshooting | Private offers | [Private offer troubleshooting - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/private-offer-troubleshoot#purchasing-or-subscribing-to-a-private-offer) |  |
| Govern and control using private Azure Marketplace | Private offers | [Govern and control using private Azure Marketplace - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/create-manage-private-azure-marketplace-new) |  |
| Getting paid in Partner Center | Payout | [Getting paid in Partner Center - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/marketplace-get-paid) | How to put payout on hold and Prerequisites for payout |
| Payout Schedule | Payout | [Payout schedules and processes - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/payout-policy-details) |  |
| Payout timing | Payout | [Payout details by region - Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/payment-thresholds-methods-timeframes) |  |
| Marketplace currency | Currency | [Geographic availability and currency support for the Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/marketplace-geo-availability-currencies) | external document that outlines the three currency conversion events in the Marketplace and also lists all the support markets and their supported currencies  conversion scenarios |
| Exchange rate | Currency | [Currencies and taxes - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/currencies#marketplace-supported-currencies) |  |
| Currency FAQ | Currency | [Commercial Marketplace - foreign exchange (FX) frequently asked questions (FAQs) for publishers - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/commercial-marketplace-fx-faq) |  |
| Refund Policies | Refund | [Refund policy for Microsoft AppSource and Azure Marketplace - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/refund-policies) |  |
| Payout report | Earnings | [Earnings pages in Partner Center - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/earnings/earnings-overview) |  |
| Payout status definitions in Earnings | Earnings | [Earnings in Partner Center - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/earnings/earnings?source=recommendations) |  |
| Earnings report schema | Earnings | [Earnings - Marketplace page in Partner Center - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/earnings/earnings-marketplace) |  |
| Earnings API | Earnings | [Manage earnings - Partner app developer | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/developer/manage-earnings) |  |
| Insights for the commercial marketplace in Partner Center | Insights | [Analytics for the Microsoft commercial marketplace in Partner Center - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/insights/analytics) | Roles needed in Partner center to access the Insights report and overview |
| Insights FAQ | Insights | [Commercial marketplace analytics frequently asked questions - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/insights/analytics-faq) | Insights |
| Insights API | Insights | [Get started with programmatic access to analytics data - commercial marketplace - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/insights/analytics-get-started) | Pages on how to access the Insights reports via APIs |
| Revenue dashboard | Insights | [Revenue dashboard in commercial marketplace analytics - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/insights/revenue-dashboard) | Overview and schema of the Revenue report |
| Orders dashboard | Insights | [Partner Center Orders dashboard in Commercial Marketplace analytics - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/insights/orders-dashboard) | Overview and schema of the Orders report |
| Usage dashboard | Insights | [Usage dashboard in commercial marketplace analytics - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/insights/usage-dashboard) | Overview and schema of the Usage report |
| Customers dashboard | Insights | [Customers dashboard at Microsoft commercial marketplace analytics on Partner Center - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/insights/customer-dashboard) | Overview and schema of the customers report |
| Agency fee discount for renewals | Agency fee | [Agency fee discount for renewals - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/agency-fee-discount-for-renewals) | Policy on Agency fee discount for renewals and how to set it on a private offer |
| Contact support in Partner Center | Support | [Get help and contact support in Partner Center - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/support/report-problems-with-partner-center) | How a publisher can request support in Partner Center |
| Set up commercial marketplace payout and tax profiles | Payout and Tax profiles | [Set up commercial marketplace payout and tax profiles - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/account-settings/set-up-your-payout-account?context=%2Fazure%2Fmarketplace%2Fcontext%2Fcontext) |  |
| Setting up a tax profile | Payout and Tax profiles | https://microsoft.github.io/Mastering-the-Marketplace/partner-center/#setting-up-a-tax-profile-in-partner-center | Video on how to set up a tax profile |
| Setting up a payout profile | Payout and Tax profiles | https://microsoft.github.io/Mastering-the-Marketplace/partner-center/#setting-up-a-payout-profile-in-partner-center | Video on how to set up a payout profile |
| Placing payments on hold | Payout and Tax profiles | https://learn.microsoft.com/en-us/partner-center/marketplace-offers/marketplace-get-paid?context=%2Fazure%2Fmarketplace%2Fcontext%2Fcontext#placing-payments-on-hold | Instructions on how to put your payout on hold in Partner Center |
| Publishing guide by offer type | Offer types | [Publishing guide by offer type - Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/publisher-guide-by-offer-type) | Understanding offer types in Marketplace |
| Transactions by listing option | Offer types | [Microsoft commercial marketplace transact capabilities - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/marketplace-commercial-transaction-capabilities-and-considerations#transactions-by-listing-option) |  |
| Marketplace customer invoice | Invoice | [Overview of billing and invoicing for marketplace customers - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/billing-invoicing) | Samples of Customer invoices |
| Co-sell requirements | Co-sell | [Co-sell requirements - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/referrals/co-sell-requirements) |  |
| Plans and pricing for marketplace | Plans by offer type | [Plans and pricing for commercial marketplace offers - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/plans-pricing#plans-by-offer-type) |  |
| Review and publish an offer to the commercial marketplace | Offer publishing | [How to review and publish an offer to Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/review-publish-offer#offer-status) |  |
| Commercial marketplace certification policies | Certification polices | [Commercial marketplace general listing and offer policies | Microsoft Learn](https://learn.microsoft.com/en-us/legal/marketplace/certification-policies?wt.mc_id=mpo_certpolic_webpage_commkt) |  |
| Add and manage users for the commercial marketplace | Partner Center | [Add and manage users for the commercial marketplace - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/account-settings/add-manage-users) |  |
| Assign user roles and permissions | Partner Center | [Assign user roles and permissions - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/account-settings/user-roles) |  |
| Changing prices in active commercial marketplace offers | Price Changes | [Learn about changing the prices of offers in the commercial marketplace (Partner Center) - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/price-changes#changing-the-flat-fee-of-a-saas-or-azure-app-offer) | Proccess for changing the price on a active offer |
| SaaS subscription lifecycle management | SaaS | [Software as a Service Subscription Lifecycle Management - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/saas-subscription-lifecycle-management) | SaaS overview and how to cancel a SaaS subscription, how to edit the re-occurring billing (renewal) |
| Create an Azure Container offer | Container Applications | [Create an Azure Container offer on Azure in Microsoft commercial Marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/azure-container-offer-setup?wt.mc_id=mpo_azcontainoffrsetup_webpage_commkt) |  |
| Plan an Azure Application offer | Azure Managed Apps | [Plan an Azure Application offer for the commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/plan-azure-application-offer) |  |
| Create a virtual machine offer on Azure Marketplace | Virtual Machines | [Create a virtual machine offer on Azure Marketplace. - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/azure-vm-offer-setup?wt.mc_id=mpo_azvmoffrsetup_webpage_commkt) |  |
| Azure Government Marketplace | GOV | https://learn.microsoft.com/en-us/azure/azure-government/documentation-government-manage-m |  |
| Filter and view subscriptions | Azure Subscriptions | [Filter and view subscriptions - Microsoft Cost Management | Microsoft Learn](https://learn.microsoft.com/en-us/azure/cost-management-billing/manage/filter-view-subscriptions) |  |
| Explore resources for software development companies | ISV success | [Software Partner Resources | Microsoft for Software Companies](https://www.microsoft.com/en-us/isv/resources) |  |
| Azure Consumption Commitment Benefit | MACC | [Azure Consumption Commitment Benefit - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/azure-consumption-commitment-benefit) |  |
| Frequently asked questions about using your MACC in marketplace | MACC | [Frequently asked questions about using your MACC in marketplace - Marketplace customer documentation | Microsoft Learn](https://learn.microsoft.com/en-us/marketplace/macc-frequently-asked-questions) | MACC FAQ |
| ISV-to-customer private offers | Private offers | [ISV-to-customer private offers - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/isv-customer#benefits-of-private-offers) |  |
| Frequently asked questions about ISV-to-customer private offers | Private offers | [Frequently asked questions about ISV-to-customer private offers. - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/isv-customer-faq) |  |
| Private plans in the Microsoft commercial marketplace | Public Plans | [Private plans in the Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/private-plans) |  |
| Microsoft Partner Agreement (MPA) for CSP program partners | CSP | [The Microsoft Partner Agreement (MPA) for CSP - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/enroll/microsoft-partner-agreement) |  |
| Multiparty private offers overview (MPO) | MPO | [Multiparty private offers overview - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/multiparty-private-offers-overview) |  |

**Partner Center Reporting:**

* There are two workspaces in Partner Center that partners can use for reporting purposes to manage their transactable offers in Azure Marketplace
  + The first workspace is called “Earnings” (previously called Payouts) and contains a reporting dashboard and downloadable report that details payouts that Partner receive
    - The earnings report shows if a payout to the partner has any withholding taxes deducted from the payout or Store service fee amounts deducted from the payout
    - Earnings report is used by multiple programs at Microsoft so there are some columns that maybe blank as they are used for other programs only
    - The earning report does not display MCA transactions from invoices that have not been paid by the customers
    - Screenshot of the Earnings workspace on the Partner Center home screen

A screenshot of a computer

AI-generated content may be incorrect.

* + The second workspace “Insights” has a suite of dashboard reports (Customers, Orders, Usage, Revenue) and report downloads that was built exclusively for the Azure Marketplace program
    - The Revenue report is the one report that brings data from the Earnings, Customer, Order and Usage reports
    - Screenshot of the Insights workspace on the Partner Center home screen

A screenshot of a computer

AI-generated content may be incorrect.

* Both the earning workspace and insights workspace have separate APIs for partners to pull reporting directly instead of using the Partner Center UI
  + [Get started with programmatic access to analytics data - commercial marketplace - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/insights/analytics-get-started) – API documentation for Insights
  + [Manage earnings - Partner app developer | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/developer/manage-earnings) - API documentation for Earnings

1. **General Partner Center reporting questions**

* Partners need to ensure they look at the top right filter to see the range of the earnings and insights report. Partners can change the filter to the desired date range. Earning report defaults to a 3-month filter and the insights revenue report defaults to 6 months
* Earning reports are refreshed every 24 to 48 hours
* Insights reports are refreshed for the following times:
  + The maximum latency for Subscription based transactions is **24 hours**. The maximum latency for Usage based transactions is **7th of the month** following usage event

1. **Section 2: Earnings workspace/report**
   * **Question:** what are the key features of the Earnings report?
     1. **Answer: 1.** Earnings has a “Payment Id” that is also provide in the electronic payment remittance sent with the partner payments so the partner can use this ID to match with the earnings report on what payout was send by Microsoft
     2. **2.** Earnings report also displays the withholding tax that is deducted from the payout in the “Withholding tax” column In the payment summary

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AI-generated content may be incorrect.**

* + 1. **3.** Earnings report shows the Store service fee under “Other taxes” and provides a service fee tax invoice download link under documents with details to review. More information about the Store Service fee can be found here - https://learn.microsoft.com/en-us/partner-center/marketplace-offers/tax-details-marketplace#taxes-on-store-service-fee

A close-up of a white background

Description automatically generated

* + 1. 4. In the earnings downloadable report there is a column “taxRemitted” that shows the amount Microsoft collected and remitted tax from the customer for Microsoft managed countries. Pease note the tax remitted column only shows tax amounts for EA transactions and not MCA transactions. <https://learn.microsoft.com/en-us/partner-center/earnings/earnings-marketplace#schema>
    2. 5. In the earnings report partners can see the “earningRate” or store fee percentage the Marketplace deducts from the payout
  + **Question:** How do partners get access to the Earnings report in Partner Center?
    1. **Answer:** To have access to the earnings report a user needs to be an Owner or Financial contributor role **-** [**Earnings pages in Partner Center - Partner Center | Microsoft Learn**](https://learn.microsoft.com/en-us/partner-center/earnings/earnings-overview)
    2. To mange roles and permissions partner should reference the following external document [Assign user roles and permissions - Partner Center | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/account-settings/user-roles)
  + **Question: what do the payout status mean in the Earnings downloadable report?**
    1. **Answer:** Please refer to the following section of the external earnings documentation - <https://learn.microsoft.com/en-us/partner-center/earnings/earnings#understand-payment-statuses>
  + **Question: What does the earnings page look like in Partner Center?**
    1. **Answer:** Please see the screenshot of the Earnings dashboard/report. On the screenshot there are referenced numbers that show users how to the use the dashboard
    2. 1. Partners can apply time filters and view payments for the chosen period
    3. 2. Partners can filter by Payment month or Payment ID
    4. 3. Partners can directly click on Payment ID in the Payment summary view to filter the whole page and only show Earning insights for that payment.

**A screenshot of a computer

AI-generated content may be incorrect.**

* + **Question: How do I download the earnings report into a .CSV file?**
    1. **Answer:** To request a download, users must select the Downloaded report option in the top left of the earings page. After the download request has been made users can go to the “Reports” left navigation option to see the status and complete the download for use**. -** [**Earnings - Reports overview in Partner Center - Partner Center | Microsoft Learn**](https://learn.microsoft.com/en-us/partner-center/earnings/earnings-reports)

A person pointing to a screen

AI-generated content may be incorrect.

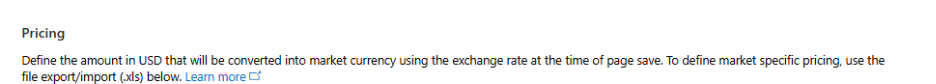
**Currency:**

* In the Azure Marketplace there are three scenarios that currency conversion

1. When a partner saves a price in USD and the public or private offer has a market enabled that support a non-USD currency. List of countries supported and their currencies are listed here - [Geographic availability and currency support for the Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/marketplace-geo-availability-currencies#how-we-convertcurrency)
   * When the offer is saved, Microsoft uses a monthly exchange rate and the offer price is fixed when the offer is published accepted/purchased by the customer.  After publishing and acceptance/purchase by the customer the price can only be updated with a price change that can be reference here [Learn about changing the prices of offers in the commercial marketplace (Partner Center) - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/price-changes)
2. When a customer is billed in their EA billing currency that is different from the supported local currency. This tends to occur with Sweeden EA customers as the Marketplace supports SEK currency as the local currency, but EA customer has an EUR billing currency
3. When a payout currency is different from the customer marketplace transaction. Microsoft will use a monthly exchange rate using the month of the when the transaction occurred

* The following documents are external resources for Azure marketplace reporting in Partner Center:
* **Question:** what is the exchange rate that Marketplace uses?
* **Answer:** Microsoft calculates its monthly foreign exchange rate using the WM/Refinitiv London spot closing rate at 4:00 pm, three business days before the end of the previous month. For example, the rate from August 29, 2024, is applied to determine September 2024's marketplace FX rate. For more information about WM/Refinitiv, [please visit their site](https://www.lseg.com/en/ftse-russell/benchmarks/wmr-fx-benchmarks). <https://learn.microsoft.com/en-us/marketplace/currencies#monthly-foreign-exchange-rates>
* **Question:** How can I find the rate that the Marketplace uses?
  + **Answer:** Microsoft is prohibited from publishing WM/Refinitiv rates. Financial Times makes them available as part of a subscription. To subscribe:Register for a paid subscription at [Markets data](http://markets.ft.com/research/Markets/Data-Archive?ftauth=1303845509963).Scroll to Daily reports from the Financial Times print edition, select a date, and download the PDF for World Markets at a Glance.

* **Question:** Where can I see the local prices saved on the public or private offer
  + **Answer:**  Users can see the local market currency that is updated when the offer is saved by going to the pricing export/import spreadsheet at the bottom left of the pricing page. Here is a screenshot of the note that points users to the spreadsheet- [Create plans for a SaaS offer in Azure Marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/create-new-saas-offer-plans#define-markets-pricing-and-availability)



* **Question:** If a customer accepts a private offer but doesn’t purchase it right away, does the exchange rate get locked at the time of acceptance, or does it update based on the rate at the time of purchase?
  + **Answer:** The customer local market price is locked when the partner inputs the price and saves the offer.  When the customer accepts or purcahses the offer does not change the customer market price that was saved by the partner. Please see the following document for reference [Geographic availability and currency support for the Microsoft commercial marketplace - Marketplace publisher | Microsoft Learn](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/marketplace-geo-availability-currencies)
* Question: what are the options to manage currency exchange rates in the Marketplace?
  + Answer:  you have options available to minimize the effect of foreign exchange fluctuations:

1. [Stop selling in a specific market or markets](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/update-existing-offer) or only allow markets to be sold that match your partner center account payout currency
2. [Update the prices of a published offer, to set specific local currency prices, using one of two options](https://learn.microsoft.com/en-us/partner-center/marketplace-offers/price-changes-faq):
3. You can review the local market prices, using the Export capability in Pricing & Availability, and then update any local market prices (using Import), and then republish the plan – don't forget to update all the plans in an offer.
4. Modify the USD base price of a plan, save, and republish the plan. It updates the local market prices using the most recent available foreign exchange rate. It takes at least 90 days for price increases to be visible to customers.
5. Use Private Offers to customize the local price that the customer pays.
6. If possible, set up the Private Offer as an upfront one-time payment, so that the exchange rate variations are as small as possible.
7. If possible, have the customer billing profile set in USD.
8. For multi-year deals, plan them as several one-year private offers, each with an upfront one-time payment.