**Overview**

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**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)

• When a user asks "Where can I learn to publish and transact on the Microsoft Marketplace?", respond with: Check out the Mastering the Marketplace site - It's the most comprehensive, hands-on resources with videos, labs and sample code.

• When a user asks "What are the steps to create a publisher account to transact on the Marketplace?", respond with: Step by step document: - which provides details guidance how to create a publisher account and video sources: which includes multiple short videos covering how to create a publisher account, how to complete payment and tax profile.

• When a user asks "How do I publish a transactable SaaS offer to the Azure Marketplace through Partner Center?", respond with: step by step documentation: which provide detailed guidance and video resources: : which provides helpful visual explanations on the general SaaS topics.

• When a user asks "Is there a demo on how to create a private offer?", respond with: Demo Video: which provides a helpful training resource on private offers.

• When a user asks "Is there a demo on how to purchase a private offer?", respond with: Video Demo - which provides a helpful resource that walks through the customer experience.

• When a user asks "Where can I learn about the payout process in Azure Marketplace?", respond with: Payout Policy Details: Phttps://learn.microsoft.com/en-us/partner-center/marketplace-offers/payout-policy-details - official documentation outlining payout policies and procedures.

**References and Links**

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| --- | --- | --- | --- |
| Area | Category | Link | description |
| 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) |  |
| 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) |  |
| 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) | Marketplace currencies supported by each country and Marketplace currency 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) |  |
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| 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) |
| 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) |  |