

Azure Marketplace Publisher FAQs

Billing Experience Updates

Answers to common questions about the billing experience update for Microsoft Azure Marketplace.

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CSP

What is a Cloud Solution Provider (CSP)?

Cloud Solution Providers are Microsoft partners who participate in Microsoft's reseller program. CSPs manage customer relationships, deliver value added services, and enable customer success with technical solutions. As a new channel for your offerings, they can expand your reach and increase your sales opportunities.

Will my offers be available in CSP by default?

No, your offers will automatically be opted out of CSP reseller channel by default.

How do I opt-in to make my offers available on the CSP reseller channel?

Documentation to walk you through this process will be available shortly.

If I opt-in to the CSP reseller channel, can I opt-out?

Yes. Documentation to walk you through this process will be available shortly.

When will I be able to opt-in to make my offers available on the CSP reseller channel?

Opt-in functionality is available today, but your opted-in offers will not be available until March 1, 2019.

What happens to my offer if I pull it from the reseller channel – E.g. opt-out of CSP channel?

The offer will continue useable by the customer as expected until the next renewal. Upon the next renewal, the offer will not be available.

What offer types published after 3/1 will be available for ISVs to opt-in to allow for resale on the CSP channel?

ISV Opt-In/Out options available for offers published after 3/1			
Offer Types	Bring your own license (BYOL)	Free	Pay as you Go
Virtual Machines	Not Available	Available	Available
Containers	n/a	Not Available	n/a
Solution Templates	n/a	Available	n/a
Managed Applications	n/a	Available	Available
SaaS Apps	n/a	Available	Available

What is the default opted-in or opted-out state for offer types published before 3/1?

Default state for offers published before 3/1			
Offer Types	BYOL	Free	Pay as you Go
Virtual Machines	Opted-In	Opted-In	Opted-Out
Containers	n/a	Opted-In	n/a
Solution Templates	n/a	Opted-In	n/a
Managed Applications	n/a	Opted-Out	Opted-Out
SaaS Apps	n/a	Opted-Out	Opted-Out

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Solution Templates	n/a	Opted-Out	n/a
Managed Applications	n/a	Opted-Out	Opted-Out
SaaS Apps	n/a	Opted-Out	Opted-Out

Note: All offer types available for the opt-in experience will be opted-out by default if the publisher does not opt-in the offer.

SaaS Offers

What is the SaaS refund policy for Marketplace and CSP customers?

Monthly subscription

Cancellation within 24-hours of purchase	Full refund
Cancellation after 24-hours of purchase	No refund
Upgrade Subscription	Prorated charge
Downgrade Subscription	Prorated refund

Annual subscription

Cancellation within 14 days of purchase	Full refund
Cancellation after 14 days of purchase	No refund
Upgrade Subscription	Prorated charge
Downgrade Subscription	Prorated refund

What are the 2 billing options for SaaS offers?

There are 2 options available: monthly billing and annual billing. Previously there had only been monthly billing, but now annual billing will be available.

Publisher Payouts

Are there any changes to payout process for ISVs?

Payout process will not change with the new Marketplace experience. You will be paid in one of the supported currencies in which the offer is priced.

How will the new experience impact the payout date?

All publishers will be paid out based on the customer's service period. For example, for Web Direct and Enterprise customers, all charges in a certain service period will be consolidated and paid out in the next invoicing cycle.

Customer Experience

When will my customers experience a price change?

Any new customers who makes a purchase after March 1, 2019 will be charged using the new pricing. Any existing customer, whether they purchase an existing offer (created before March 1, 2019) or a new offer (created between March 1, 2019 and their migration date) will be charged the old pricing.

What are the invoice changes to Enterprise customers?

Change Subject	Change Description
Consolidated Invoice	For customers' Azure and Azure Marketplace offerings, they will now receive one consolidated invoice.
Price Change	<p>For any new subscriptions purchased or existing subscriptions renewed on or after the transition date, customers will be priced at the new pricing found on Azure Marketplace.</p> <p>For your new or existing consumption offers, customers will be priced at the new pricing for usage starting on the first day of the transition month.</p>
Prepaid	<p>Customer billing for subscription-based offers will now be charged at the beginning of the monthly service period</p> <p><i>For example, if a customer has monthly invoicing and they purchase a subscription in June, it will appear on their June invoice. If they use a virtual machine in June, it will appear on their June invoice.</i></p>
Service Period Aligned	<p>Customer billing for new subscription-based offers will be aligned to monthly service period as opposed to calendar month.</p> <p><i>For example, if a customer activates a subscription-based offer on June 8, it will start on June 8 and be renewed on July 8.</i></p>

What are the invoice changes to Web Direct customers?

Change Subject	Change Description
Monthly Invoice	<p>For customers' Azure Reserved Instance and Azure Marketplace offerings, they will now receive one consolidated invoice.</p> <p>For customers' Azure offerings, they will still receive a separate invoice.</p>
Price Change	<p>For any new subscriptions purchased or existing subscriptions renewed on or after the transition date, they will be priced at the new pricing found on Azure Marketplace.</p> <p>For any consumption offers generating usage <u>prior to the transition date</u>, they will be priced at the old pricing for usage up to the transition date.</p> <p>For any consumption offers generating usage <u>on or after the transition date</u>, they will be priced at the new pricing for usage on or after the transition date.</p>
Prepaid	<p>Customer billing for subscription-based offers will now be charged at the beginning of the monthly service period.</p> <p><i>For example, if a customer has monthly invoicing and they purchase a subscription in June, it will appear on their June invoice. If they use a virtual machine in June, it will appear on their June invoice.</i></p>
Service Period Aligned	<p>Your billing for subscription-based offers will still be aligned to monthly service period.</p> <p><i>For example: If the purchased date for your current subscription is March 8, you will be billed for that subscription on your March invoice for its usage between March 8 and April 7.</i></p>
Calendar Month Aligned	<p>Your billing for consumption-based offers will be aligned to the calendar month.</p> <p><i>For example, if a customer activates a subscription-based offer on June 8, it will start on June 8 and be renewed on July 8.</i></p>

Publisher Agreement

Why is my publisher agreement different?

Microsoft is in the process of streamlining all its storefront agreements into the Microsoft Publisher Agreement. The Azure Marketplace Publisher Agreement will be replaced by this new agreement on February 1, 2019.

Offer Pricing

Why did my offer price change?

Microsoft has consolidated the currencies in which it transacts from 57 to 17 currencies. Due to this consolidation, publishers were able to update the price of their offerings. These new prices will go into effect on March 1, 2019.

Where do I find the new pricing of my offers?

All old pricing can be found on your old invoices.

In what currencies will I be able to price my offers after I get transitioned to the new experience?

Country	Old Billing Currency	New Simplified Billing Currency
Algeria	DZD	USD
Argentina	ARS	USD
Bahrain	BHD	USD
Belarus	RUB	USD
Brazil	USD	BRL
Bulgaria	BGN	EUR
Chile	CLP	USD
Colombia	COP	USD
Costa Rica	CRC	USD
Croatia	HRK	EUR
Czech Republic	CZK	EUR
Egypt	EGP	USD
Guatemala	GTQ	USD
Hong Kong	HKD	USD

Hungary	HUF	EUR
Iceland	ISK	EUR
Indonesia	IDR	USD
Israel	ILS	USD
Jordan	JOD	USD
Kazakhstan	KZT	USD
Kenya	KES	USD
Kuwait	KWD	USD
Liechtenstein	CHF	EUR
Macedonia (FYRO)	MKD	USD
Malaysia	MYR	USD
Mexico	MXN	USD
Montenegro	EUR	USD
Morocco	MAD	USD
Nigeria	NGN	USD
Oman	OMR	USD
Pakistan	PKR	USD
Paraguay	PYG	USD
Peru	PEN	USD
Philippines	PHP	USD
Poland*	PLN	EUR
Qatar	QAR	USD
Romania	RON	EUR
Saudi Arabia	SAR	USD
Serbia	RSD	USD
Singapore	SGD	USD
South Africa	ZAR	USD
Thailand	THB	USD
Trinidad and Tobago	TTD	USD
Tunisia	TND	USD
Turkey	TRY	USD
Ukraine	UAH	USD
United Arab Emirates	EUR	USD
Uruguay	UYU	USD

Note: All other "Sell To" countries not on the above list will transact in the currencies that you originally selected.

What will be my default pricing currency if the local currency is not supported?

The default currency will be USD.

Geographic Availability

What countries are we allowed to sell to?

Please refer to the "Sell To" section of the [Participation Policies](#).

How do I define my geographic availability to enable selling in different countries?

In Cloud Partner Portal, navigate to the SKU to which you want to add new countries. Within the "SKU Details" navigate to "Country/Region availability" and click "Select regions." A list will pop up with all available countries to sell to. Click the checkbox next to each country you want to make this SKU available.

Seller Insights

I am excited to learn about the changes to Seller Insights. Where can I find those details?

Please review the [Seller Insights release notes](#).