

Frontline Worker Program

Teams and AI+ Teams

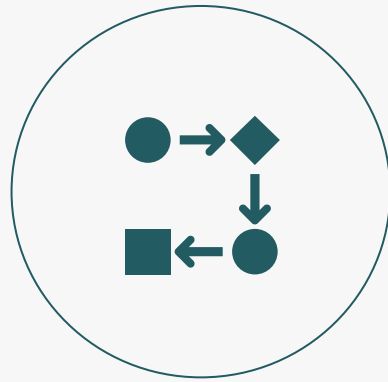
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Agenda



Program Overview



End-to-End
Program Process



Example
Documentation
and Systems



Call to Action

Teams FLW Partner Incentive Program

Launch: April 2025

Pilot Program Ends June 30, 2025

- The program offers **deployment incentives** for **Teams FLW** workloads and **Teams FLW AI** workloads.
- **Target Audience: Enterprise or SMCC** customers with at least **4k unused Teams FLW**, or **2k unused Teams + AI FLW** licenses.
- **Deployment: Teams FLW workload** (local collaboration, corporate comms, operational efficiency) and/or **Teams FLW AI** (Q&A Copilot, Agent catch-up summary)

FLW defined by F SKU (Microsoft 365 F3, Microsoft 365 F1, Office 365 F3)



Accelerate Teams & Teams + AI adoption and demonstrate the value with **Frontline Worker** Customers.

Growth Thresholds and Maximum Payouts

Incentive funding agreement

Incentive funding	Payout
Teams F MEU growth	\$2.50/user
Teams F AI MEU growth	\$5/user

Limits	Details
Minimum threshold for Teams F MEU	4K users
Minimum threshold for Teams F AI MEU	2K users
Maximum payout per customer registration	\$30K
Maximum payout per partner	\$60K

Frontline Worker Registration Program | What's In It For Me

- ✓ **Up to \$60K in Funds:** eligible engagements can **receive up to \$30k per customer** and **\$60k per Partner** total. \$2.50 per net new Teams FLW MEU and \$5 per net new Teams FLW AI MEU.
- ✓ **Increase Activation and Engaged usage:** this program is positioned to help **accelerate activation and usage** in Teams and Teams + AI usage with Frontline Worker customers.
- ✓ **Rapid Approval:** get registrations approved in 48-72 hours

Frontline Worker Partner Program Terms

- ✓ Frontline Worker Program is a **pilot program**.
- ✓ Program runs from **April 10, 2025**, through **June 30, 2025**.
- ✓ **Partners are pre-selected based on participation in Teams FLW PAC or elevate partners in ANZ or UK.**
- ✓ **SOW** must be submitted **before work begins** and **POE** must be submitted **no later than June 30, 2025**.
- ✓ SOW and POE **cannot be submitted on the same day**.
- ✓ **Payment central** setup is critical **to receive payments**.
- ✓ Every nomination will be reviewed by the business sponsor
- ✓ The program is focused on **net new customer deployments** of Teams FLW and/or Teams FLW AI.
- ✓ **Payment is issued upon receipt of the required documents** (POE) and **within 45 days** of achieving the milestone.
- ✓ Link to the T&Cs is included in the resource slide.

Frontline Worker Program Process

Step
1



Step
2



Step
3



Step
4



Step
5

Partner Invitation

Partners who meet the eligibility criteria **will be sent an invitation.**

Email invitation to partners will come from:
PXPartnerOnboarding@microsoft.com

Note: New Partners will need to set up an account using their organization's Microsoft Entra ID (MPN).

A list of Partners will be provided to the QTM team by the sponsor team.

Accept the Terms & Conditions

To accept the invitation, log in to the **FPC Portal** to **review the Terms and Conditions** of the Program.

When the invitation is accepted and processed, the **Partner will receive an email notification** that they have joined the program.

Partner can then download the Statement of Work and vet customer for nomination.

Customer Nomination & Statement of Work

Partner works with the Customer to **complete a Statement of Work** that is added to a customer nomination in the FPC Portal.

The **Frontline Worker** team reviews Statement of Work for approval.

For technical program questions, contact:
fy25FLWpartner@microsoft.com

Customer Engagement

Partner will receive notice of customer nomination and SOW approval decision.

Once approved, **Partner works with the customer** to complete the activities outlined in the SOW.

Proof of Execution Submission & Incentive Payment

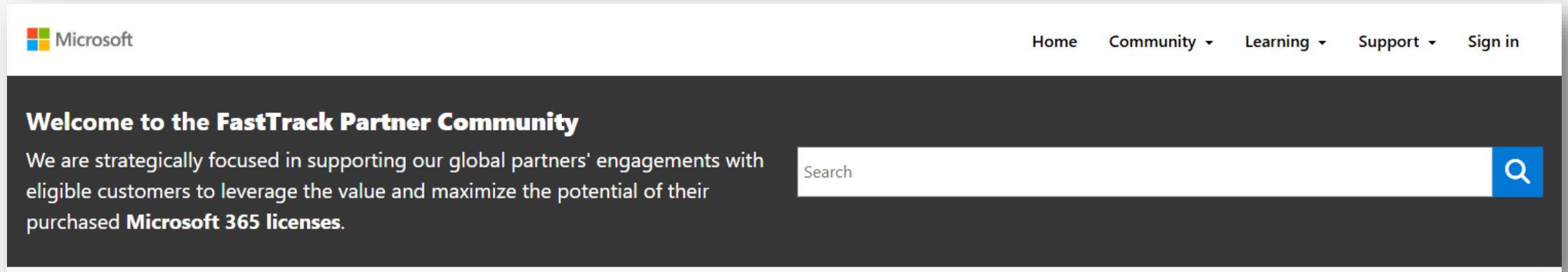
Partner submits **signed POE** via the FPC portal.

POE and activity metrics are reviewed/validated by QTM team.

Partner is paid upon completion of the POE, and approximately 45 days post approval.

Partner and customer have **until June 30, 2025, to complete** the engagement submit POE

Nominate Customer in the FPC Portal



- All customer eligibility should be pre-vetted by the Partner.
- Nominate customers via SOW submission in the FPC Portal. If the customer is ineligible, the nomination and SOW will be denied.
- Business sponsor reviews SOW. Approved customer nomination/ SOW is submitted to QTM for SOW approval.
- Partner receives approval notification and can begin work with the customer.

Example Statement of Work (SOW)

- Requires Customer Nomination & Approval to complete
 - Customer eligibility must be pre-vetted by Partners
- Work cannot start until SOW is approved
- Only physical or digital signatures are accepted, no screenshots of signatures.
- Partner/ Customer information should match the signers' information
- Provide a detailed description of activities
- [Downloadable SOW template](#)

Microsoft Frontline Worker Program
Services Agreement Verification Form - Statement of Work

Template updated April 9, 2025

Frontline Worker
Services Agreement Verification Form - Statement of Work

Please note the Customer Eligibility Requirements for this program. Do **not** submit a registration and SOW if the customer does not meet these requirements:

- A minimum user adoption growth threshold of 4,000 MEU for Teams F; and/or
- A minimum user adoption growth threshold of 2,000 MEU for Teams F AI.

Note: If a customer's use-case involves Microsoft's AI-based products or services ("AI Scenarios"), the following rules apply:

- If the customer's AI Scenario requires an M365 Copilot license, the customer must have at least 2,000 M365 Copilot licenses to qualify for the Program.
- If the customer's AI Scenario does not require an M365 Copilot license, the Program Partner must detail the customer's use-case in Section 2 below. (Examples: pay as you go AI licenses are owned by the tenant for declarative agents or Copilot Studio agents or Teams AI toolkit will be used for AI Scenario.)

Section 1 (Required): Indicate the planned number of engaged users to be delivered for each workload type. Project the incentive value if all planned users are engaged.

Deployment Targets			
Workload	Number of Engaged Users Planned	Rate	Value
Teams		\$2.50	\$
Microsoft AI solutions deployed and used in Teams		\$5.00	\$
Total			\$

Section 2 (Required): Scope of Work details; provide a description of each activity to be performed.

Prepare and deploy	Description of activities to be performed
Conduct a kickoff meeting with the customer.	
Build and execute an adoption plan.	
Deliver change management and drive adoption.	

Section 3 (Required): Partner and customer contact information

Partner Company Name	
Partner Signatory Name	

Indicate Workload Type


Provide Description of Activities

Contact Information

Proof of Execution (POE) Template

- POE must be submitted after approved SOW
- POE should match approved SOW
 - This means no changes to workloads/scope
- Provide full information requested
- Only physical or digital signatures are accepted, no screenshots of signatures.
- Partner/Customer information should match the signers information.
- Submit before Expiration Date
- [Downloadable POE template](#)

Microsoft Frontline Worker Program
Services Agreement Verification Form – Proof of Execution



Template updated April 9, 2025

Frontline Worker Program
Services Agreement Verification Form – Proof of Execution

Section 1 (Required): Indicate the planned number of engaged users that were delivered for each workload type. Project the incentive value for all users engaged.

Deployment Targets			
Workload	Number of Users Engaged	Rate	Value
Teams		\$2.50	\$
Microsoft AI solutions deployed and used in Teams		\$5.00	\$
Total			\$

Section 2 (Required): Scope of Work details; provide a description of each activity performed.

Prepare and deploy	Description of activities performed
Conducted a kickoff meeting with the customer.	
Built and executed an adoption plan.	
Delivered change management and drove adoption.	

Section 3 (Required): Partner and customer contact information

Partner Company Name	
Partner Signatory Name	
Partner Signatory Role	
Partner Signatory Email	

POE should match approved SOW

Statement of Work Example Activities

Teams Only

The following are examples of activities to promote with FLW customers.

- Local collaboration via chat/channels
- Corporate comms through Viva Engage in Teams
- Operational efficiency through shifts, tasks, or Walkie-talkie in Teams.
- Examples of engaged usage we will measure for proof of execution:
 - Collaborative actions taken per week
 - Interaction with an FLW operational efficiency workload via messages sent, meetings joined, documents uploaded, etc.

Teams + AI

In combination with above activities leveraging Teams, the following are examples of activities to leverage AI with Teams.

- Interaction with a Q&A agent for standard operation procedures.
- Engaging in a catch-up summary

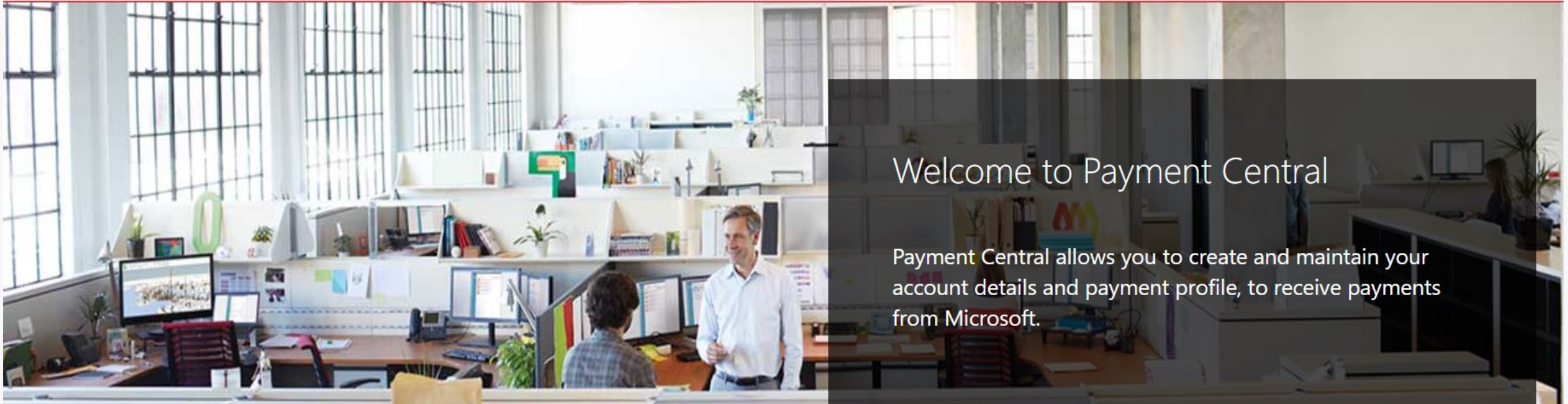
Section 2 (Required): Scope of Work details; provide a description of each activity to be performed.	
Prepare and deploy	Sample activity description
Conduct a kickoff meeting with the customer.	Meet with the customer to understand their business needs and requirements to deploy Teams for Frontline Worker (FLW). Ensure the customer understands the program and get approval from key stakeholders.
Build and execute an adoption plan.	<p>Create a plan to implement Teams FLW workload and/or Microsoft AI solutions deployed and used in Teams.</p> <p>After plan is created, work with customer to deploy Teams FLW workload(s) and/or Microsoft AI solutions deployed and used in Teams.</p> <p>EXAMPLE</p> <p>Example workloads include:</p> <ol style="list-style-type: none"> 1. Teams FLW <ul style="list-style-type: none"> • Local collab through chat/channels • Corp comms through Viva Engage in Teams • Operational efficiency through shifts in Teams, tasks in Teams, or Walkie-talkie in Teams. <p>Examples of engaged usage we will measure for proof of execution:</p> <ul style="list-style-type: none"> • FLW taking multiple collaborative actions in Teams each week. Sending a message, joining a meeting, uploading a document, or interacting with an FLW operational efficiency workload, etc. <ol style="list-style-type: none"> 2. Microsoft AI solutions deployed and used in Teams <ul style="list-style-type: none"> • FLWs interacting with a Q&A agent for standard operation procedures. • User gets a notification that a catch-up summary is ready for the user to read. The user clicks it and is taken to the agent which shares the summary of what they've missed. <p>Note: If Teams FLW AI scenario doesn't require a Copilot license. Please outline the AI scenario in detail and why licenses are not required.</p>
Deliver change management and drive adoption.	Implement proper change management practices to drive FLW engaged usage.

Payment Central Setup to Receive Payment

 Sign in

Payment Central

As of September 2020, suppliers can access their data on [SupplierWeb](#). **NOTE: Payees with a short-term relationship receiving a limited number of payments should continue to use Payment Central.** For access issues, contact [Accounts Payable](#).



Welcome to Payment Central

Payment Central allows you to create and maintain your account details and payment profile, to receive payments from Microsoft.

Payment Central Onboarding Process

Partner nominates a contact to complete the Payment Central profile to receive Payment **Individual must have access to banking, finance and tax information.**

Information Required for Payment Central Process

Payment Central Payee Name:

Name the payment will be made out to.

Payment Central Contact Name:

First/Last name of the individual who will receive the link to complete the profile.

Payment Central Contact Email:

Email of the individual who will complete the profile.

Cannot be a group email (e.g., accounting@company.com).

Must be the Partner company's email domain (not @outlook.com or @gmail.com etc.).

Profile Completion:

Link sent within three business days to the Payment Central Contact's email.

Partner has 30 days to complete the profile before it expires.

Reminder notice sent after two weeks if the profile is still pending.

Assistance:

Contact the Payment Onboarding team for help: frpPaymentOB@microsoft.com. [Payment Central Knowledge Article](#)

Call to Action: Next Steps

- ❑ Accept the Frontline Worker program [Terms](#)
- ❑ Identify Customers for Nomination and pre-validate (a maximum of 2 customers per partner)
 - ❑ If you have questions on a customer's eligibility, please email: fy25FLWpartner@microsoft.com
 - ❑ We will not accept new nominations past June 2nd
- ❑ If you have not already done so, please set up your Payment Central Profile to submit an SOW
- ❑ Submit a Proof of Execution (POE) no later than June 30, 2025

Resources

- [Frontline Worker Registration Terms & Conditions](#)
- [Frontline Worker Statement of Work Template](#)
- [Frontline Worker Proof of Execution Template](#)
- [Frontline Worker Summary Article \(FAQ\)](#)
- [Link to this Presentation Deck](#)
- [Frontline Worker Registration Page \(FPC Portal\)](#)
- [How to use the FPC Portal](#)

For question on the program, customer eligibility, and more, please email: fy25FLWpartner@microsoft.com

For technical assistance with onboarding questions, please email: PXPartnerSupport@microsoft.com

Thank you

