

FY24 Surface Reseller Alliance Program – Trainings FAQ

<p>Why are there new FY24 Surface Reseller Alliance incentive program trainings?</p>	<p>The FY24 trainings consist of brand-new content that consolidates and simplifies previous learning materials into three shorter, more streamlined and consumable courses. The estimated time commitment from partners to complete FY24 trainings is 3 hours, 40 minutes vs. the previous time commitment of 11 hours.</p>
<p>How and where do I log in to see the FY24 Surface Reseller Alliance incentive program trainings?</p>	<p>You will need to log into Partner University, located here. You can also follow the Partner University Step by Step instructions below.</p> <p>Link to Partner University log in deck</p>
<p>What are the new FY24 Surface Reseller Alliance incentive program trainings and what is the expected time commitment?</p>	<p>The new FY24 Surface Reseller Alliance incentive program trainings are (live links):</p> <p>'Surface Academy - Level 1' and 'Surface Academy - Level 1 Assessment' (1 hour 40 minutes) 'Surface Academy - Level 2' and 'Surface Academy - Level 2 Assessment' (50 minutes) 'Surface Academy - Level 3' and 'Surface Academy - Level 3 Assessment' (1 hour 10 minutes)</p> <p>The time commitment to complete the new FY24 trainings is 3 hours, 40 minutes vs. the previous time commitment of 11 hours.</p>
<p>Will there be a separate set of required FY24 trainings for PC and HUB reseller partners like in the previous fiscal years?</p>	<p>No. Trainings have now been consolidated for the PC and Hub channels to align with the partner channel simplification authorization.</p>
<p>When will the new FY24 Surface Reseller Alliance trainings replace the old trainings?</p>	<p>The new FY24 trainings will replace all previous trainings for Hub and PC starting on April 15, 2023.</p>
<p>When can I take the new FY24 Surface Reseller Alliance incentive program trainings?</p>	<p>You can take the new FY24 trainings starting April 14, 2023. Once these trainings have been completed, they will satisfy the training eligibility requirement until further notice.</p>
<p>If a partner onboarded in FY23 by taking the previous trainings, will I have to take the new FY24 trainings?</p>	<p>Yes. Partners onboarded into the Surface Reseller Alliance incentive program in FY23 will be required to take the new FY24 trainings by December 31, 2023, to remain in the FY24 Surface Reseller Alliance incentive program.</p>
<p>What happens if I missed the deadline to take the FY24 trainings?</p>	<p>Onboarded partners who have not taken the FY24 trainings by December 31, 2023, will be automatically offboarded from the program on January 1, 2024.</p>
<p>If I was onboarded in FY23 by taking the new FY24 Surface Reseller Alliance incentive program trainings, will they have to take FY24 trainings again?</p>	<p>No. Once released and taken, the FY24 trainings will count towards your eligibility for the remainder of FY23 and will have met the trainings requirements of the program for FY24 and until further notice.</p>

<p>Will I have to take new trainings every year?</p>	<p>Trainings do not expire unless explicitly stated and there are no plans to have trainings refresh annually.</p>
<p>When is the cutoff date for onboarded partners in FY23 to take the new trainings and remain in the FY24 program?</p>	<p>Partners already in our FY23 program will have until December 31, 2023, to complete the new FY24 trainings and remain in the FY24 program.</p>
<p>When will I be required to take the new FY24 trainings?</p>	<p>Beginning April 14, 2023, you may begin taking the new FY24 Surface Reseller Alliance incentive program trainings. All new partners, onboarded in FY23, will be directed to complete the new FY24 trainings. All existing partners may begin to take the new FY24 trainings, beginning April 14, 2023, but must complete them on or before December 31, 2023, to remain eligible for the Surface Reseller Alliance incentive program, as stated in the incentive guide, located here.</p>
<p>For each program tier's eligibility - what is the number of sellers required to take FY24 trainings?</p>	<p>The number of sellers required to complete trainings to qualify for each tier:</p> <ul style="list-style-type: none"> • Silver: 2 sellers are required to complete the FY24 trainings for new partners to be eligible and for FY23 onboarded partners to complete (by December 31, 2023) to remain in the program at this tier. • Gold: 4 sellers are required to complete the FY24 trainings for new partners to be eligible and for FY23 onboarded partners to complete (by December 31, 2023) to remain in the program at this tier. • Platinum: 4 sellers are required to complete the FY24 trainings for new partners to be eligible and for FY23 onboarded partners to complete (by December 31, 2023) to remain in the program at this tier.