Effective Date: July 22, 2026

Esri Partner Network Policies

These policies apply to Esri Partner Network (EPN) Partners in the Technology, Startup, Member, Gold, and Platinum programs. These policies are subject to change with a 30-day notice, at Esri's discretion. Please refer to the online Esri Partner Community (Partner Community) for the most current version of this document.

Eligibility

To be eligible to apply for participation in the Esri Partner Network, a company must:

- Be a valid business
- Have a valid website
- Have a physical address where the business operates
- Demonstrate a commitment to help further develop and support the ArcGIS system
- Support the Esri user community at large

Additional requirements may apply for specific programs. Continued participation in the Esri Partner Network requires that a partner be in good standing. See more details below in *Good Standing.*

EPN Benefits

All partners in good standing receive benefits as described in detail below. For a high-level overview of EPN benefits, consult the Esri Partner Network Benefits matrix.

Points of Contact

Partner Help

Esri provides centralized support through the Partner Community. Partners can Find an Answer, submit program-related questions, resource inquiries, and other requests by logging into the Partner Community, navigating to the Partner Help tab, and creating a Partner Case. Under Partner Help, you can also access knowledge articles and browse available resources.. A

Connections to the Global Esri Community

Networking is critical for partner success. Staying connected with Esri and engaging with other partners is key. Partners are offered a variety of benefits to stay connected to this global community. A combination of virtual and in-person

opportunities are available throughout the year. Explore ways to connect by

navigating to the Community tab in Partner Community.

Partner Community

A key place for partners to connect is the Partner Community, a secure website exclusively for partners, Esri and Esri Distributor staff. It includes announcements, and opportunities to engage with specific interest groups. Partners can also initiate activities, from finding an answer and technical enablement to ordering software. Partner Community is the destination for discovering all Partner Program Resources. Partner Community allows partners to explore additional support resources, such as solution engineers and architects, training consultants, support analysts, customer service representatives and partner marketing staff. Technical issues should be directed to Esri Technical Support or the local Esri Distributor.

Partner Communication Channels

In addition to the online community, partners are offered additional channels of communication and outreach.

Partner Communications emails and **Community Feed** (streamed live on the Partner Community), keep partners up to date with announcements, opportunities, and program information.

To ensure timely receipt of important communications, the partner primary point of contact has access to ***maintain contacts and assign community users*** for your organization via Partner Community. Assigning Job Roles to each contact helps direct communications to relevant members of the organization.

Contacts with access to Partner Community may set the frequency for delivery of ***Community Feed Digests***. See more details below on *Using Community Feed.*

Esri Partner Network Group

Partners are encouraged to regularly visit the dedicated Esri Partner Network Group in the Partner Community to stay connected and informed. Discover the latest program updates, access valuable news, resources, and announcements.

Esri Events and Partner Gatherings

Partners are encouraged to participate in a variety of Esri in-person and virtual events to stay current on Esri business and technology strategies and network with Esri teams and other partners, including business development teams inside and outside the U.S. Events are offered for the broad Esri community, as well as specific target industries and geographies, like Esri User Conference and Infrastructure Management & GIS Conference. Explore additional events on Esri.com

Esri Partner Conference (EPC)

Exclusive partner event for which attendance is highly recommended. This annual event is where partners, Esri Distributors, and Esri business and technical leadership gather to exchange insights on the latest Esri strategies and related business opportunities for partners. EPC dates, agenda, and registration are at www.esri.com/EPC. Partners should bring multiple team members to catch all the activities and sessions.

Esri User Conference (UC)
Partners are encouraged to attend and consider sponsoring and/or exhibiting at the Esri User Conference (UC), where the global user community gathers for inspiration and to learn how GIS is making a difference around the world.

Esri Partner teams also host ***webinars*** on partner onboarding, technical enablement, and industry interests. Watch for upcoming webinars in the Partner Community.

Esri distributors also have regional user conferences and partner meetings. See an Esri distributor for information.

Complimentary Passes
Esri Partner Conference and Developer Summit

Partners may receive annual Esri Partner Conference, Developer Summit, or Combo passes to support participation:

- Esri Partner Conference (EPC, Palm Springs only)
- Esri Developer Summit (Palm Springs only)

Passes are issued and renewed on a calendar year basis. EPC/DEV Summit Combo passes provides the opportunity for one person to attend one or both events. Esri Partner Conference, Developer Summit, or Combo passes may not be split between multiple attendees.

Esri Partner Conference, Developer Summit, or Combo Passes are allocated annually. Passes may be applied to the upcoming calendar year event when registration opens in the previous calendar year, providing an opportunity to secure your spot early. Please note, passes may not be accumulated over multiple years. Any unused passes will be voided.

Quantities of conference passes are provided as follows:

Esri Partner Conference**,** Developer Summit**,** or Combo Passes

- Technology – zero (0) passes
- Startups – one (1) pass
- Member - one (1) pass
- Gold – four (4) passes
- Platinum – six (6) passes

Esri User Conference Passes

- Technology – zero (0) passes
- Startups - two (2) passes
- Member - two (2) passes
- Gold – six (6) passes

- Platinum – twelve (12) passes

Discounts
Partners also receive a discount for ***Esri Inc Conference registrations*** (EPC excluded). Information on discounts can be found on www.esri.com/events prior to each year's conference.

Esri Conference Registration Discounts

- Technology – 10%
- Startup - 10%
- Member – 10%
- Gold – 20%
- Platinum – 20%

Event Proceedings

Proceedings for all partner conferences and webinars are available following the event in the Partner Community, and can be found by navigating to the Community tab, selecting Events, then selecting Proceedings.

Technical Enablement

Partners receive technical enablement resources to build solutions, deliver content, and provide services.

ArcGIS Software Benefits

To explore the ArcGIS system, partners receive a complimentary package of software based on EPN program. The package helps partners explore and train staff on Esri technology. The packages are refreshed regularly, allowing continued access to Esri's latest technology. The most recent version of the packages is in the Partner Community.

- Technology Partner Package
- Startup Partner Package
- Member Partner Package
- Gold Partner Package
- Platinum Partner Package

To learn more about Esri licensing, review Esri Partner Network License Use Guide in the Partner Community.

Partners may also purchase a variety of software licenses and subscriptions; some partner discounts are available. See details below in *Understanding Partner Software Use*. Additional software benefits may be available for specific programs.

ArcGIS Location Platform

Eligible Partners receive ArcGIS Location Platform Vouchers as part of complimentary software provided. ArcGIS Location Platform is a Platform as a Service (PaaS) *product* that gives developers an easy to build mapping apps and solutions with APIs, tools, and location services.

- Member – $100 Voucher
- Gold – $200 Voucher
- Platinum – $300 Voucher

Technical Enablement Resources

Partners are encouraged to utilize the Technical Enablement resources available in the Partner Community. From recommended training activities to documentation that helps partners create offerings, these resources help partners leverage the ArcGIS system and understand best practices. Partners may reach out for advice from solution engineers and architects specialized in partner opportunities by navigating to the Partner Technical Enablement Team Group.

Esri Training Services

Training Services delivers partner value through two core programs: Esri Training and Esri Technical Certification, both are delivered through Esri Academy and included as part of the Esri Partner Network (EPN) tier benefit package. Partners are encouraged to ask questions about personalized recommendations for training and certification pathways by visiting the Partner Community and submitting a Training Services Case.

Esri Training & Esri Academy provides a comprehensive range of learning options to enable partners and their staff, including instructor-led training, self-paced e-learning, and Partner specific learning plans. These offerings help individuals build the skills required to support strategic business objectives and effectively leverage Esri technology.

- Partners receive a ten (10) percent **discount on regularly** scheduled instructor-led courses. See details below in *Esri Training Discount*. Partners interested in Esri instructor-led courses outside the United States should contact the Esri Distributor for training options available locally.

Esri Technical Certification Program & Exam Vouchers complements training by validating knowledge and hands-on experience, serving as a natural progression from applied learning rather than a standalone achievement. Together, Esri Training, real-world experience, and technical certification help partners maximize the value of their Esri Partner Network benefits. Visit Esri Academy to learn more about how Esri Technical Certification Program recognizes individuals proficient in best practices for using Esri software.

- Partners in the Member, Gold, and Platinum program tiers are required to employ and maintain a minimum number of staff who hold current Esri Technical Certifications. Partners receive complimentary Esri Technical Certification Exam

Vouchers

- Member – two (2) exam vouchers
- Gold – five (5) exam vouchers
- Platinum – ten (10) exam vouchers

- Certifications help partners demonstrate areas of expertise and may qualify them for other EPN programs, such as Specialties or Sales Authorizations. Refer to Go to Market Business Opportunities below to understand your eligibility to participate in these selling programs.

Esri Technical Certification Exam Vouchers may be purchased by partners in other EPN programs.

Product Early Release Activities

Only partners in Startup, Member, Gold, and Platinum programs may be invited to participate in early release activities for Esri Preproduction products. Partners that want to participate must complete the relevant applications and accept the terms for participation. Participating partners have an opportunity to provide feedback to product teams and get technical support on prerelease software. Watch for posts in ArcGIS Product News for Partners Community Group, or sign up to participate via Early Adopter Community.

Go to Market Business Opportunities

Partners have a variety of Go to Market paths described below to reach customers and grow business.

Sell and Market with Esri

Partners can work with Esri business development and industry marketing teams to reach customers in various market segments and geographies. Partners can extend an existing customer's use of ArcGIS with services, solutions, and content. Partner expertise also supports identification of new markets and opportunities where partner offerings are sold alongside Esri technology.

Selling Programs

Partners are eligible to apply to resell or embed Esri technology with partner solution, services, or content offerings. The grant to participate in one or more selling programs is provided via a sales authorization agreement. Examples of Sales Authorizations include Resell, Sublicensing and Referral Programs. Learn about these programs by navigating to Selling Programs in the Partner Community. Participation is subject to review and approval by Esri.

Specialty Designations

Partners have the option to earn Specialties, which help customers and Esri teams distinguish a partner's expertise in a variety of Esri capabilities and industries. Information on specialty eligibility and benefits are available by navigating to the

Go to Market tab and selecting Specialties in the Partner Community. Participation is subject to review and approval by Esri.

Program Resources

A wide variety of materials are available to partners, from policies and guides to emblems and conference proceedings. These program resources help keep partners up to date on partner opportunities, Esri technology, EPN program details and processes. Many resources are easily discovered through the general search or navigating to the Resources tab in Partner Community.

Partners are able to see resources specific to your organization by navigating to My Organization and selecting My Resources.

Partner Help

Find an Answer, accessible from the Partner Help tab in the Partner Community, allows partners to ask a question, submit a partner case, submit a Training Services or Esri Technical Certification case, and discover trending and featured topics important to partners. The answers to frequently asked questions are answered in **Knowledge Articles**, which are exposed through Find an Answer and in the results of the general search.

Marketing Options

Partners receive a variety of marketing benefits to promote partner offerings, successes, and our partnership as described below.

Welcome Kit

The EPN Welcome Kit includes an Esri Press book, a tradeshow sign, and window clings. Welcome Kits are available only for Member, Gold, and Platinum partners.

Esri Brand Platform and Partner Emblems

Esri's brand platform along with a variety of other assets, such as program emblems, the Powered by Esri and the Esri Web Link Logo, and presentation icons are available for partners to use for marketing purposes.

Partners must adhere to Esri Partner Network: Esri Brand & Mark Guidelines. Emblems are available for download from the Partner Community by navigating to My Organization and selecting My Resources.

Find a Partner and Partner Directory

Esri promotes our partner relationships to potential and existing customers through Find a Partner on Esri.com, which is an online venue for partners to market Esri technology-based solutions, services, or content. Other viewers of Find a Partner include fellow partners, Esri Distributors and Esri staff. Information shown in Find a Partner is managed by partner, by navigating to the My Organization tab and selecting Partner Directory in Partner Community. See the *Partner Directory* section below for details on creating and maintaining the information.

Social Media

Partners can leverage Esri hashtags and social tips to optimize their posts across a variety of social media channels. Go to the Partner Community to review Social Media Guidance and Hashtags.

Customer Success Stories

Partners should enhance their Partner Directory listing by including links to customer success stories. Find a Partner will support the display of up to five (5) customer success stories in your listing on esri.com. Partners may refer to the Customer Success Story Template for Partners and instructions for guidance.

Partners have the option to share customer success stories for potential amplification in Esri Publications, such as *ArcNews*, *ArcUser* and *ArcWatch*. Learn more about submitting an article here.

Exhibitor and Sponsorship Opportunities

Partners are eligible to exhibit and sponsor at the Esri User Conference and other Esri events. Partners exhibiting at these events must promote your partner relationship with Esri, the ArcGIS system, and your solutions, services, content, or other related offerings.

Exhibitor expectations are to promote Esri-based products and services at Esri conferences. Promotion of competitive products at Esri events is prohibited. Additional requirements may apply to specific programs. Exhibiting partners are encouraged to leverage the most current version of Esri technology to ensure that customers are seeing the latest partner and Esri capabilities.

Use of event assets provided by Esri is limited to authorized exhibitors and sponsors only.

Advertising Discount

A discount is offered to partners for advertising in Esri nonconference publications, such as *ArcNews* and *ArcUser*. Advertisements are reviewed for approval by Esri to ensure compliance with current editorial standards and guidelines.

Discount available for each program is:

- Technology – no discount (0%)
- Startup – ten percent (10%)
- Member – ten percent (10%)
- Gold – fifteen percent (15%)
- Platinum – twenty percent (20%)

Good Standing

Partners must remain in good standing throughout the term of the business relationship. Partners are in good standing if they:

- Have a valid Esri Partner Network Agreement.
- Meet the terms and conditions of the Esri Partner Network Agreement, the Master Agreement and Product Specific Terms of Use, and any applicable addenda and additional policies on a consistent basis. Failure to meet these terms and conditions will affect the partner's standing and may result in termination as outlined in the Esri Partner Network Agreement.
- Pay all annual program fees on or before the annual renewal date.
- Pay applicable software license and maintenance fees, subscription fees, and invoices for other products or services by their respective due dates.
- Maintain a designated primary point of contact responsible for facilitating interaction between the partner, Esri, and Esri Distributor for sales, marketing, technical, and other business-related issues. The primary point of contact is obligated to receive, review, and distribute, as needed, Partner Communications within the partner organization.
- Have staff members who are proficient in the ArcGIS System and equipped to offer frontline response to customer inquiries throughout the term of the agreement.
- Comply with the Esri Partner Network: Esri Brand & Mark Guidelines for use of emblems, trademarks, product names, and attributions in the company's marketing and advertising.

Maintain current company and contact information in the Partner Community.

Program Fees

Some programs require an annual program fee plus applicable sales tax or other taxes, duties, or fees. A marginal difference in the annual program fees may apply in some countries for currency exchange fluctuations.

Program fees cover the cost of a diverse set of ongoing benefits as well as program management and administrative support. The annual program fee is due upon acceptance into the program and is payable to Esri or Esri Distributor, as applicable. The annual program fee is due on or before the annual renewal date of the Esri Partner Network Agreement.

Annual program fee for each program:

- Startup – not applicable
- Technology – fee listed in Technology Program Addendum
- Member – US $2,000
- Gold - $10,000
- Platinum –$50,000

Renewal

Each year Esri reviews and may extend the partnership for another year. Notification is prior to the anniversary of the EPN agreement. If Esri agrees to renew, a quote is issued for the annual fee. Partners indicate acceptance of the renewal by returning a signed copy of the quote to Esri. Payment of any applicable fees must be paid at this time.

Prior to renewal Gold and Platinum partners will undergo and annual review along with the submission of your annual Partner Plan. This document supports performance recognition and alignment of annual planning for partners, Esri and Esri distributors.

Member partners have the option of using the Partner Plan to support your growth and planning to transition into the Gold program level.

Esri Training Discount

The following guidelines apply to use of the ten (10) percent discount on regularly scheduled instructor-led courses held at an Esri Training Location and Online Classroom courses, offered by Esri Training Services in the United States.

- Discounts apply to partner employees only.
- Training discounts do not apply to on-site training at the partner's office or other locations.
- Discounts cannot be combined with any other training offers from Esri, such as training credits obtained through Esri enterprise license agreements.

Understanding Partner Software Use

Partners have access to software licenses for demonstration and marketing, development, and commercial use. The license use types are described below. To learn more, consult the Esri Partner Network License Use Guide in Partner Community by navigating to Resources, selecting Resources, then selecting Guides. All licenses are for your internal use only and are subject to the Master Agreement.

Prices for licenses obtained under the Esri Partner Network Agreement are set by Esri or Esri Distributor in the country where the partner is located.

License Use Types

Demonstration and Marketing Licenses

These licenses or subscriptions may be used only to:

- Demonstrate or market Esri products
- Demonstrate or market partner’s Esri technology-based solutions and services
- Conduct internal employee training
- Evaluate Esri products

These are term licenses and are renewed each year with the annual partnership agreement.

Commercial Licenses

These licenses or subscriptions are available for a fee, which may have a partner discount, and are ordered through the Partner Order Management System on My Esri or local distributor. See details in the Partner Community by navigating to the My Organization tab and selecting Order Software.

These licenses or subscriptions may be used for the purpose of fee-based project work or production activities only during the term of the Esri Partner Network agreement, and in accordance with the Master Agreement. Commercial licenses may, if permitted under the Master Agreement, also be used for the same purposes as defined for Demonstration and Marketing Licenses. Annual maintenance or subscription fees may be required for continued use after the first year. Read the Esri Partner Network License Use Guide to learn more.

Software Pricing and Ordering

EPN Development and Commercial license and subscription prices are set by Esri or Esri Distributor in the country where the partner is located.

Partners located in the United States may view prices and place orders via the Partner Order Management System on My Esri. Access is managed by your My Esri Administrator. The Partner Order Management System User Guide can be found in the Partner Community.

Partners located outside the United States should contact your Esri Distributor for pricing and ordering. A nominal fee covering shipping, handling, and import duties (if applicable) may apply.

Using the Partner Community

To make the most of the Partner Community, here are some important details and expectations of use.

The Partner Community may include information that is confidential to Esri. Giving access to or sharing information from the Partner Community outside the partner company is prohibited.

Program Resources in the Partner Community are for internal use only by the partner company and cannot be redistributed or rebroadcast.

Partner Community Access

Partner Community access requires a unique login that is issued to individuals (Partner Community users) at the partner company. If you do not currently have access to the Partner Community, or if you would like to request access for additional staff members, please submit your request here.

The following are expectations of partners and your Partner Community users:

- Partner Community users must be employees of the partner company.
- Partner Community users may not be anonymous (e.g., an e-mail alias may not be enabled as a Partner Community user).
- Partner is responsible for disabling Partner Community user access or contacting Esri if a Partner Community user no longer needs access or leaves employment at the partner company.
- Esri monitors Partner Community user login activity and has the right to disable access for inactivity.
- Permitting access to, sharing, or distribution of Partner Community user login credentials, such as a username and password, with other persons or entities is prohibited.

My Company

Esri provides partners a straightforward way to view your company's information through the Partner Community using My Company. Navigate to My Organization or select your Profile Name to access My Company and view current information, such as address, phone, contacts, and Partner Community users. At a minimum, this information should be reviewed quarterly and updated, if needed.

- Contacts may be managed directly by Partner Community users in the My Company Contacts section.
- Changes to company information may be submitted through My Esri under Organizational Profile. Administrator privileges are required.

Create and Maintain Information in Find a Partner

While optional, it is highly recommended that partners leverage this marketing opportunity and create a directory listing for Find a Partner. Esri makes this easy for partners to do using the Partner Community. Navigate to the My Organization tab and select Partner Directory. View the Partner Directory Overview and Partner Directory Creation Guide for best practices.

Partners are encouraged to activate the "Lead Generation" option in their listing by updating the Company Overview section. This feature allows partners to receive lead data directly from "Find a Partner".

At a minimum, the company overview, solutions and services should be reviewed quarterly and updated, if needed.

Partners that do not have a published listing may not qualify for benefits and opportunities that rely on this information.

Using Community Feed

Partners using Community Feed in the Partner Community must abide by the Esri Partner Network-Community Chatter Terms of Use. The terms of use include details on the expectations, requirements, and restrictions on usage. For optimal use:

- Review the Community Feed and Group Participation Guide for best practices and recommendations.

Esri may remove content submitted or posted in Community Feed at its sole discretion without notice.

Additional Office Locations

Eligible partners that have multiple locations with the same name and in the same country may find it beneficial to centralize your partner relationship through a primary partner location.

Additional Offices are available only to partners in Member, Gold, and Platinum programs and may only be added with prior written approval of Esri and Esri distributor (if applicable). Partner should contact your Esri distributor partner manager or submit a partner case to discuss eligibility and requirements for Additional Office locations. Navigate to Partner Help in Partner Community and select Partner Case to submit a request to include additional office locations. Additional office locations must be:

- In the same country as the primary partner location
- Under the same ownership, and have the same legal company name
- An active participant in the partner relationship, examples include:
    - Demonstrate and market products or services for the ArcGIS System
    - Configure, extend, or customize Esri apps or solution templates
    - Develop repeatable apps or COTS solutions
    - Develop solutions that embed ArcGIS in your branded solution
    - Develop custom apps or solutions
    - Provide implementation or consulting services
    - Offer ArcGIS ready data
    - Offer custom support or training

The primary partner location must:

- Submit a list of additional office locations for review and approval by Esri and Esri distributor (if applicable).
- Agree to centralize its partner-related business, including license management, ordering software, and providing technical support to additional office locations.
- Agree that all invoicing and quotations for license fees and annual maintenance will be directed to the primary partner location.
- Provide a copy of the Agreement and Policies to additional office locations.
- Share one set of benefits with additional office locations, at its discretion.

Other considerations:

- Additional office locations will not be listed in Find a Partner on esri.com; however, the primary partner location may include a link from its listing to locations on its website.
- There is no additional fee for additional office locations; however, applicable fees apply for software licenses, maintenance, subscriptions, services, training, and other fee-based items.
- Partner locations that are not involved in partner activities do not qualify to be added as additional office locations or receive partner benefits, including software benefits.
- Affiliates, subsidiaries, and other related companies of partner do not qualify to be included as additional office locations. Contact your partner manager submit a partner case to learn more about affiliates.

Esri or Esri distributor will periodically review additional office locations and at its sole discretion, may choose to remove a location if it is not actively participating in the partner relationship.

More Information

For more information about the Esri Partner Network, contact your partner manager or your Esri distributor partner manager. Alternatively, you can submit a Partner Case in the Partner Community.