



New Commerce

Experience

Frequently Asked Questions



Your Questions about Microsoft's New Commerce Experience Answered

Microsoft is improving its products and services while making its licensing program more adaptable to businesses' growth. And we are here to bring our MSPs and resellers the best cloud experience.

The **New Commerce Experience (NCE)** is an innovative, less complex licensing platform where you can manage your purchases and customers' subscriptions more efficiently with seat-based offers for the following:

Windows 365, Dynamics 365, Microsoft 365, and Power Platform.

Now, transacting with Microsoft has never been easier and faster.

To access the infinite benefits of NCE, we answer the most frequent doubts our resellers and MSPs have about Microsoft's new licensing program.



Most Frequently Asked Questions :

1: What is the New Commerce Experience?

The New Commerce Experience (NCE) is the new program that simplifies customers' transactions with Microsoft. For more information, read our blog post.

2: Are NCE changes applicable to all types of CSP partners, or will they only affect those on a specific license level?

All partners in CSP—including indirect providers, direct bill, and indirect resellers—will be incorporated into the New Commerce Experience.

3: Do I have to sign or accept any new agreements?

The Microsoft Partner Agreement (MPA) accepted to activate CSP tenants will still be the standard agreement for MSPs and resellers. Your customers will also continue to accept the Microsoft Customer Agreement (MCA) that governs their purchases. Nonetheless, neither partners nor customers will be required to sign again the MPA or MCA, respectively, as part of the NCE transition.

4: Will NCE coexist with Legacy, or will one eventually replace the other?

New Legacy Commercial subscriptions will be accepted until **March 10th, 2022**, while their renewal can be placed until **July 1st, 2022**. Legacy subscriptions will not be available for purchase or renewal after that date.

We want our MSPs and resellers to get familiar with NCE features and functionalities, migrate their Legacy subscriptions, and adjust customer billing and accounting operations on the new commerce invoicing process and schedule. Any annual or multi-year term subscriptions on the Legacy platform will remain in effect with existing Legacy pricing and policies until the end of their respective subscription terms.

5: Will my company benefit from this migration?

Of course! Here are some of the enhancements and benefits our MSPs and resellers will get as a result of this transition:

- A new monthly term that allows any cancellation at the end of the month with no further payment obligation
- Annual billing for multi-year offers options
- More options and flexibility in managing subscriptions as scheduling subscription changes.
- New subscription upgrade and seat assignment competences

6: Will the offers in the CSP catalog be available for sale in the NCE catalog?

Only commercial seat-based offers for Windows 365, Microsoft 365, Dynamics 365, and Power Platform were made available in NCE on the October launch. Government, academic, and nonprofit offers will be added to the new commerce catalog in the future.

7: Will MSPs and resellers obtain special pricing or discounts to move current subscriptions or put new orders on NCE in CSP?

Starting on **January 10th, 2022**, monthly term offers in NCE will be at the regular price of annual term offers instead of the usual **20% premium pricing**, while the annual term offers will have a **5% discount**.

These discounts will apply to all seat-based offer categories except Windows 365 and for up to 2,400 seats per subscription. A monthly term discount will be available through June 2022; an annual term discount will be in effect till **March 2022**, with the possibility of being extended through **June 2022**.

8: Does NCE have a new cancellation policy? If yes, how is it different from the Legacy policy?

NCE allows cancellations of any term—no matter its length—but only within the first 72 hours, unlike the Legacy CSP experience where cancellations are unavailable and had to be suspended at the end of the term. After those first 72 hours, no cancellation is possible in the NCE; our MSPs and reseller will continue to be billed for the remainder of the term and will not get a refund if the subscription was billed upfront for the entire term.

9: Does the NCE cancellation and seat reduction window apply to business days? Does it include holidays? For example, if I order a subscription on Friday, do I have until the following Wednesday to cancel?

The 72-hour window for cancellation of any subscription in NCE includes all days of the week and does not exclude weekend days or holidays. So, if a subscription is purchased on a Friday, you have until the following Monday to cancel or reduce seat counts.

Please note that the 72-hour cancellation and seat-reduction period begins when the subscription order or renewal is made.

10: Do I receive any refund for cancellation?

Yes. You can receive a prorated refund of the initial subscription payment only within the first 72 hours after the order is placed or renewed (proration calculated daily). After that time, the subscription cannot be canceled, and we will make the payment for the remainder of the term.


11: Can we increase or reduce seat counts in the middle of a subscription term in NCE?

Only in the annual and multi-year plans can you increase seat counts during the middle of a term, and the billing adjustments will be reflected on the next invoice and reconciliation file. Nonetheless, after 72 hours of placing the subscription order or renewing it, the seat count cannot be decreased until the subsequent renewal of the subscription. As for monthly term subscriptions, the seat count can be increased or reduced at renewal at the end of the month term. Contact us for any seat-count decrease within the first 72 hours of a subscription term.

12: Can a subscriber that has purchased an annual-term subscription in NCE from a Microsoft partner move it to a different partner within that year's term?

Moving subscriptions across MSPs is not a supported feature in NCE. If they want to cancel subscriptions, they must adhere to the cancellation policies regarding their committed term.

For example, suppose the customer purchases a subscription from Partner B after the first 72 hours of the subscription purchased from Partner A. In that case, Partner A will not be able to cancel that original subscription on behalf of the customer, and there will not be any refund for the remainder of the annual term. In that case, it would be best for the customer to wait until the Partner A subscription renewal to purchase the same SKU from Partner B and then not renew the subscription with Partner A.





13: When should I move current subscriptions to NCE?

To make your transition and migration more flexible and efficient, Microsoft offers two transitional phases:

Phase 1 – March 10th, 2022: Partners can no longer place new commercial subscription orders on the Legacy platform.

Phase 2 – July 1st, 2022: Partners can no longer renew legacy commercial subscriptions on the Legacy platform.

Remember that current Legacy subscriptions remain in effect with the Legacy billing date, pricing, and policies **until the end of the term.**


But starting **July 1st, 2022**, all commercial subscriptions must be renewed on NCE.

Based on that date, the commercial subscription migration from Legacy to NCE will need to be completed by the end of **June 2023**, except for any remaining Legacy three-year Dynamics 365 subscriptions.

There will be no automatic notifications for renewal once a Legacy subscription reaches the end of its term.

The partner will need to manually renew the subscription on NCE and choose either a monthly, annual, or multi-year term, the billing frequency and the seat count.

Though legacy subscriptions can still be renewed on the Legacy platform between **March 10th** and **July 1st, 2022**, any Legacy subscription that has not yet reached the end of its term cannot be repurchased on Legacy as this would be considered a new subscription order and would therefore be blocked after **March 10th.**



14: Will I still receive MSPs and reseller incentives refunds on Legacy subscriptions during the NCE transition?

All Legacy commercial subscriptions in CSP will earn incentive refunds until December 2022. For example, a Legacy annual-term commercial subscription purchased in February 2022 and billed monthly to the MSP would provide about seven months of refunds out of the 12 months of the term. As a result, for commercial subscriptions purchased or renewed on the Legacy platform after October 2021, MSPs and resellers may want to migrate them to NCE before these subscriptions reach their renewal dates. Note that incentives refunds have been paid for NCE transactions since October 14th, 2021. Moving a Legacy commercial subscription to NCE by October 30th, 2022, ensures no interruption of refund payments to the MSP or reseller.

15: Why are monthly term subscriptions more expensive than annual-term ones in NCE?

NCE monthly term subscriptions are billed 20% higher than annual term offers in the same seat-based offer because they give the MSPs and resellers the ability to cancel on behalf of the customer at the end of any monthly term. Note that some commercial seat-based offers in NCE do not have the monthly term option currently available.

16: Since some businesses need additional seats during peak seasons, can monthly term subscriptions be changed to annual in NCE only during those times of the year?

Indeed. You can change your monthly term subscriptions to an annual term in NCE. The following month's reconciliation file will include a credit for the prorated difference paid in advance with a 20% less-expensive price for annual terms. Remember that an annual term subscription in NCE cannot be changed to a monthly term subscription except for the first 72 hours of the term and at the time of renewal.

21: Can I sell Windows 365 as part of NCE in CSP?

Windows 365 was made available in the current CSP experience in August 2021 and NCE in October 2021, where the following options and conditions apply:

- It's available only through the new monthly term offer.
- The pricing for the monthly term offer for Windows 365 in NCE is the same as for annual term seat-based offers.
- The monthly term option in NCE allows customers to try Windows 365 with no long-term commitment and adjust the number of monthly users with per-user pricing.
- The cancellation policy for Windows 365 in NCE applies the same as all other seat-based offers.
- Any promos available for other seat-based offers in NCE will not apply to Windows 365.
- New Windows 365 features and future enhancements will only be available on the NCE offer in CSP.

22: Will the monthly pricing lists reconciliation files be provided differently with the invoice changes?

Yes, as part of the addition of license-based offers to NCE, MSPs and resellers in CSP will be able to integrate monthly pricing lists via API. They will be provided with access to a single reconciliation file updated hourly.

23: If I'm billed for Azure plan subscriptions on the 8th of every month, will it also be the case for Microsoft 365 and other seat-based offers?

Yes, monthly partner invoices for NCE transactions of any offer type will be posted for the partner tenants between the 6th and 8th day of each month. Partners should adjust their internal accounting and billing schedules and systems to accommodate this regular new commerce billing date for seat-based offers sold in NCE. With the inclusion of seat-based offers in NCE, MSPs and resellers can track and manage charges for these offers in the Azure Cost Management tool, along with the Azure plan.

17: Can a customer have a combination of annual and monthly terms on the same offer for seasonal or temporary users?

Yes. The customer could have both monthly term and annual term subscriptions for the same seat-based offer at the same time with the appropriate number of seats in each term to accommodate its permanent and seasonal employees.

18: Are subscriptions auto-renewed?

MSPs and resellers will decide if they want a subscription to renew at the end of the subscription term automatically. The three-day (72-hour) cancellation period will restart for the renewal term. If the reseller doesn't set a subscription to auto expire at the term end, the subscription will be automatically renewed at the term end.

19: Can MSPs pause customer subscriptions on the New Commerce Experience?

MSPs and resellers can pause an NCE customer subscription, but they will still get billed. Paused subscriptions will appear as "disabled." Users cannot access services or files, although admins will still access data until the end of the subscription term.

20: How can I resume or activate an account after a temporary suspension of a customer's subscription for non-payment or business disruption?

To resume a subscription, you need to go to the subscription account in your tenant and change the status from "Suspended or Disabled" to "Active." You can perform this renewal step at any time during the subscription term. The reactivation of the subscription will not suffer any loss of data or user accounts. Unlike in Legacy, the billing for the subscription will continue during the period of suspension.