Cloud Solution Provider (CSP) handbook

DICKER DATA

Table of Contents

Table of Contents 1

Getting Started 3

Creating a MICROSOFT CSP Subscription 4

Creating a New Tenant (End User) 6

Associating Existing or Bulk Tenants 9

Managing your Subscriptions 12

How to Manage Existing CSP Licences 12

End User Details section 13

Tenant Management section (GDAP) 14

End User Portal Management 18

Subscription section 18

How to use bulk order creation 18

How to add new products 20

How to buy CSP Legacy Licences 21

How to Increase or Decrease the number of existing CSP Legacy licences 23

How to Suspend a CSP Legacy Subscription 24

How to buy New Commerce Experience (NCE) Subscriptions 24

How to buy Add-On's (NCE) 27

How to Change quantities on New Commerce Experience (NCE) Subscriptions 27

How to Suspend NCE Subscriptions 29
How to manage Auto Renew 29
How to Cancel NCE Subscriptions 30
How to Upgrade NCE Subscriptions 31
How to Migration to NCE 32
How to Migration all tenants to NCE 35
How to Align End Data 40
How to buy Perpetual Software 41
How to buy Azure Plan 43
How to Manage Azure Subscriptions 44
How to buy Reserved Instances 46

Reporting **49**

Accessing Available Reports 49

Types of Available Reports **50**

Subscription Invoice Reports 50
Azure Usage Reports 50
Annuity Information Report 51
Upcoming MS CSP Renewals 52
NCE Orders Report 53
Web Audit Log 54

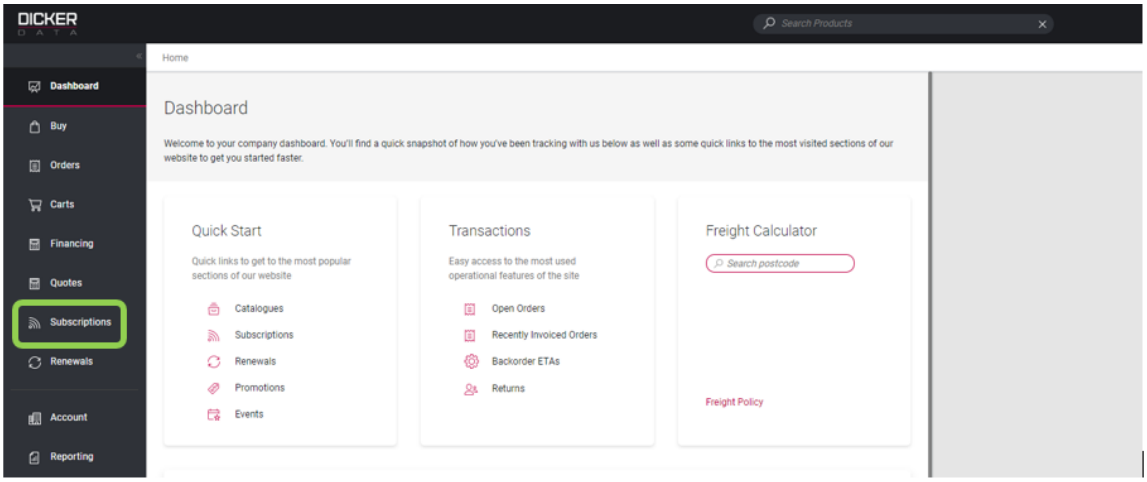
CSP Billing **55**

License Based Billing 55
Consumption Based Billing 55

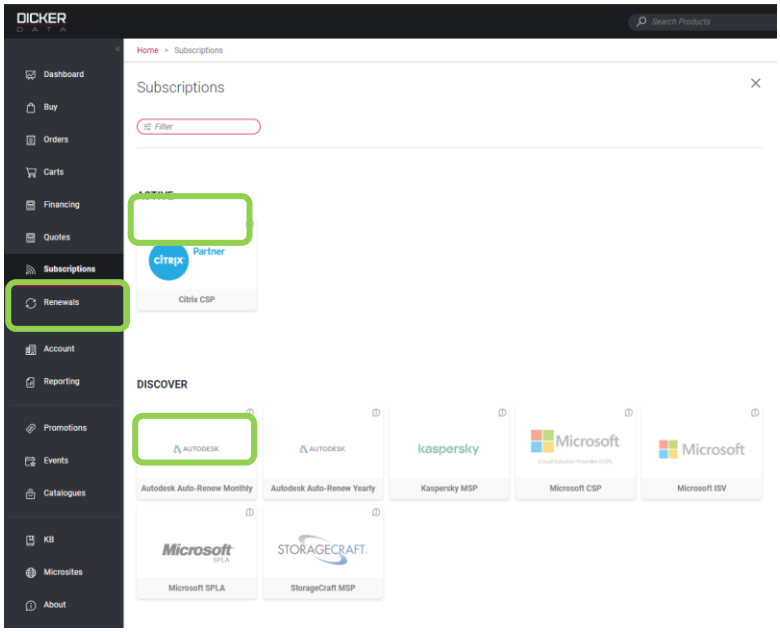
Modern Based Billing 55

Getting Started

Select the **Subscriptions** option

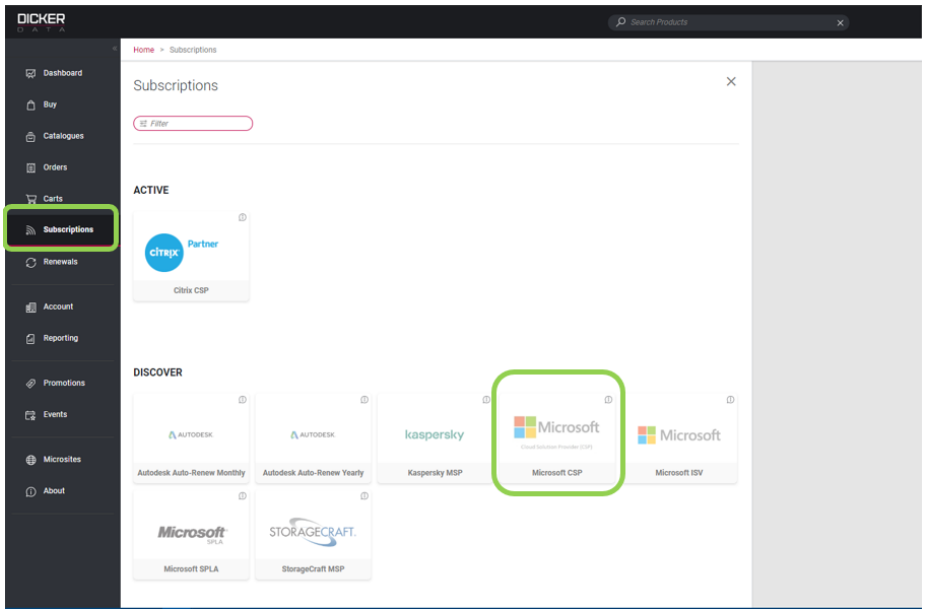


The Subscriptions Blade will display an **ACTIVE** section listing all active subscriptions and a **DISCOVER** section listing available Subscriptions you can purchase and activate.



Creating a MICROSOFT CSP Subscription

To create a Microsoft CSP Subscriptions, select the **Subscriptions** option.

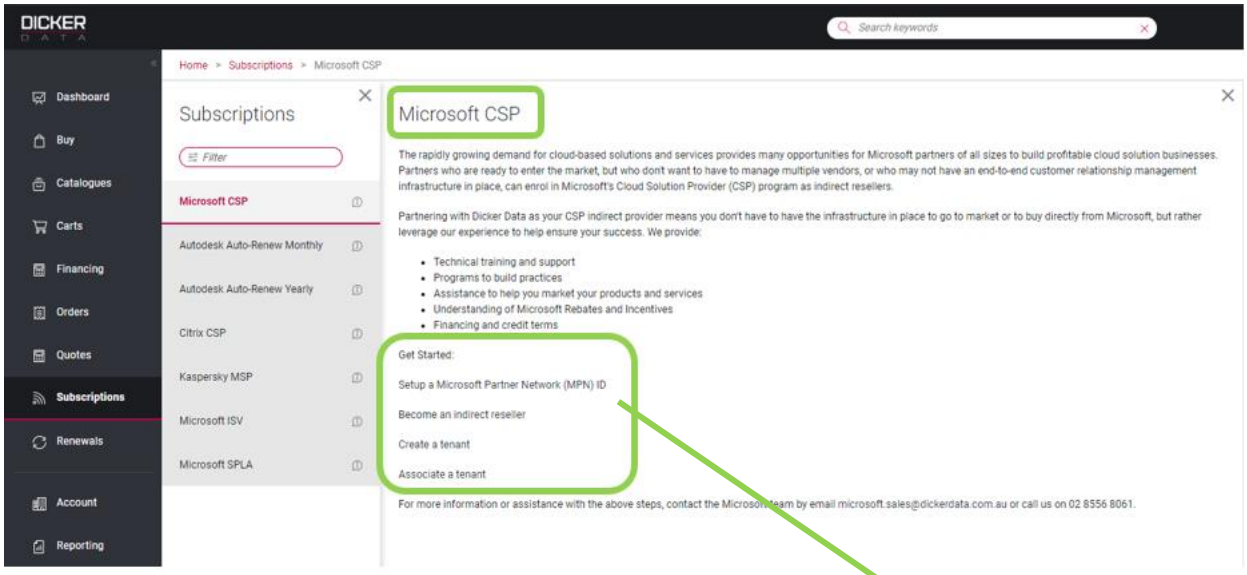


In the **DISCOVER** section click on the ⓘ in the **Microsoft CSP** option.

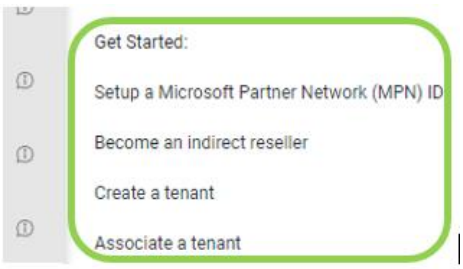
This will display the information blade for activating a **Microsoft CSP** subscription with links to the required set ups in the **Get Started** section.

Once the **Microsoft CSP** subscription has been set up, the **Microsoft CSP** option will be displayed in the **ACTIVE** section of the **Subscriptions** blade.

When purchasing MICROSOFT CSP Subscriptions, you will first need to associate the existing tenancy if the customer is already set up OR create a new tenancy if they don't.



The **Get Started** section provides the following Set up links:



- **Set up a Microsoft Partner Network (MPN) ID**
  This link will take you to the Microsoft Partner portal where you can join the Microsoft Partner Network and have a MPN ID assigned

- **Become an indirect reseller**
  This link will take you to the Microsoft Partner portal where you can enrol in the CSP program as an indirect reseller

- **Create a new Tenant**
  This link will take you to the **New Tenant** blade where you can enter the details of the End User

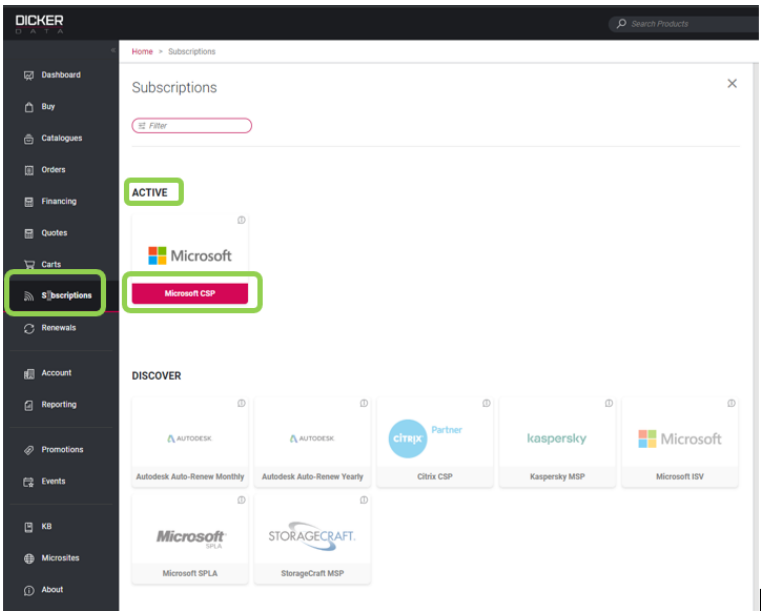
- **Associate a tenant**
  This link will take you to the **Associate Existing End User** blade where you can Associate an End User

Creating a New Tenant (End User)

Creating new Tenants can be done either from the **Microsoft CSP** blade or the **Microsoft CSP Information** blade.

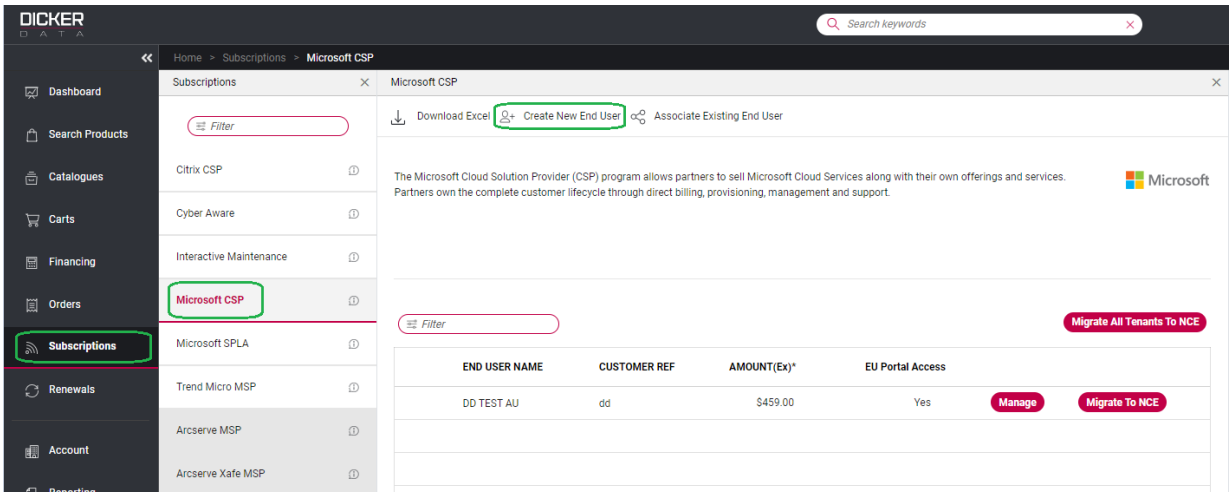
Creating a New Tenant from the Microsoft CSP blade

- Select the Active **Microsoft CSP** subscription from the **Subscription** menu option

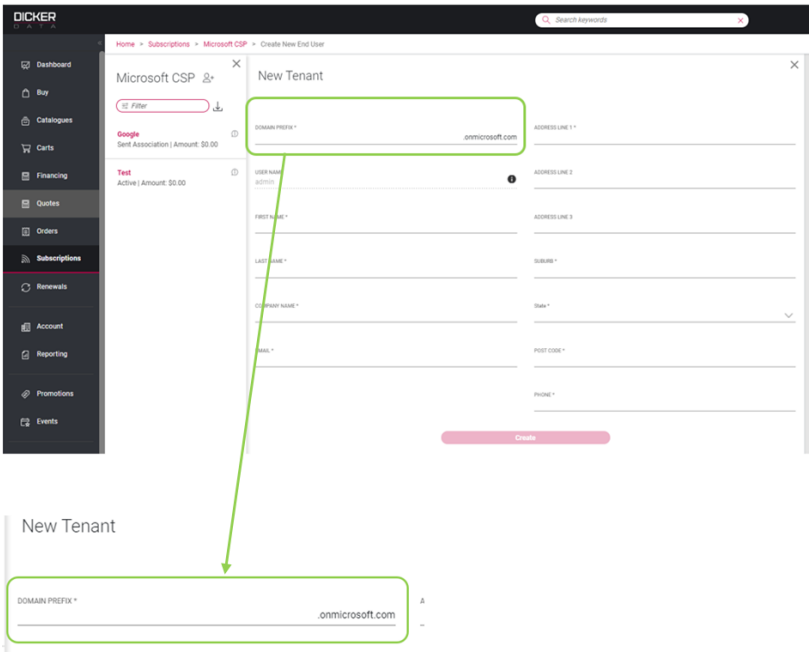


This will display the **Microsoft CSP** blade listing the subscription details

To create a **New Tenant** (End User) click on the **Create New End User** icon



This will display the **New Tenant** Blade where the end user details can be entered and saved.

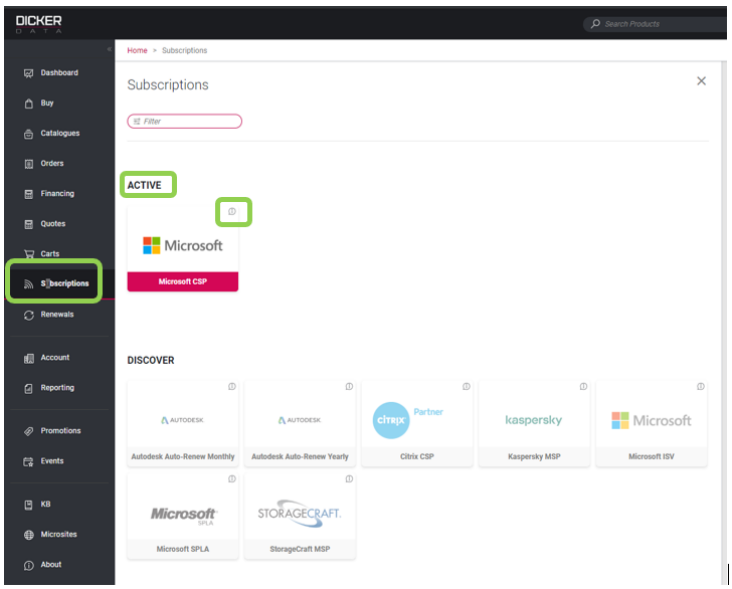


Ensure the **Domain Prefix** entered is the one used for the **onmicrosoft.com** email

- Example:
  csptenant.onmicrosoft.com
  Where **csptenan**t is the **Domain Prefix**

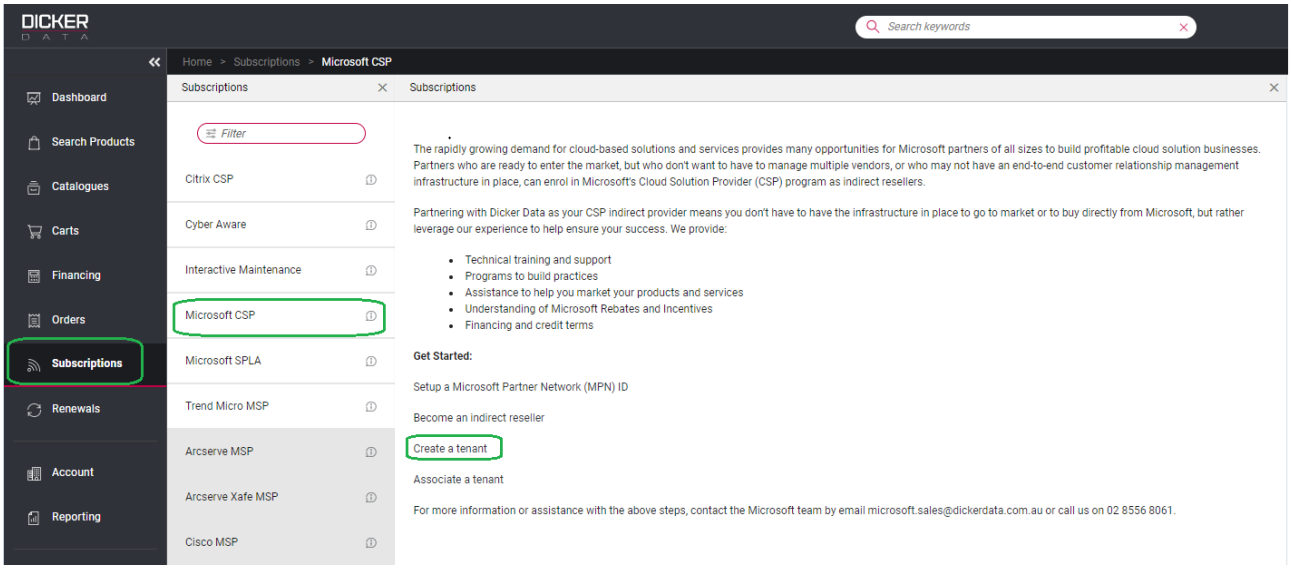
Creating a New Tenant from the Microsoft CSP Information blade

Click on the in the Active **Microsoft CSP** subscription from the **Subscription** menu option

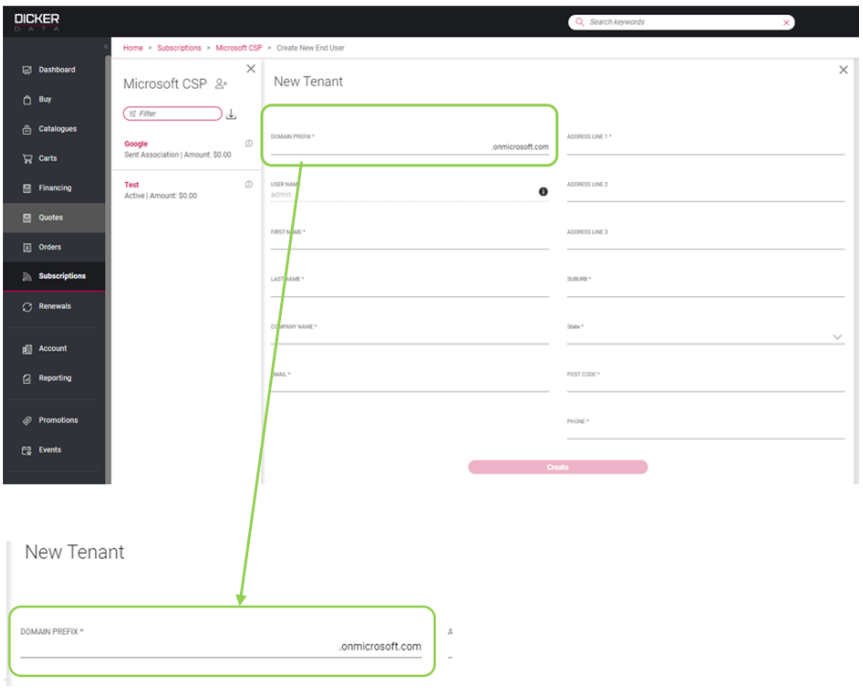


This will display the **Microsoft CSP** Information blade.

Select the **Create a New Tenant** option from the **Get Started** section.



The **New Tenant** Blade is displayed where the end user details can be entered and saved.



Ensure the **Domain Prefix** entered is the one used for the **onmicrosoft.com** email

- Example:

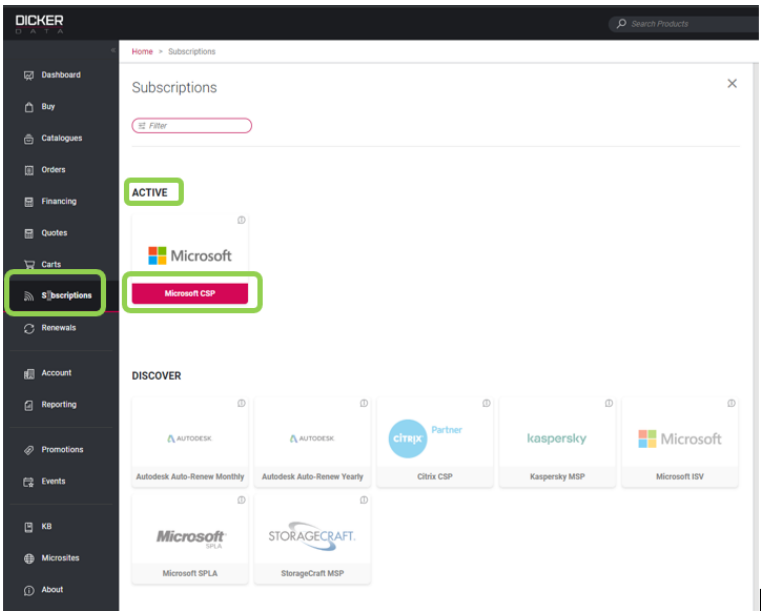
  csptenant.onmicrosoft.com

  Where **csptenant** is the **Domain Prefix**

Associating Existing or Bulk Tenants

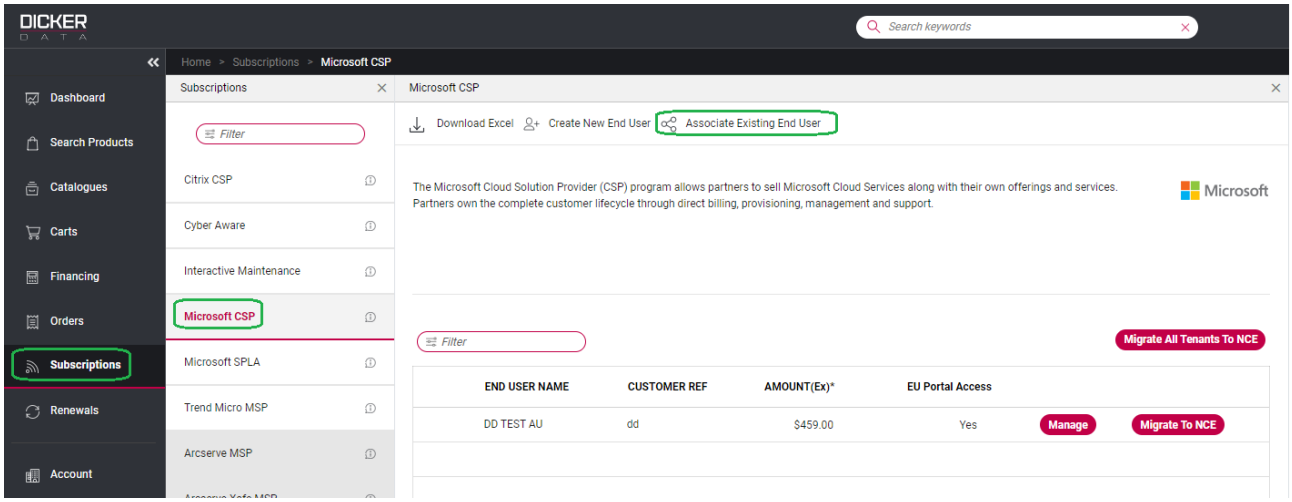
Associate an existing End User when you do not have any CSP Subscriptions.

Select the Active **Microsoft CSP** subscription from the **Subscription** menu option



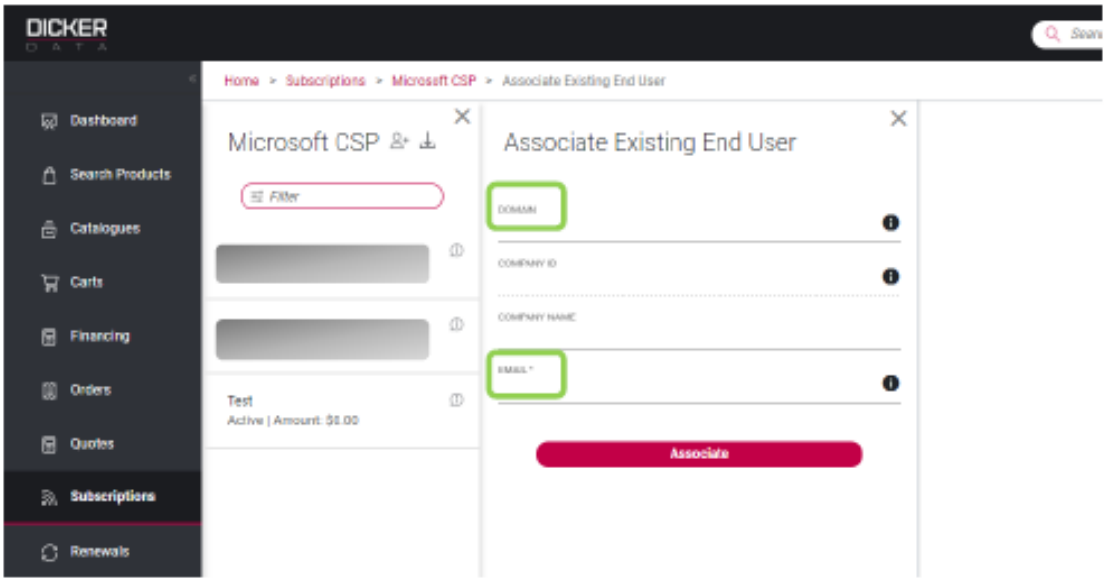
The Microsoft CSP blade will open listing the subscription details

For an existing Tenant that you have not transacted with before via Dicker Data Ltd click on the **Associate Existing End User** icon



This will display the **Associate End User** Blade.

- Enter any valid tenant domain in the **Domain** field below and the **Company ID** will populate.
- Add the **Email** address of an authorised tenant administrator.
- If the End User has Access/Global admin rights, ensure the Association **Email** is sent to their email address - this could be your email address if you have global admin rights.
  Please note the association request needs to be accepted by a global admin for the end user's tenancy.



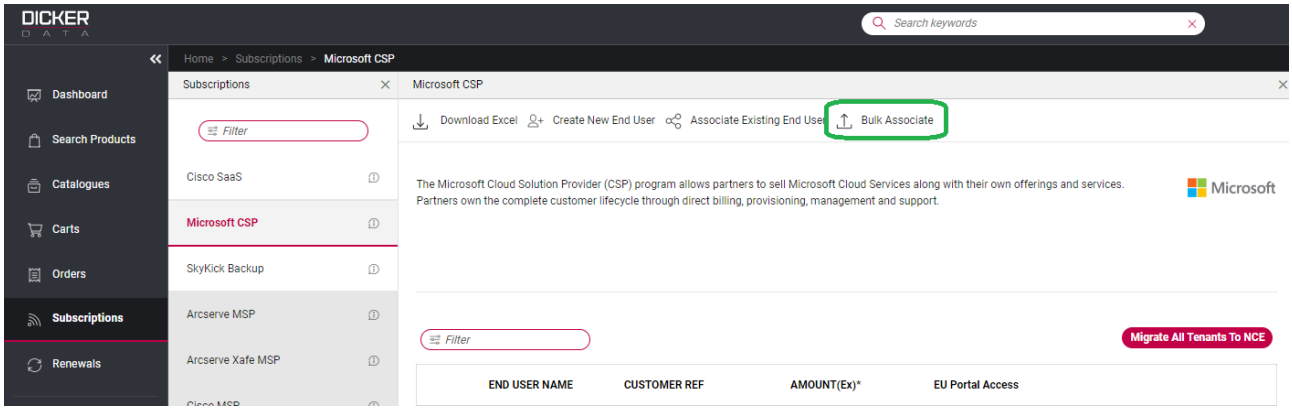
To associate more than one tenant go to **Bulk Associate**.

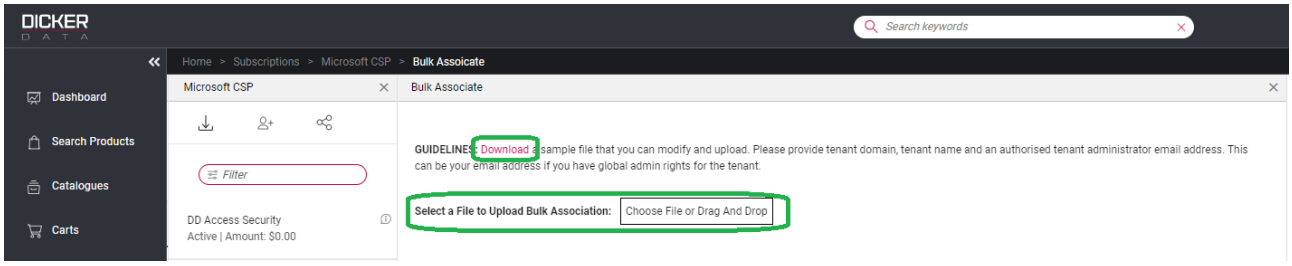
Bulk association is a feature that allows you to associate multiple tenants in a single action. You will need to download the CSV file and add the mandatory columns (Green) in the table. This helps you to avoid the manual process of associating each tenant individually with each subscription.

How to use the bulk association:

To use the new bulk order creation feature, you need to follow these steps:

- Log in to your account on the Dicker Data website and go to the Bulk Association under the subscriptions page.
- Download a CSV file and manually enter the mandatory columns (Green) in the table.
- Upload the completed CSV file and review the summary. You can edit or delete any lines before submitting them.

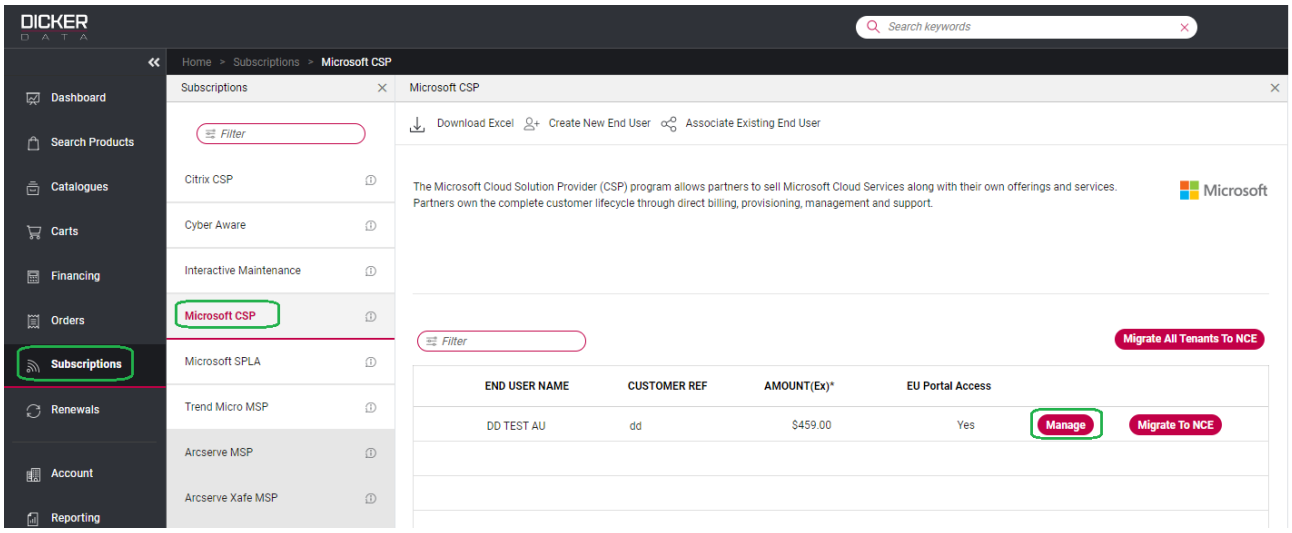




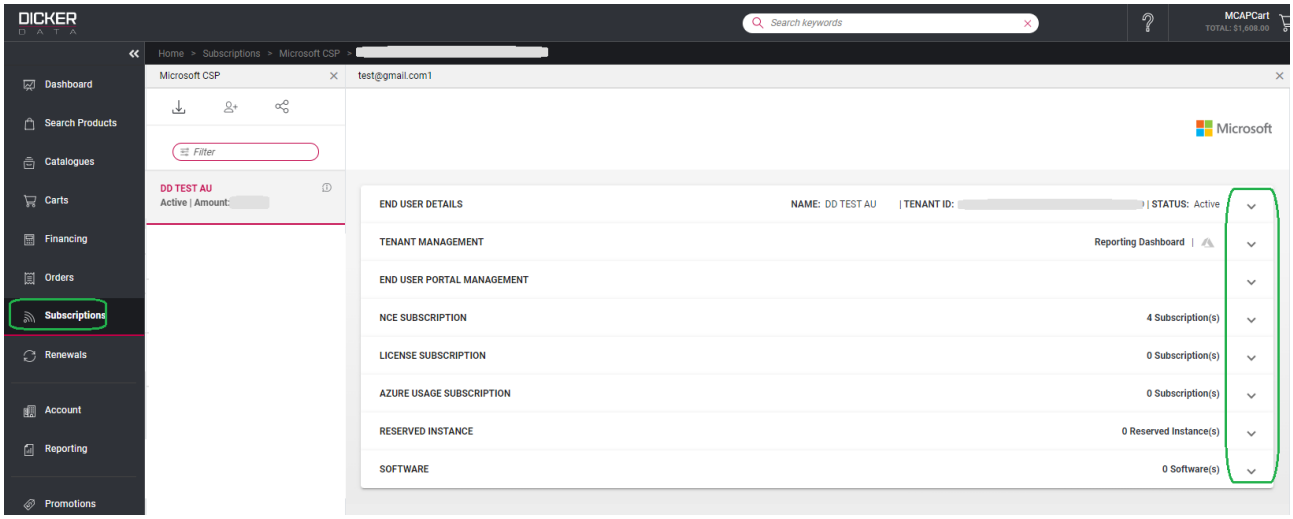
Managing your Subscriptions

How to Manage Existing CSP Licences

To manage or amend your existing End User subscriptions, select the Tenant you wish to amend and click **Manage**.



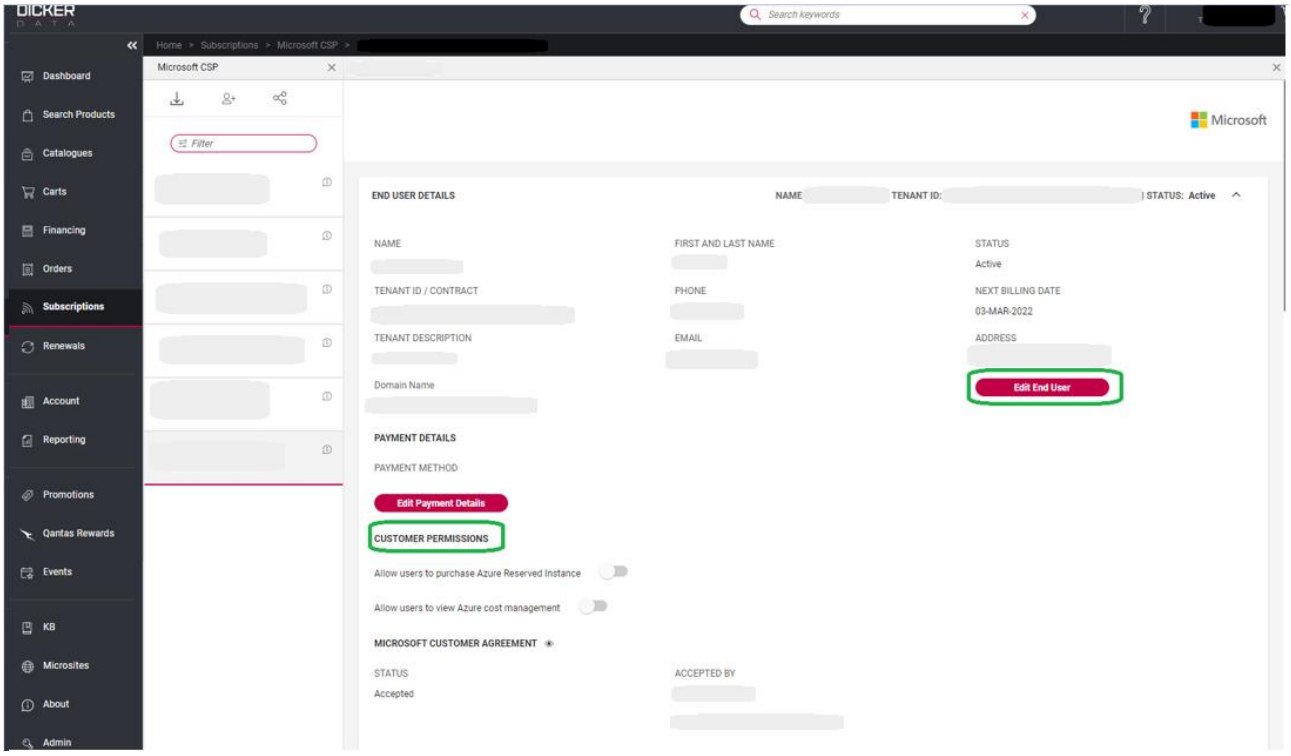
Clicking on the ⌄ will expand the section and display the details for that section.



End User Details section

To edit the **End User Details,** click on the **Edit End User** button which will open the **Edit Tenant Details** blade

- The **Edit Payment Details** will allow you edit the payment Alert Limits as well as adding a Digital Wallet as a payment method.
- The **Customer Permissions** allows you to toggle
  - User to purchase **Azure Reserved Instances**
  - Users to view **Cost Management** **https://azure.microsoft.com/en-us/products/cost-management/#overview**
- The **View Agreement** selection , will take you to the Microsoft Cloud Agreement site.



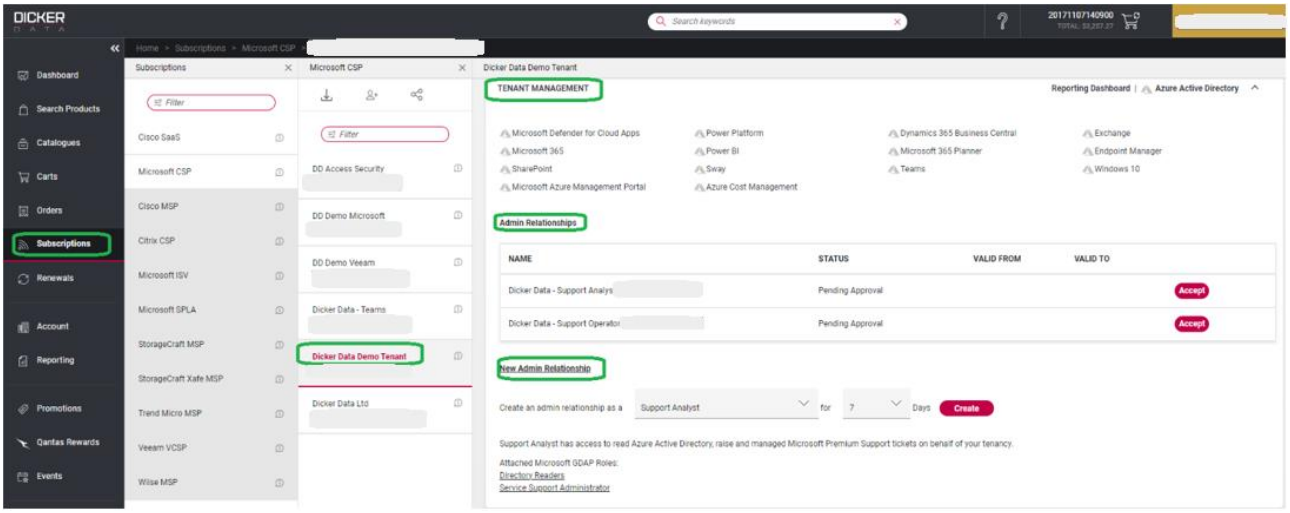
Tenant Management section (GDAP)

Provides links to various portals such as **Office 365** and **Microsoft Azure Management Portals**.

Select the **Reporting Dashboard** to access available Subscription Reports.

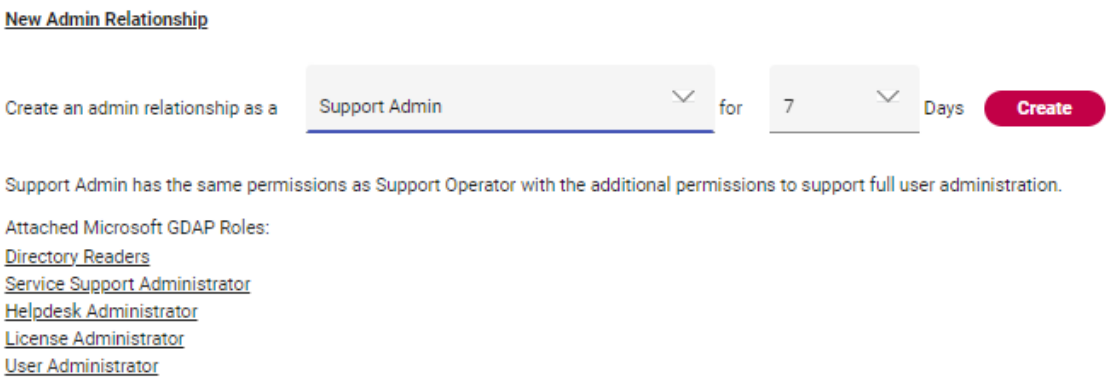
New Admin Relationship lets partners configure granular and time-bound access to their customers. This least-privileged access needs to be explicitly granted to partners by their customers.

Go to the "**Tenant**"

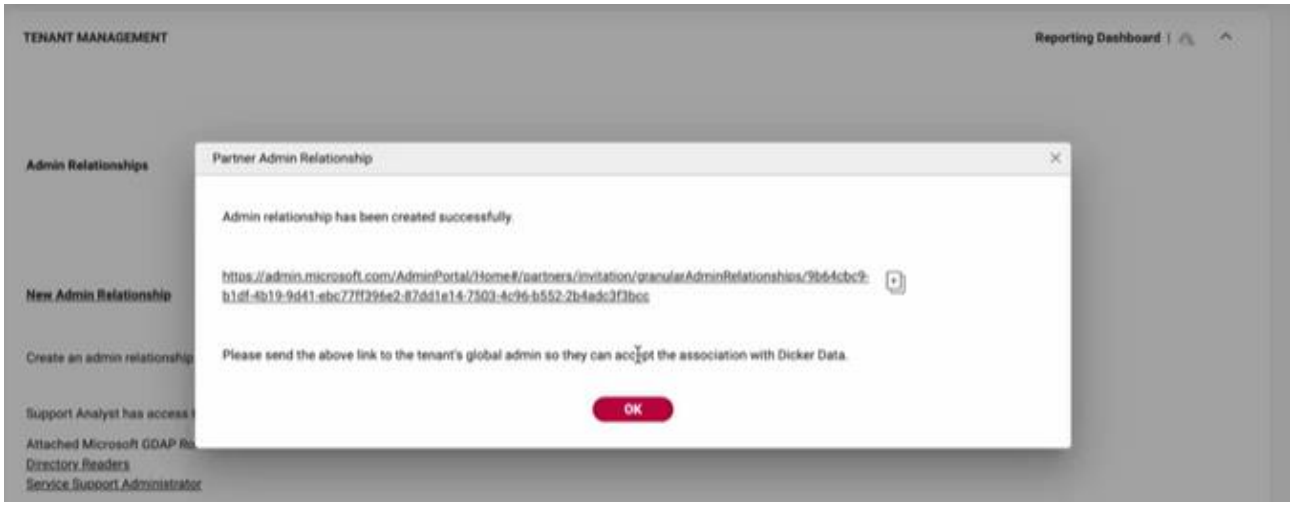


Click the drop down on "**Tenant Management**" in here you will see "**New Admin Relationship**"

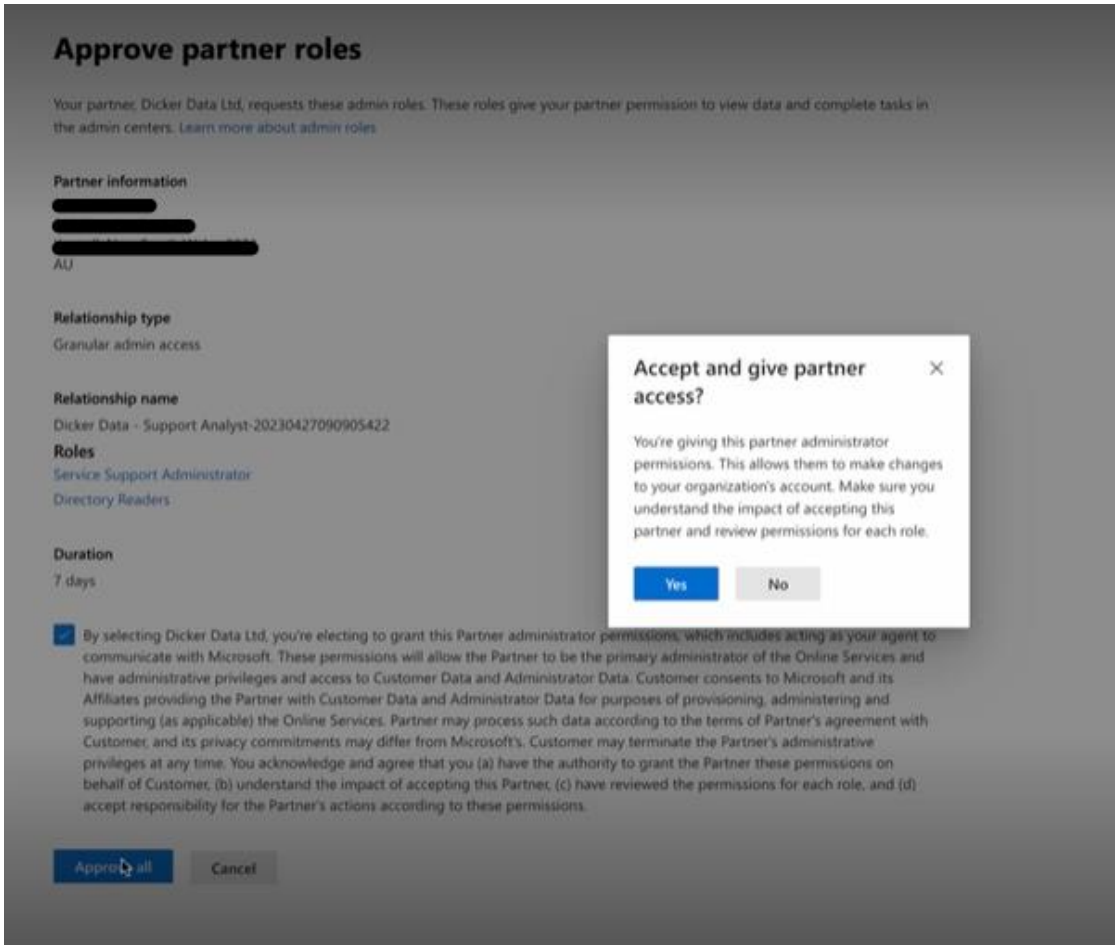
There are four admin relationship to choose from "**Support Analyst**" "**Support Operator**" "**Support Admin**" and "**Tenancy Technician**" each containing details on what the GDAP roles are.



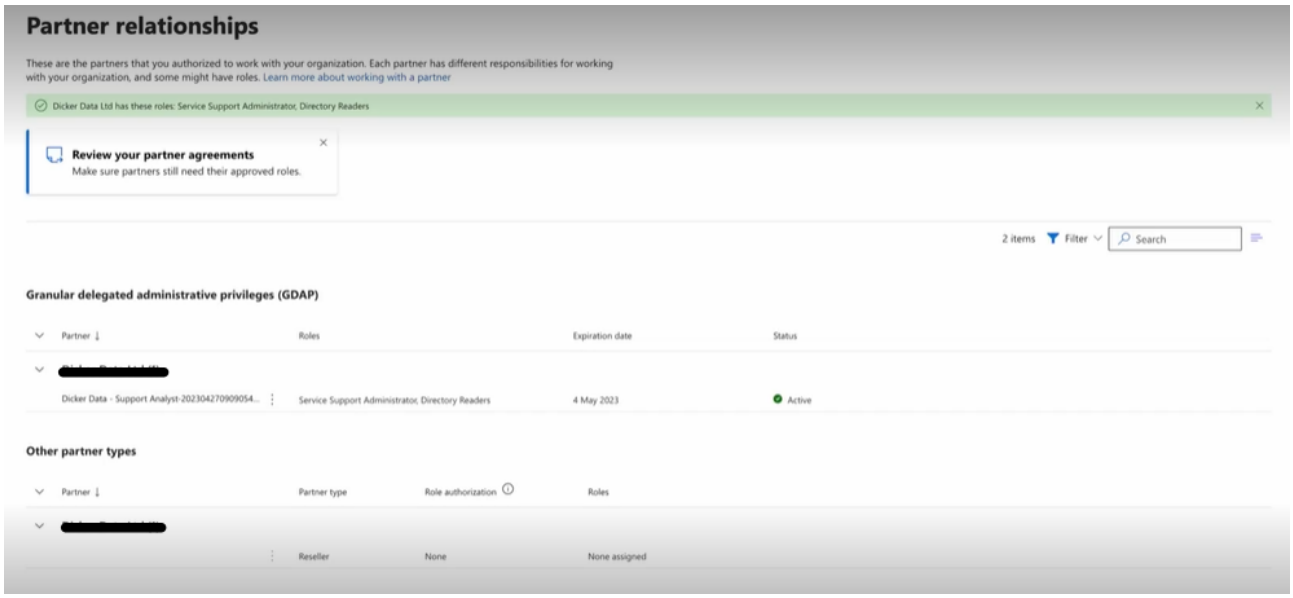
Click "**Create**" you will then receive a pop-up box containing the "**Admin Relationship**" link. Copy this link and send to the tenant's "**Global Admin**" to accept the association with Dicker Data.



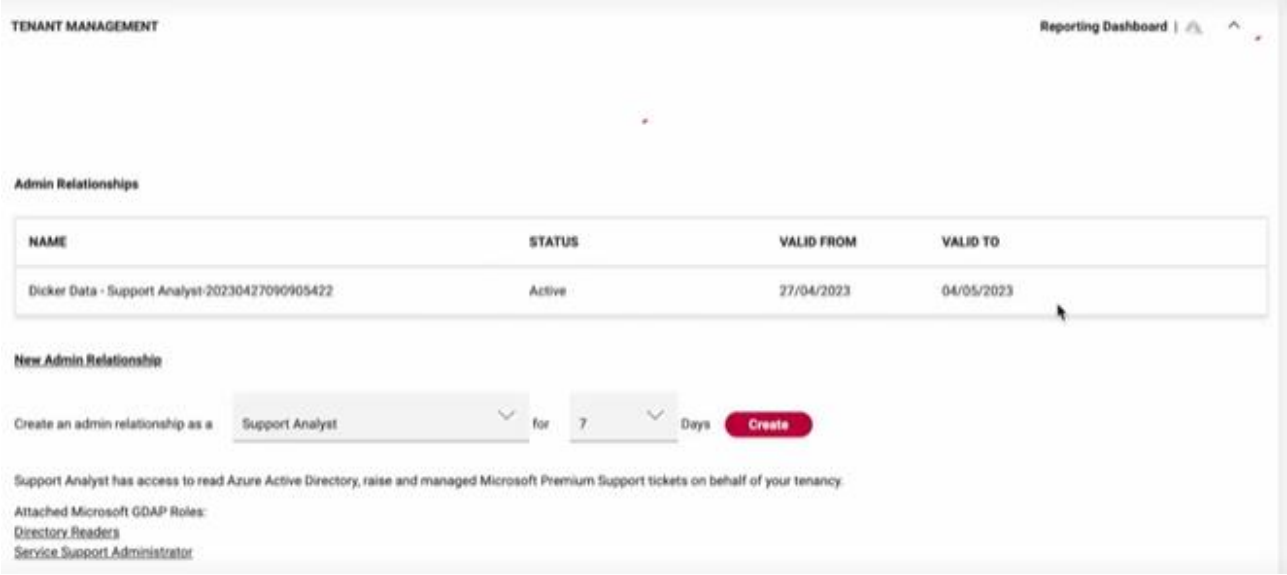
"**Global Admin**" to accept and give partner access.



Partner Relationships will show GDAP privileges here.



"**Admin Relationship**" Status Active



The "**Global Admin"** will receive an email with the subject line "**You have a Granular admin relationship with Dicker Data Ltd**"

Microsoft

You have a Granular admin relationship with Dicker Data Ltd

An administrator in your organisation approved a Granular admin relationship with Dicker Data Ltd for your account with Microsoft. This gives them access to the Microsoft 365 admin center and other sites to manage your account.

Details

Approved by	[redacted]
Expires on	03 May 2023
Relationship name	Dicker Data - Support Analyst-20230427090905422
Partner roles	View assigned roles in Microsoft 365 admin centre
Partner name	[redacted]
Partner contact	Partner contact information

Important

If you don't want this partner to manage your account with Microsoft, remove the roles for the Dicker Data - Support Analyst-20230427090905422 Granular admin relationship in the Microsoft 365 admin center.

"**Dicker Data**" will receive a notification that the customer has approved the relationship.

Microsoft

[redacted] approved the granular admin relationship, Dicker Data - Support Analyst-20230427090905422

[redacted] **approved** your granular admin relationship request.

You can now assign Azure AD roles to your security groups so that they can administer services on behalf of the customer.

Admin relationship details

Customer: [redacted]

Admin relationship name: Dicker Data - Support Analyst-20230427090905422

Expiration date: May 3, 2023

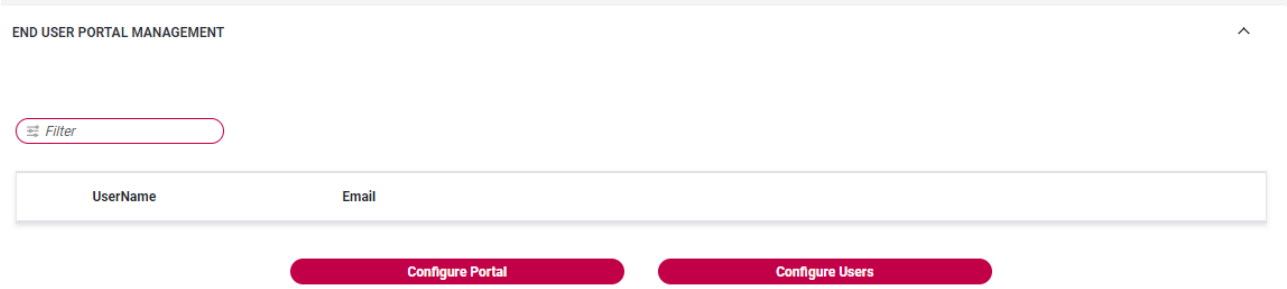
Navigate to the admin relationship details page in Partner Center to see additional details.

View in Partner Center >

To learn more about granular delegated admin permissions (GDAP) click **here**

End User Portal Management

The End User portal is a white-labelled solution you can brand as your own and allows customers to manage their Microsoft licences.
Click on the **Configure Portal** option to upload your company logo, manage user preferences and add a Contact Us page.
Click on **Configure Users** to provide users access to the EU portal



Subscription section

How to use bulk order creation

What is a bulk order creation:

The bulk order creation feature allows you to create multiple subscriptions for multiple tenants at once. You need to add the mandatory columns (Green) in a CSV file. This saves you time and hassle when having to upload multiple subscriptions and tenants.

How to use the bulk order creation:

To use the new bulk order creation feature, you need to follow these steps:

- Log in to your account on the Dicker Data website and go to the Bulk Order Creation under the subscriptions page.
- Download a CSV file and manually enter the mandatory columns (Green) in the table.
- Upload the completed CSV file and review the summary of your orders. You can edit or delete any orders before submitting them.
- If there are any errors, review the list of failed orders and identify the cause of the error. Common errors include missing or invalid information.
- Copy and paste the selected rows or lines into a new file or spreadsheet. Save the new file or spreadsheet with a different name and only submit those lines.
- If there are no errors the template will go to Archive showing the date and time stamp.

The auto renew is automatically toggled on for all the orders that you create with the bulk order feature. This means that your subscriptions will renew automatically at the end of the term. You will receive a notification email before the renewal date (Annual and Triannual) and you can cancel the renewal at any time.

How do I adjust the auto renew settings:

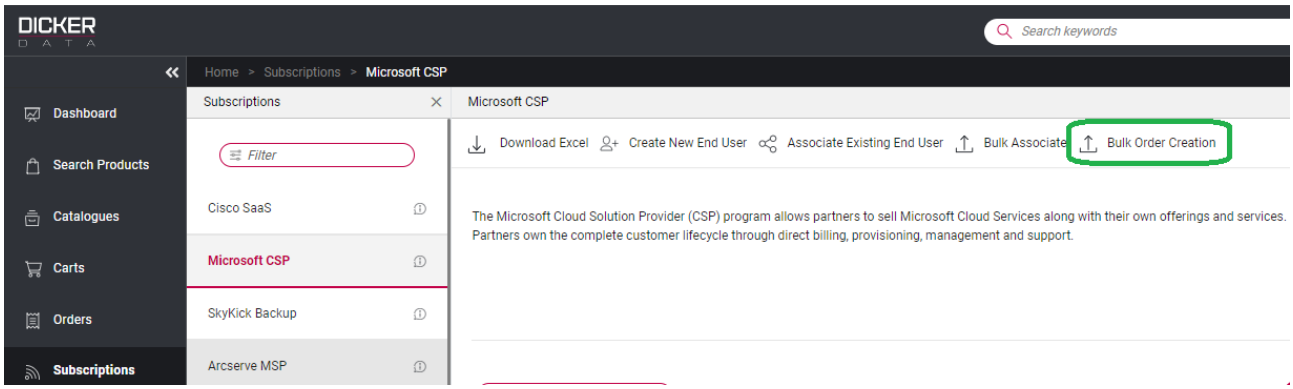
If you want to turn off the auto renew for some or all of your orders, you need to manually change this setting. This can be done by going to the tenant and subscription that you want to modify and clicking manage. There you can see the auto renew toggle and switch it off. You can also change other settings such as the term, the quantity, but these changes will only happen at renewal.

What if I need cancel an order:

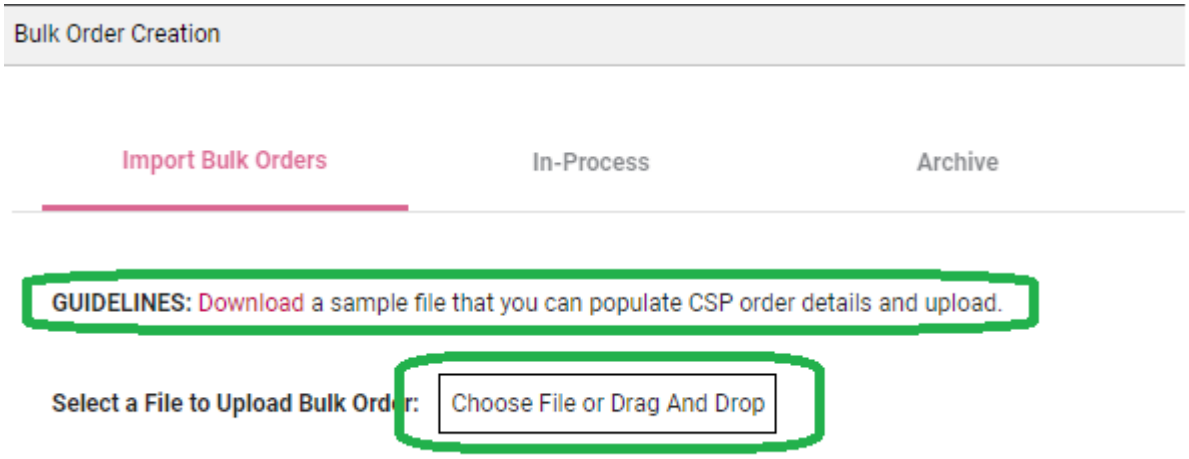
You can cancel an order that you created within the first 24 hours of placing it. You will receive a full refund for the cancelled order. To cancel an order, you need to go to the tenant / subscription that you want to cancel and clicking manage. There you can see the cancel subscription button and click it.

What if I make a mistake or a problem:

You have 7 days to check the orders that you created with the bulk order feature. If you find a mistake or a problem with your order, we recommend that you cancel it and reorder it correctly before the 7 days are over. However, after the 7 days, there is no refund or exchange available for your order. For this reason, we highly recommend that you carefully review the data that has been loaded for each tenant.



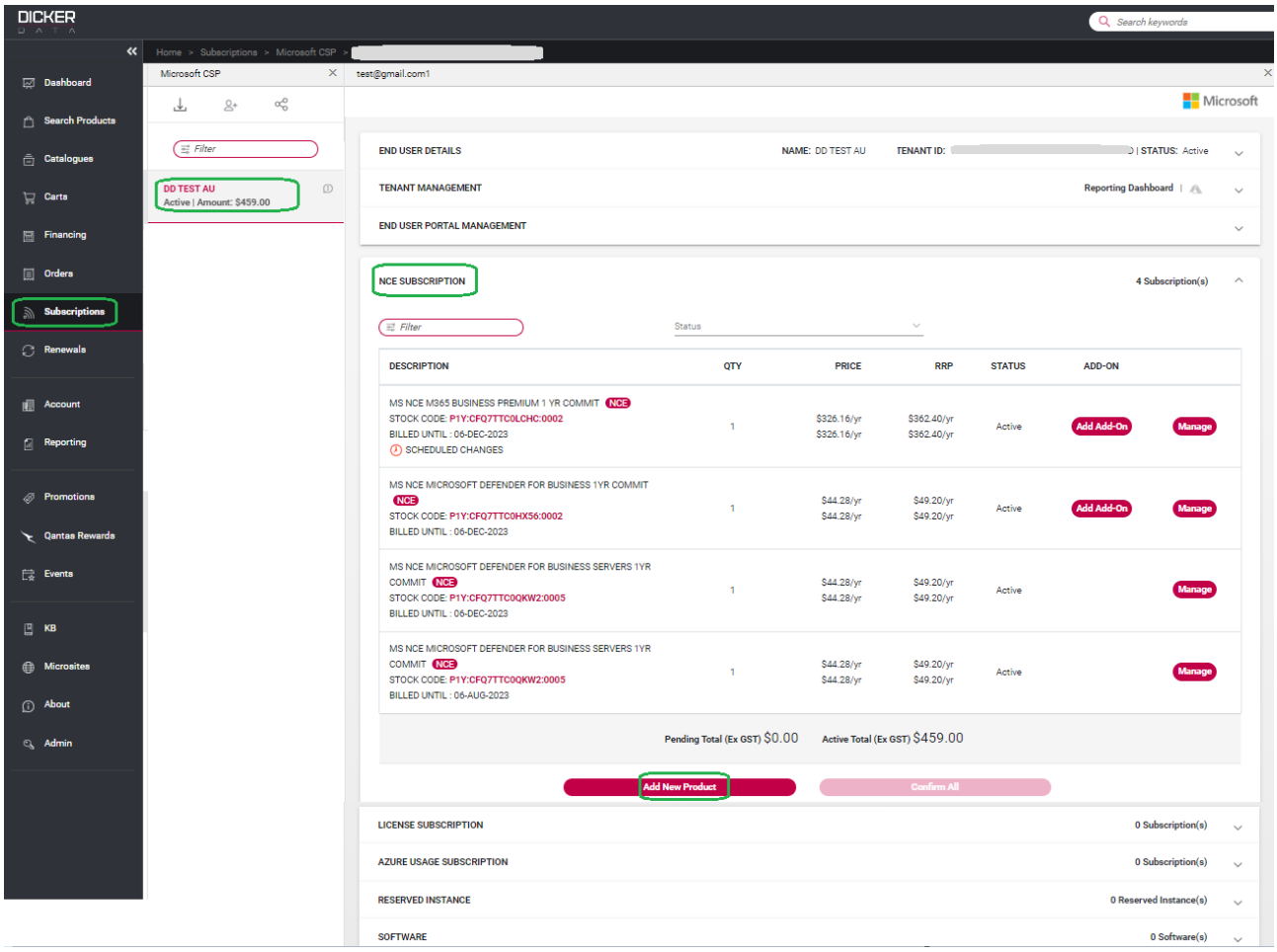
Note: upload the files only one time, if you encounter errors copy and paste errors into a new file and submit



How to add new products

The **Subscription** section lists all CSP Subscription Licenses for the Tenant. With **CSP** Subscriptions you can add or remove users and products instantly and only pay for the licenses you use.

Click on the **Add New Product** to add CSP Licenses for the selected tenant.

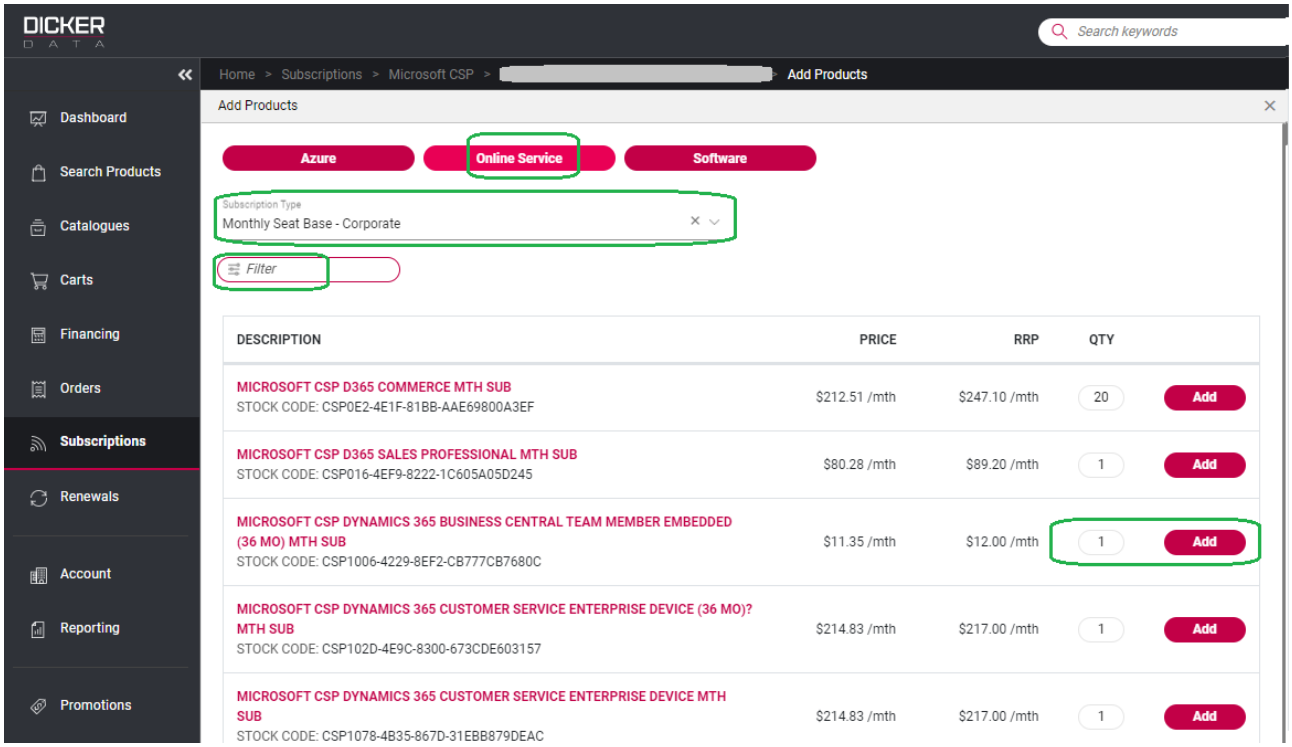


How to buy CSP Legacy Licences

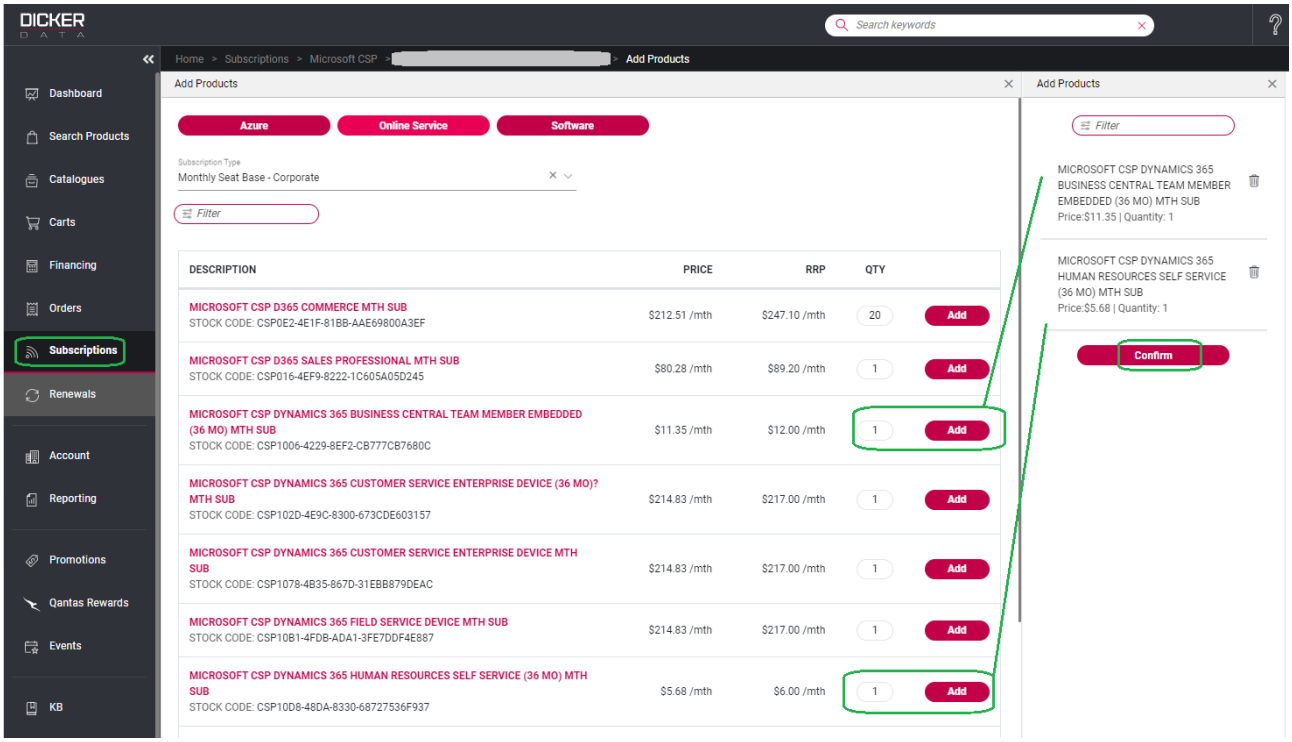
NonProfit and Academic subscription now only available

Purchasing CSP licenses is done from the **Add Product** blade for a selected Tenant.

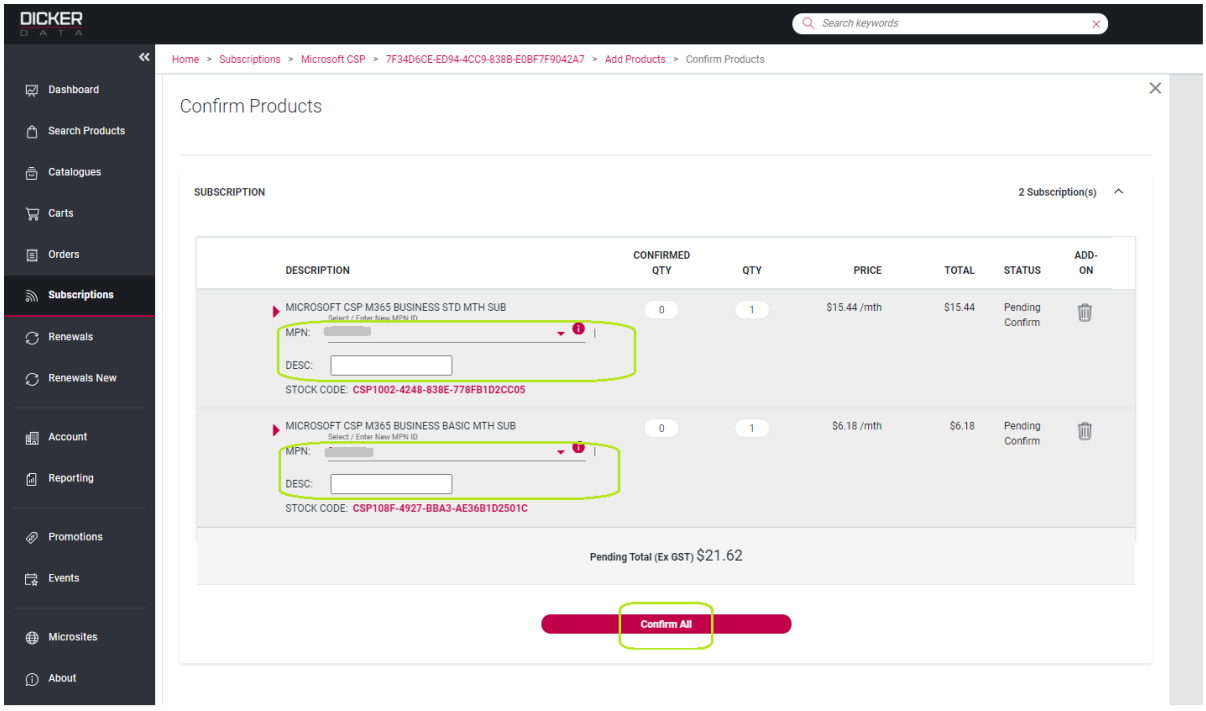
- Clicking in the **Add New Product** selection, in the **Subscription** section, will open the **Add Products** blade.
- Click on **Online Services** and then select the **subscription type** required to display the list of CSP Subscriptions available.
- Type a search in the filter field to filter on the list of subscriptions.
- Type the **Qty** and click **Add** to add to the Tenant.



- The added Subscription will be added to a new blade which you can continue to add other subscriptions to.

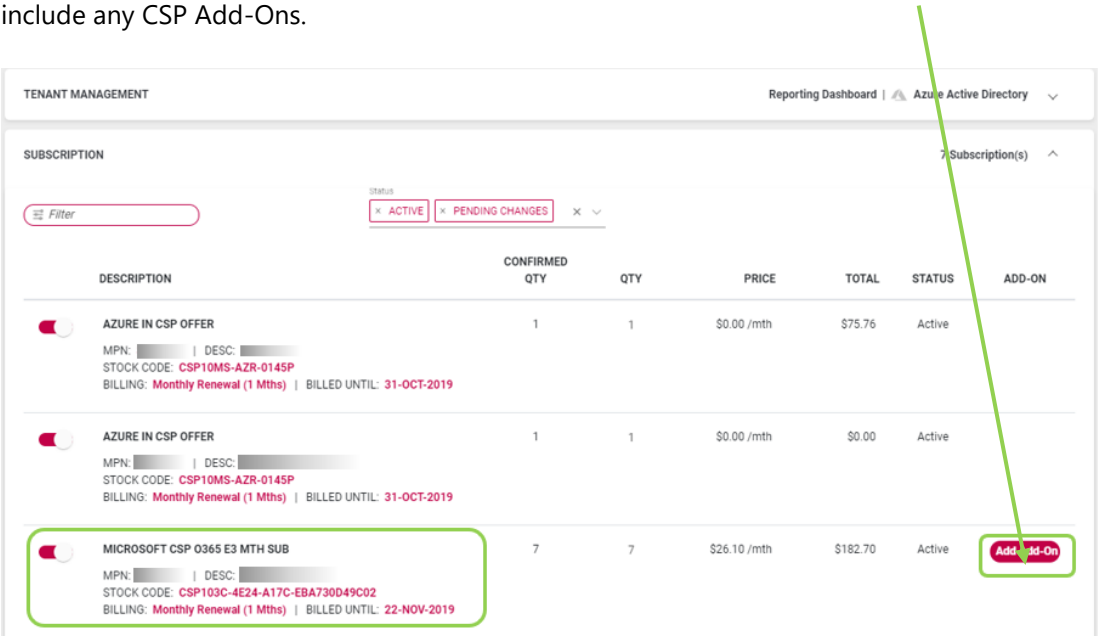


- Review the added subscriptions and click on Confirm to proceed to the **Confirm Products** Screen.
- Enter a **Subscription Description** and the **MPN ID**
- Select **Confirm All** to include the subscription.



How to buy CSP Legacy Add-On licences

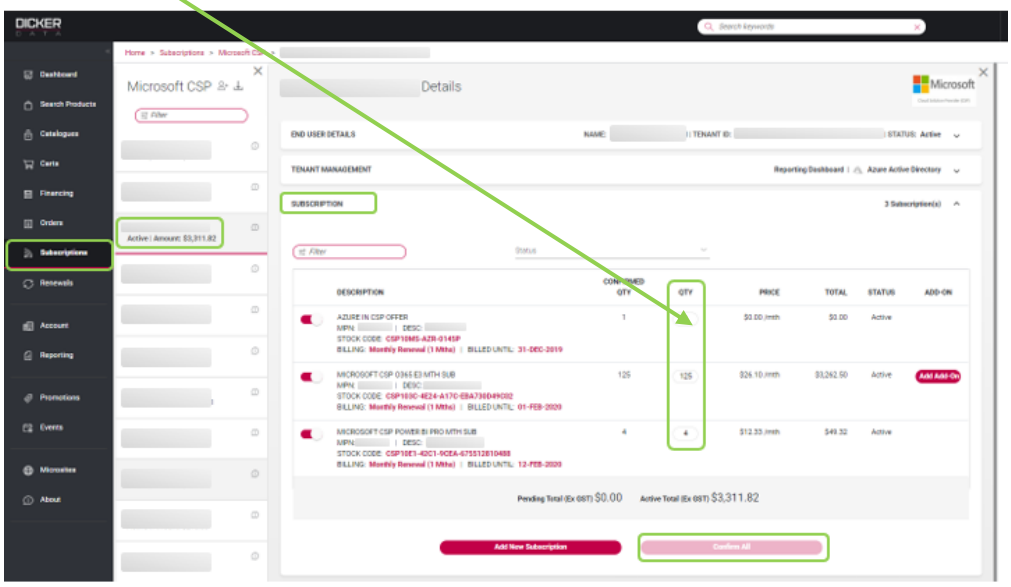
Any CSP Add-Ons **must** be added to a **base** CSP Subscription using the **Add Add-on** selection.
Example below shows the base **Microsoft CSP** Subscription with the **Add Add-On** selection available to include any CSP Add-Ons.



How to Increase or Decrease the number of existing CSP Legacy licences

You can increase or decrease the number of licences on a subscription by typing in the new quantity in the **QTY** column of the **SUBSCRIPTION** section.

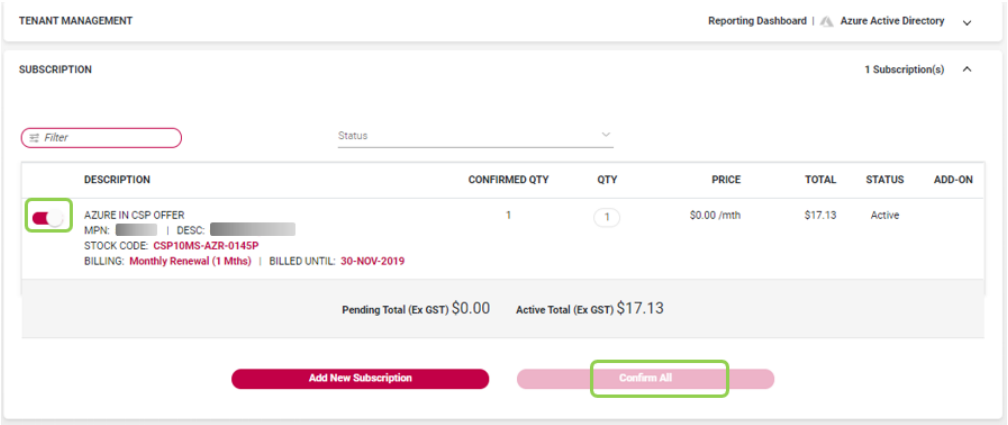
Click **Confirm All** to save the changes.



How to Suspend a CSP Legacy Subscription

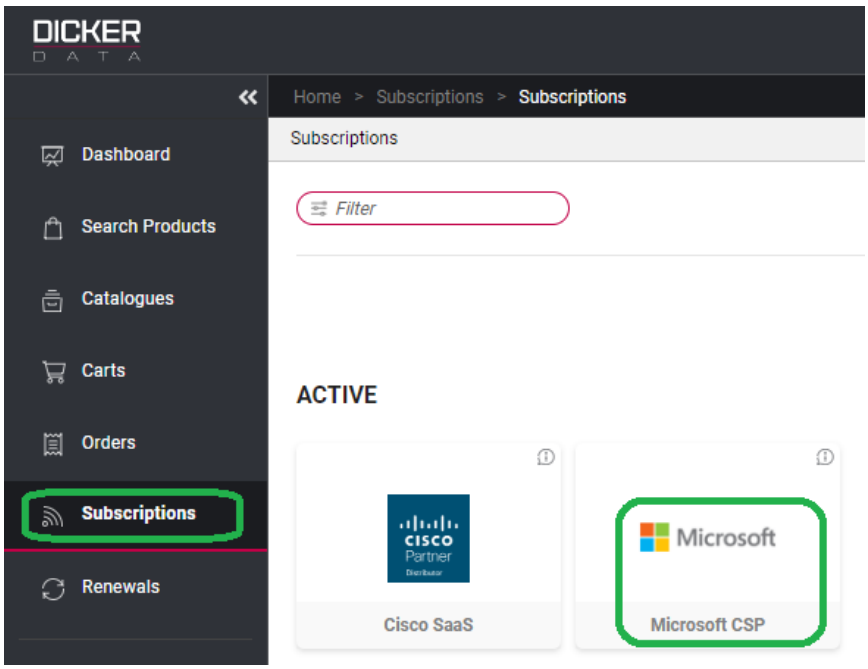
A Subscription can be Suspended by sliding the active button for the subscription to inactive This change will enable the **Confirm All** button.

Click **Confirm All** to confirm the suspension of the subscription.

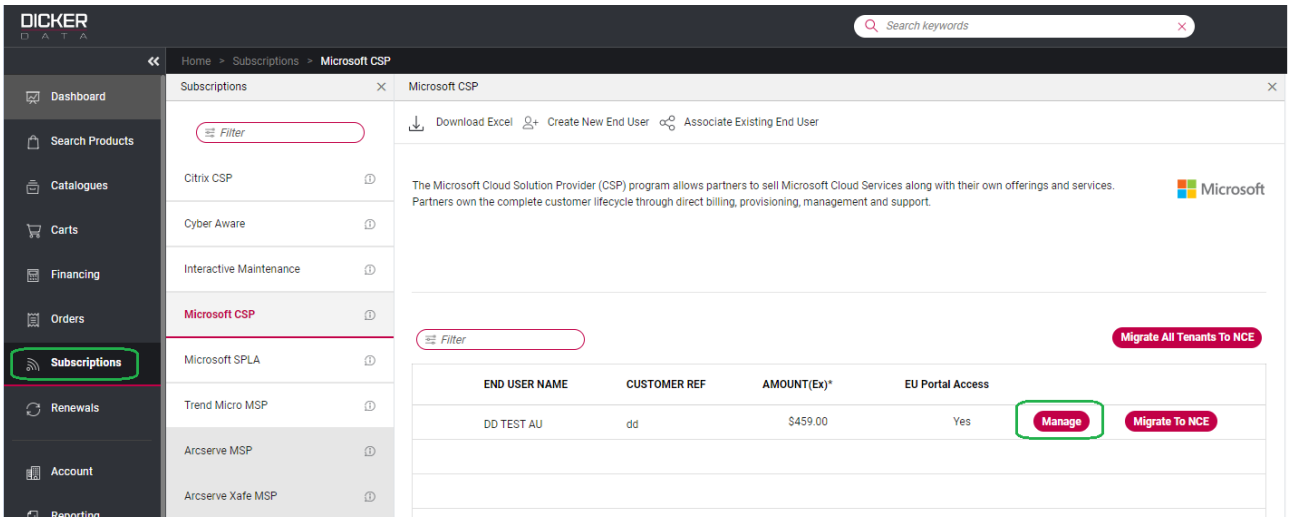


How to buy New Commerce Experience (NCE) Subscriptions

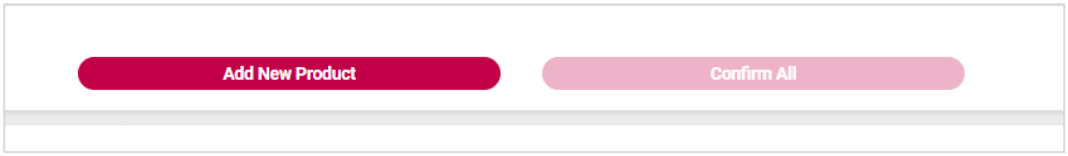
Click Microsoft CSP



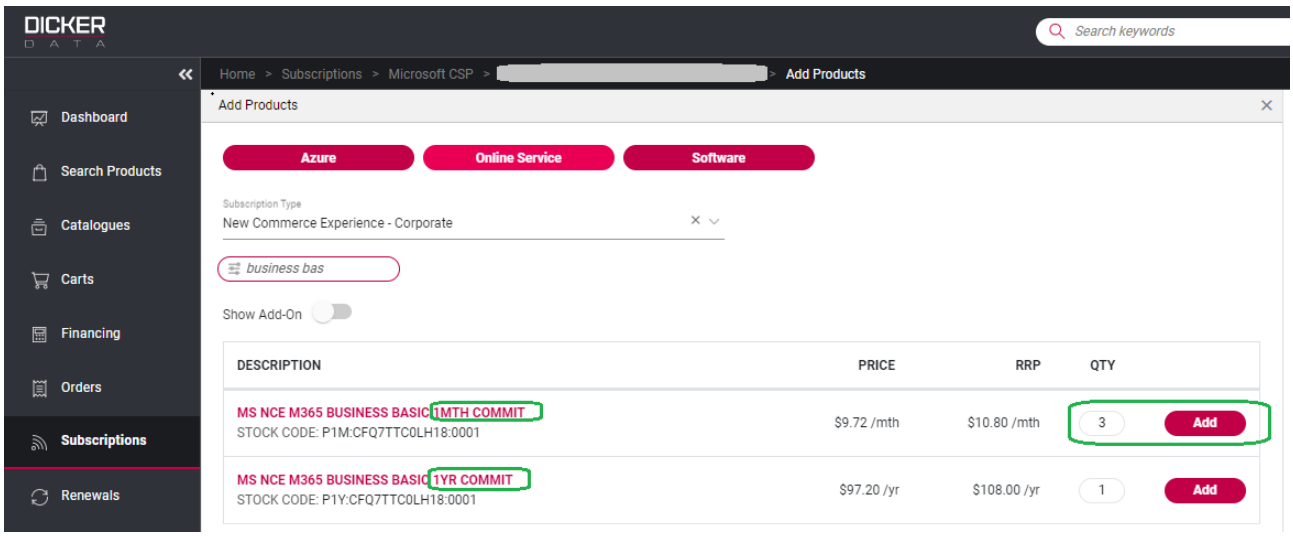
Click **Manage**



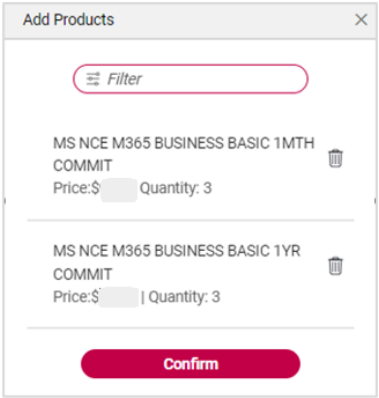
Click Add **New Product**



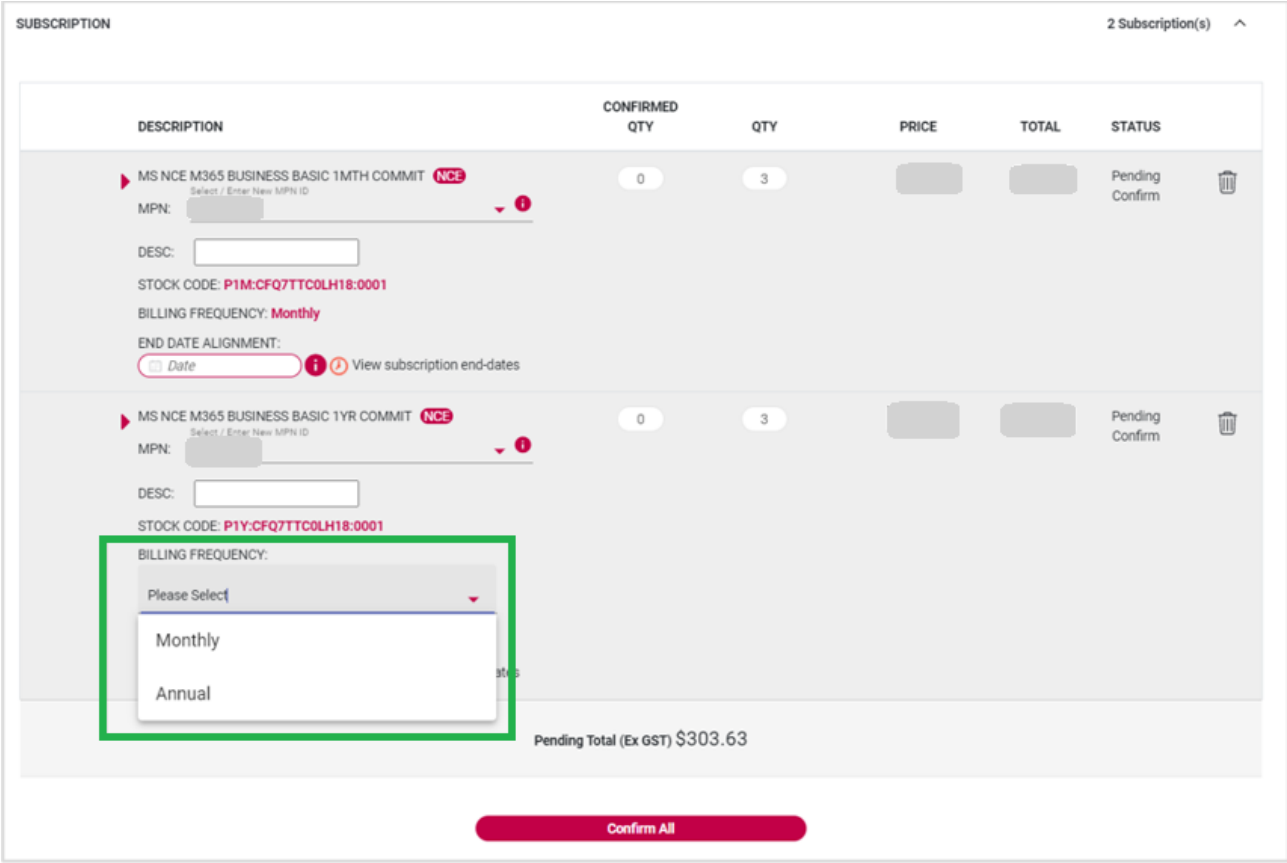
Subscription Type is New Commerce Experience then select the product, commitment and quantities required and click **Add**



On the right-hand side of the screen, please check to ensure you have the correct licenses, then click **Confirm**.



Enter your MPN. If you have selected an **Annual** commit subscription you will need to select the Billing Frequency. Click **Confirm All**



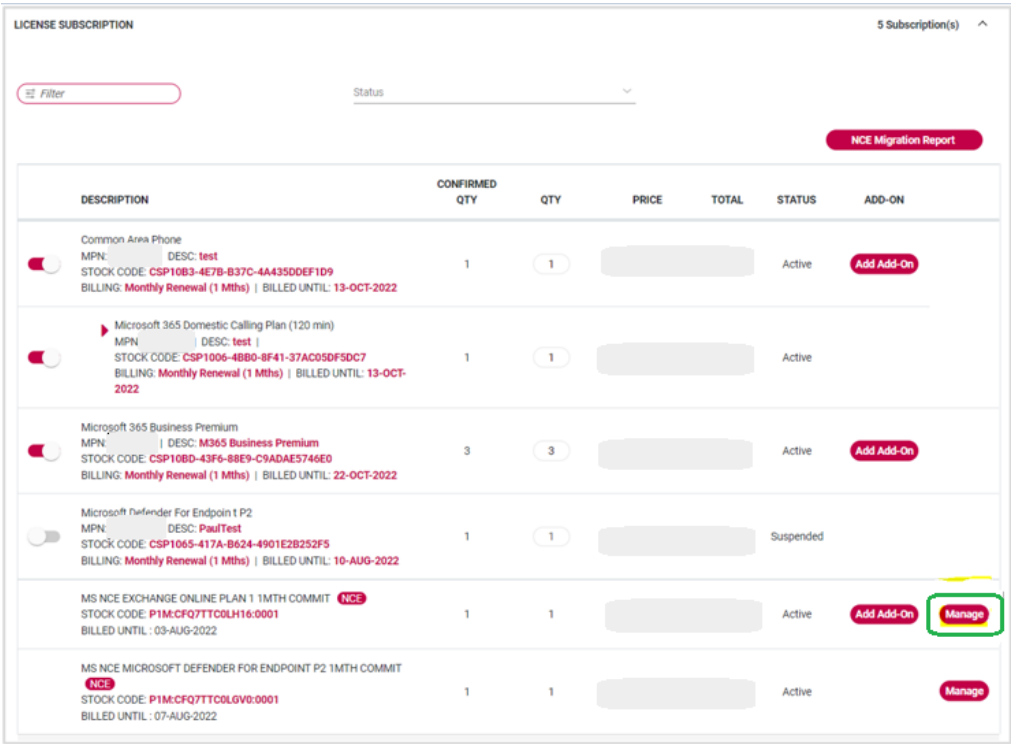
How to buy Add-On's (NCE)

Add-on licenses are listed in the portal in the same way as other licenses that may be purchased through the new commerce experience. The Add-on relies on another license having been purchased for it to work. Teams Phone Standard, for example, relies on products such as Office 365 E3 to already be present on the tenant. Add-ons in the new commerce experience are technically enforced, which means that the purchase of them is blocked if no qualifying prerequisite license is found on the tenant.

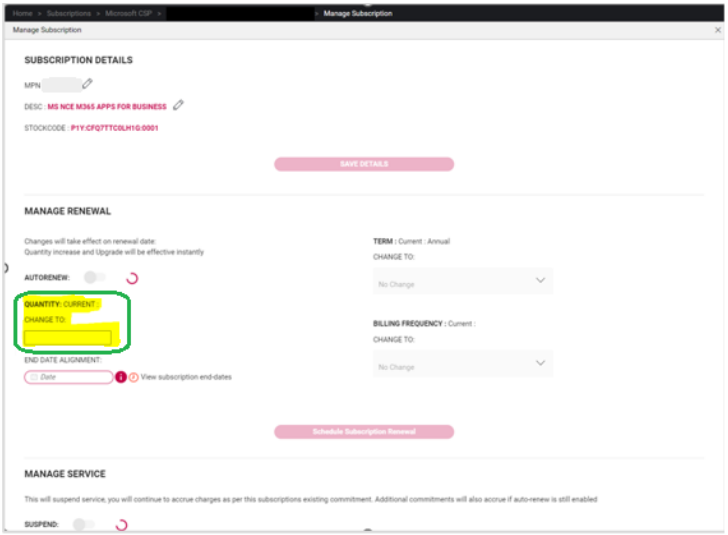
How to Change quantities on New Commerce Experience (NCE) Subscriptions

Note: The number of licenses on a subscription can be increased at any time and can be decreased only within the first 7 days of when seats were added or at the end of commitment term.

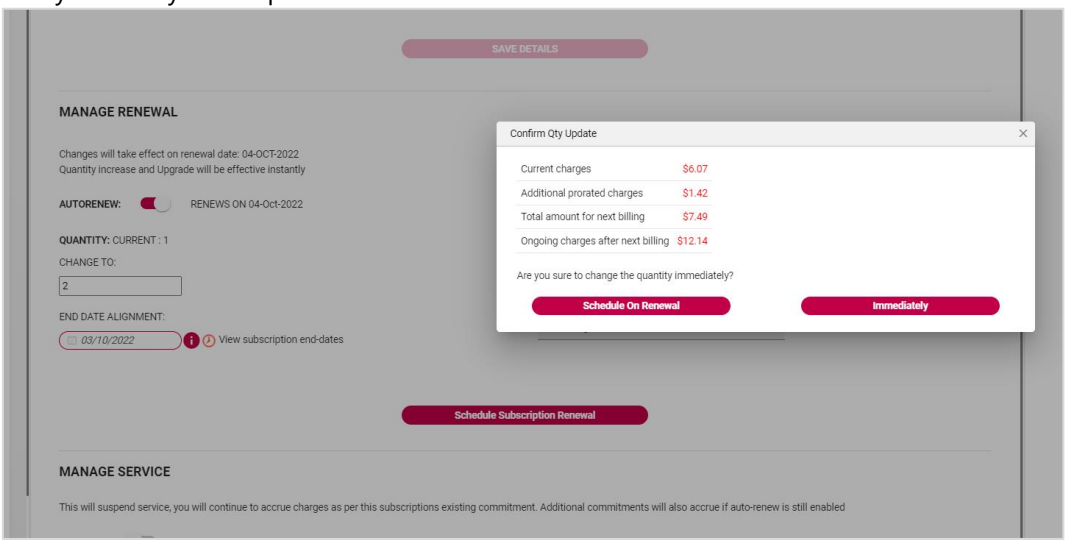
Select the subscription that needs to be adjusted in their subscription list and click Manage.



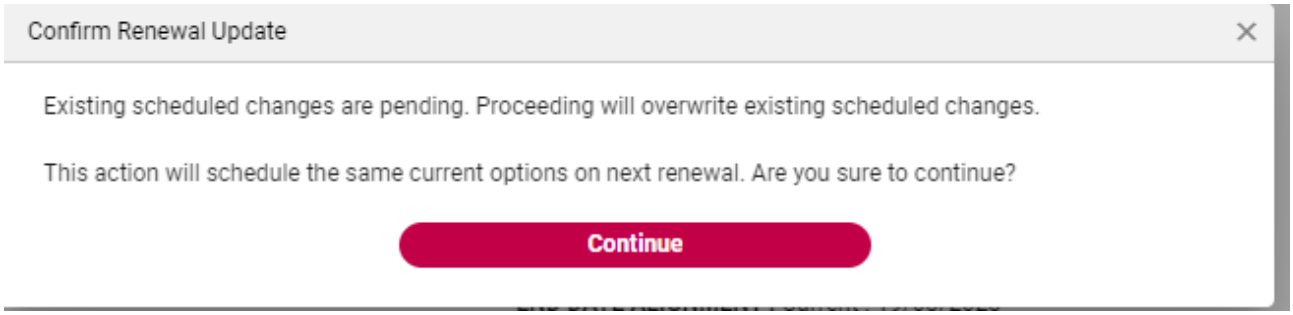
Change the quantity to the amount required.



Click **Schedule Subscription Renewal** then select whether you would like the increase to happen immediately or if they would prefer to wait until the license renewal date:

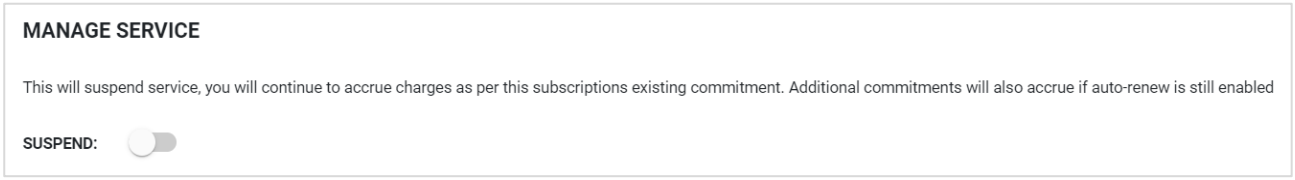


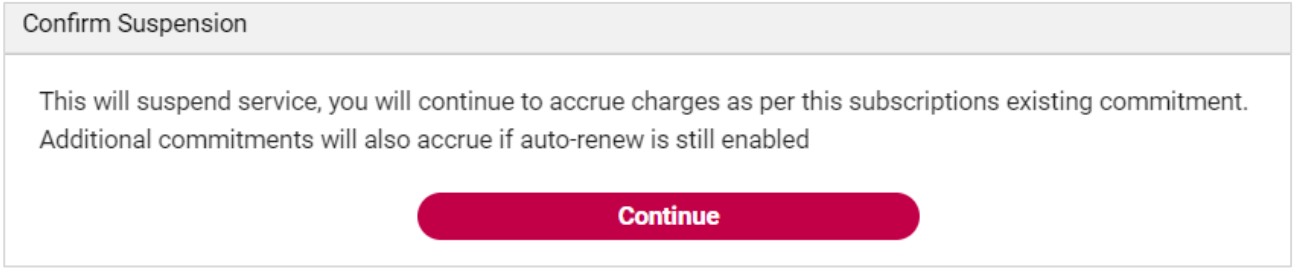
If you have an existing scheduled change in place and you make a change mid-term that will delete that scheduled change, you will need to re-schedule the change if it is still required.



How to Suspend NCE Subscriptions

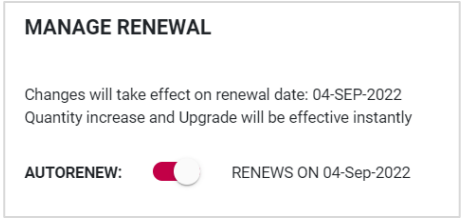
Suspending NCE subscriptions does not cancel licenses as it does in the CSP Legacy program. **Suspending subscriptions will not stop the billing or renewing.** This function should only be used to restrict a tenant's access to their licenses (in cases of non-payment). This can be done in the portal by clicking Manage on the relevant subscription and then using the Suspend toggle:





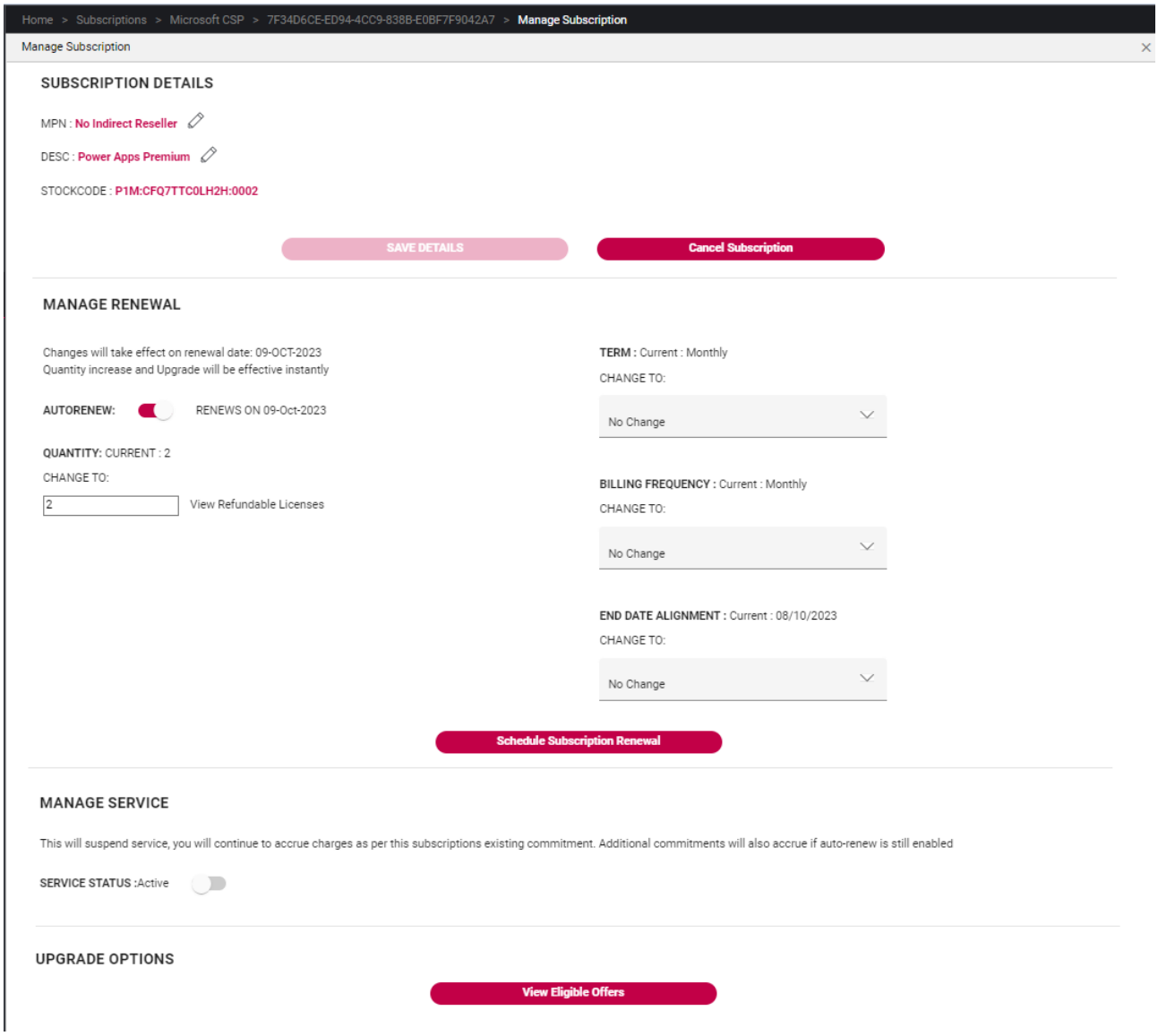
How to manage Auto Renew

Subscriptions in NCE will auto renew into their existing arrangement on their renewal date unless auto renew is turned off. This can be done in the portal by clicking **Manage** on the relevant subscription and then using the **Auto-renew** toggle:



How to Cancel NCE Subscriptions

Cancelling subscriptions can be done from the portal by clicking **Manage** on the relevant subscription. You will only be able to see the **CANCEL** button if you are within the renewal date time frame (7 days).

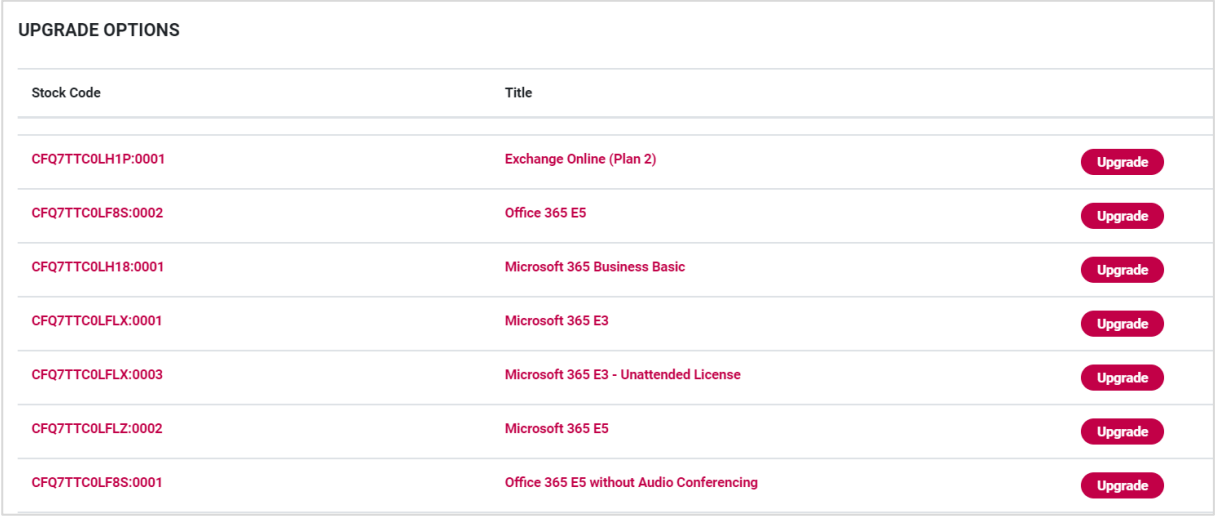


Cancelling monthly licenses will just appear as a bill then credit on the customer's invoice.

How to Upgrade NCE Subscriptions

Subscription upgrades can be done from the portal by clicking **Manage** on the relevant subscription, click **View Eligible Offers** to view upgrade options.

Select the Subscription you want to upgrade and click **Upgrade**.



UPGRADE OPTIONS

Stock Code	Title	
CFQ7TTC0LH1P:0001	Exchange Online (Plan 2)	Upgrade
CFQ7TTC0LF8S:0002	Office 365 E5	Upgrade
CFQ7TTC0LH18:0001	Microsoft 365 Business Basic	Upgrade
CFQ7TTC0LFLX:0001	Microsoft 365 E3	Upgrade
CFQ7TTC0LFLX:0003	Microsoft 365 E3 - Unattended License	Upgrade
CFQ7TTC0LFLZ:0002	Microsoft 365 E5	Upgrade
CFQ7TTC0LF8S:0001	Office 365 E5 without Audio Conferencing	Upgrade

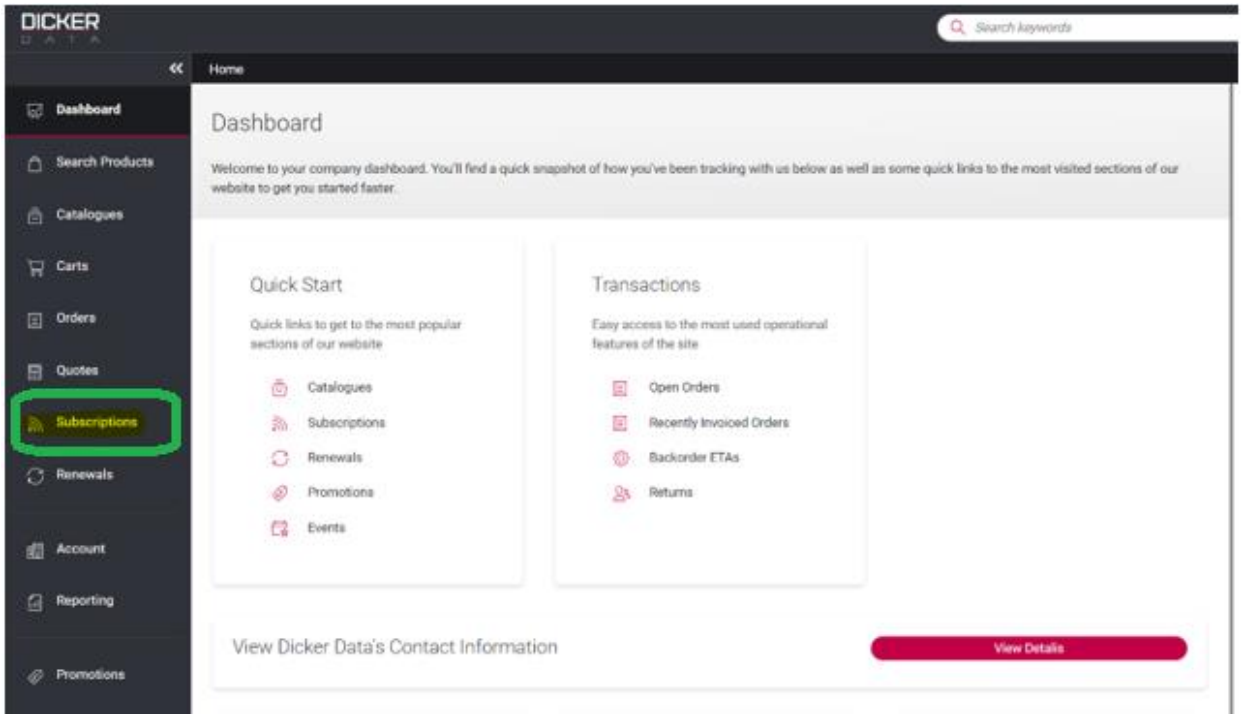
In the below example you can see the tenant had 2 Business Basic subscriptions that were billed for 1 month from 20 Feb to 19 Mar (Line 2), then on 24 Feb they upgraded those two licenses to Business Premium (Line 1) and were subsequently credited for the unused time period on the Business Basic (Line 3).

Stock Code	Stock Desc	Order Qty
P1Y:CFQ7TTC0LDPB:000	Microsoft Corporation - Microsoft 365 Business StaOMMIT >Usage for 24-FEB-2022 to 19-MAR-2022 MS NCE M365 BUSINESS BASIC 1YR	2.0000
P1Y:CFQ7TTC0LH18:000	Microsoft Corporation - Microsoft 365 Business BasCOMMIT >Usage for 20-FEB-2022 to 19-MAR-2022 MS NCE M365 BUSINESS BASIC 1YR	2.0000
P1Y:CFQ7TTC0LH18:000	Microsoft Corporation - Microsoft 365 Business BasCOMMIT >Usage for 24-FEB-2022 to 19-MAR-2022 MS NCE M365 BUSINESS BASIC 1YR	-2.0000

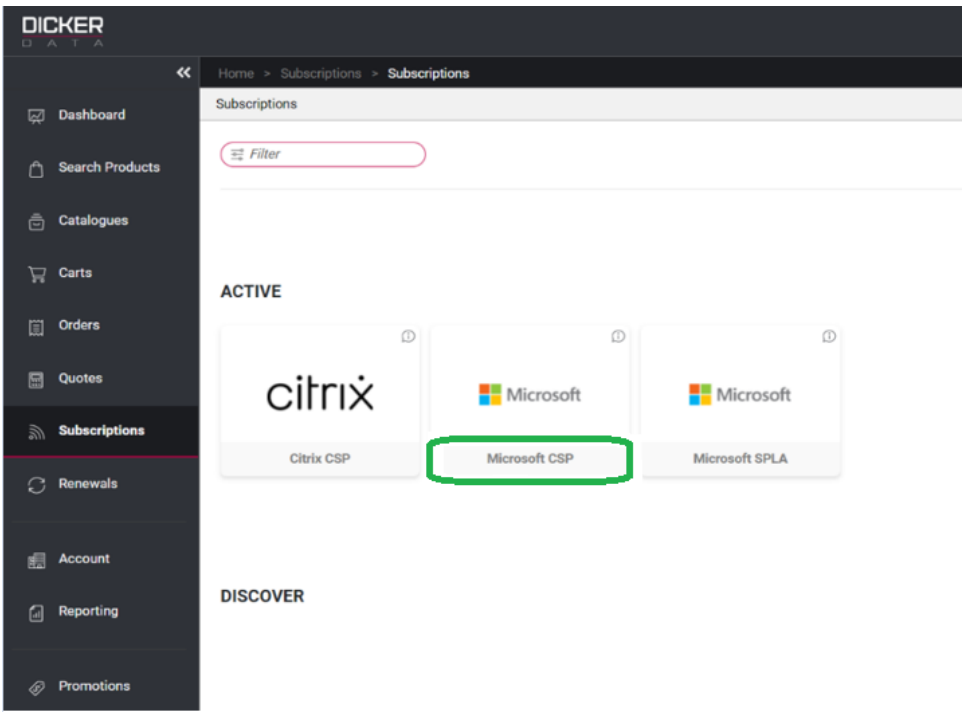
How to Migration to NCE

Migrating a single tenant to NCE

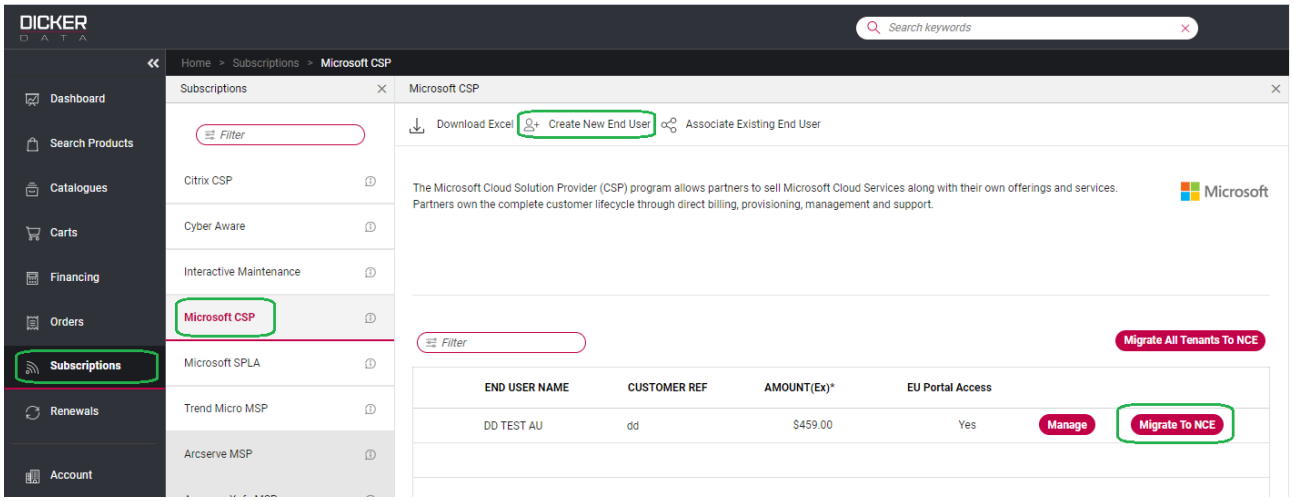
Select Subscriptions



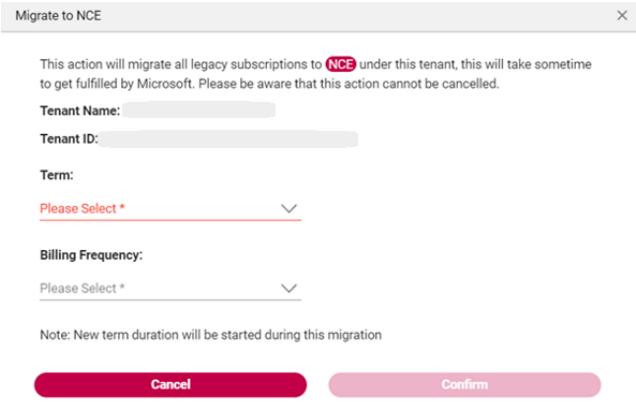
Select Microsoft CSP



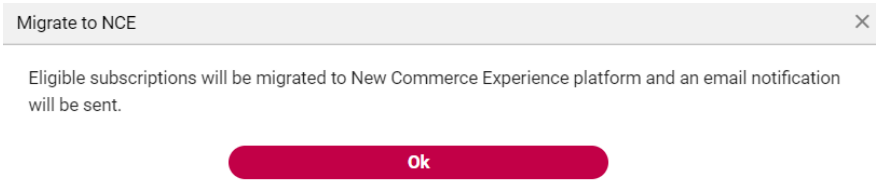
From your tenant list, **Click Migrate to NCE** for the tenant you are wishing to move.



Select your billing term and frequency and **Confirm**. Please remember that if you commit to a 1 year term, you will continue to be billed for this license for the full 12 months regardless of any circumstances. Once you add an NCE license you only have 7 days to make any alterations before you are committed to the full term. **Any changes made to the Term or Billing Frequency will only take effect on the renewal date.**



Click OK to move forward



You will now receive an email confirming that your request has been received. These emails are sent to the email address associated to your login to the Dicker Data Portal.

NCE Migration request received -

noreply@dickerdata.co.nz
To

Hi

Your request for migrating legacy subscriptions to NCE platform for this tenant 'MS Secure DEMO' has been recieved successfully, it will be processed shortly and an email report will be sent.

Thanks

Dicker Data IT Team

If there are any issues or errors with the migration you will be notified via email. Please contact microsoft@dickerdata.com.au / (02) 8556 8061 for Australia or microsoft.sales@dickerdata.co.nz / 0800 337 253 for New Zealand.

NCE Migration Status Report

noreply@dickerdata.co.nz
To

Reply | Reply All | Forward
Mon 8/08/2022 2:58 pm

If there are problems with how this message is displayed, click here to view it in a web browser.

DICKER DATA

NCE Migration Report

Tenant Name MS Secure DEMO
Tenant Guid

Original Subscription Guid	NCE Subscription Guid	Stock Code	NCE Stock Code	Qty	Term	Billing Cycle	Full Term	Migration Status	Error
		CSP1006-4880-8F41-37AC05DF5DC7		1	P1M	monthly	YES	Eligibility Error	Subscription cannot be migrated to New Commerce because the state of the current subscription is not active. Subscription cannot be migrated to New Commerce because there is not a valid migration path for this offer yet.

The Dicker Data Team

Once the migration is complete you will receive the following email.

NCE Migration Status Report

noreply@dickerdata.co.nz
To

Reply | Reply All | Forward
Mon 8/08/2022 3:03 pm

If there are problems with how this message is displayed, click here to view it in a web browser.

DICKER DATA

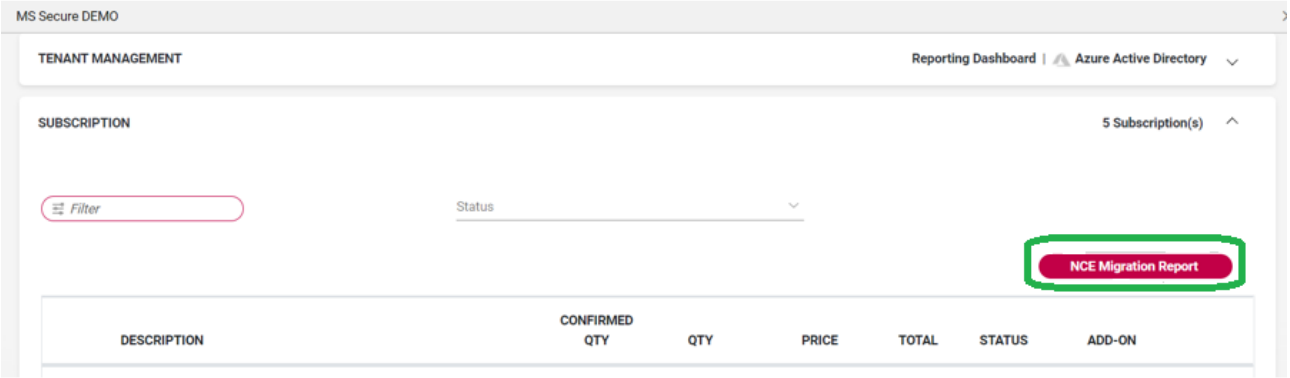
NCE Migration Report

Tenant Name MS Secure DEMO
Tenant Guid

Original Subscription Guid	NCE Subscription Guid	Stock Code	NCE Stock Code	Qty	Term	Billing Cycle	Full Term	Migration Status	Error
		CSP1065-417A-B624-4901E2B252F5	P1M:CFQ7TTC0LGV0:0001	1	P1M	monthly	YES	Completed	

The Dicker Data Team

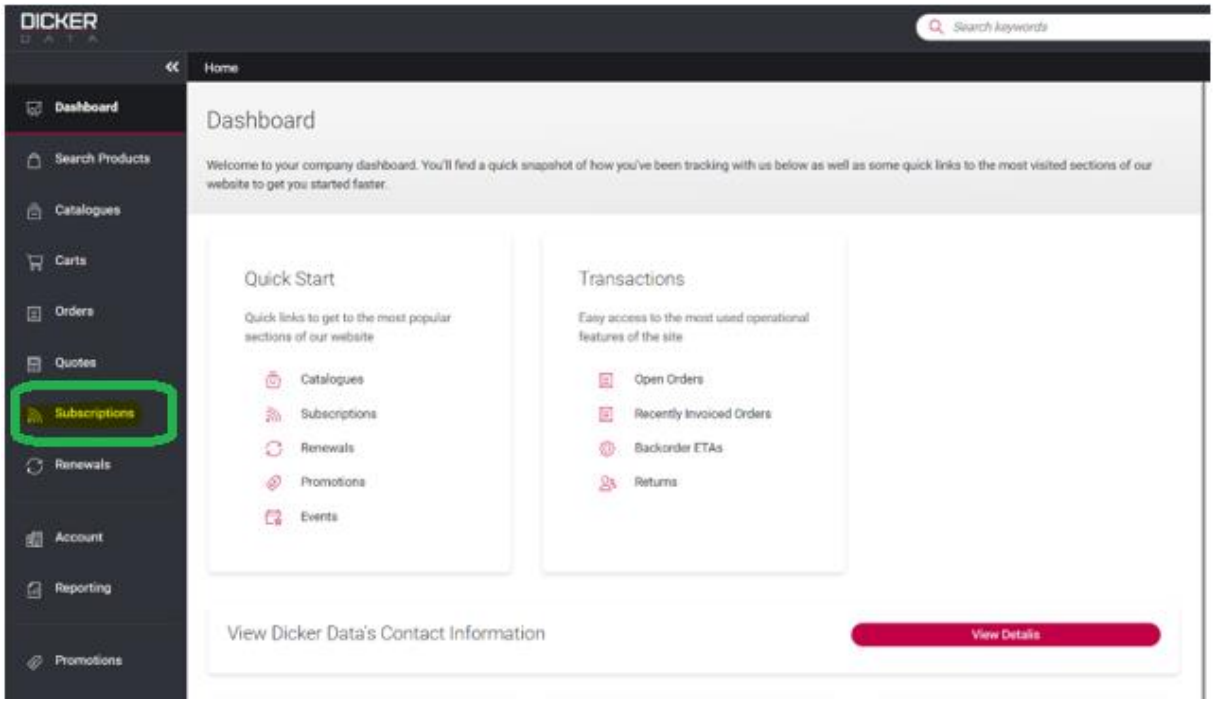
Reports for the migration can be downloaded from the tenancy in the Dicker Data portal. The report will show confirmation of completion, products migrated, by whom, date and time the migrations were requested and completed.



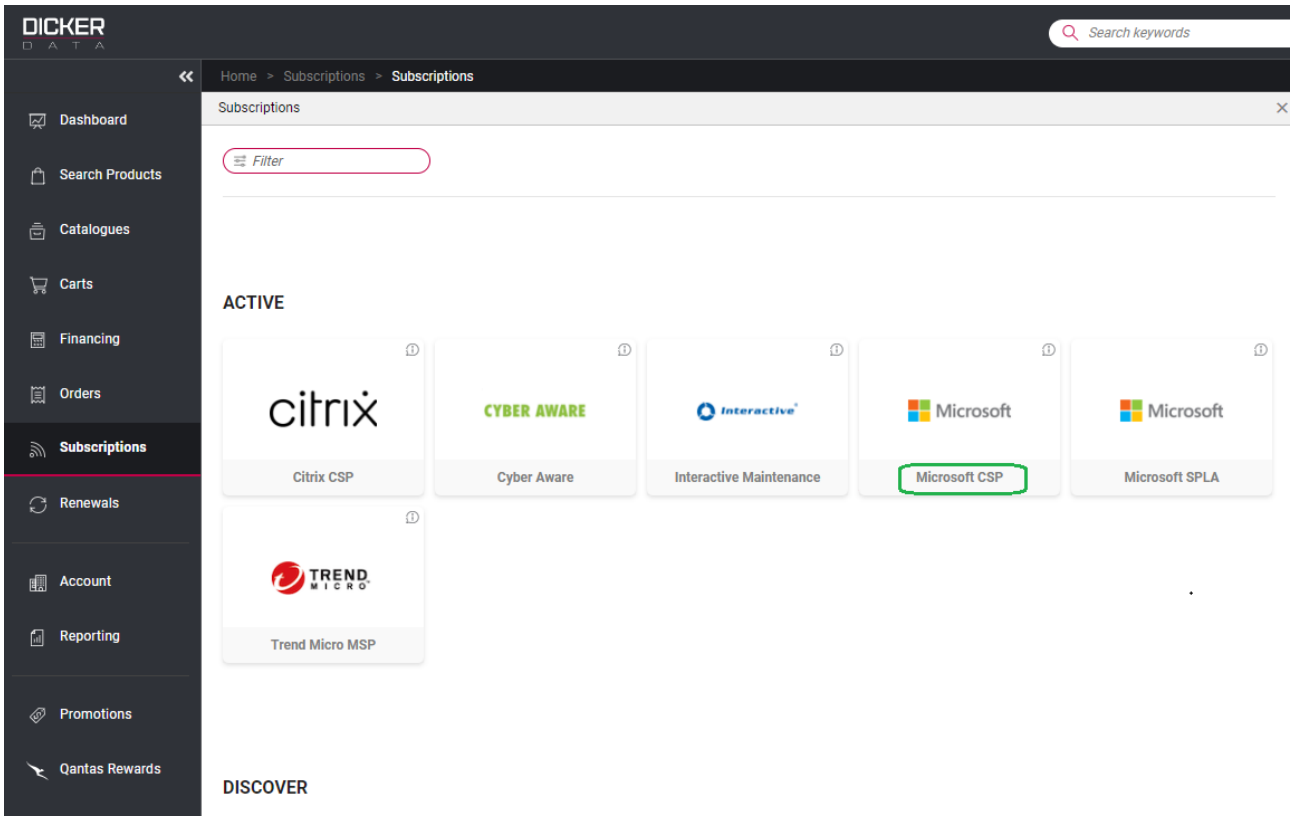
TENANT ID	TENANT NAME	SUBSCRIPTION ID	NCE SUBSCRIPTION ID	STOCK CODE	NCE STOCK CODE	QTY	STATUS	LOGIN	DATE REQUESTED	DATE PROCESSED	ERROR
[redacted]	MS Secure DEMO	[redacted]		CSP1065-417A-B624-4901E2B252F5	P1M:CFQ7TTC0LGV0:0001	1	Completed	Jo	8/08/2022 12:57:10	8/08/2022 3:02:11 AM	
[redacted]	MS Secure DEMO	[redacted]		CSP1006-4BB0-8F41-37AC05DF5DC7		1	Eligibility Error	Jo	8/08/2022 12:57:10	8/08/2022 12:57:45 PM	Subscription cannot be migrated to New Commerce

How to Migration all tenants to NCE

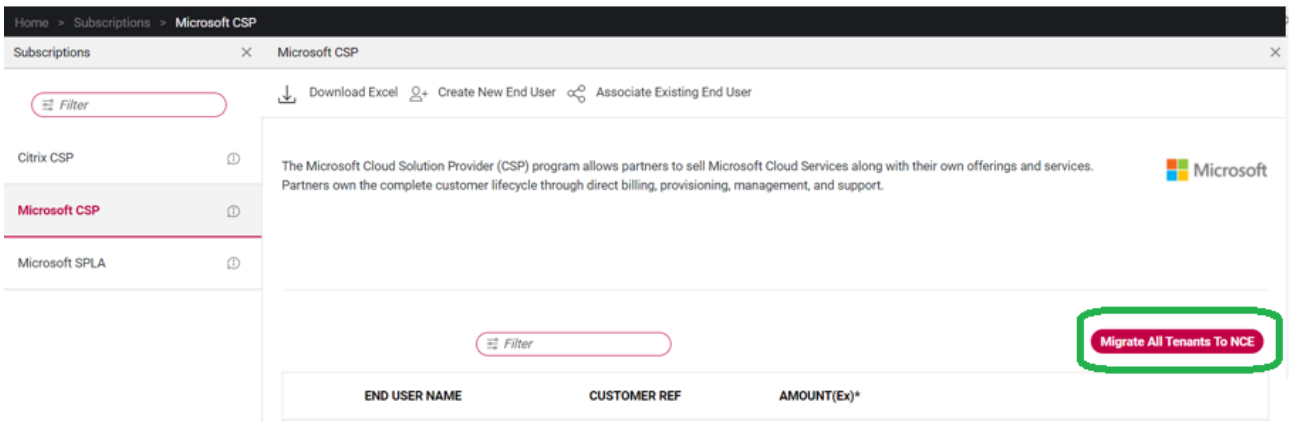
Select Subscriptions



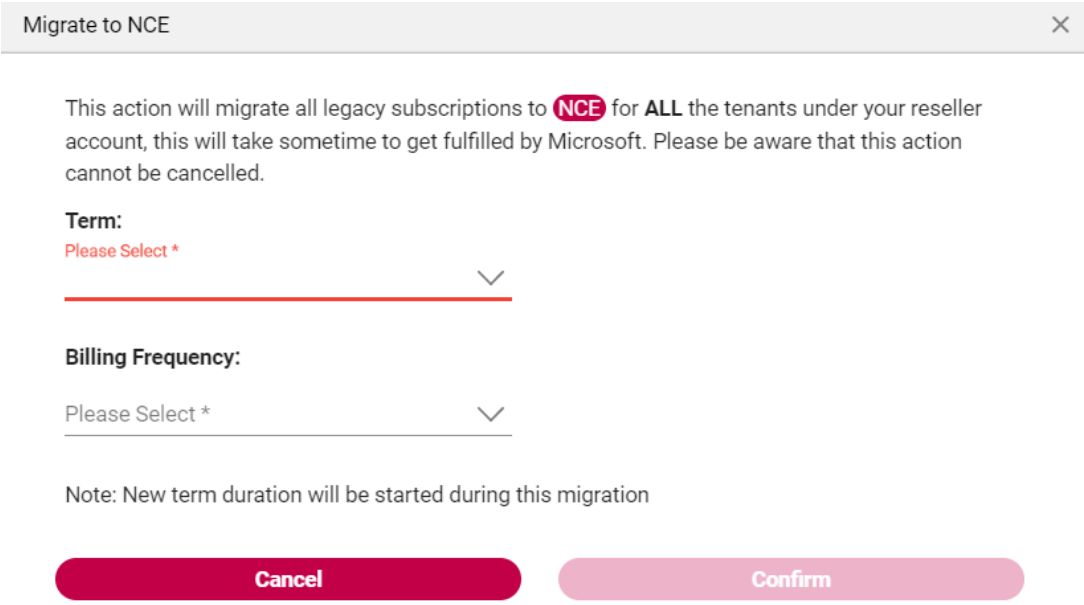
Select Microsoft CSP



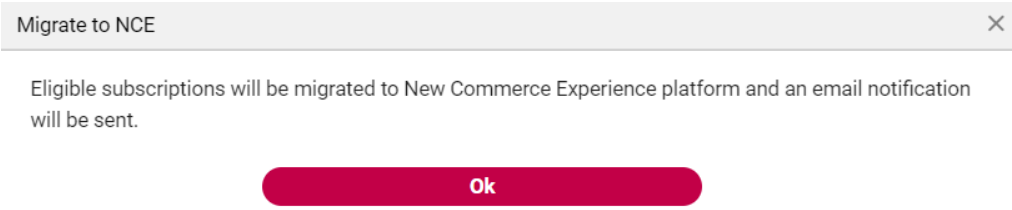
Select Migrate All Tenants To NCE



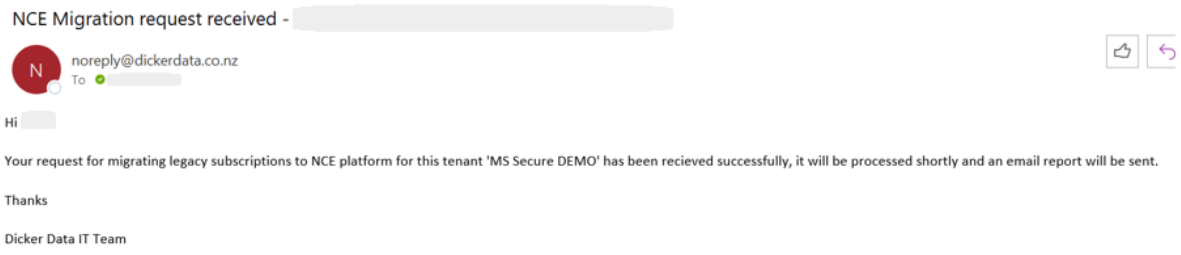
Select your billing term and frequency and Confirm. Please remember that if you commit to a 1 year term, you will continue to be billed for this license for the full 12 months regardless of the customer's circumstances. Once you add an NCE license you only have 7 days to make any alterations before you are committed to the full term.



Click OK to move forward



You will now receive an email confirming that your request has been received. These emails are sent to the email address associated to your login to the Dicker Data Portal.


NCE Migration request received -

noreply@dickerdata.co.nz
To

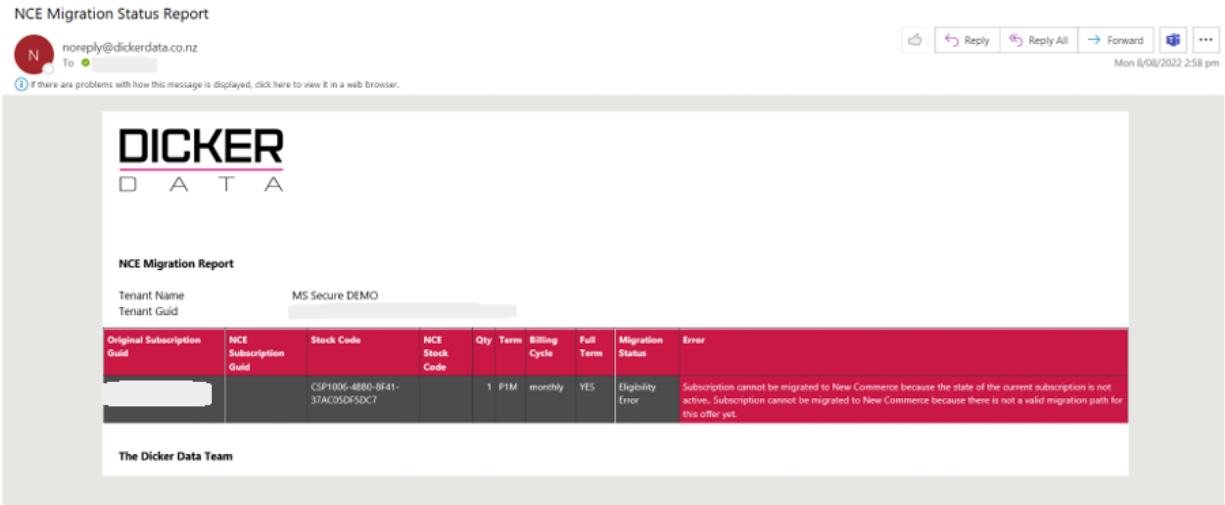
Hi

Your request for migrating legacy subscriptions to NCE platform for this tenant 'MS Secure DEMO' has been recieved successfully, it will be processed shortly and an email report will be sent.

Thanks

Dicker Data IT Team

If there are any issues or errors with the migration you will be notified via email. Please contact microsoft@dickerdata.com.au / (02) 8556 8061 for Australia or microsoft.sales@dickerdata.co.nz / 0800 337 253 for New Zealand.


NCE Migration Status Report

noreply@dickerdata.co.nz
To

Reply | Reply All | Forward

Mon 8/08/2022 2:58 pm

If there are problems with how this message is displayed, click here to view it in a web browser.

DICKER DATA

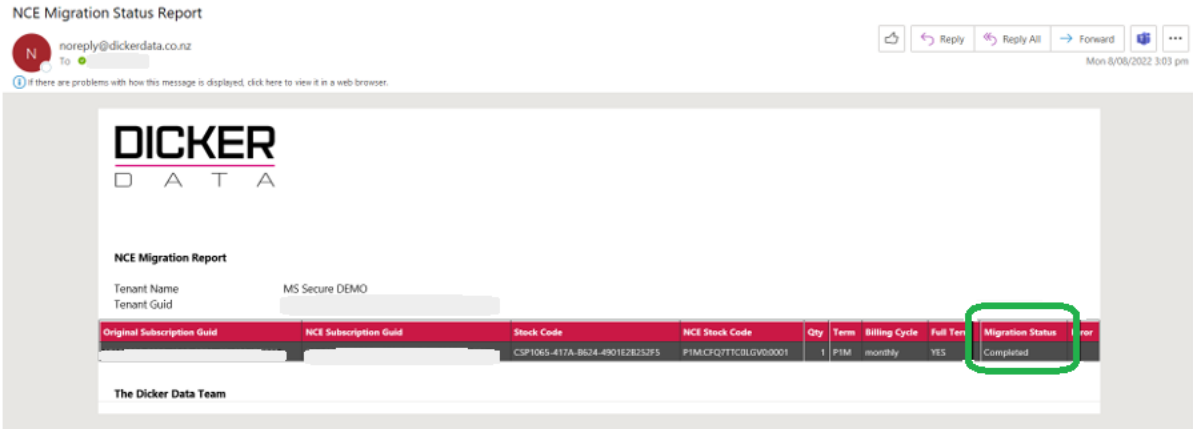
NCE Migration Report

Tenant Name MS Secure DEMO
Tenant Guid

Original Subscription Guid	NCE Subscription Guid	Stock Code	NCE Stock Code	Qty	Term	Billing Cycle	Full Term	Migration Status	Error
		CSP1006-4880-8F41-37AC05DF5DC7		1	P1M	monthly	YES	Eligibility Error	Subscription cannot be migrated to New Commerce because the state of the current subscription is not active.. Subscription cannot be migrated to New Commerce because there is not a valid migration path for this offer yet.

The Dicker Data Team

Once the migration is complete you will receive the following email.


NCE Migration Status Report

noreply@dickerdata.co.nz
To

Reply | Reply All | Forward

Mon 8/08/2022 3:03 pm

If there are problems with how this message is displayed, click here to view it in a web browser.

DICKER DATA

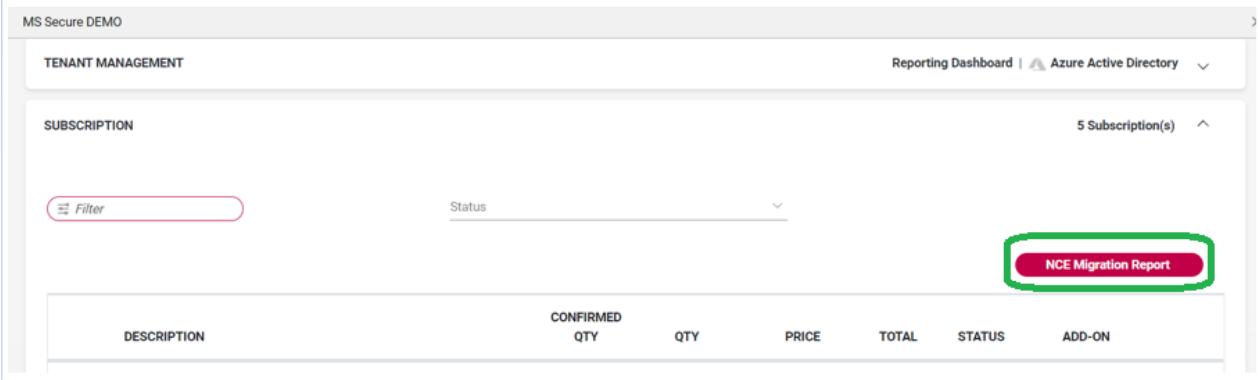
NCE Migration Report

Tenant Name MS Secure DEMO
Tenant Guid

Original Subscription Guid	NCE Subscription Guid	Stock Code	NCE Stock Code	Qty	Term	Billing Cycle	Full Term	Migration Status	Error
		CSP1065-417A-B624-4901E2B252F5	P1M:CFQ7TTC0LGV0:0001	1	P1M	monthly	YES	Completed	

The Dicker Data Team

Reports for the migration can be downloaded from the tenancy in the Dicker Data portal. The report will show confirmation of completion, products migrated, by whom, date and time the migrations were requested and completed.



TENANT ID	TENANT NAME	SUBSCRIPTION ID	NCE SUBSCRIPTION ID	STOCK CODE	NCE STOCK CODE	QTY	STATUS	LOGIN	DATE REQUESTED	DATE PROCESSED	ERROR
[redacted]	MS Secure DEMO	[redacted]	[redacted]	CSP1065-417A-B624-4901E2B252F5	P1M:CFQ7TTC0LGV0:0001	1	Completed	Jo	8/08/2022 12:57:10	8/08/2022 3:02:11 AM	
	MS Secure DEMO			CSP1006-4BB0-8F41-37AC05DF5DC7		1	Eligibility Error	Jo	8/08/2022 12:57:10	8/08/2022 12:57:45 PM	Subscription cannot be migrated to New Commerce

FAQ

Can I move one legacy license to NCE and leave the rest? Yes, but not with the Migration tool. These need to be added individually to the tenant you are working on and then the corresponding legacy license suspended.

Is there a price difference between NCE and Legacy licenses? Yes, for some products. You can check pricing on the Dicker Data website.

Can I go back/change my mind once I have migrated? No, this is a one-way process.

Who can I talk to if I need help? Contact microsoft@dickerdata.com.au / (02) 8556 8061 for Australia or microsoft.sales@dickerdata.co.nz / 0800 337 253 for New Zealand.

How to Align End Data

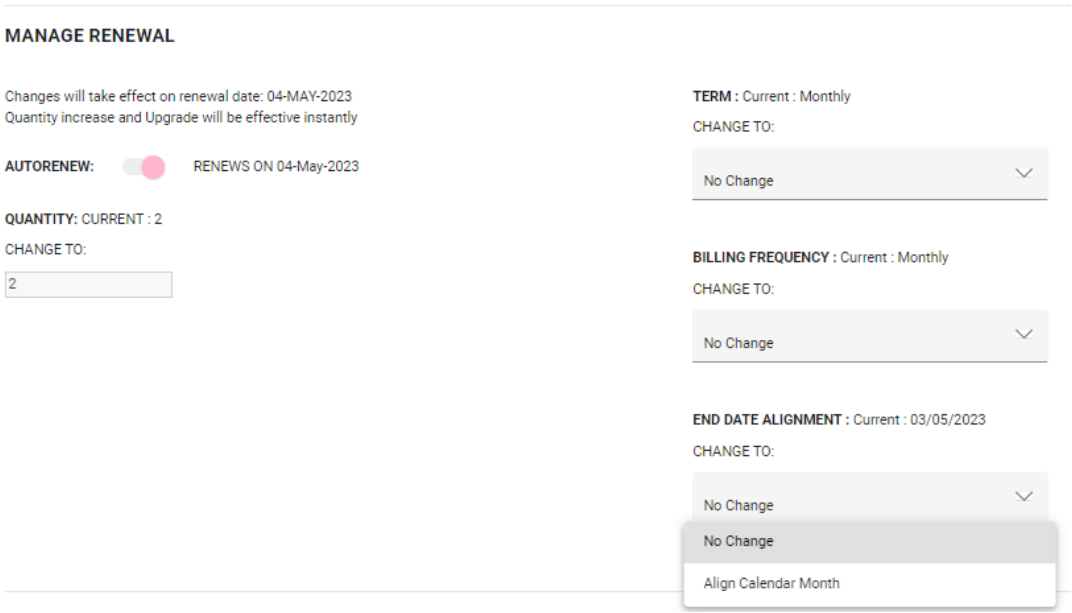
Coterminosity can be activated when a subscription is created or when it is renewed. A subscription can be made coterminous with an existing subscription according to the following table:

New or renewing Subscription

Existing Subscription	1-month	1-year	3-years
1-month	Yes	No	No
1-year	Yes	Yes	Yes
3-years	Yes	Yes	Yes

In summary, a new or renewing 1- or 3-year subscription may not be made coterminous with a 1-month subscription.

Date alignment can be done in the portal by clicking **Manage** on the relevant subscription and then using the **End Date Alignment** drop down:



Activating coterminosity for an existing subscription does not change the end-date of the existing term, rather it schedules the coterminosity to be activated when the subscription next renews.

To learn more about aligning end dates click here: **https://learn.microsoft.com/en-us/partner-center/align-subscription-end-dates**

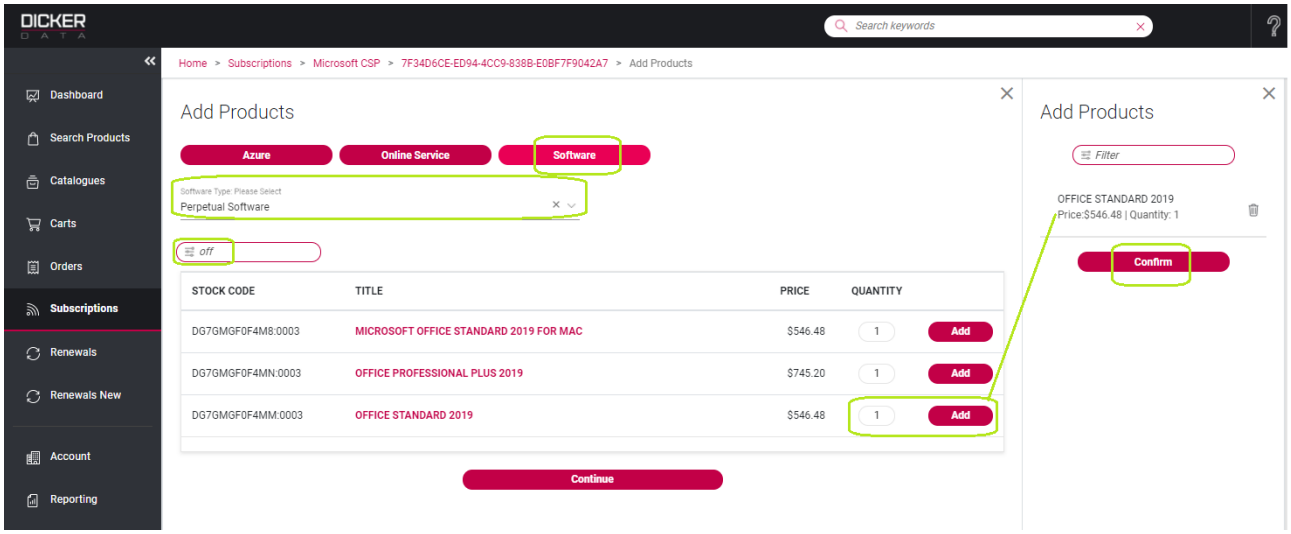
How to buy Perpetual Software

The **Software** section lists all Software including Perpetual Software Subscriptions for the Tenant.

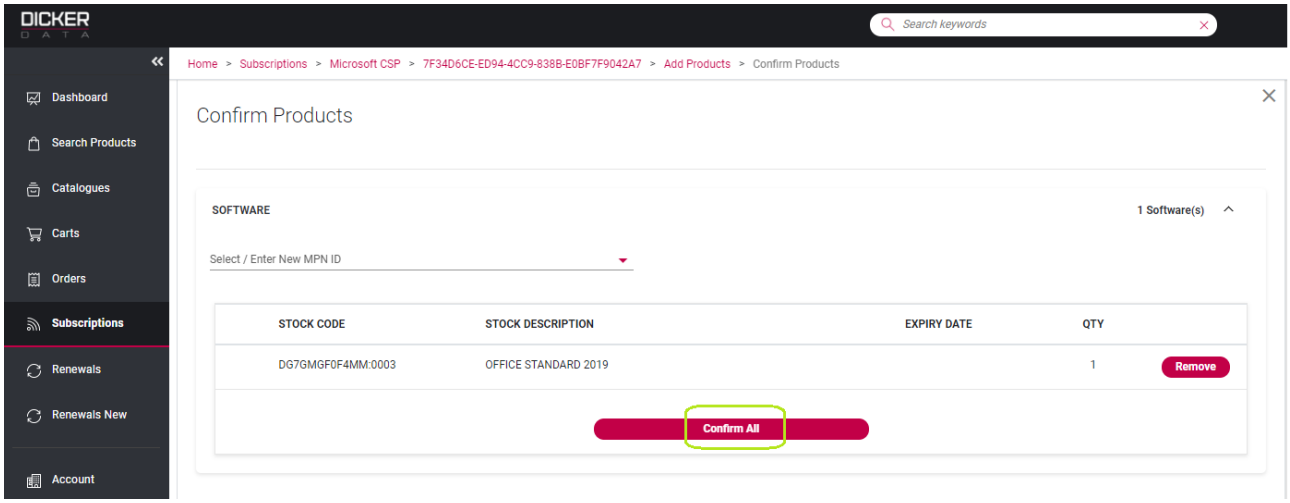
Software Subscriptions list software licences that are purchased for a specific term e.g. 1 year or 3-year term.

Perpetual Software lists all Perpetual Licenses that allows the Tenant (End User) to use the software continually (without expiry) with payment of a single fee.

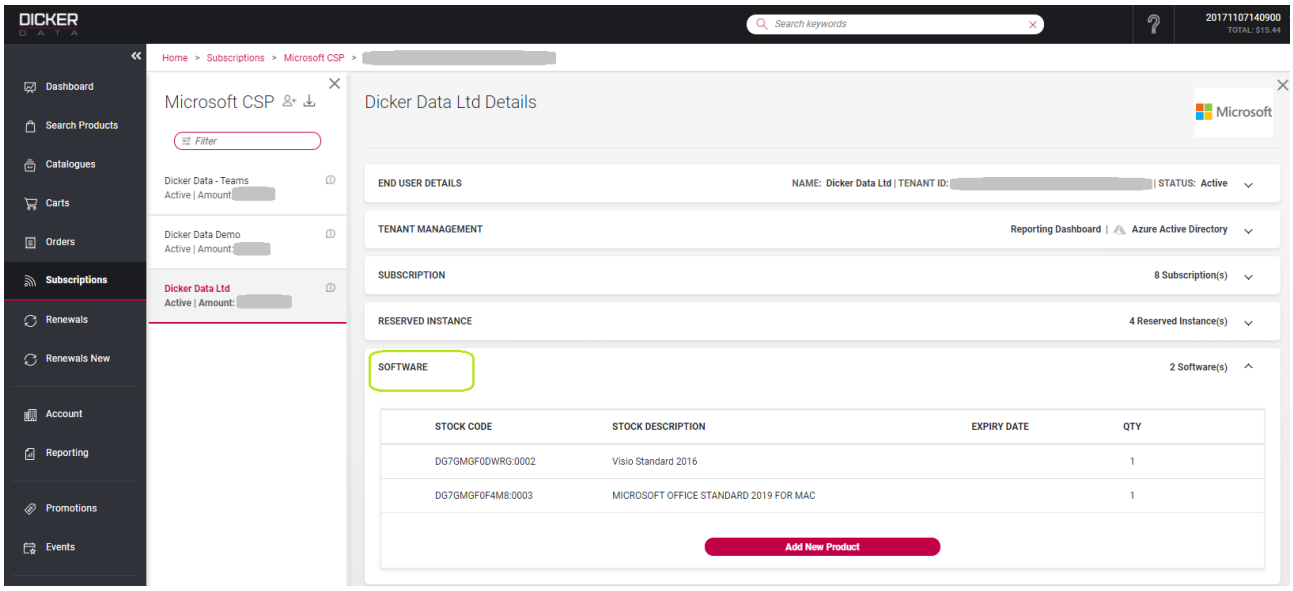
- Clicking in the **Add New Product** selection, in the **Subscription** section, will open the **Add Products** blade.
- Click on **Software** and then select the **subscription type** required to display the list of Software or Perpetual Subscriptions available.
- Type a search in the filter field to filter on the list of subscriptions.
- Type the **Qty** and click **Add**.



- Review the added subscriptions and click on **Confirm** to be taken to the **Confirm Products blade**
- Click **Confirm all** to include the subscription.



- Added Perpetual and Software Subscriptions will be listed in the Software section of the selected Tenant.

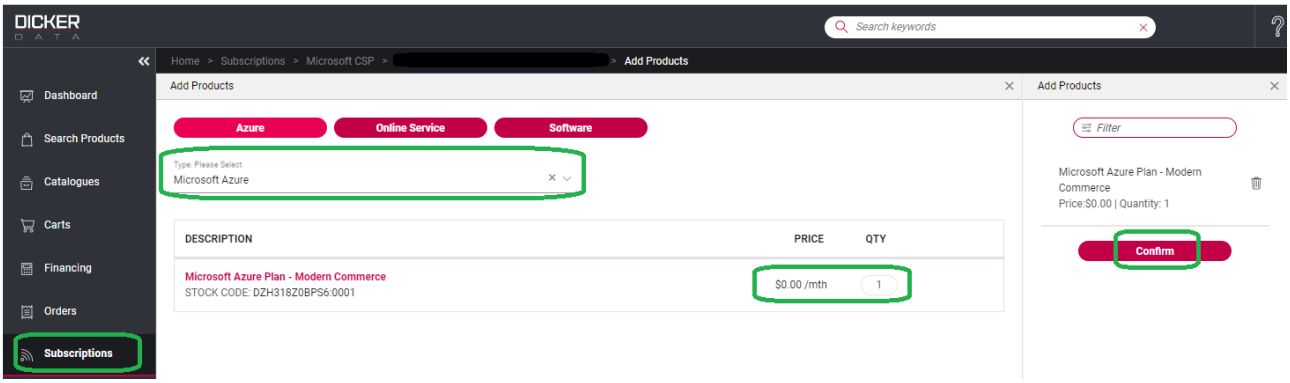


How to buy Azure Plan

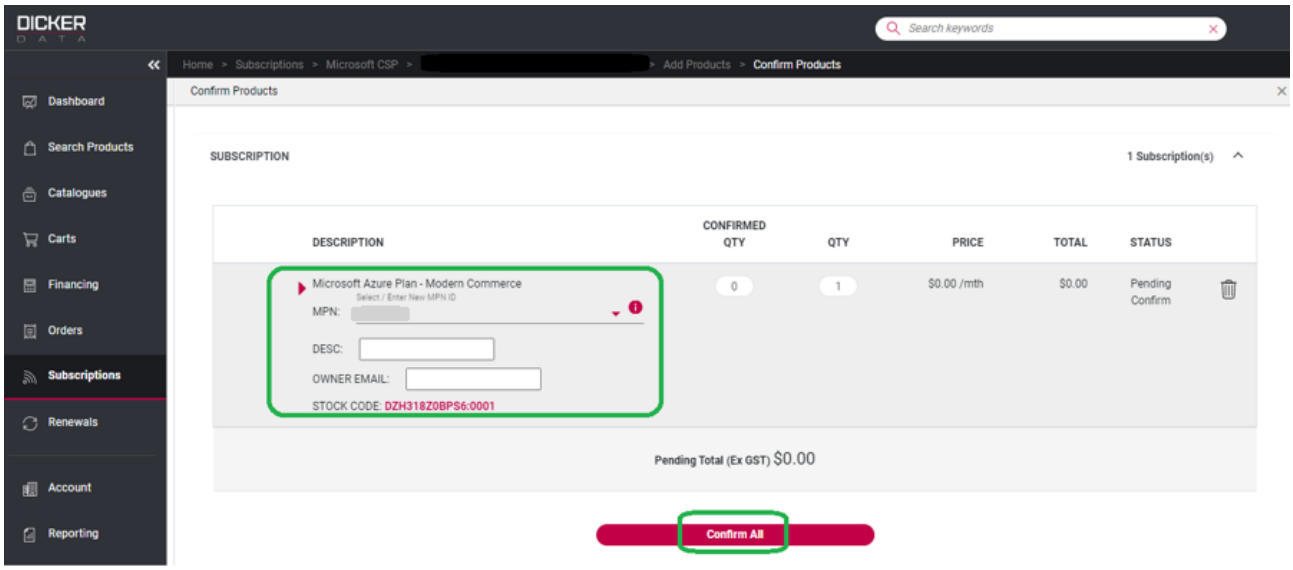
To add an Azure Plan Subscription:

- Click the **Add New Product** button, in the Azure usage **Subscription** section to open the **Add Products** blade.

- Select **Microsoft Azure**

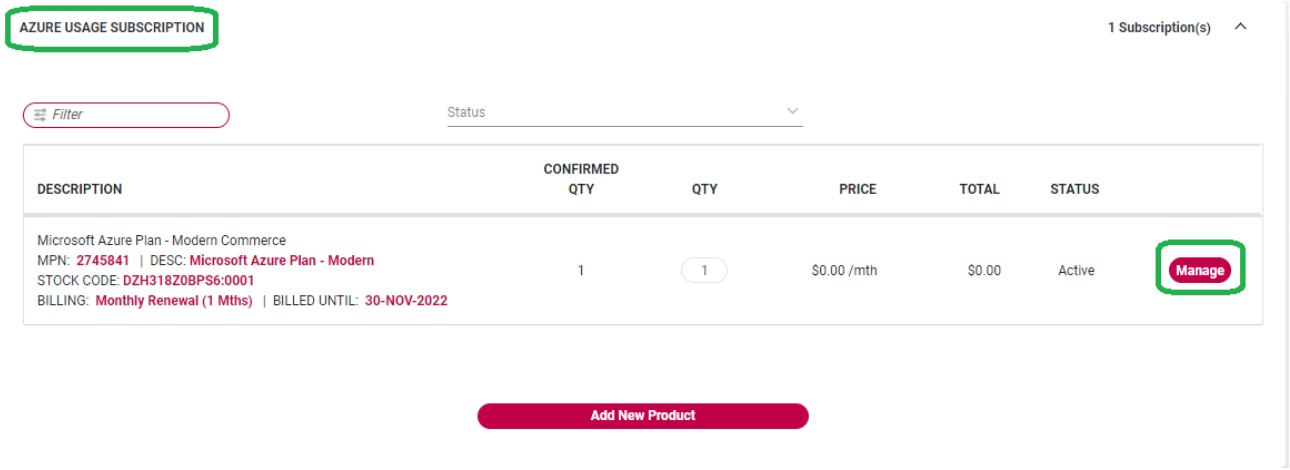


- Review the added subscriptions and click on **Confirm** to be taken to the **Confirm Products** blade
- Enter a **Subscription Description**, **MPN** and the **Owner Email**
- Click **Confirm all** to include the subscription.

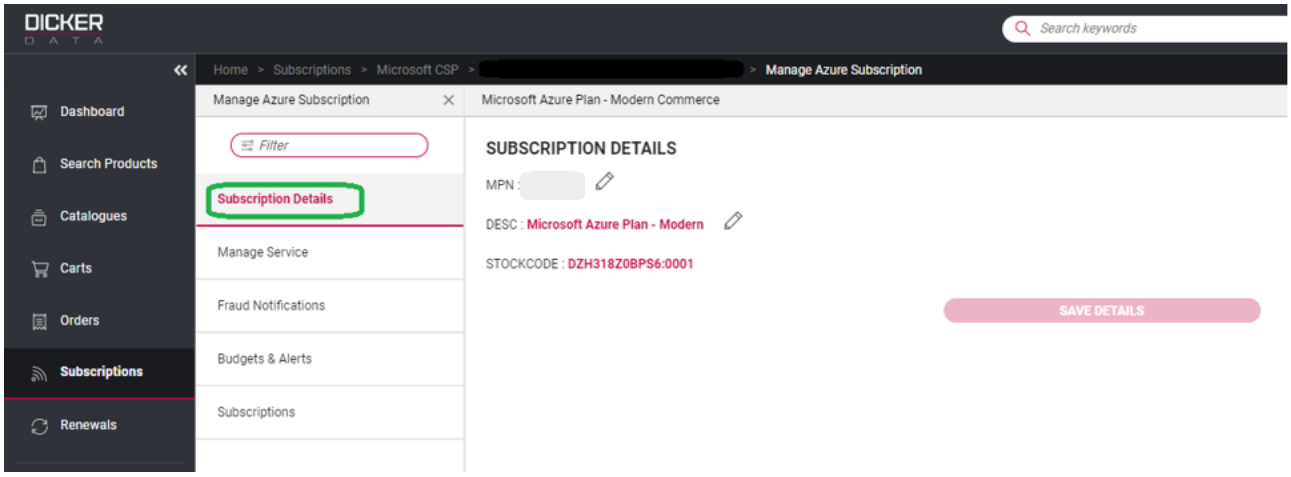


- Once you click on **Confirm All** you will get a pop up to enter your PO number.

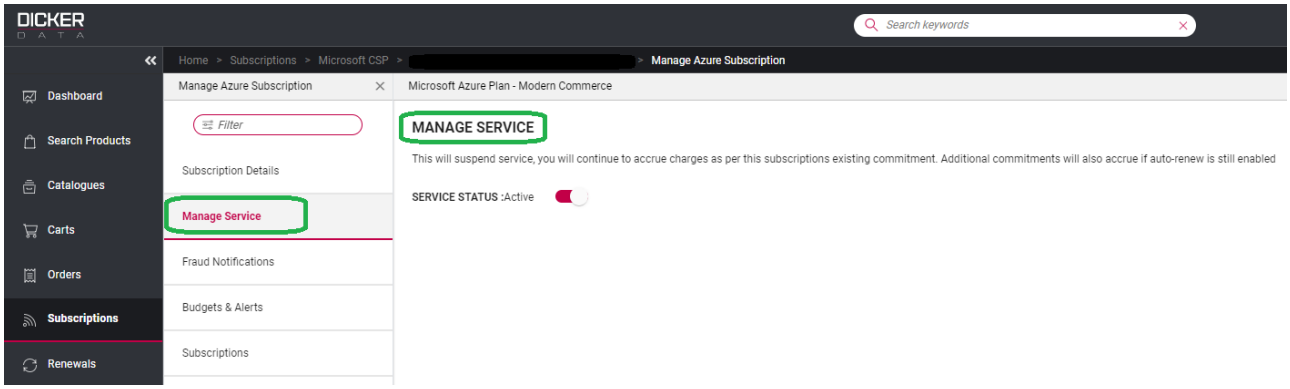
How to Manage Azure Subscriptions



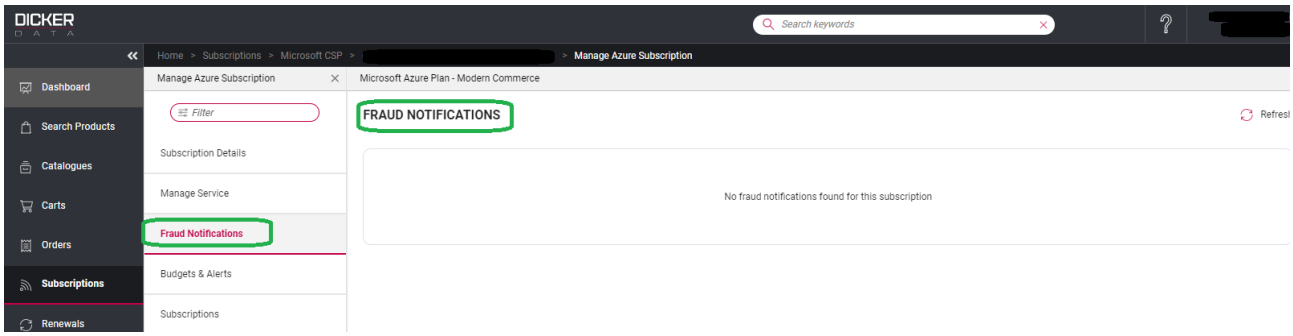
Subscription Details: This allows you to change the **MPN** number and subscription description **DESC**



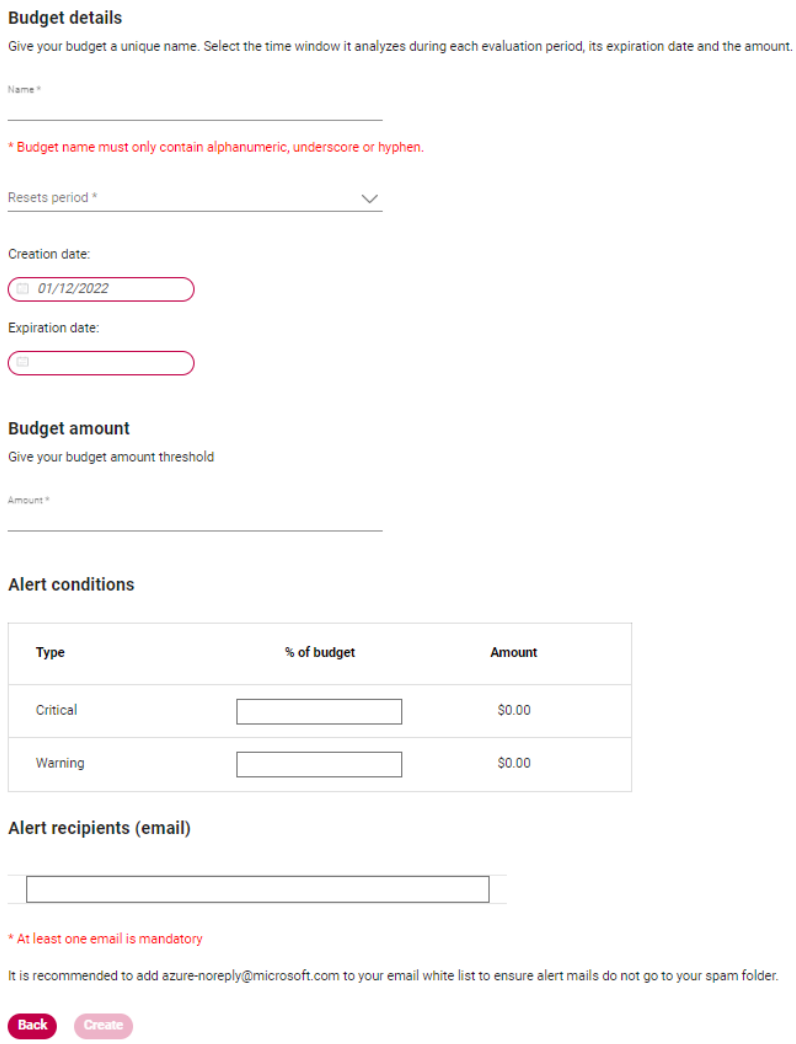
Manage Services: This will suspend resources, you will continue to accrue charges as per this subscriptions existing commitment. Additional commitments will also accrue if auto-renew is still enabled



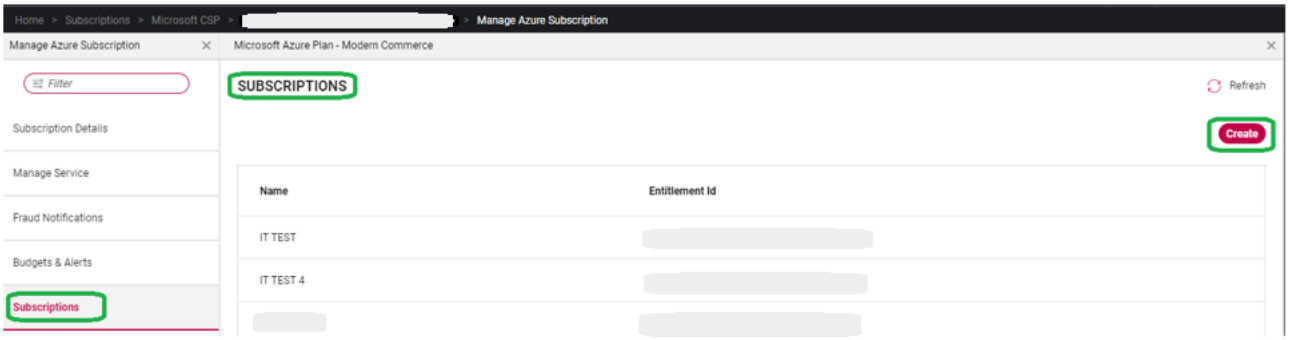
Fraud Notifications: Partners who are impacted will only receive notification from Microsoft here.



Budget Details: These options may help you spot misconfigured services or unusual trends that might suggest fraud.



Subscriptions: This allows you to create additional Azure subscriptions under your Azure Plan.

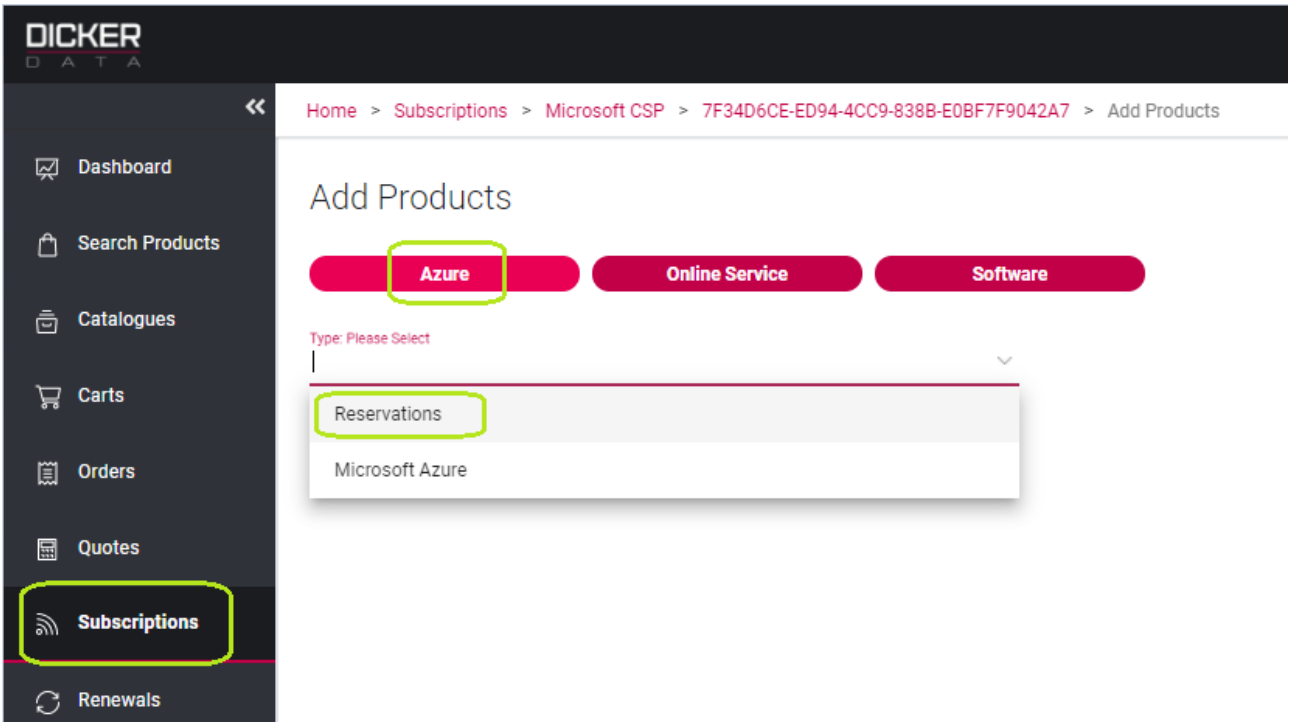


How to buy Reserved Instances

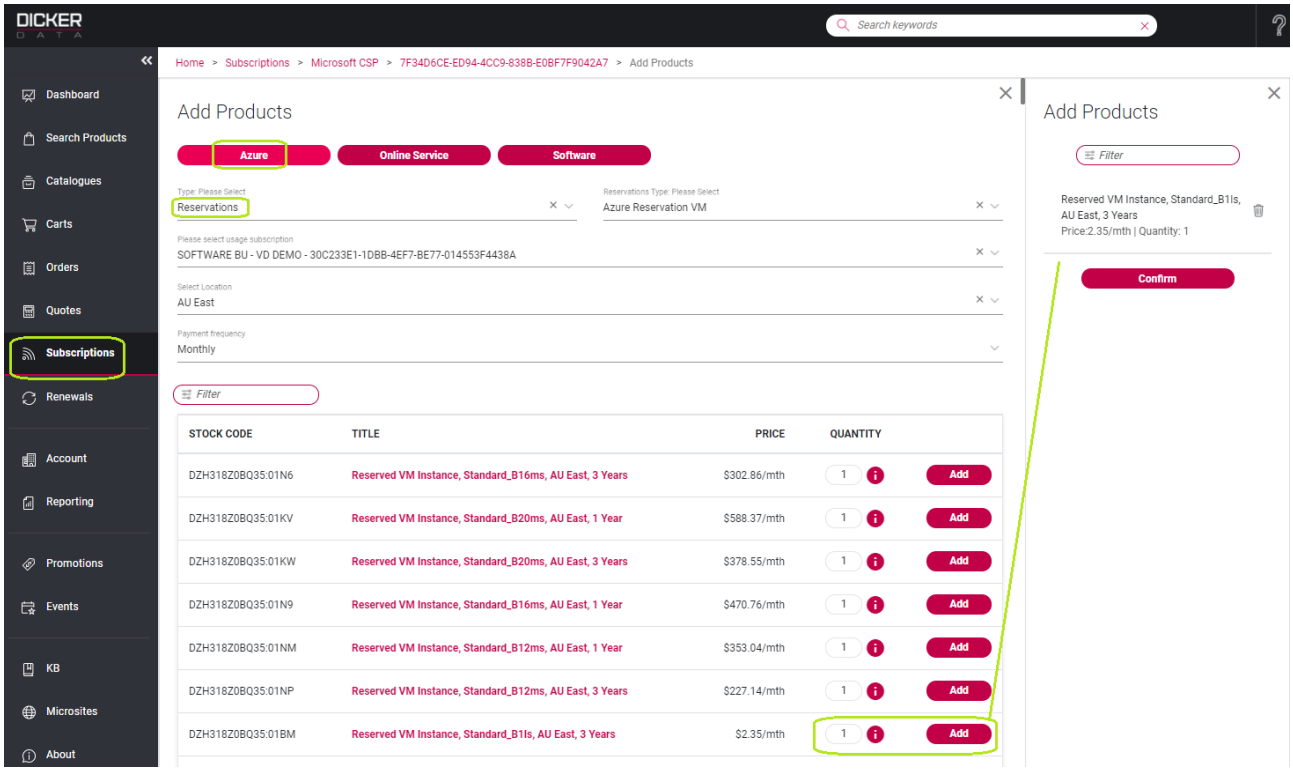
Azure Reserved Instance allows the tenant to reserve Microsoft (Virtual Machines) for a specific term e.g. 1 year or 3 year. These Microsoft can be purchased as one upfront payment or as Monthly payments for the term.

You will need to have an active Azure Subscription in order to add an Azure Reserved instance. For assistance regarding Azure requirements please contact your local Dicker Data representative.

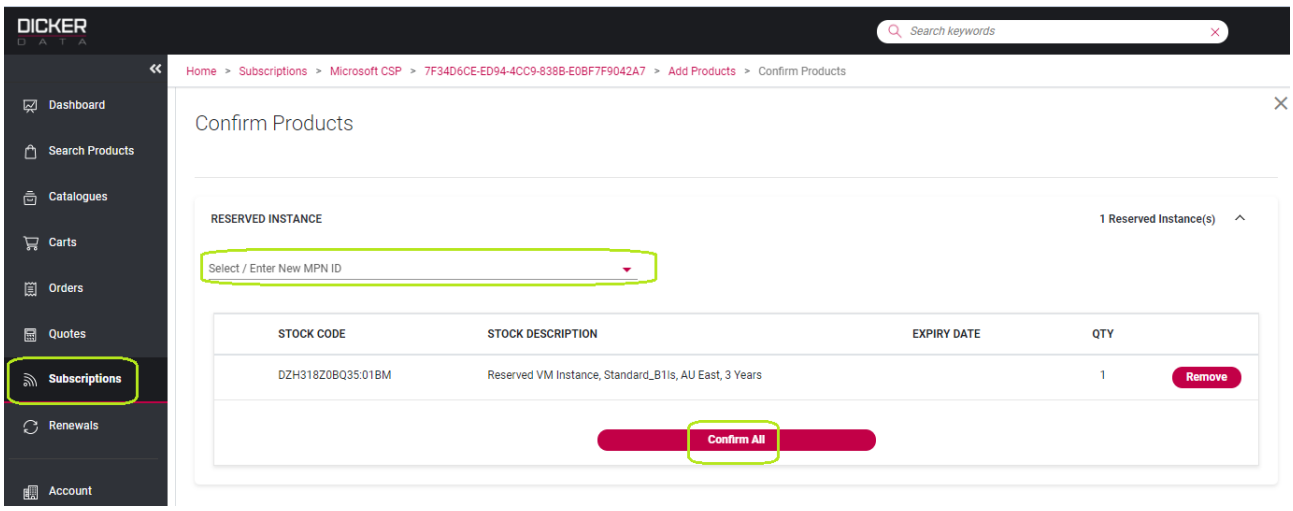
- Click the **Add New Product** button, in the **Subscription** section to open the **Add Products** blade.
- Click on **Azure** and then select **Reservations**



- Select the **Reservations Type** from the drop-down list
- Enter the **Usage Subscription**, **Location,** and the **Payment frequency**
- Type the **Qty** of the required subscription and click **Add**.

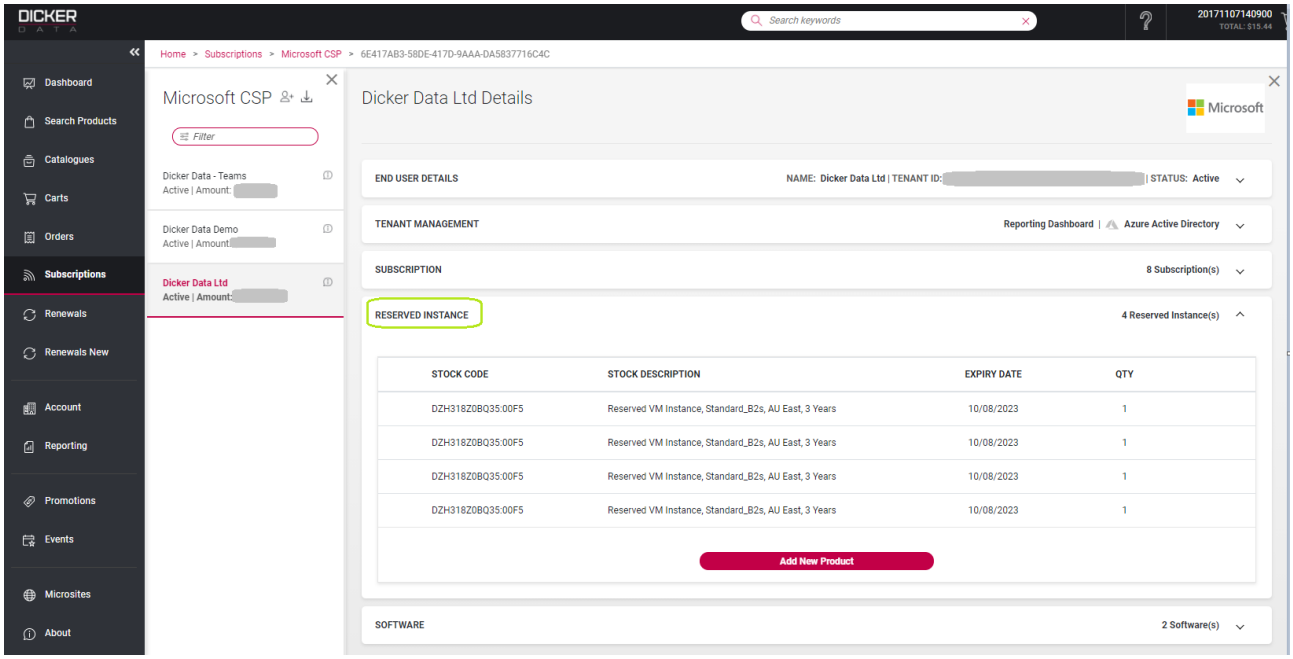


- Review the added reservations and click on **Confirm** to be taken to the **Confirm Products blade**
- Enter the **MPN ID** and click on **Confirm All**



- Once you click on **Confirm All** you will get a pop up to enter your PO number.

- Added Azure Reserved Instances will be listed in the **Reserved Instances** section of the selected Tenant.

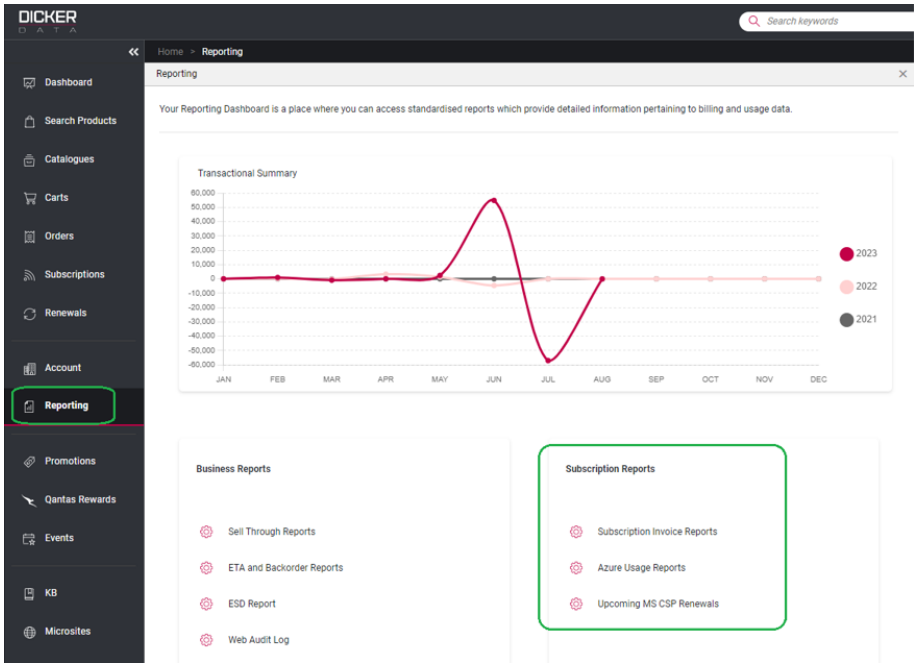


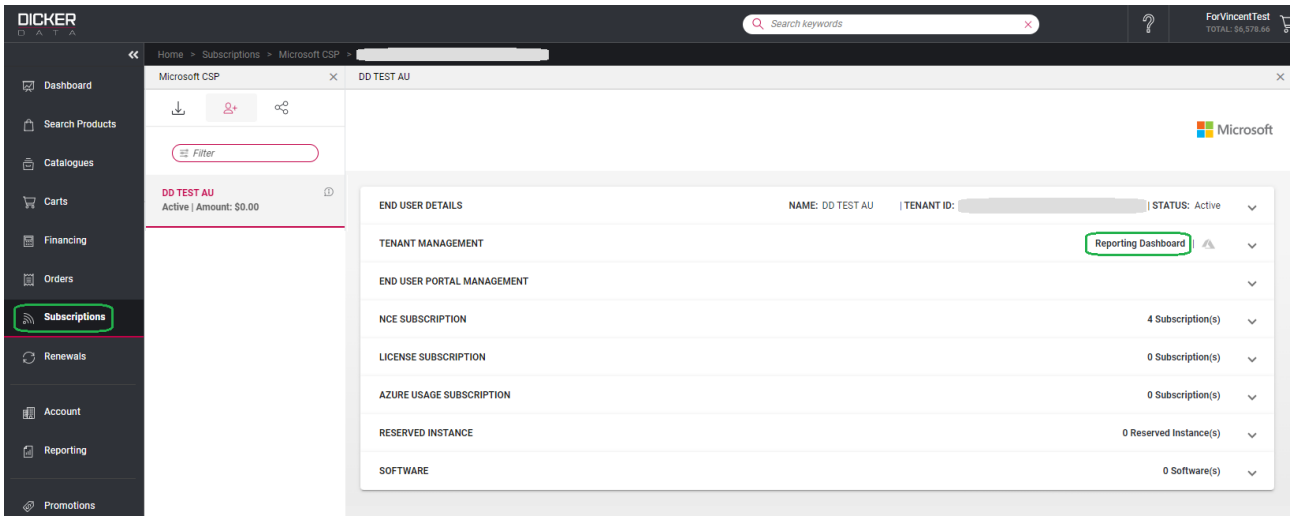
Reporting

Accessing Available Reports

Subscription Reports are listed in the **Reporting Dashboard** which can be found either at:

- the **Reporting** menu selection
- or at the Tenant Management blade



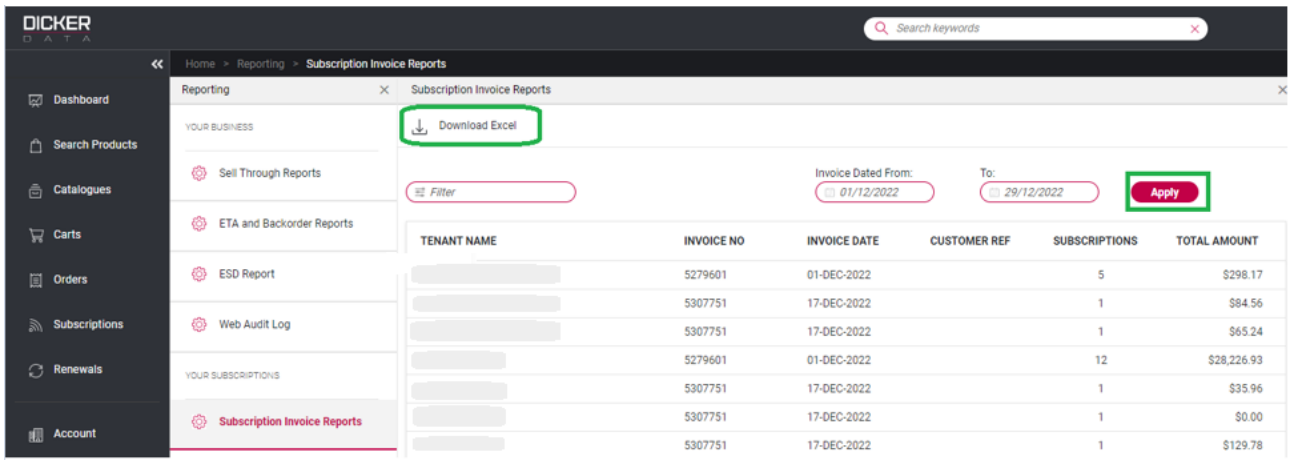


Types of Available Reports

Subscription Invoice Reports

Subscription Invoice Reports produces an Excel report listing all Subscription Invoices within a given date range with the following worksheet tabs:

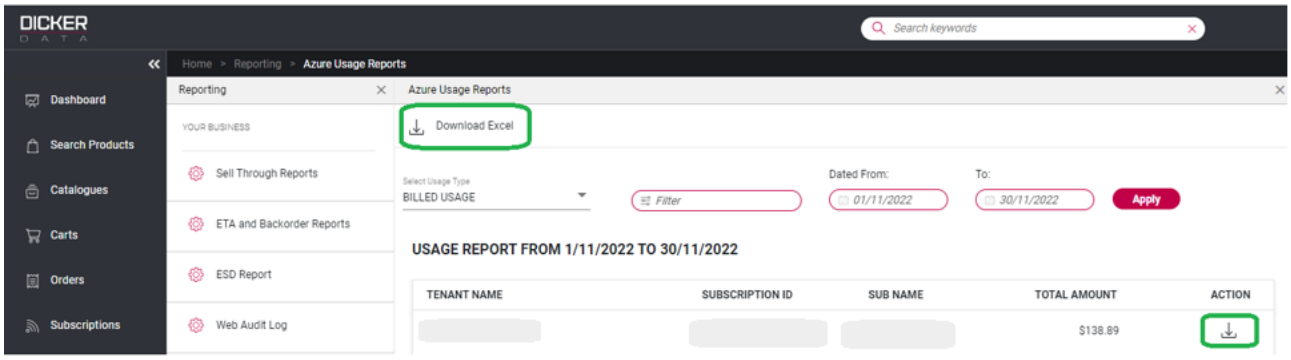
- **Invoice Summary tab** – Lists the total Subscription Invoice Amount for each Tenant.
- **Invoice Details tab** – Lists all the Subscription Invoices for each Tenant.
- **Tenant Details tab** – Tabs are created for each Tenant listing all the Subscription Invoice details for each of the listed Tenants.



Azure Usage Reports

The **Azure Usage Reports** blade allows you to display data on the **Billed Usage** within a given date range.

- Selecting **Billed Usage** will display a list of Tenants and their current usage details.



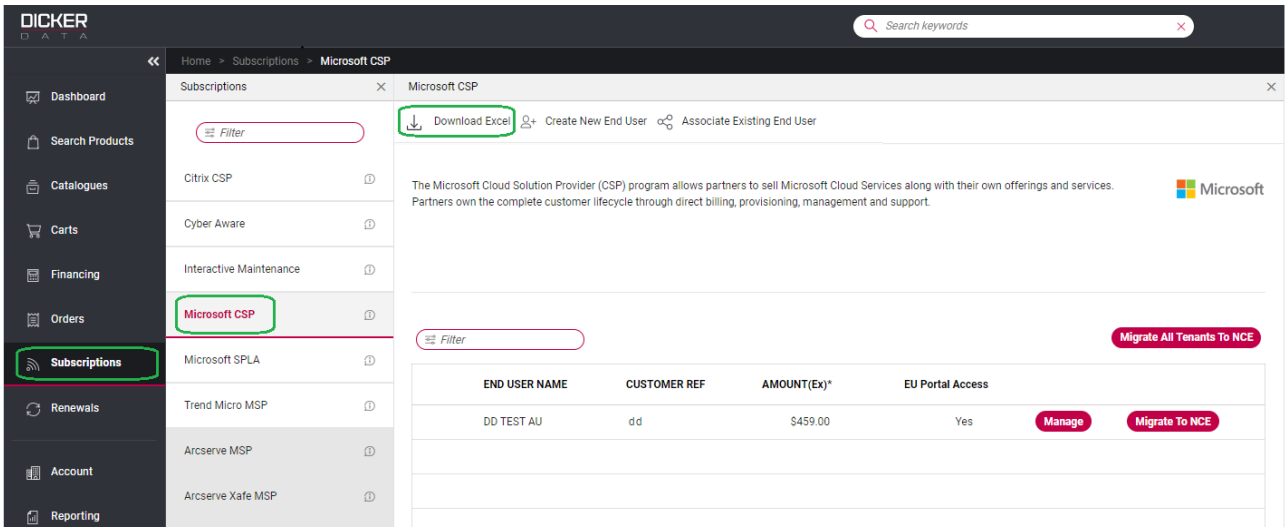
The Download option allows you to download the usage details to an Excel report which will include the following worksheet tabs:

- **Tenant Summary tab** – Lists all the Subscriptions and Usage details for each Tenant.
- **Tenant Details tab** – Tabs are created for each Tenant listing all the Subscription and Usage details for each of the listed Tenants.

Individual Download Excel reports are also available for each tenant which can be found in the **Action** column for each Tenant record.

Annuity Information Report

The **Annuity Information Report** blade displays the **Microsoft CSP Subscription** details for each End User.



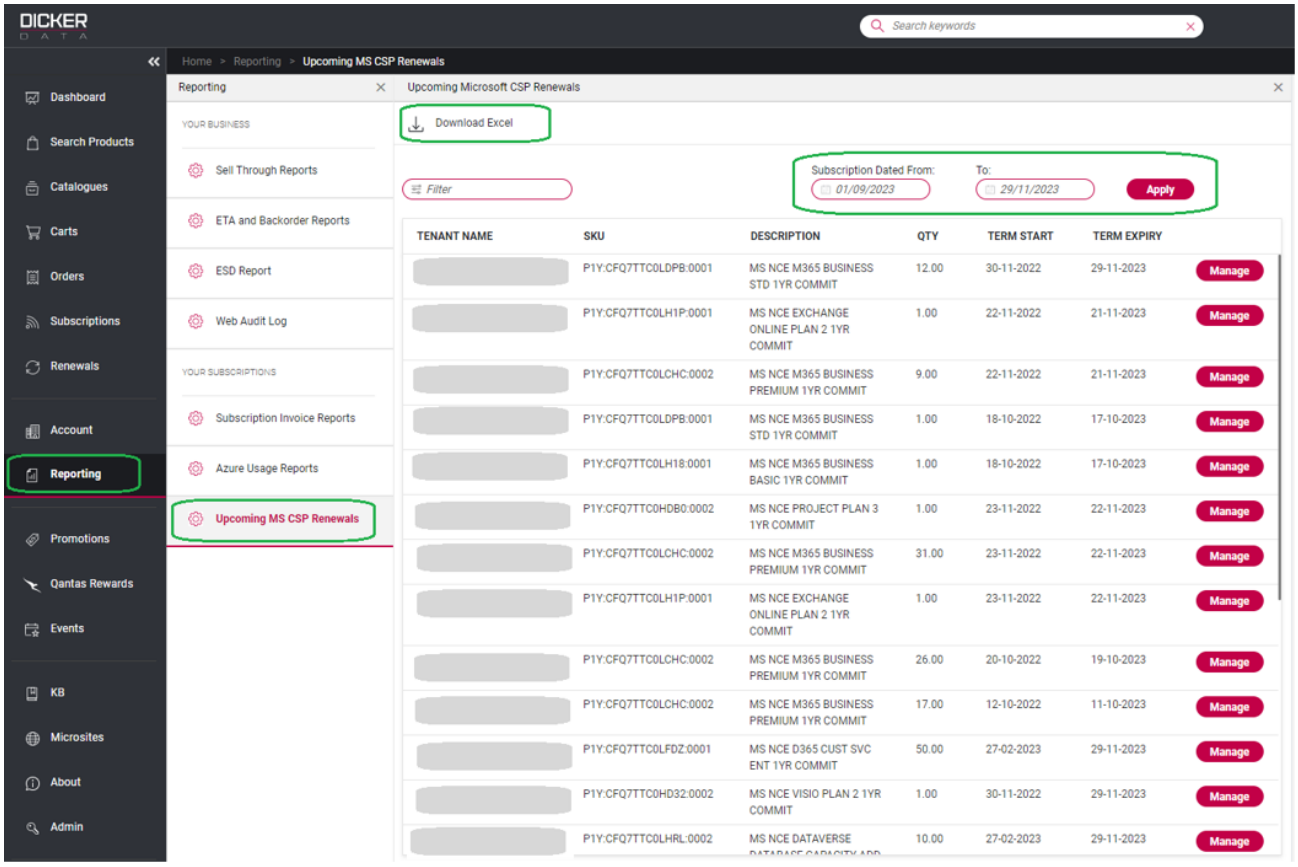
The Download option allows you to download the list of End Users and the CSP Subscription details for each End User. The Report includes the following worksheet tabs:

- **Summary tab** – Lists all the End Users and the Total amount for each listed Domain.
- **Details tab** – Lists all the SKUs and details for all the End Users.
- **End User Details tab** – Tabs are created for each End User listing the Subscription details including Start Date and Expiry Date.

Upcoming MS CSP Renewals

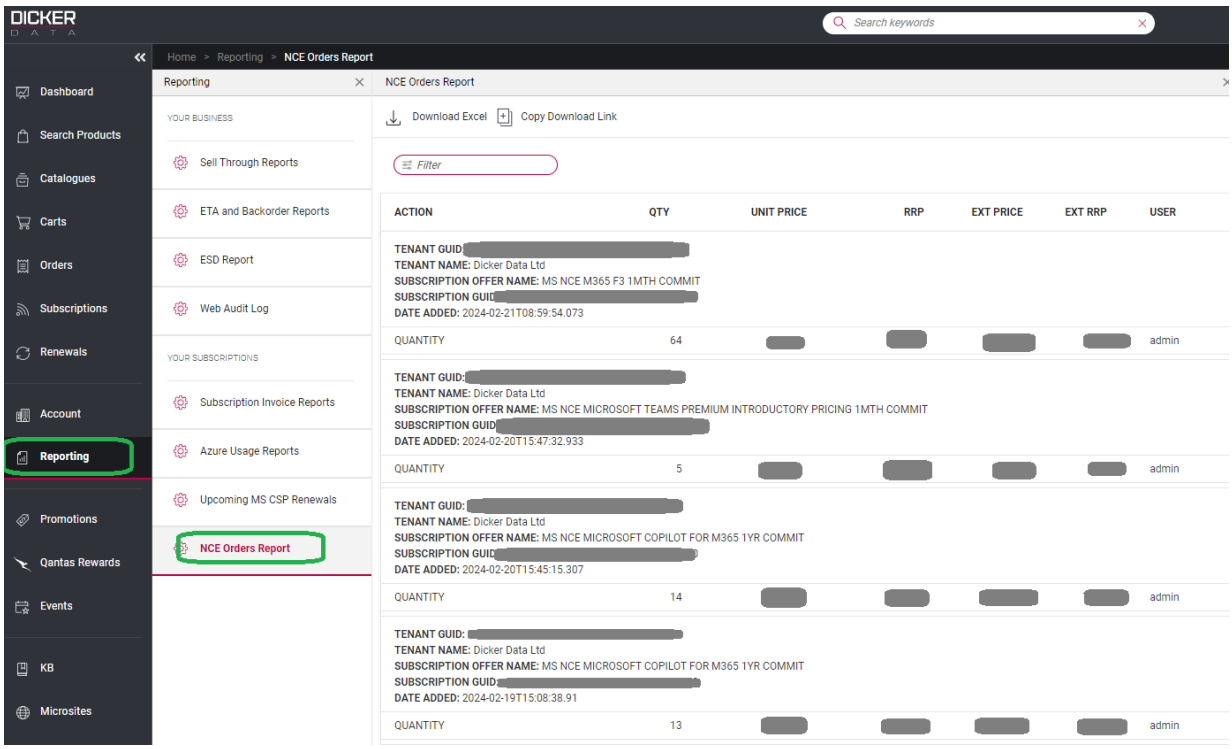
The **Upcoming MS CSP Renewals** report displays upcoming renewals for a maximum period of 90 days.

This report is downloadable as an Excel file and will show NCE subscriptions, Azure Reserved Instances and Software Subscriptions expiring in the specified date range. Those which have expired are highlighted for easy visibility.



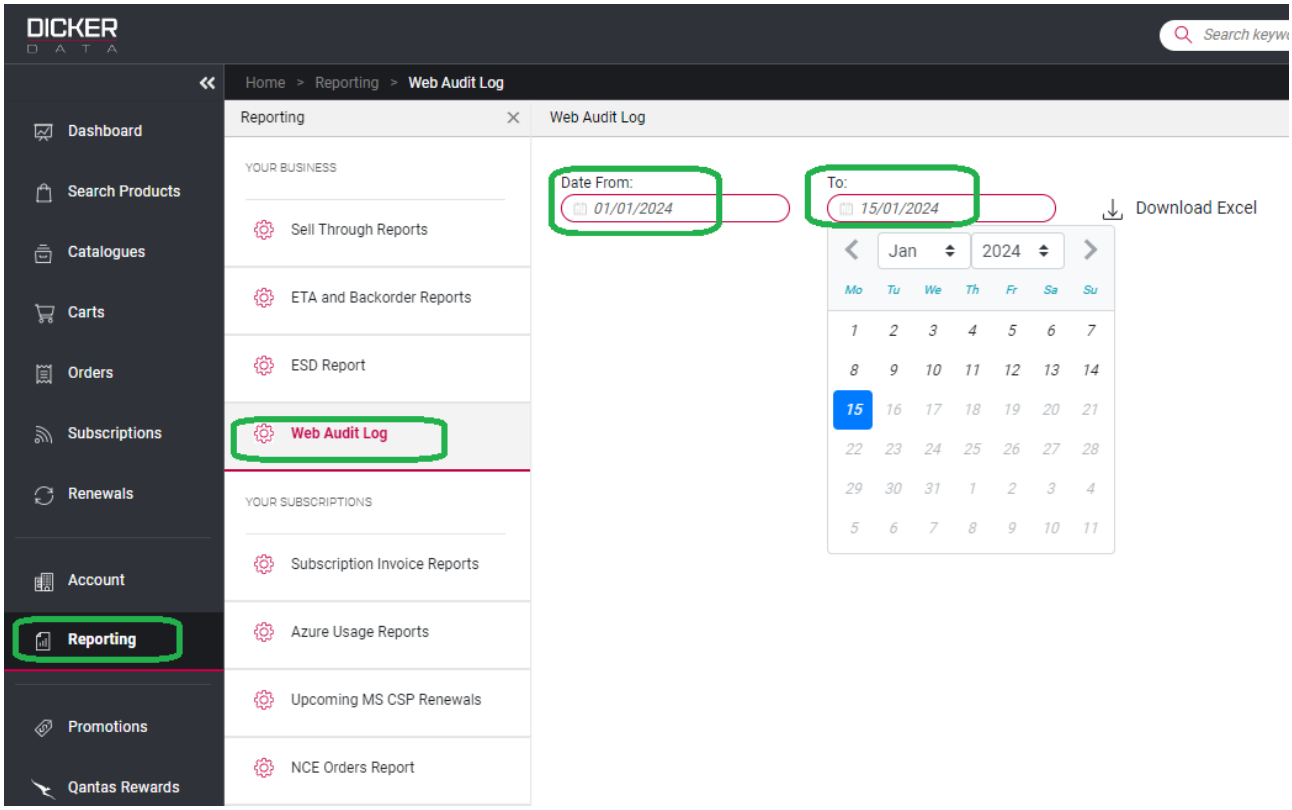
NCE Orders Report

The **NCE Orders Report** displays purchases within the previous 7 days. This report is downloadable as an Excel file.



Web Audit Log

The **Web Audit Log** presents a record of actions performed, but it's restricted to providing data for a maximum of two weeks at a time. Should you need information for multiple date ranges, you'll have to generate distinct reports for each period.



CSP Billing

License Based Billing

These invoices will include both variance charges as well as cycle charges on a single invoice simplifying the process for your accounts team.

Even though it's a single invoice, please note that a separate invoice will be generated for each individual Payment Method that has been set up on your CSP Tenants. Types of Payment Methods may include Credit Account, Digital Wallet (**AU Only**) etc. If you have multiple Digital wallet IDs set up, then each individual digital wallet ID will be on a separate invoice.

Consumption Based Billing

Dicker Data will issue a separate invoice for consumption-based subscriptions with usage data for the previous calendar month. Example: You will receive an invoice generated in December for all usage in November.

Modern Based Billing

Dicker Data will issue a separate invoice for Modern subscriptions for the previous calendar month. These invoices will include Software Licenses, Perpetual Licenses, Reserved Instances and Azure Plans.