

# NCE OPERATIONS GUIDE

November 2022 Jo Catty

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## NCE Adding, Changing and Cancelling Licenses

<u>Note:</u> It is against company policy for DD staff to transact NCE Licenses on behalf of our resellers and their tenants due to the financial liability associated with the commitment term required for these licenses.

#### **Adding NCE Licenses**

- 1. Sign in to https://portal.dickerdata.co.nz/
- 2. From the left-hand menu, click **Subscriptions**.

		Q Search keywords
«	Home	
ल्ल Dashboard	Dashboard	
Search Products	Welcome to your company dashboard. You'll find a quick website to get you started faster.	snapshot of how you've been tracking with us below as well as some quick links to the most visited sections of our
🚊 Catalogues		
ेच्च Carts	Quick Start	Transactions
🗒 Orders	Quick links to get to the most popular sections of our website	Easy access to the most used operational features of the site
	ē Catalogues	Dpen Orders
C Renewals	Subscriptions	Recently Invoiced Orders
	C Renewals	🔕 Backorder ETAs
Account	Promotions	2. Returns
🗐 Reporting	Events	
Promotions	View Dicker Data's Contact Informat	ion View Details



3. Click **Microsoft CSP**.

	«	Home > Subscriptions > Subscriptions	otions		
Ŗ	Dashboard	Subscriptions			
Ô	Search Products	Filter			
ē	Catalogues				
Å	Carts	ACTIVE			
Ē	Orders	D	D	D	
	Quotes	citrix	Microsoft	Microsoft	
٢	Subscriptions				
C	Renewals	Citrix CSP	Microsoft CSP	Microsoft SPLA	
	Account				

4. Find the tenant you are after in the list, click **Manage**.

Home > Subscriptions	> Microsoft CSP				
Subscriptions	×	Microsoft CSP			×
🚍 Filter		↓ Download Excel 실+ Create New End Use	er $\propto^{O}_{O}$ Associate Existing End User		
Microsoft CSP	۵	The Microsoft Cloud Solution Provider (CSP) pro	gram allows partners to sell Microsoft Cloud Serv	vices along with their own offerings and services.	Microsoft
Citrix CSP	D	ranners own the complete customer metycle th	ioùgr dreet bling, ponsioning, management, a	iu support.	
Microsoft SPLA	D				
		END USER NAME	CUSTOMER REF	AMOUNT(Ex)*	
				\$0.00	Manage

5. Click Add New Product.





6. Make sure your subscription type is New Commerce Experience then select the product, commitment and quantities required and click **Add**.

Azure Online Service	Software		
Subscription Type New Commerce Experience - Corporate	× ~		
(			
DESCRIPTION		PRICE	YTD
MS NCE M365 BUSINESS BASIC 1MTH COMMIT STOCK CODE: P1M:CFQ7TTC0LH18:0001		/mth	Add (S
MS NCE M365 BUSINESS BASIC 1YR COMMIT STOCK CODE: P1Y:CFQ7TTC0LH18:0001		/yr	1 Add

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





8. Make sure your MPN is entered correctly, if you have selected an annual commit license you will need to select the billing frequency. Click **Confirm All**.

SUBSCRIPTION						2 Subscription(s	) ^
	DESCRIPTION	CONFIRMED QTY	QTY	PRICE	TOTAL	STATUS	
1	MS NCE M365 BUSINESS BASIC 1MTH COMMIT Select / Error New MPN 10 MPN: DESC: STOCK CODE: P1M:CFQ7TTCOLH18:0001 BILLING FREQUENCY: Monthly END DATE ALIGNMENT: Date 10 2 View subscription end-dates	0	3			Pending Confirm	
	MS NCE M365 BUSINESS BASIC 1YR COMMIT	0 Ing Total (Ex GST) \$303	63			Pending Confirm	
		Confirm All					



#### **Changing License Quantities**

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 end of commitment term.

- 1. Sign in to <u>https://portal.dickerdata.co.nz/</u>
- 2. From the left-hand menu, select **Subscriptions**.

		Q Search keywords
«	Home	
💭 Dashboard	Dashboard	
Search Products	Welcome to your company dashboard. You'll find a quick website to get you started faster.	snapshot of how you've been tracking with us below as well as some quick links to the most visited sections of our
🚊 Catalogues		
प्ल Carts	Quick Start	Transactions
🕅 Orders	Quick links to get to the most popular sections of our website	Easy access to the most used operational features of the site
₷ Subscriptions	😇 Catalogues	Open Orders
C Renewals	Subscriptions	Recently Invoiced Orders
	C Renewals	Backorder ETAs
Account	Promotions	<u>Qa</u> Returns
្រា Reporting	Events Events	
Promotions	View Dicker Data's Contact Informa	tion View Details

#### 3. Select **Microsoft CSP**.

<b>«</b>	Home > Subscriptions > Subscri	ptions		
ल्ल Dashboard	Subscriptions			
合 Search Products	(♣ Filter			
🚊 Catalogues				
ੇਂਦ੍ਰ Carts	ACTIVE			
🗒 Orders	D	۵	D	
📰 Quotes	citrix	Microsoft	Microsoft	
၍ Subscriptions				
C Renewals	Citrix CSP	Microsoft CSP	Microsoft SPLA	
顧 Account				

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4. Find the tenant you are after in the list and click **Manage**.

Home > Subscriptions >	Microsoft CSP				
Subscriptions	×	Microsoft CSP			×
(=== Filter		↓ Download Excel _+ Create New End Use	r $\propto^{O}_{O}$ Associate Existing End User		
Microsoft CSP	D	The Microsoft Cloud Solution Provider (CSP) pro	gram allows partners to sell Microsoft Cloud Servi	ces along with their own offerings and services.	Microsoft
Citrix CSP	٦	Partners own the complete customer mecycle th	rough dhect blinng, provisioning, management, an	а заррон.	
Microsoft SPLA	D				
		END USER NAME	CUSTOMER REF	AMOUNT(Ex)*	
				\$0.00	Manage

5. Find the license you would like to adjust in their subscription list and click Manage.

LICENSE SU	BSCRIPTION						5 Subscripti	ion(s)	^
🛱 Filter	Status			~			NCE Migration Re	port	
	DESCRIPTION	CONFIRMED QTY	QTY	PRICE	TOTAL	STATUS	ADD-ON		
	Common Area Phone MPN:   DESC: test STOCK CODE: CSP10B3-4E7B-B37C-4A435DDEF1D9 BILLING: Monthly Renewal (1 Mths)   BILLED UNTIL: 13-OCT-2022	1	1			Active	Add Add-On		
	Microsoft 365 Domestic Calling Plan (120 min) MPN:   DESC: test   STOCK CODE CSP1006-4880-8F41-37AC05DF5DC7 BILLING: Monthly Renewal (1 Mths)   BILLED UNTIL: 13-OCT- 2022	1	1			Active			
	Microsoft 365 Business Premium MPN-10000 [ DESC: M365 Business Premium STOCK CODE: CSP10BD-43F6-88E9-C9ADAE5746E0 BILLING: Monthly Renewal (1 Mths)   BILLED UNTIL: 22-OCT-2022	3	3			Active	Add Add-On		
	Microsoft Defender For Endpoint P2 MPN: DESC: PaulTest STOCK CODE: CSP1065-417A-B624-4901E2B252F5 BILLING: Monthly Renewal (1 Mths)   BILLED UNTIL: 10-AUG-2022	1	1			Suspended			
	MS NCE EXCHANGE ONLINE PLAN 1 1MTH COMMIT NOB STOCK CODE PIM:CF07TTC0LH16:0001 BILLED UNTIL : 03-AUG-2022	1	1			Active	Add Add-On	Mana	ge
	MS NCE MICROSOFT DEFENDER FOR ENDPOINT P2 1MTH COMMIT (CE) STOCK CODE: P1M:CFQ7TTCOLGV0:0001 BILLED UNTIL : 07-AUG-2022	1	1			Active		Mana	ge



6. Change the quantity to the amount required.

ŀ	ome > Subscriptions > Microsoft CSP >	> Manage Subscription	ľ
N	fanage Subscription		×
	SUBSCRIPTION DETAILS MPN : DESC : MS NCE M365 APPS FOR BUSINESS STOCKCODE : P1Y:CFQ7TTCOLH16:0001	SAVE DETAILS	
>	MANAGE RENEWAL Changes will take effect on renewal date: Quantity increase and Upgrade will be effective instantly AUTORENEW:	TERM: Current: Annual   CHANGE TO:   No Change   BILLING FREQUENCY: Current :   CHANGE TO:   No Change	
	MANAGE SERVICE		
	This will suspend service, you will continue to accrue charges as per this subs SUSPEND:	viptions existing commitment. Additional commitments will also accrue if auto-renew is still enabled	

7. 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:

MANAGE RENEWAL		
	Confirm Qty Update	
Changes will take effect on renewal date: 04-0CT-2022 Quantity increase and Lingrade will be effective instantly	Current charnes \$6.07	
quantity morease and opprate this se circeare instantly	Additional prorated charges \$1.42	
AUTORENEW: CON RENEWS ON 04-Oct-2022	Total amount for pext billing	
QUANTITY: CURRENT : 1	Ongoing charges after next billing \$12.14	
CHANGE TO:		
2	Are you sure to change the quantity immediately?	
	Schedule On Renewal	Immediately
View subscription end dates		
_		
	Schedule Subscription Renewal	



#### **Suspending Licenses**

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

MANAGE SERVICE
This will suspend service, you will continue to accrue charges as per this subscriptions existing commitment. Additional commitments will also accrue if auto-renew is still enabled
SUSPEND:
Confirm Suspension
This will suspend service, you will continue to accrue charges as per this subscriptions existing commitment. Additional commitments will also accrue if auto-renew is still enabled
Continue

#### **Auto Renewal**

Licenses 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:





#### **Cancelling Licenses**

Cancelling licenses 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:



#### **Upgrading Licenses**

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

UPGRADE OPTIONS		
	View Eligible Offers	

Select the license upgrade you require 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 licenses 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:CFQ7TTC0LDP	B:000Microsoft Corporation - Microsoft 365 Business StaOMMIT	2.0000
	>Usage for 24-FEB-2022 to 19-MAR-2022	
	MS NCE M365 BUSINESS BASIC 1YR	
P1Y:CFQ7TTC0LH1	8:000Microsoft Corporation - Microsoft 365 Business BasCOMMIT	2.0000
	>Usage for 20-FEB-2022 to 19-MAR-2022	
	MS NCE M365 BUSINESS BASIC 1YR	
P1Y:CFQ7TTC0LH1	8:000Wicrosoft Corporation - Microsoft 365 Business BasCOMMIT	-2.0000
	>Usage for 24-FEB-2022 to 19-MAR-2022	
	MS NCE M365 BUSINESS BASIC 1YR	

#### **Support Options**

For issues that relate to the tenant which may cause down time for the organisation or user(s).

Please email support@cspsupport.co.nz or call 0800 342 537.

For any billing queries, subscription issues, quote requests and password resets for users within the tenancy please email **microsoft.sales@dickerdata.co.nz**.



### **NCE Migration Tool**

#### Migrating a single tenant to NCE

- 1. Sign in to <u>https://portal.dickerdata.co.nz/</u>
- 2. From the left-hand menu, select **Subscriptions**.

		Q. Search keywords
«	t Home	
反 Dashboard	Dashboard	
Search Products	Welcome to your company dashboard. You'll find a quick snapshot of hor website to get you started faster.	v you've been tracking with us below as well as some quick links to the most visited sections of our
🚊 Catalogues		
`ਦੂਰ Carts	Quick Start Tra	nsactions
🕅 Orders	Quick links to get to the most popular Easy sections of our website featu	access to the most used operational res of the site
₷ Subscriptions	😇 Catalogues	] Open Orders
C Renewals	Subscriptions	Recently Invoiced Orders
	C Renewals	Backorder ETAs
Account	Promotions	ls Returns
ា Reporting	Events	
Promotions	View Dicker Data's Contact Information	View Details

#### 3. Select Microsoft CSP.

	«	Home > Subscriptions > Subscri	ptions		
Ŗ	Dashboard	Subscriptions			
Ô	Search Products	Filter			
ō	Catalogues				
Ä	Carts	ACTIVE			
iiii	Orders	D	٢	D	
	Quotes	citrıx	Microsoft	Microsoft	
Y	Subscriptions		Marca 6 000	Marca 6 001 4	
C	Renewals	Citrix CSP	Microsoft CSP	MICrosoft SPLA	

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

Home > Subscriptions > Microsoft CSP	
Subscriptions ×	Microsoft CSP ×
(==== Filter	L Download Excel
Citrix CSP D	The Microsoft Cloud Solution Provider (CSP) program allows partners to sell Microsoft Cloud Services along with their own offerings and services.
Microsoft CSP ①	Pariners own me complete customer mecycle unlogin unecroning, provisioning, management, and support.
Microsoft SPLA D	
	(# Filter Migrate All Tenants To NCE
	END USER NAME CUSTOMER REF AMOUNT(Ex)*
	S0.00 Manage Migrate To NCE

5. Select your billing term and frequency, click **Confirm**.

NOTE: 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.

grate to NCE		
This action will migrate all lega to get fulfilled by Microsoft. Pla	cy subscriptions to <b>NCE</b> under this tens ase be aware that this action cannot be	ant, this will take sometime cancelled.
Tenant Name:		
Tenant ID:		
Term:		
Please Select *	$\sim$	
Billing Frequency:		
Please Select *	$\sim$	
Note: New term duration will b	e started during this migration	
Cancel		Confirm



#### 6. Click **OK**.

Migrate to NCE		$\times$
Eligible subscriptions wi will be sent.	II be migrated to New Commerce Experience platform and an email notification	
	Ok	

You will 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.



If there are any issues or errors with the migration you will be notified via email. Please contact

Microsoft.Sales@dickerdata.co.nz or 0800 DD SALES (0800 337 253) to speak to the Microsoft team.

noreply@dickerdata.co.nz	2:58 pm
() If there are problems with how this message is displayed, click here to view it in a web browser.	
DICKER         A T A         NCE Migration Report         Tenant Name         Tenant Guid	
Original Subscription NCE Stock Code NCE Cty Term Billing Full Migration Error Guid Guide Code Cycle Term Status	
CSP1006-4880-0F41     TPIM monthly YES     BigBiblity Subscription cannot be migrated to New Commerce because the state of the current subscription is not     arXives.Subscription cannot be migrated to New Commerce because there is not availd migration path for     the offer yet.	
The Dicker Data Team	



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

ingration status hepoir									
noreply@dickerdata.co.nz					4	C Reply	S Reply All	Forward	ų,
								Mon 8/	08/2022 3
here are problems with how this message is displayed, clic	;k here to view it in a web browser.								
	<b>२</b>								
NCE Migration Report									
	MS Secure DEMO								
Tenant Name Tenant Guid									
Tenant Name Tenant Guid Original Subscription Guid	NCE Subscription Guid	Stock Code	NCE Stock Code	Qty Term	Billing Cycle	Full Terr	Migration Status	Iror	

8. 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.

MS Secure DEMO							
TENANT MANAGEMENT				Reporting	Dashboard   🖌	Azure Active Directory	~
SUBSCRIPTION						5 Subscription(s)	^
(=== Filter	Status		~				
						NCE Migration Report	
DESCRIPTION	CONFIRM QTY	IED QTY	PRICE	TOTAL	STATUS	ADD-ON	

Example of downloaded report.

	KER T A	Experience is Call Dick Call: 0800 DD Sales	the difference er Data NZ Email: sales@dickerdata.	C Ltd toll-free on co.nz Website: www.dickerdata.co.nz	0800 DD Sal	es	today!				
TENANT ID	TENANT NAM	E SUBSCRIPTION	ID NCE SUBSCRIPTION I	STOCK CODE	NCE STOCK CODE	QTY	STATUS	LOGI	DATE REQUESTED	DATE PROCESSED	ERROR
	MS Secure DE	MO		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 DE	MO		CSP1006-4BB0-8F41-37AC05DF5DC7		1	1 Eligibility Error	Jo	8/08/2022 12:57:10	8/08/2022 12:57:45 PM	Subscription cannot be migrated to New Commerce



#### Migrating all tenants to NCE

- 1. Sign in to https://portal.dickerdata.co.nz/
- 2. From the left-hand menu, click **Subscriptions**.

		Q Search keywords
«	Home	
ब्रि Dashboard	Dashboard	
A Search Products	Welcome to your company dashboard. You'll find a quick website to get you started faster.	snapshot of how you've been tracking with us below as well as some quick links to the most visited sections of our
🚊 Catalogues		
ੇਂ⊒ Carts	Quick Start	Transactions
Crders	Quick links to get to the most popular sections of our website	Easy access to the most used operational features of the site
局 Subscriptions	Catalogues	📜 Open Orders
C Renewals	Subscriptions	Recently Invoiced Orders
	C Renewals	Backorder ETAs
Account	Promotions	<u>Q</u> 8 Returns
Reporting	🛱 Events	
Promotions	View Dicker Data's Contact Informa	tion View Details

#### 3. Click **Microsoft CSP**.

	CKER				
	«	Home > Subscriptions > Subscriptions	ptions		
떶	Dashboard	Subscriptions			
۵	Search Products	(== Filter			
Ō	Catalogues				
Å	Carts	ACTIVE			
	Orders	D	D	D	
	Quotes	citrix	Microsoft	Microsoft	
Ŵ	Subscriptions				
S	Renewals	Citrix CSP	Microsoft CSP	Microsoft SPLA	



#### 4. Click Migrate All Tenants To NCE.

Home > Subscriptions > M	icrosoft CSP		
Subscriptions	×	Microsoft CSP	×
≅ Filter		↓ Download Excel _Q+ Create New End User $\propto_{\circ}^{\circ}$ Associate Existing End User	
Citrix CSP	D	The Microsoft Cloud Solution Provider (CSP) program allows partners to sell Microsoft Cloud Services along with their own offerings and services.	Microsoft
Microsoft CSP	٢	Раплеть омп тие сопциете сызколет песурие плоодп опесс општу, ромаклиту, пыпадетиет, алы зоррог.	
Microsoft SPLA	D		
		(# Filter	enants To NCE
		END USER NAME CUSTOMER REF AMOUNT(Ex)*	

5. Select your billing term and frequency, click **Confirm**.

NOTE: 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.

igr	rate to NCE	>
	This action will migrate all legacy subscriptions to NCB for ALL the tenants under your reseller account, this will take sometime to get fulfilled by Microsoft. Please be aware that this action cannot be cancelled.	
	Term: Please Select *	
	Billing Frequency:	
	Please Select *	



#### 6. Click **OK**.

Migrate to NCE	$\times$
Eligible subscriptions will be migrated to New Commerce Experience platform and an email notification will be sent.	
Ok	

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	35
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	e 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.Sales@dickerdata.co.nz or 0800 DD SALES (0800 337 253) to speak to the Microsoft team.

NCE Migration Status Repr noreply@dickerdata.co.n To •	<b>Ort</b> IZ uge is displayed, dick here t	o view it in a web browser.							스카 Capity Mail	ard 👔 n 8/08/2022 2:58 pm
NCE Migration Trenant Name Tenant Guid		AS Secure DEMO								
Original Subscripti Guid	on NCE Subscription Guid	Stock Code CSP1006-4880-8F41- 37AC05DF5DC7	NCE Stock Code	Qty 1	Term P1M	Billing Cycle monthly	Full Term YES	Migration Status Eligibility Error	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 Da	ta Team									



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

NCE Migratic noreply To C	@dickerdata.co.nz	s here to view it in a web browser.				4	← Reply	≪ Reply All →	Forward <b>1</b> Mon 8/08/2022 3:03 pm
		<b>२</b>							
	NCE Migration Report								
	Tenant Name Tenant Guid	MS Secure DEMO	-						
	Original Subscription Guid	NCE Subscription Guid	Stock Code	NCE Stock Code	Qty Term	Billing Cycle	Full Terr	Migration Status	ror
	The Dicker Data Team		CSP1065-417A-8624-4901E2825245	PTMEEPQ7TTC0LGV0:0001	TPIM	monthly	765	Completed	г

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.

			Reportir	ng Dashboard	Azure Active Directory	~
					5 Subscription(s)	^
Status		~				
					NCE Migration Report	
CONFIRMED	QTY	PRICE	TOTAL	STATUS	ADD-ON	
	Status	Status CONFIRMED QTY QTY	Status ~ CONFIRMED QTY QTY PRICE	Status ~ CONFIRMED QTY QTY PRICE TOTAL	Status ~ CONFIRMED QTY QTY PRICE TOTAL STATUS	Reporting Dashboard   A Zure Active Directory         5 Subscription(s)         Status         V         NCE Migration Report         QTY       QTY         PRICE       TOTAL         STATUS

Example of downloaded report.

	Experience is th Call Dicke Call: 0800 DD Sales F	ie difference er Data NZ Email: sales@dickerdata.o	Ltd toll-free on website: www.dickerdata.co.nz	today!						
TENANT ID TENANT NAM	E SUBSCRIPTION ID	NCE SUBSCRIPTION ID	STOCK CODE	NCE STOCK CODE	QTY	STATUS	LOGI	N DATE REQUESTED	DATE PROCESSED	ERROR
MS Secure DE MS Secure DE	NO		CSP1065-417A-B624-4901E2B252F5	P1M:CFQ7TTC0LGV0:0001		1 Completed	Jo	8/08/2022 12:57:1	0 8/08/2022 3:02:11 AM	



#### 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?

Please contact Microsoft.Sales@dickerdata.co.nz or 0800 DD SALES (0800 337 253) to speak to the Microsoft team.



## **NCE Billing & Invoicing**

#### **Billing Frequencies**

For New Commerce products, you can choose to be billed **upfront**, **monthly** or **annually**. Modern billing happens once a month, mid-month as a general rule as opposed to legacy billing at the beginning of the month. NCE billing coincides with modern Azure billing. Until all tenants are moved off legacy CSP and onto NCE, their resellers will continue to receive a minimum of two CSP bills per month. Once licenses are added you only have 7 days to edit or cancel the license before you are committed to the whole term, of course increases can happen at any time.



#### **Billing Periods**

The NCE billing period is a full calendar month and is billed monthly in advance. Most tenants have unique billing dates (charge cycles) which begin on the date they start their licenses, and these cannot be altered. For those wanting to align their tenant's billing dates, the recommendation is to migrate their legacy licenses to NCE or start their new NCE licenses on the 1st of the month (for example).





#### **License Trueups**

Any changes to licenses (new subscriptions or user increases) will be included in the following month's bill. For increases, the partial period will be billed to match it up to the tenant's existing charge cycle. Pricing is calculated by dividing the monthly cost into days and then multiplying by the number of days it would take to align it to their existing licenses.

You will see on the below example the partial month charge for the increased licenses then the full month in advance charge:

Stock Code	Stock Desc
P1Y:CFQ7TTC0LFI	X:000Microsoft Corporation - Microsoft 365 E3
	>Usage for 08-JUN-2022 to 27-JUN-2022
	MS NCE M365 E3 1YR COMMIT
P1Y:CFQ7TTC0LFI	X:000Microsoft Corporation - Microsoft 365 E3
	>Usage for <mark>28</mark> -JUN-2022 to <mark>27</mark> -JUL-2022
	> MS NCE M365 E3 1YR COMMIT

Example of calculation:

Scenario 5a: adding monthly term licenses Margie's Travel order 25 monthly term licenses for 1 month for Office 365 E3 on November 15, 2021 They need another 3 licenses on November 22, 2021 What will their partner be invoiced, when?	20
Days left Total days X Unit cost X Number of licenses	
$\frac{23}{30} \times \$19.20 \times 3 = \$44.16$ Nov $\$19.20 \times 25: \$480.00$ Additional: \$44.16 Total: \$524.16	
<ul> <li>What actually happens on the recon file:</li> <li>Charge 25 users for 30 days</li> <li>Refund 25 users for 23 days</li> <li>Charge 28 users for 23 days</li> </ul>	
Rounding rules used in the recon files may produce slightly different results than the examples used here to explain how the charging works	Microsoft November 2021



#### **Transferring Licenses**

Transferring licenses cannot currently be done under NCE. In order to move from one reseller to another, the tenant will need to wait until the anniversary of the existing license, create a new subscription in the new reseller's account and then cancel the licenses in the existing partner's portal.

#### **Billing Frequency Changes**

Within a tenant's license term, billing frequencies in NCE can only be altered from monthly commit up to annual commit (monthly or annual payment frequencies). In order to make adjustments to an annual commit license, the tenant will need to wait until their renewal date.

	TERM : Current : Monthly CHANGE TO:	
	Annuai	$\sim$
	BILLING FREQUENCY : Current : Monthly CHANGE TO:	
	No Change	$\sim$
Schedule Subscri	ption Renewal	



#### **Reporting/Reconciling**

Some partners are having difficulty reconciling their NCE invoices, especially those with a large number of tenants/licenses. The easiest way to find accurate data for this is through **Subscription Invoice Reports** in portal.dickerdata.co.nz. For data for a range of dates, the partner can enter the billing period into the date fields and can download all the data for a specific time frame.

For data for a specific invoice the reseller can enter the invoice number into the search field.

Lixample.									
						Q Search keyw	ords	×	?
	«	Home > Reporting > Subscription	Invoice	Reports					
ज्ज्ञ Dashboard		Reporting	×	Subscription Invoice Reports					×
A Coarob Broducto		YOUR BUSINESS		United Excel					
<ul> <li>Search Products</li> <li>Catalogues</li> </ul>		🛞 Sell Through Reports				Invoice Dated From	n: To:	7/2022	pply
ੇਸ਼ੂ Carts		ETA and Backorder Reports		TENANT NAME	INVOICE NO	INVOICE DATE	CUSTOMER REF	SUBSCRIPTIONS	TOTAL AMOUNT
📺 Orders		ESD Report			845544	02-JUL-2022		1	\$0.00
					846119	02-JUL-2022		1	\$31.90
Subscriptions		YOUR SUBSCRIPTIONS			856265	27-JUL-2022		2	\$5.98
C. Renewals		201 Subscription Invoice Penorts			854083	20-JUL-2022		8	\$200.61
					847016	04-JUL-2022		1	\$59.71
-		Azure Usage Reports			846119	02-JUL-2022		4	\$100.78
Account					852342	17-JUL-2022		1	\$5.06
Reporting					846119	02-JUL-2022		1	\$74.58
	-				856793	28-JUL-2022		3	\$0.00
Promotions									
🛱 Events									

#### Example:

P1Y:CFQ7TTC0LCHC:00042crosoft Corporation - Microsoft 365 Business PreYR COMMIT >Usage for 28-JUN-2022 to 27-JUL-2022 > WS NCE M365 BUSINESS PREMIUM 1



#### **Suspending Licenses**

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

MANAGE SERVICE
This will suspend service, you will continue to accrue charges as per this subscriptions existing commitment. Additional commitments will also accrue if auto-renew is still enabled
SUSPEND:
Confirm Suspension
This will suspend service, you will continue to accrue charges as per this subscriptions existing commitment. Additional commitments will also accrue if auto-renew is still enabled
Continue

#### **Auto Renewal**

Licenses 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:





#### **Cancelling Licenses**

Cancelling licenses can be done from the Dicker Data 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 appear as a bill then a credit on your invoice:



#### **Upgrading Licenses**

License upgrades can be done from the Dicker Data portal by clicking **Manage** on the relevant subscription and then selecting upgrade options:

UPGRADE OPTIONS	
	View Eligible Offers

Select the license upgrade you require 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 licenses 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).



Example of calculation:





### **NCE Reporting**

#### **Subscription Invoice reports**

Some partners are having difficulty reconciling their NCE invoices, especially those with a large number of tenants/licenses. The easiest way to find accurate data for this is through **Subscription Invoice Reports** in portal.dickerdata.co.nz. For data for a range of dates, the partner can enter the billing period into the date fields and can download all the data for a specific time frame.

For data for a specific invoice the reseller can enter the invoice number into the search field.

							Q Search keyw	ords	×		?
		«	Home > Reporting > Subscription	Invoic	e Reports						
Ŗ	Dashboard		Reporting	×	Subscription Invoice Reports						×
A	Search Products		YOUR BUSINESS		↓ Download Excel						
ē	Catalogues		🛞 Sell Through Reports				Invoice Dated From	To:	7/2022 A	pply	
뉟	Carts		ETA and Backorder Reports		TENANT NAME	INVOICE NO	INVOICE DATE	CUSTOMER REF	SUBSCRIPTIONS	TOTAL AMOUNT	
Ē	Orders		ESD Report			845544	02-JUL-2022		1	\$0.00	D
1004						846119	02-JUL-2022		1	\$31.90	D
Y	Subscriptions		YOUR SUBSCRIPTIONS			856265	27-JUL-2022		2	\$5.98	В
G	Renewals		Subscription Invoice Reports			854083	20-JUL-2022		8	\$200.6	1
						847016	04-JUL-2022		1	\$59.7	1
e m	Account		Azure Usage Reports			846119	02-JUL-2022		4	\$100.78	В
변범	Account					852342	17-JUL-2022		1	\$5.06	6
a	Reporting					846119	02-JUL-2022		1	\$74.58	В
						856793	28-JUL-2022		3	\$0.00	D
Ð	Promotions										
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Ľ\$											

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#### **Migration Reports**

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.

MS Secure DEMO				
TENANT MANAGEMENT			Reporting Dashboard   🛝 Azure Active Directory	~
SUBSCRIPTION			5 Subscription(s)	^
(== Filter	Status	~		
			NCE Migration Report	
DESCRIPTION	CONFIRMED QTY QT	Y PRICE	TOTAL STATUS ADD-ON	

Example of report:

DICKER Call Dicker Data NZ Ltd toll-free on 0800 DD Sales today! Call 0000 DD Sales temait sales@dickerdsta.co.nz						today!					
TENANT ID	TENANT NAME	SUBSCRIPTION ID	NCE SUBSCRIPTION ID	STOCK CODE	NCE STOCK CODE	QTY	STATUS	LOGI	DATE REQUESTED	DATE PROCESSED	ERROR
-	MS Secure DEMC			CSP1065-417A-B624-4901E2B252F5	P1M:CFQ7TTC0LGV0:0001		1 Completed	Jo	8/08/2022 12:57:10	8/08/2022 3:02:11 AM	



### **Copies of invoices**

- 1. Login into DD Portal.
- 2. Click onto **Account** on the left-hand side.

«	Home > Account
反 Dashboard	Account
📋 Search Products	Your Account Dashboard provides you with functionality with us to make your ordering
🚊 Catalogues	sure we're doing everything we can to look
Ъ Carts	
🗒 Orders	ABN
₷ Subscriptions	
C Renewals	PHONE
	MAIN CONTACT
	MAIL CONTACT
Reporting	

3. Scroll down until you see Transactions and Click on Recently Invoiced Orders.



4. Then type into the filter/search bar in the top the Tenants name. Click **Details**.

Recently Invoiced Orders				
↓ Download + Copy Invoiced Orders link				
(≡ cs¢				
INVOICE NO	INVOICE DATE	RESELLER PO	TOTAL EX	
	19/10/2022	CSP-20220101		Details
DOWNLOAD DOCUMENTS:				
	19/10/2022	CSP-20220201		Details
DOWNLOAD DOCUMENTS:				

NZBN 9429038460227 2a Augustus Terrace Parnell Auckland 1052

Freecall 0800 337 253 Freefax 1800 688 586 www.dickerdata.co.nz



5. You will see details of the invoice, click on **Tax Invoice** to download the invoice.

Order					×
Thanks for placing this order with Dick all of the relevant documentation for y	er Data. You can use this page to check all of the items you'v our order as it becomes available.	e ordered are correct, ti	nat the delivery add	lress is correct a	ind you can access
SUMMARY ORDER NUMBER STATUS Finisher RESELLER PO ORDER CSP-20220101 30-06-2 INVOICE DATE 19-10-2022	DELIVERY ADDRESS P O BOX 112 311, PENROSENZ AUCKLAND, 1642 AKL 022		DOWNLOAD C	DOCUMENTS P	
(== Filter					
DESCRIPTION		ALLOCATED QTY	PRICE	QTY	SUBTOTAL
POWER BI PREMIUM PER BRAND: MICROSOFT   STATUS: Te	rminated   SKU:	1		1	
		Total (ex GST)			