



CLOUD SOLUTION PROVIDER (CSP) HANDBOOK

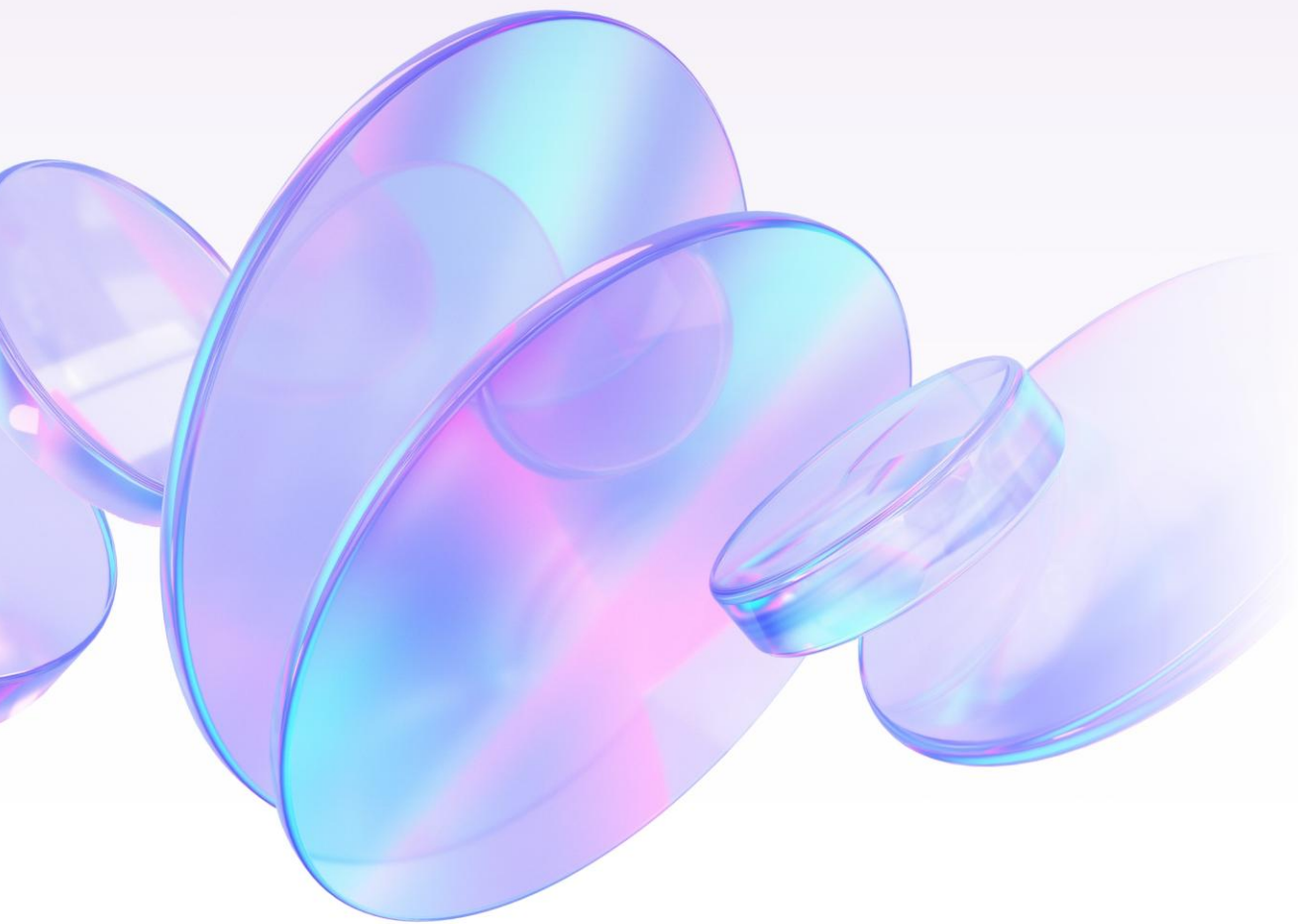


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Onboarding with Dicker Data

Create an account with Dicker Data.

Thanks for choosing to sign up as a Dicker Data reseller. Our team are here to help you deliver the best **technology solutions and we cannot wait to get started with you**

[Sign up](#) here for a Dicker Data reseller account (Australia)

[Sign up](#) here for a Dicker Data reseller account (New Zealand)

Subscribe to our Microsoft Mailing list.

[Register](#) to make sure you are kept up to date with the latest news and events. (Australia)

[Register](#) to make sure you are kept up to date with the latest news and events. (New Zealand)

Set up your MPN ID (formally known as Microsoft Partner Network).

If you haven't already set up an MPN, you can get started [here](#).

Take note of your location MPN as you need this to transact all products on the Dicker Data portal.

Enrol with Microsoft as an Indirect Reseller.

You will need to sign up as an indirect reseller. Click [here](#) to become an Indirect Reseller.

Authorise Dicker Data as your Indirect Provider.

Click the following [AU link](#) or [NZ link](#) to accept this invitation and to authorize Dicker Data Ltd to be your Microsoft indirect provider. Welcome aboard!

Microsoft Support Pack

Dicker Data helpdesk is operated and staffed locally by Dicker Data employees.

We offer complementary Level 1 and Level 2 24*7*365 support to our transacting Microsoft CSP Partners.

Please contact our CSP Support team to lodge your ticket.

csp.support@dickerdata.com.au or 1300 289 277 (Australia)

csp.support@dickerdata.co.nz or 0800 277 787 (New Zealand)

Should the request be identified as a Microsoft issue, we will continue to leverage our PSfP Support contract to escalate the issue directly with Microsoft.

When a ticket is lodged with Microsoft, we include details of the partner on the ticket to ensure when an engineer is allocated; they are in discussion directly with the stakeholder rather than going through Dicker as an intermediary.

For tickets raised on Microsoft, we are guided by the below SLAs as per our contract:

Minimal business impact (Sev C) <4 hours

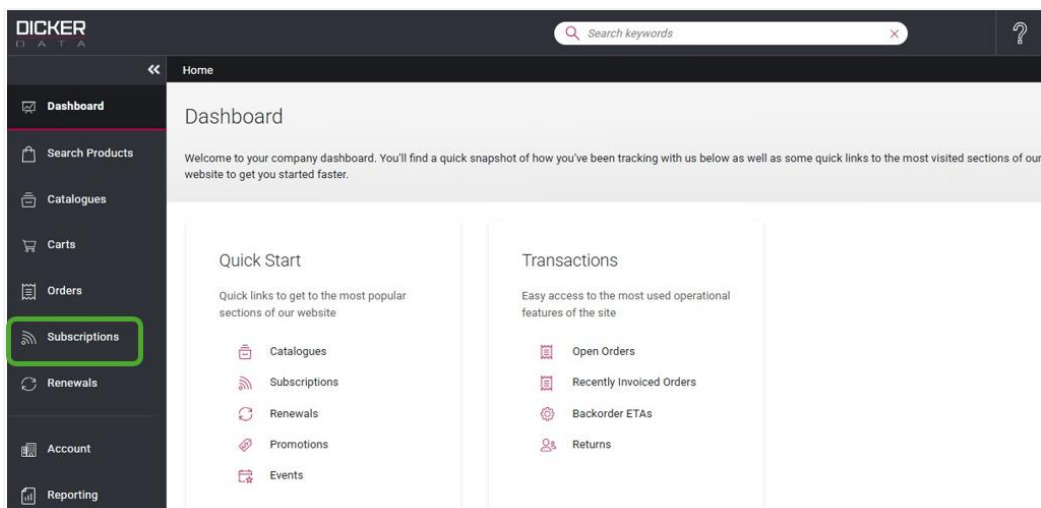
Moderate business impact (Sev B) <2 hours

Critical business impact (Sev A) <1 hours

Getting Started

Log In to www.dickerdata.com.au or www.dickerdata.co.nz with your username, reseller account number and password.

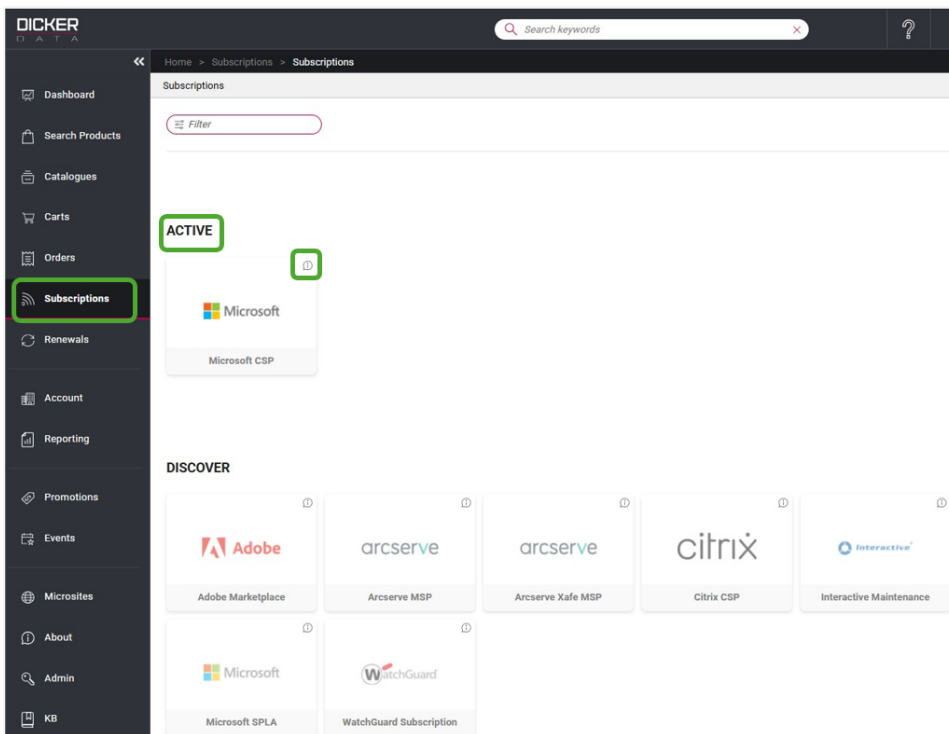
Select Subscriptions



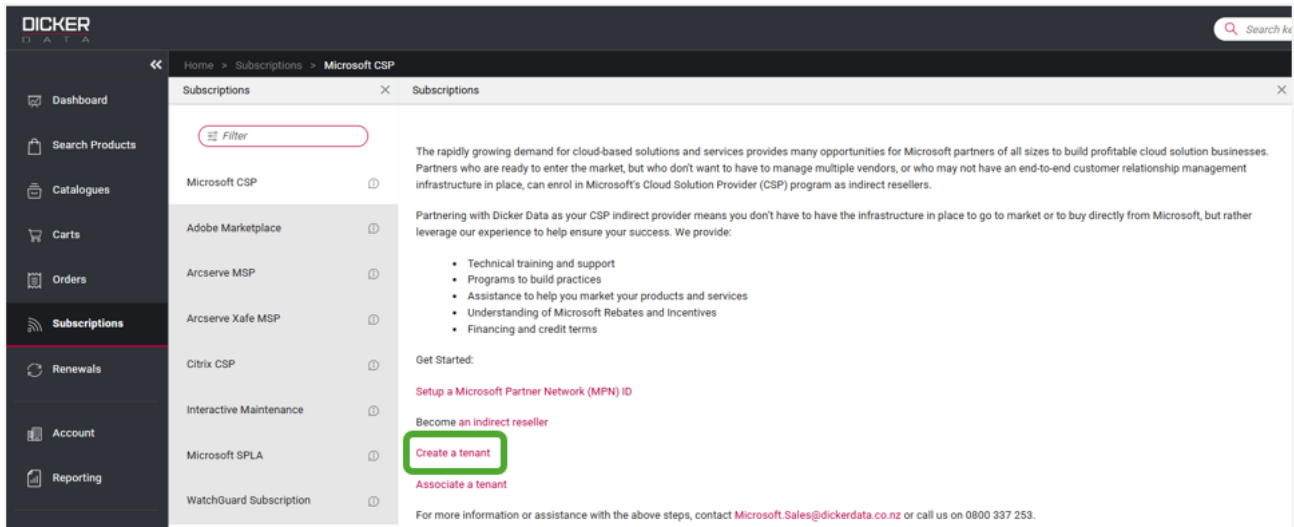
Creating a New Tenant

Creating a New Tenant from the Microsoft CSP Information blade

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

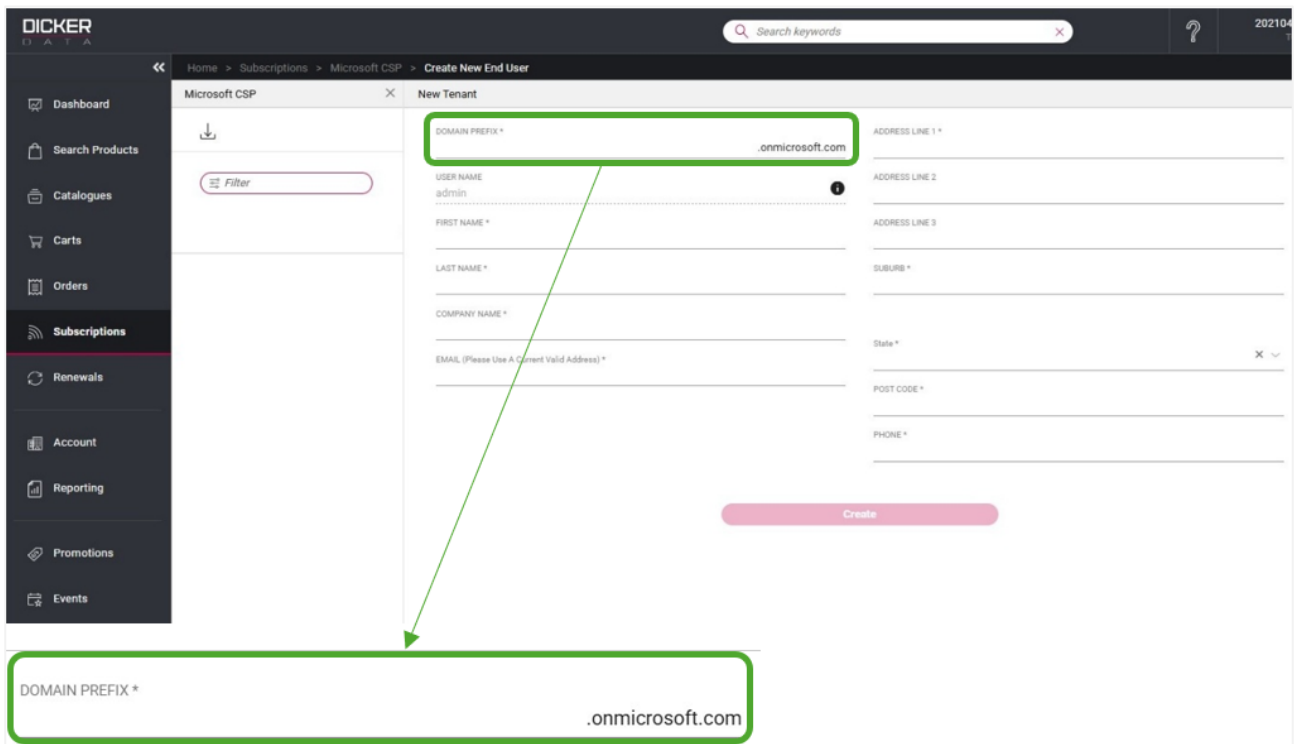


Click on **Create a Tenant**



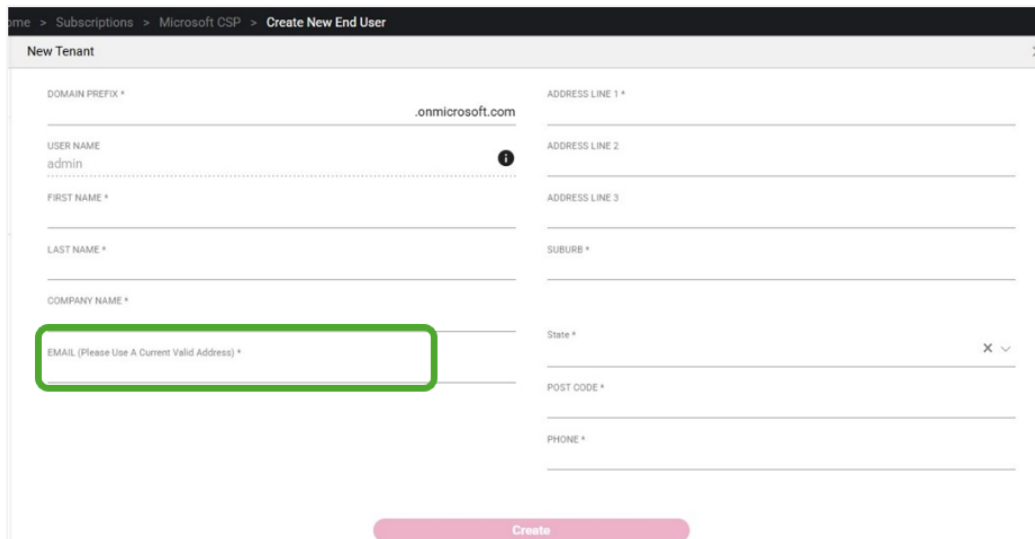
The screenshot shows the 'Subscriptions' page for Microsoft CSP. The left sidebar contains navigation links: Dashboard, Search Products, Catalogues, Carts, Orders, Subscriptions (highlighted), Renewals, Account, and Reporting. The main content area is titled 'Subscriptions' and includes a filter box. Below the filter, a list of subscriptions is shown, including Microsoft CSP, Adobe Marketplace, Arcserve MSP, Arcserve Xafe MSP, Citrix CSP, Interactive Maintenance, Microsoft SPLA, and WatchGuard Subscription. The 'Create a tenant' link is highlighted with a green box. The right side of the page contains text about the Microsoft CSP program and a list of benefits.

Ensure the **Domain Prefix** entered is the one used for the **onmicrosoft.com** email
Example: **csptenant.onmicrosoft.com** (**csptenant** is the **Domain Prefix**)



The screenshot shows the 'Create New End User' form. The 'Domain Prefix' field is highlighted with a green box. A green arrow points from this field to a larger box below the form, which contains the example 'DOMAIN PREFIX * .onmicrosoft.com'. The form includes fields for User Name, First Name, Last Name, Company Name, Email, Address Line 1-3, Suburb, State, Post Code, and Phone. A 'Create' button is at the bottom right.

Please use a **valid** email address here to make sure you receive the Tenant Creation email. (these emails cannot be generated again)

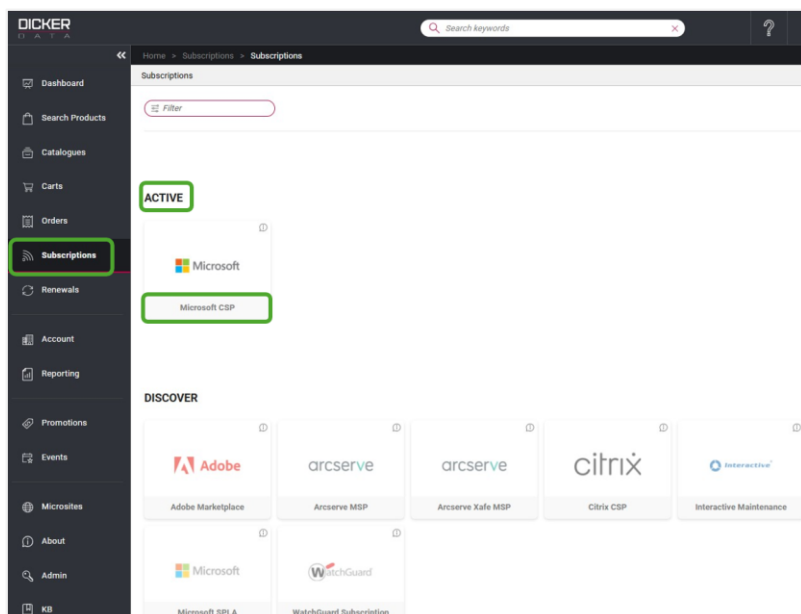


Associating Tenants (Individually or by bulk)

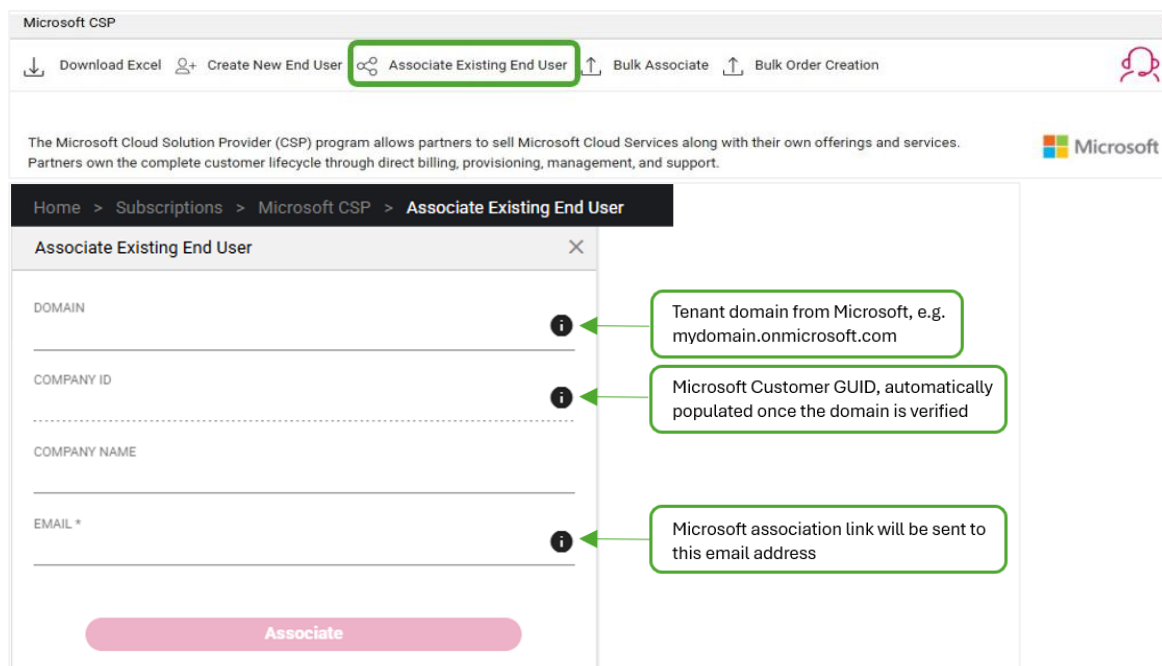
Option 1. If the End User has Access/Global Admin rights, ensure the Association Email is sent to their email address (We recommend you talk to your End Users before you start the process, so they are aware)

Option 2. If you (the partner) have global admin rights to your End Users, you could enter your email address as these notifications would be sent to you instead of the End User. Please note the association request needs to be accepted by a "Global Admin" for the end user's tenancy.

Click **Microsoft CSP**



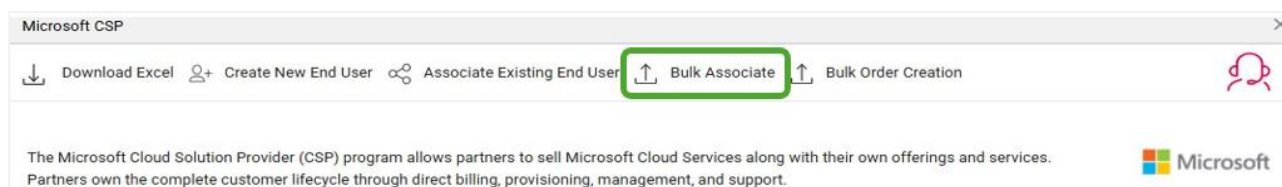
Individual association: For an existing Tenant that you have not transacted with before via Dicker Data Ltd. Click Associate Existing End User.



The screenshot shows the 'Associate Existing End User' form in the Microsoft CSP interface. The form has a title bar 'Associate Existing End User' and a close button. Below the title bar, there are four input fields: 'DOMAIN', 'COMPANY ID', 'COMPANY NAME', and 'EMAIL *'. To the right of each field is an information icon (i). Three green callout boxes provide additional information: the first points to the 'DOMAIN' field with the text 'Tenant domain from Microsoft, e.g. mydomain.onmicrosoft.com'; the second points to the 'COMPANY ID' field with the text 'Microsoft Customer GUID, automatically populated once the domain is verified'; and the third points to the 'EMAIL *' field with the text 'Microsoft association link will be sent to this email address'. At the bottom of the form is a pink 'Associate' button. The top navigation bar includes links for 'Download Excel', 'Create New End User', 'Associate Existing End User' (highlighted with a green box), 'Bulk Associate', and 'Bulk Order Creation'.

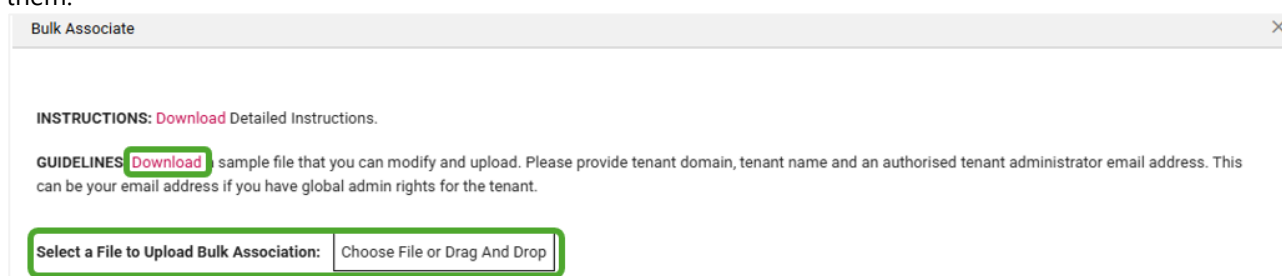
Bulk Associate: Bulk associate is a feature that allows you to associate multiple tenants in a single action. You will need to download the CSV file and add the mandatory columns (Green) in the table. This helps you to avoid the manual process of associating each tenant individually with each subscription.

Log in to your account on the Dicker Data website and go to the Bulk Associate under the Subscriptions page.



The screenshot shows the 'Bulk Associate' button in the Microsoft CSP interface. The button is highlighted with a green box. The top navigation bar includes links for 'Download Excel', 'Create New End User', 'Associate Existing End User', 'Bulk Associate' (highlighted with a green box), and 'Bulk Order Creation'. The bottom of the page features the Microsoft logo and a brief description of the CSP program.

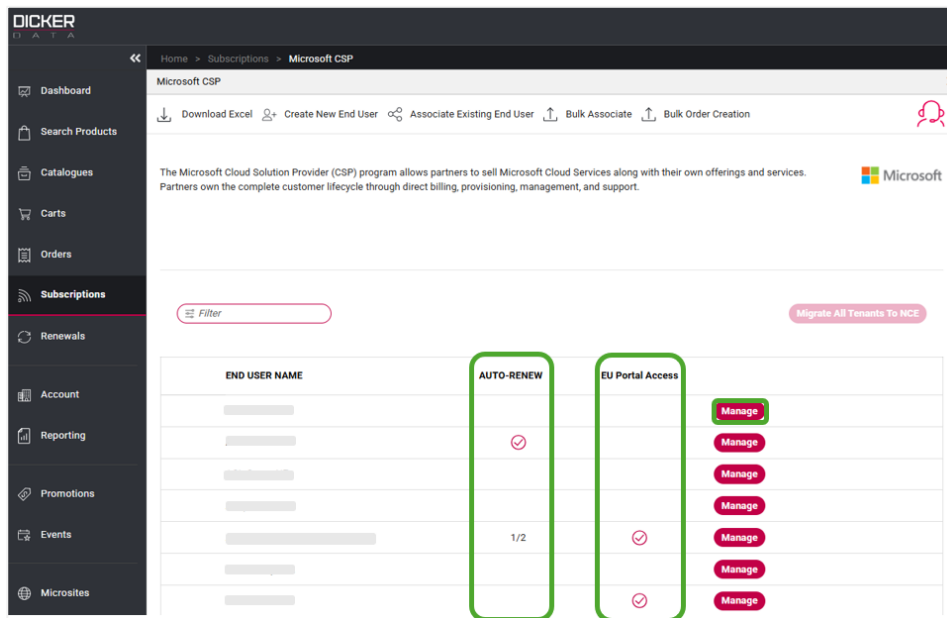
Download CSV file and manually enter the mandatory columns (Green) in the table. Upload the completed CSV file and review the summary. You can edit or delete any lines before submitting them.



The screenshot shows the 'Bulk Associate' form. It has a title bar 'Bulk Associate' and a close button. Below the title bar, there is a section for 'INSTRUCTIONS' and 'GUIDELINES'. The 'GUIDELINES' section includes a link to 'Download' a sample file, which is highlighted with a green box. Below the guidelines is a section for 'Select a File to Upload Bulk Association:' with a 'Choose File or Drag And Drop' button, also highlighted with a green box. The top navigation bar includes links for 'Download Excel', 'Create New End User', 'Associate Existing End User', 'Bulk Associate' (highlighted with a green box), and 'Bulk Order Creation'.

Tenant List

Tenants will appear on the Tenant List when added via creation or association



END USER NAME	AUTO-RENEW	EU Portal Access	Manage
[Redacted]			Manage
[Redacted]	✓		Manage
[Redacted]			Manage
[Redacted]			Manage
[Redacted]	1/2	✓	Manage
[Redacted]			Manage
[Redacted]	✓	✓	Manage

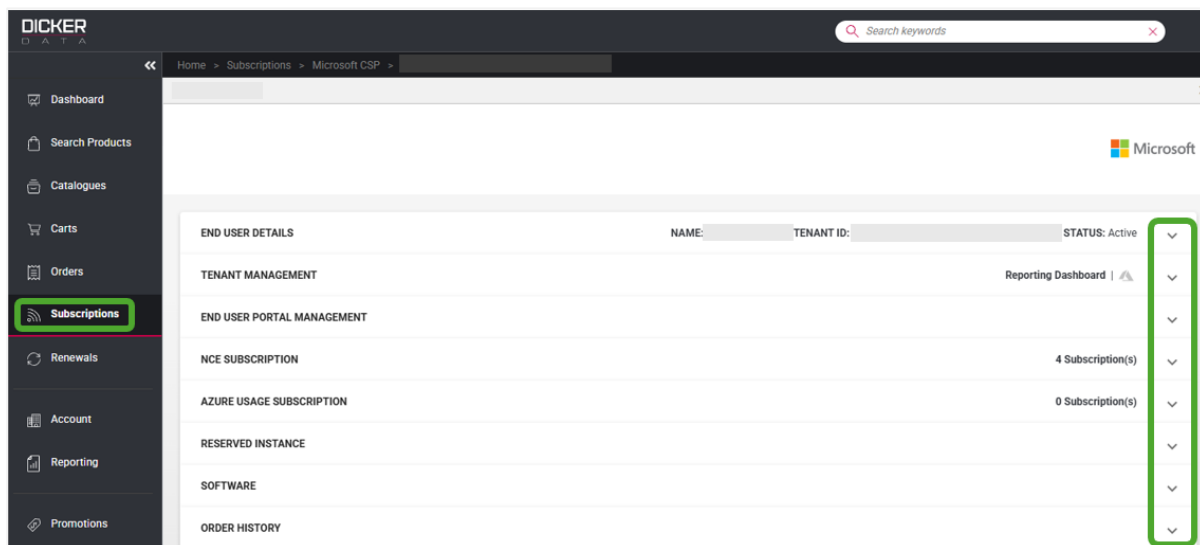
Auto-Renew column indicates subscriptions with auto-renew turned on or off.

EU Portal Access column indicates if the End User Portal has been created for the end user of the tenancy to access their subscriptions.

Click on the **Manage** button to access the tenancy.


Tenants Overview

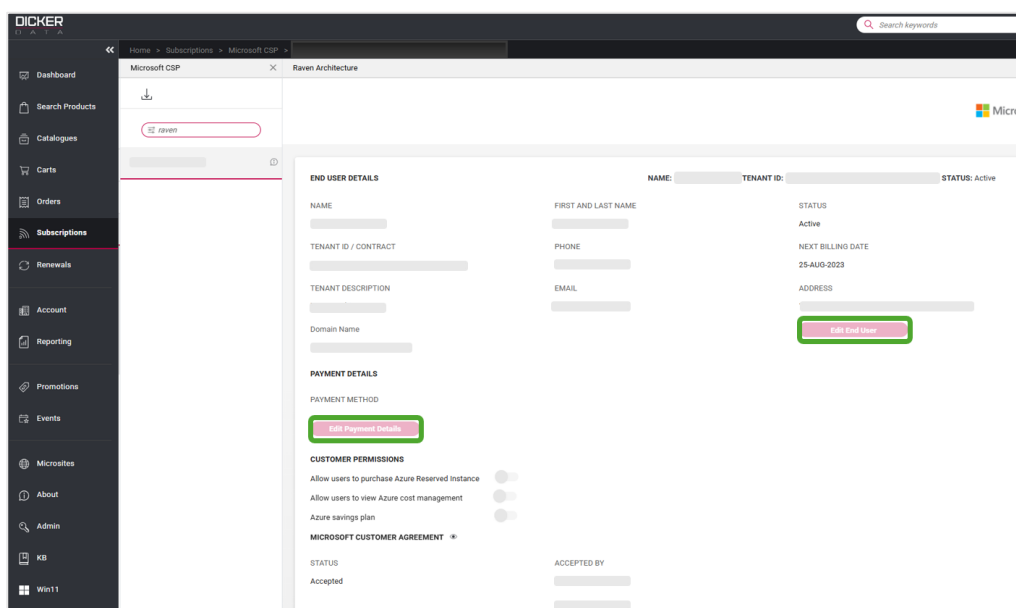
Clicking on the  will expand the section and display the details for that section.



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 to 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** directly through portal.azure
 - Users to view **Cost Management**
 - User to purchase **savings plan**
- 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 Reports.
- **New Admin Relationship** lets partners configure granular and time-bound access to their customers.

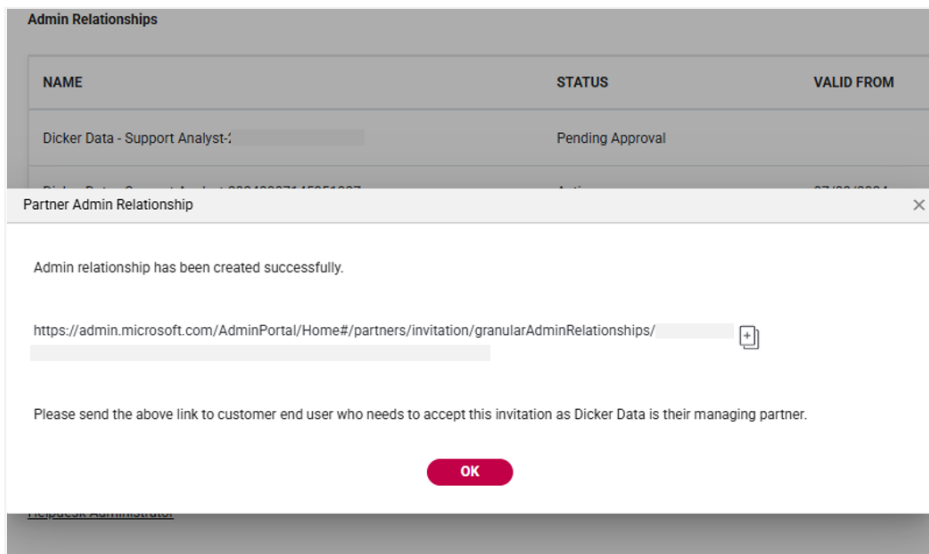
Go to the tenant. Click the drop down on **Tenant Management**, in here you will see **New Admin Relationship**

The screenshot shows the DICKER DATA Microsoft CSP interface. The left sidebar contains navigation links: Dashboard, Search Products, Catalogues, Carts, Orders, Subscriptions (highlighted), Renewals, Account, Reporting, Promotions, Events, Microsites, About, Admin, KB, and Win11. The main content area is titled 'Licensing Guru' and features a search bar. Below the search bar, there's a 'TENANT MANAGEMENT' section with a grid of links to various Microsoft services like Microsoft Entra ID, Dynamics 365 Business Central, Microsoft Intune, Exchange, Lifecycle Services, Microsoft 365, Microsoft 365 Compliance, Microsoft 365 Defender, Microsoft 365 Lighthouse, Microsoft Azure Management Portal, Power BI, Teams, SharePoint Online, Visual Studio Marketplace, Microsoft Security Copilot, and Azure Cost Management. Below this grid is an 'Admin Relationships' table with columns for NAME, STATUS, VALID FROM, and VALID TO. The table shows one entry: 'Dicker Data - Support Analyst-' with status 'Active' and validity dates '07/08/2024' to '09/08/2025'. At the bottom, there's a 'New Admin Relationship' section with a form to create a new relationship as a 'Support Analyst' for 7 days, and a list of attached Microsoft GDAP roles: Directory Readers, Service Support Administrator, Helpdesk Administrator, License Administrator, and User Administrator.

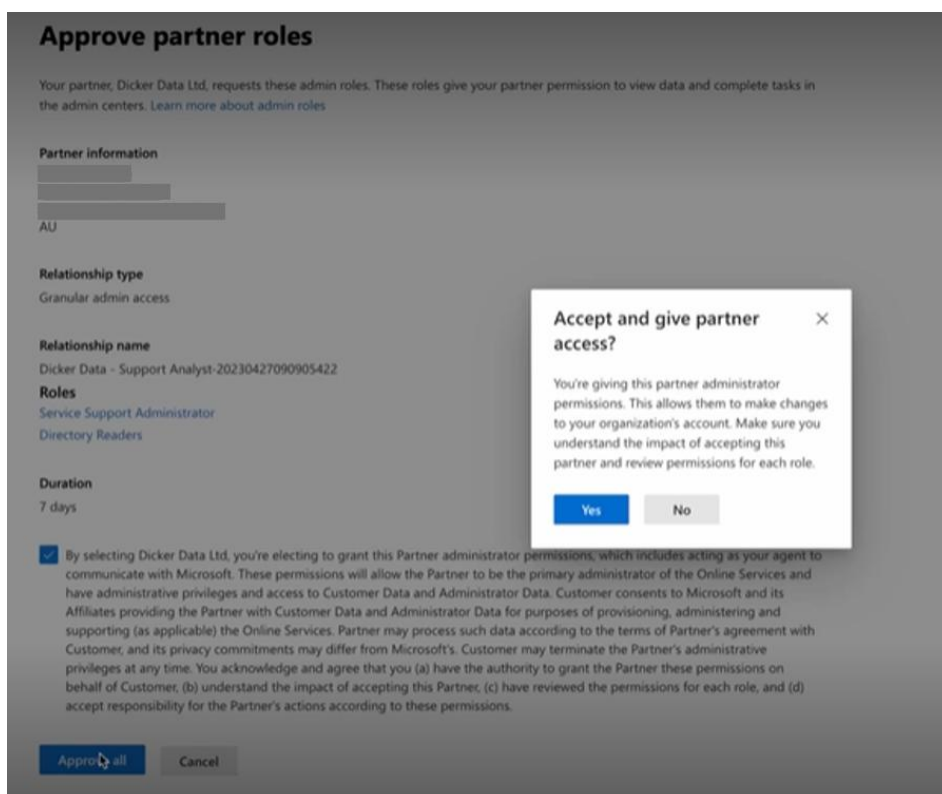
There are four admin relationship to choose from: **Support Analyst**, **Support Operator**, **Support Admin** and **Tenancy Technician** each containing details on what the GDAP roles are.

The screenshot shows the 'New Admin Relationship' form. It has a title 'New Admin Relationship' and a subtitle 'Create an admin relationship as a'. The form has a dropdown menu for 'Support Admin' and a dropdown for '7' days. There is a 'Create' button. Below the form, there is a description: 'Support Admin has the same permissions as Support Operator with the additional permissions to support full user administration.' and a list of attached Microsoft GDAP roles: Directory Readers, Service Support Administrator, Helpdesk Administrator, License Administrator, and User Administrator.

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.

Partner relationships

These are the partners that you authorized to work with your organization. Each partner has different responsibilities for working with your organization, and some might have roles. [Learn more about working with a partner.](#)

Dicker Data Ltd has these roles: Service Support Administrator, Directory Readers

Review your partner agreements
 Make sure partners still need their approved roles.

2 items Filter Search

Granular delegated administrative privileges (GDAP)

Partner	Roles	Expiration date	Status
Dicker Data - Support Analyst-202304270909054...	Service Support Administrator, Directory Readers	4 May 2023	Active

Other partner types

Partner	Partner type	Role authorization	Roles
	Reseller	None	None assigned

Admin Relationship Status Active

Admin Relationships

NAME	STATUS	VALID FROM	VALID TO
Dicker Data - Support Analyst-	Active	07/08/2024	09/08/2025

New Admin Relationship


Create an admin relationship as a Support Analyst for 7 Days Create

Support Analyst has access to read Azure Active Directory, raise and managed Microsoft Premium Support tickets on behalf of your tenancy.

Attached Microsoft GDAP Roles:

- [Directory Readers](#)
- [Service Support Administrator](#)
- [Helpdesk Administrator](#)

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



✓ 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	
Expires on	03 May 2023
Relationship name	Dicker Data - Support Analyst-20230427090905422
Partner roles	View assigned roles in Microsoft 365 admin centre
Partner name	
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.



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

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:

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 >](#)

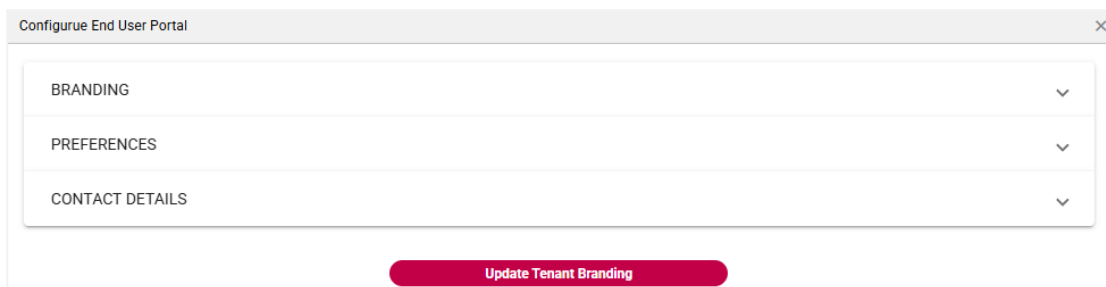
To learn more about granular delegated admin permissions (GDAP) click [here](#)

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** button to upload your company logo, manage user preferences and add a Contact Us page.

There are three sections that can be modified: Branding, Preferences and Contact Details.



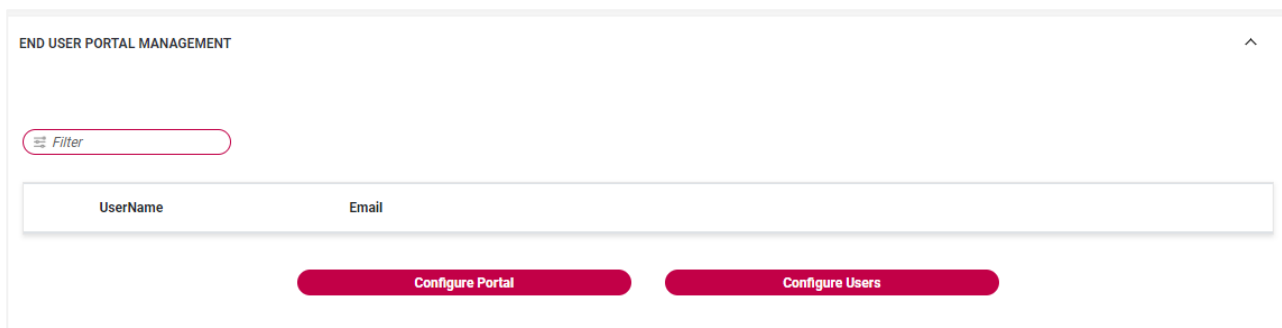
Branding: Allows you to choose a site colour and upload your company logo.

Preferences: Set user preferences, pricing views and notifications.

Contact Details: Add support details for your end users

Click on **Configure Users** to provide users access to the EU portal.

(No emails are sent to the end users. Normal login details are required)




NOTE: The End User Portal permits only users from the customer's Entra directory to be added. External accounts and aliases are not supported, as access depends on the user's Entra login credentials.

A specific setting within the EU's tenancy must be enabled to allow users access to the End User Portal.

[Configure how users consent to applications - Microsoft Entra ID | Microsoft Learn](#)

Subscription Section

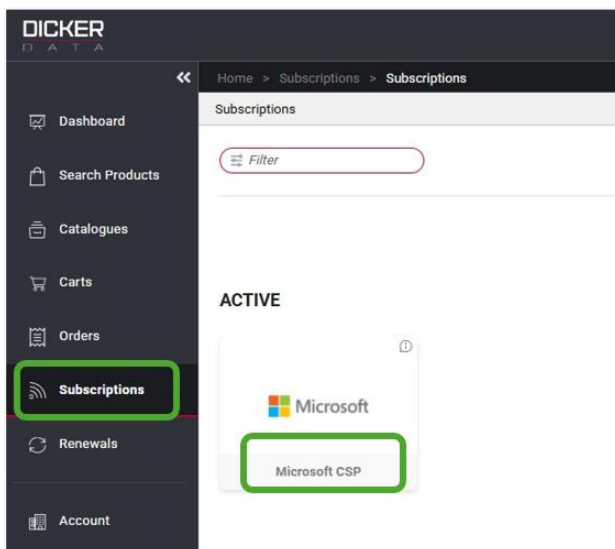
Subscription Overview

Clicking on the  will expand the section to display the licenses under the tenant.

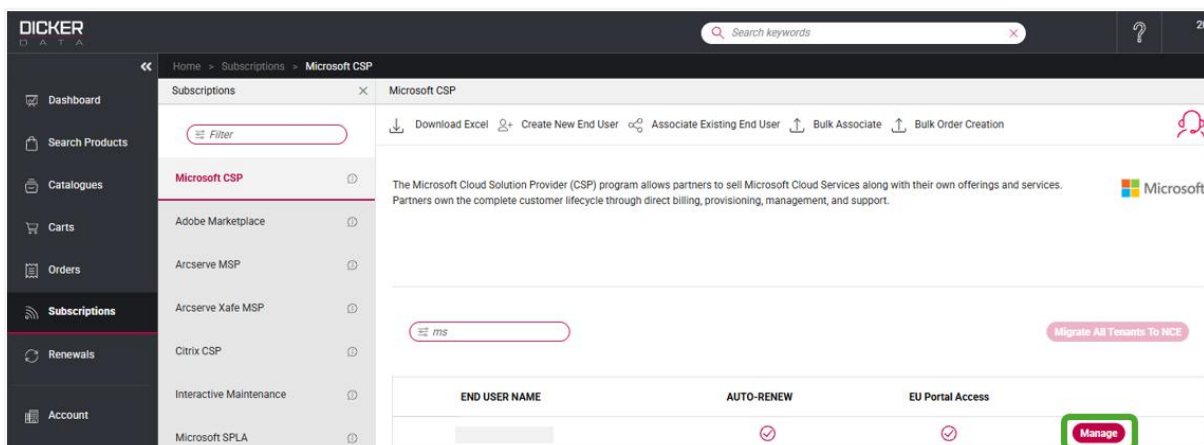
NCE SUBSCRIPTION	4 Subscription(s)	▼
AZURE USAGE SUBSCRIPTION	0 Subscription(s)	▼
RESERVED INSTANCE		▼
SOFTWARE		▼

How to buy NCE Subscriptions

Click **Microsoft CSP**



From the tenant list, click **Manage**



Click **Add New Product**

NCE SUBSCRIPTION							1 Subscription(s) ^
<input type="text" value="Filter"/>	Status			Renewal Options			
DESCRIPTION	QTY	PRICE	RRP	AUTO RENEWAL	STATUS	ACTION	
Microsoft 365 Business Basic P1Y:CFQ7TTC0LH18:0001:Y: MS NCE M365 BUSINESS BASIC 1YR COMMIT	8			<input checked="" type="checkbox"/> 24-JUL-2025	Active	Manage Add Add-On	
Add New Product Confirm All							

Subscription Type is New Commerce Experience.

Select the product, commitment and quantities required and click **Add**

Add Products

[Azure](#)
[Online Service](#)
[Software](#)

Subscription Type
New Commerce Experience - Commercial

Show Add-On ☐

DESCRIPTION	PRICE	RRP	QTY	
MS NCE M365 BUSINESS BASIC (NO TEAMS) MTH COMMIT STOCK CODE: P1M:CFQ7TTC0LH18:000P:1:	/mth	/mth	<input type="text" value="1"/>	Add
MS NCE M365 BUSINESS BASIC (NO TEAMS) YR COMMIT STOCK CODE: P1Y:CFQ7TTC0LH18:000P:1:	/yr	/yr	<input type="text" value="1"/>	Add
MS NCE M365 BUSINESS BASIC (NO TEAMS) 1YR COMMIT STOCK CODE: P1Y:CFQ7TTC0LH18:000P:Y:	/yr	/yr	<input type="text" value="1"/>	Add

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

Add Products

MS NCE M365 BUSINESS BASIC (NO TEAMS) 1MTH COMMIT
Price: /mth | Quantity: 1

MS NCE M365 BUSINESS BASIC (NO TEAMS) 1YR COMMIT
Price: /yr | Quantity: 1

[Confirm](#)

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

Confirm Products

PRODUCT	QTY	PRICE	TOTAL
P1M:CFQ7TTC0LH18:000P:1: MS NCE M365 BUSINESS BASIC (NO TEAMS) 1MTH COMMIT Term: Monthly End Date Alignment: Default Billing Frequency: Monthly Select / Enter New MPN ID: 1 Segment: Commercial	1	/mth	/mth
P1Y:CFQ7TTC0LH18:000P:1: MS NCE M365 BUSINESS BASIC (NO TEAMS) 1YR COMMIT Term: Annual End Date Alignment: Default Billing Frequency: Monthly Segment: Commercial	1	/mth	/mth

Pending Total (Ex GST)

Confirm All

How to use Bulk Order Creation

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.

- Log in to your account on the Dicker Data website and go to the Bulk Order Creation under the Microsoft CSP 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?

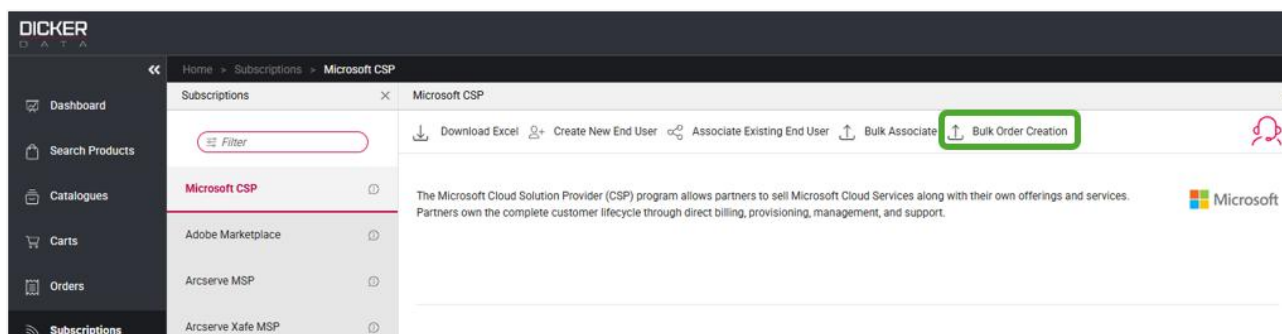
If you want to turn off the auto renew for some or all of your orders, you need to manually change this setting. This can be done by going to the tenant and subscription that you want to modify and clicking manage. There you can see the auto renew toggle and switch it off. You can also change other settings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

What if I need to 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

Bulk Order Creation

Import Bulk Orders In-Process Archive

INSTRUCTIONS: [Download](#) Detailed Instructions.

GUIDELINES: [Download](#) a sample file that you can populate CSP order details and upload.

WARNING: This bulk order creation system does not automatically identify duplicate subscriptions. There may be valid reasons for requesting multiple subscriptions for the same item. **The responsibility for any duplicate subscriptions created lies solely with the user.** Please carefully review existing subscriptions before placing a bulk order.

Select a File to Upload Bulk Order: [Choose File or Drag And Drop](#)

How to Manage Existing Subscriptions

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

DICKER
DATA

Dashboard

Search Products

Catalogues

Carts

Orders

Subscriptions

Renewals

Account

Home > Subscriptions > Microsoft CSP

Subscriptions

Microsoft CSP

Adobe Marketplace

Arcserve MSP

Arcserve Xafe MSP

Citrix CSP

Interactive Maintenance

Microsoft SPLA

Search keywords

?

20

Download Excel

Create New End User

Associate Existing End User

Bulk Associate

Bulk Order Creation

The Microsoft Cloud Solution Provider (CSP) program allows partners to sell Microsoft Cloud Services along with their own offerings and services. Partners own the complete customer lifecycle through direct billing, provisioning, management, and support.

ms

Migrate All Tenants To NCE

END USER NAME	AUTO-RENEW	EU Portal Access
	✓	✓

Manage

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

****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 can be scheduled for when the subscription renews, if auto-renew is on****

Select the subscription that needs to be adjusted in the tenant's list and click **Manage**.

NCE SUBSCRIPTION							4 Subscription(s)
<input type="text" value="Filter"/>	Status	Renewal Options					
DESCRIPTION	QTY	PRICE	RRP	AUTO RENEWAL	STATUS	ACTION	
Microsoft 365 Business Premium P1Y:CFQ7TTC0LCHC:0002:1: MS NCE M365 BUSINESS PREMIUM 1 YR COMMIT	3	/yr /yr	/yr /yr	<input checked="" type="checkbox"/> 22-OCT-2025	Active	Manage	

Change the quantity to the amount required.

Manage Subscription

SUBSCRIPTION DETAILS

MPN :

DESC : [Testing Desc](#)

STOCKCODE : P1M:CFQ7TTC0LCHC:0002:1:

[SAVE DETAILS](#)

MANAGE RENEWAL

Changes will take effect on renewal date: 15-JUL-2025
Quantity increase and Upgrade will be effective instantly

AUTORENEW: ☒ RENEWS ON 15-Jul-2025

QUANTITY: CURRENT : 3
CHANGE TO:

[Schedule Subscription Renewal](#)

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

SERVICE STATUS :Active ☐

TERM : Current : Monthly
CHANGE TO:

BILLING FREQUENCY : Current : Monthly
CHANGE TO:

END DATE ALIGNMENT : Current : 14/07/2025
CHANGE TO:

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

[SAVE DETAILS](#)

MANAGE RENEWAL

Changes will take effect on renewal date: 04-OCT-2022
Quantity increase and Upgrade will be effective instantly

AUTORENEW: ☒ RENEWS ON 04-Oct-2022

QUANTITY: CURRENT : 1
CHANGE TO:

END DATE ALIGNMENT: [View subscription end-dates](#)

[Schedule Subscription Renewal](#)

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

Confirm Qty Update

Current charges	\$6.07
Additional prorated charges	\$1.42
Total amount for next billing	\$7.49
Ongoing charges after next billing	\$12.14

Are you sure to change the quantity immediately?

[Schedule On Renewal](#) [Immediately](#)

NOTE: If you have an existing scheduled change in place and you make any change mid-term (quantity, term, end date etc) this will overwrite the existing scheduled change. You will need to re-schedule the change if it is still required. Please make all changes on the one scheduled change request.

The Confirm Renewal Update message will appear.

Confirm Renewal Update

Existing scheduled changes are pending. Proceeding will overwrite existing scheduled changes.

This action will schedule the same current options on next renewal. Are you sure to continue?

Continue

[More information on Scheduled Changes](#)

How to Suspend Subscriptions

Suspending NCE subscriptions does not cancel licenses as it does in the CSP Legacy program. **Suspending subscriptions will not stop the billing of the subscription.** 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 button.

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

SERVICE STATUS :Active ☐

The Confirm Suspension message will appear.

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

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 **AUTORENEW** toggle.

MANAGE RENEWAL



Changes will take effect on renewal date: 04-SEP-2022
Quantity increase and Upgrade will be effective instantly

AUTORENEW: ☒ RENEWS ON 04-Sep-2022

How to Cancel 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 Subscription** button if you are within the cancellation time frame (7 days).

Manage Subscription

SUBSCRIPTION DETAILS
MPN : 592867 
DESC : Microsoft Teams Premium 
STOCKCODE : P1Y:CFQ7TTC0RM8K:0002:Y:

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
SERVICE STATUS :Active ☐

SAVE DETAILS

Cancel Subscription

MANAGE RENEWAL

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

How to Upgrade Subscriptions

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

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

Click the drop-down menu under DESTINATION SUBSCRIPTION, select New Subscription or an existing subscription (if available).

Confirm Upgrade

FROM:

P1M:CFQ7TTC0LCHC:0002:1

MS NCE M365 BUSINESS PREMIUM 1 MTH COMMIT

TO:

P1M:CFQ7TTC0LFLZ:0002

Microsoft 365 E5

DESTINATION SUBSCRIPTION

New Subscription

New Subscription

AU Users E5() Qty:2

QUANTITY TO UPGRADE:

1

Licenses

TERM : Current : Monthly

CHANGE TO:

No Change

BILLING FREQUENCY : Current : Monthly

CHANGE TO:

No Change

END DATE ALIGNMENT : Current : 19/07/2025

CHANGE TO:

No Change

Please note by upgrading this plan you agree to the currently committed term. No cancellation period is provided for plan upgrades

Amend the quantity needed, term, billing frequency, end date alignment then click **Confirm**.

NOTE: Cancellation windows aren't applied to upgrades, so changes can't be made once submitted. Double-check all your upgrade details before continuing.

You can upgrade mid-term or schedule an upgrade to happen at the end of the existing term by setting the renewal instructions.

Mid-term upgrade invoice example

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 Standard (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 Standard >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 Basic >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 Basic >Usage for 24-FEB-2022 to 19-MAR-2022 MS NCE M365 BUSINESS BASIC 1YR	-2.0000

How to Align End Date

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			
		1-month	1-year	3-years
Existing Subscription	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:

MANAGE RENEWAL

Changes will take effect on renewal date: 04-MAY-2023
Quantity increase and Upgrade will be effective instantly

AUTORENEW: ☒ RENEWS ON 04-May-2023

QUANTITY: CURRENT : 2
CHANGE TO:

TERM : Current : Monthly
CHANGE TO:

BILLING FREQUENCY : Current : Monthly
CHANGE TO:

END DATE ALIGNMENT : Current : 03/05/2023
CHANGE TO:

NOTE: 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](#)

How to buy Software Subscriptions and Perpetual Software

Software subscriptions 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.

The Software section lists all Software Subscriptions and Perpetual Software for the Tenant.

In the tenant page, drop down the **Subscription** section. Click **Add New Product** button.

Home > Subscriptions > Microsoft CSP

Microsoft CSP

Auto-Renew: ☒

END USER DETAILS	NAME	TENANT ID	STATUS: Active
TENANT MANAGEMENT			Reporting Dashboard
END USER PORTAL MANAGEMENT			
NCE SUBSCRIPTION			8 Subscription(s)
AZURE USAGE SUBSCRIPTION			0 Subscription(s)
RESERVED INSTANCE			

SOFTWARE

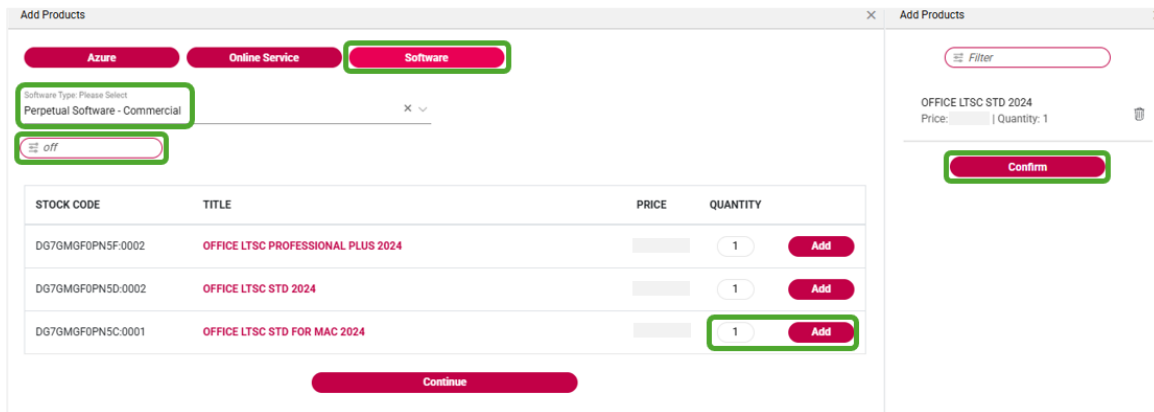
We couldn't find any software subscription for this tenant

[Add New Product](#)

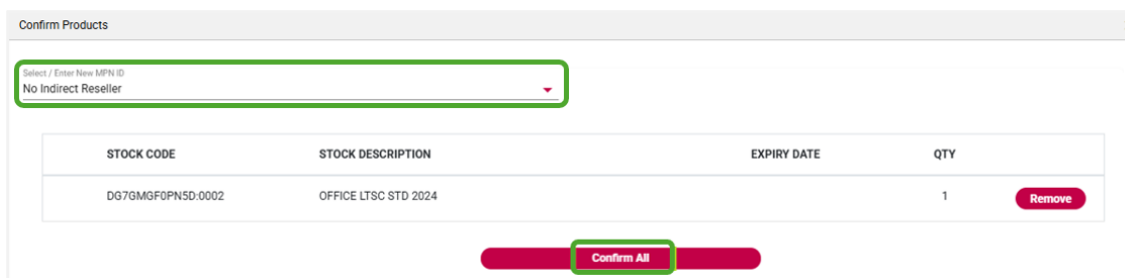
Click on **Software** and then select the subscription type required to display the list of Software or Perpetual available.

Type a search in the filter field to filter on the list of subscriptions.

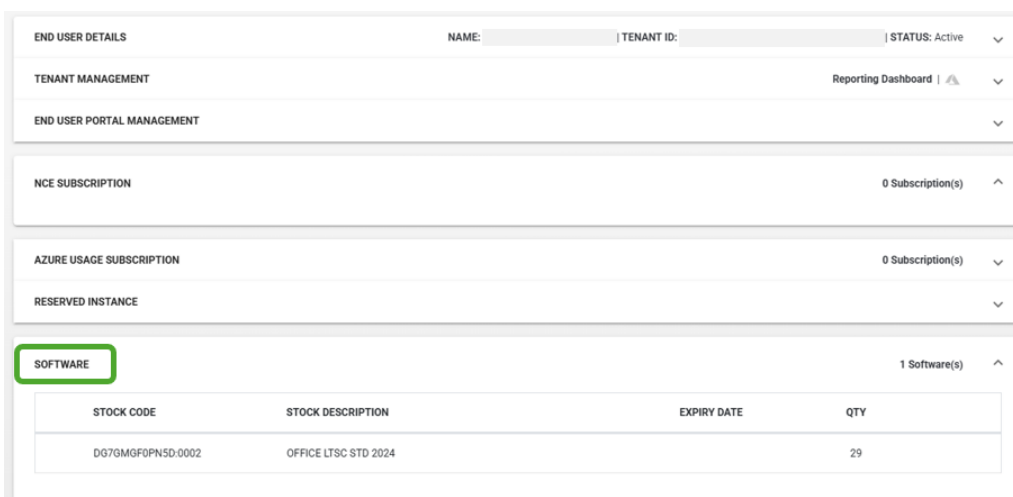
Type the **Qty** and click **Add**. Review the added product, click on **Confirm**



In the **Confirm Products** blade add in your MPNID or select from the drop-down menu. Click **Confirm all**.



The Perpetual and Software subscriptions will be listed in the Software section.

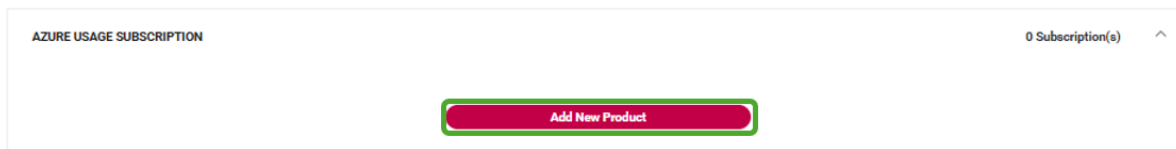


NOTE: Software Subscriptions is defaulted to AUTO RENEW **ON** and there is a 7-day window to cancel. For Perpetual Software, there is a 30-day window to cancel.

To learn more about cancellation policy click [here](#)

How to buy Azure Plan

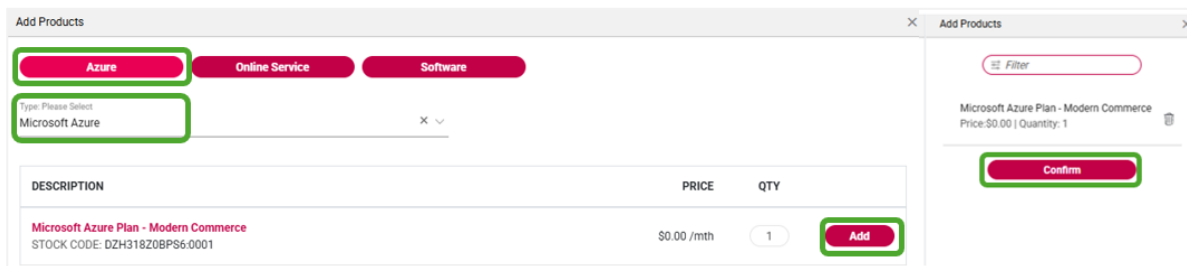
In the tenant page, drop down the **Azure Usage Subscription** section. Click **Add New Product** button.



AZURE USAGE SUBSCRIPTION 0 Subscription(s)

Add New Product

Click **Azure**, in Type select Microsoft Azure from the drop-down menu.
Click **Add**. Review the added product, click on **Confirm**



Add Products

Azure Online Service Software

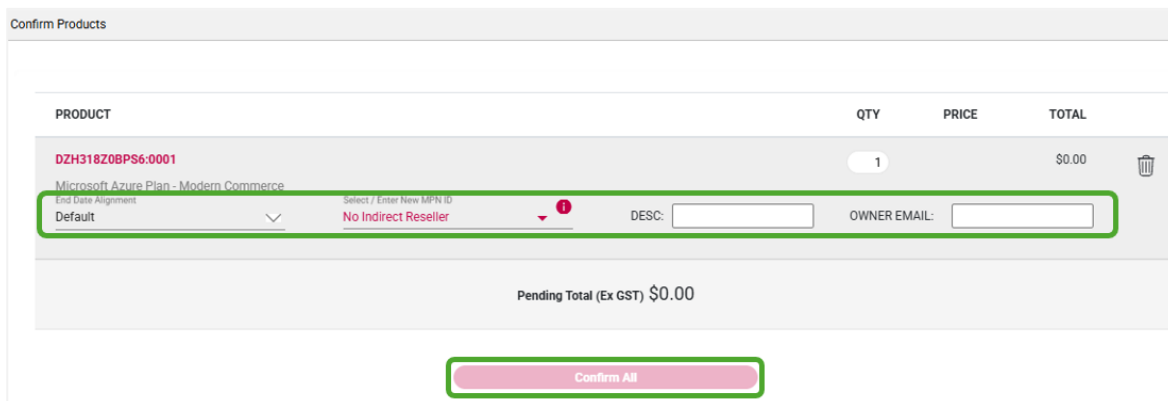
Type: Please Select
Microsoft Azure

DESCRIPTION	PRICE	QTY
Microsoft Azure Plan - Modern Commerce STOCK CODE: DZH318Z0BPS6:0001	\$0.00 /mth	1

Add

Filter
Microsoft Azure Plan - Modern Commerce
Price:\$0.00 | Quantity: 1
Confirm

Add in your MPNID or select from the drop-down menu, a Description and Owner Email address.
Click **Confirm all**. A popup will appear, tick the box and enter a reference.



Confirm Products

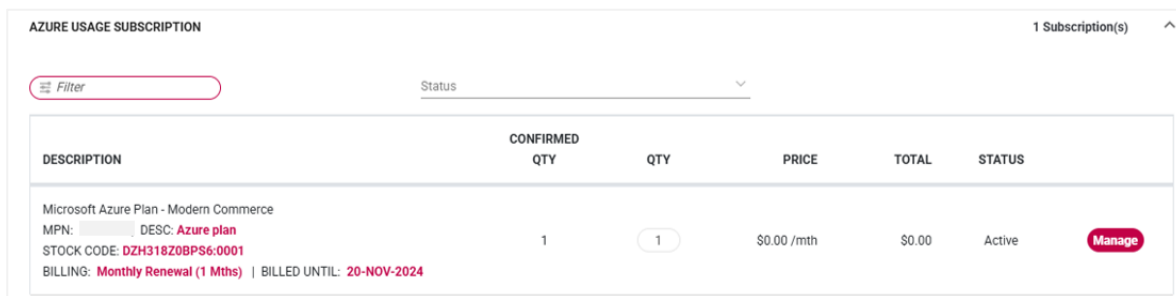
PRODUCT	QTY	PRICE	TOTAL
DZH318Z0BPS6:0001 Microsoft Azure Plan - Modern Commerce End Date Alignment: Default Select / Enter New MPN ID: No Indirect Reseller	1	\$0.00	\$0.00

DESC: OWNER EMAIL:

Pending Total (Ex GST) \$0.00

Confirm All

The Azure Plan will be listed in the Azure Usage Subscription section.



AZURE USAGE SUBSCRIPTION 1 Subscription(s)

Filter Status

DESCRIPTION	CONFIRMED QTY	QTY	PRICE	TOTAL	STATUS
Microsoft Azure Plan - Modern Commerce MPN: DESC: Azure plan STOCK CODE: DZH318Z0BPS6:0001 BILLING: Monthly Renewal (1 Mths) BILLED UNTIL: 20-NOV-2024	1	1	\$0.00 /mth	\$0.00	Active

Manage

NOTE: One Azure Plan per tenant (Suspended or Active)

How to Manage Azure Subscriptions

Click **Manage** on the Azure plan.

AZURE USAGE SUBSCRIPTION						1 Subscription(s)
Filter		Status				
DESCRIPTION	CONFIRMED QTY	QTY	PRICE	TOTAL	STATUS	
Microsoft Azure Plan - Modern Commerce MPN: DESC: Azure plan STOCK CODE: DZH318Z0BPS6:0001 BILLING: Monthly Renewal (1 Mths) BILLED UNTIL: 20-NOV-2024	1	1	\$0.00 /mth	\$0.00	Active	Manage

Subscription Details

Details of the Azure Plan and Subscriptions can be found in this blade.

The **Create** button allows you to create additional Azure subscriptions under your Azure Plan.

Home > Subscriptions > Microsoft CSP > Manage Azure Subscription

Manage Azure Subscription

Subscription Details

Manage Service

Fraud Notifications

Budgets & Alerts

SUBSCRIPTION DETAILS

STOCK CODE: DZH318Z0BPS6:0001
MPN:

OFFER DESCRIPTION: Microsoft Azure Plan - Modern Commerce
DESC: Azure plan

SUBSCRIPTION MANAGEMENT

Due to increased security measures imposed by GDAP, some subscriptions may not be visible in the Azure Management Portal without additional permissions being granted. Global Administrators are able to update these permissions and gain access to the subscription by following the procedure outlined in the Microsoft document linked below.

Elevate access as a global admin - <https://learn.microsoft.com/en-us/azure/role-based-access-control/elevate-access-global-admin?tabs=azure-portal>

Azure Management Portal

SUBSCRIPTIONS

Filter

Refresh

Create

Name	Entitlement Id	Status
Azure subscription 1		ACTIVE

Manage Services

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

Manage Azure Subscription

Subscription Details

Manage Service

Fraud Notifications

Budgets & Alerts

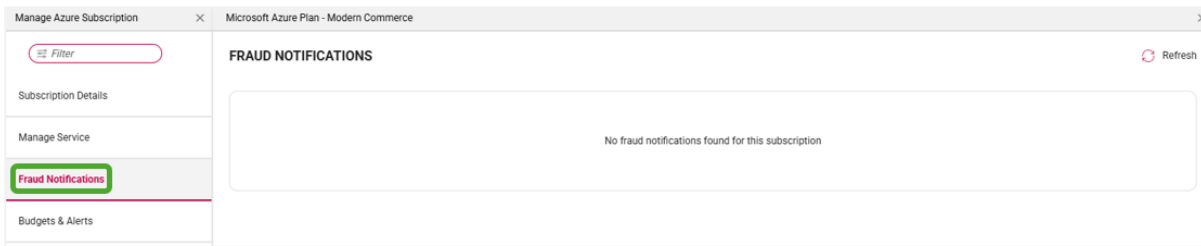
MANAGE SERVICE

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

SERVICE STATUS: Active

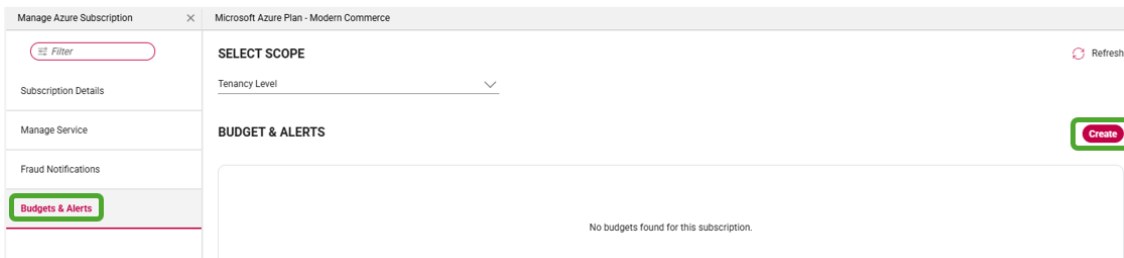
Fraud Notifications

Partners who are impacted will only receive notifications from Microsoft here.



Budget Details

Create Budgets & Alerts for your Azure Subscriptions.



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

Budget details

Give your budget a unique name. Select the time window it analyzes during each evaluation period, its expiration date and the amount.

Name *

* Budget name must only contain alphanumeric, underscore or hyphen.

Resets period *

Creation date:

01/07/2025

Expiration date:

Budget amount

Give your budget amount threshold

Amount *

Alert conditions

Type	% of budget	Amount
Critical		\$0.00
Warning		\$0.00

Alert recipients (email)

* At least one email is mandatory

It is recommended to add azure-noreply@microsoft.com to your email white list to ensure alert mails do not go to your spam folder.

Back Create

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 Reserved Instances can be purchased as one upfront payment or as monthly payments for the term. You will need to have an active Azure Subscription to add an Azure Reserved instance.

In the tenant page, drop down the **Reserved Instance** section. Click **Add New Product** button.

The screenshot shows a tenant management interface with several sections: END USER DETAILS, TENANT MANAGEMENT, END USER PORTAL MANAGEMENT, NCE SUBSCRIPTION, and AZURE USAGE SUBSCRIPTION. The 'RESERVED INSTANCE' section is expanded, showing a message: "We couldn't find any Azure reserved instance for this tenant". Below this message is a red button labeled "Add New Product", which is highlighted with a green box.

Reservations will be the default Type, select the **Reservations Type** from the drop-down menu.

The screenshot shows the "Add Products" dialog box. The "Type" dropdown is set to "Reservations". The "Reservations Type" dropdown is open, showing options: AppService, Avs, Azure, and AzureDataExplorer. The "Reservations" option is highlighted with a green box.

Select the **Usage Subscription**, **Location**, **Payment frequency** and **Scope**.

Type the quantity of the required subscription and click **Add**. Review the added reservations, click **Confirm**.

The screenshot shows the "Add Products" dialog box with the "Reservations" section expanded. The "Usage Subscription" dropdown is set to "Azure plan". The "Location" dropdown is set to "AU East". The "Payment frequency" dropdown is set to "Upfront". The "Scope" dropdown is set to "Single". The "Add" button is highlighted with a green box.

STOCK CODE	TITLE	PRICE	QUANTITY	
DZH318Z0BPRJ.02VH	Reserved VM Instance, Standard_A1_v2, AU East, 1 Year		1	Add
DZH318Z0BPRJ.02VF	Reserved VM Instance, Standard_A1_v2, AU East, 3 Years		1	Add
DZH318Z0BPRJ.02V6	Reserved VM Instance, Standard_A2_v2, AU East, 1 Year		1	Add

Add in your MPNID or select from the drop-down menu, click **Confirm All**. A popup will appear, tick the box and enter a reference.

Confirm Products

Select / Enter New MPN ID

STOCK CODE	STOCK DESCRIPTION	EXPIRY DATE	QTY
DZH318Z0BPRJ:02VH	Reserved VM Instance, Standard_A1_v2, AU East, 1 Year		1

Remove

Confirm All

Added Azure Reserved Instances will be listed in the **Reserved Instances** section.

RESERVED INSTANCE

6 Reserved Instance(s)

STOCK CODE	STOCK DESCRIPTION	EXPIRY DATE	QTY
DZH318Z0BQ35:00F9	Reserved VM Instance, Standard_B4ms, AUE, 3Y	18/08/2025	1
DZH318Z0BQ35:00F8	Reserved VM Instance, Standard_B4ms, AUE, 1Y	23/08/2025	2
DZH318Z0BQ4X:00P2	Reserved VM Instance, Standard_F4s_v2, AUE, 1Y	4/02/2026	1
DZH318Z0BQ50:0032	Reserved VM Instance, Standard_D4s_v3, AUE, 1Y	4/02/2026	1
DZH318Z0BQ35:00FF	Reserved VM Instance, Standard_B2ms, AUE, 1Y	24/05/2026	4
DZH318Z0BQ35:00F8	Reserved VM Instance, Standard_B4ms, AUE, 1Y	24/05/2026	2

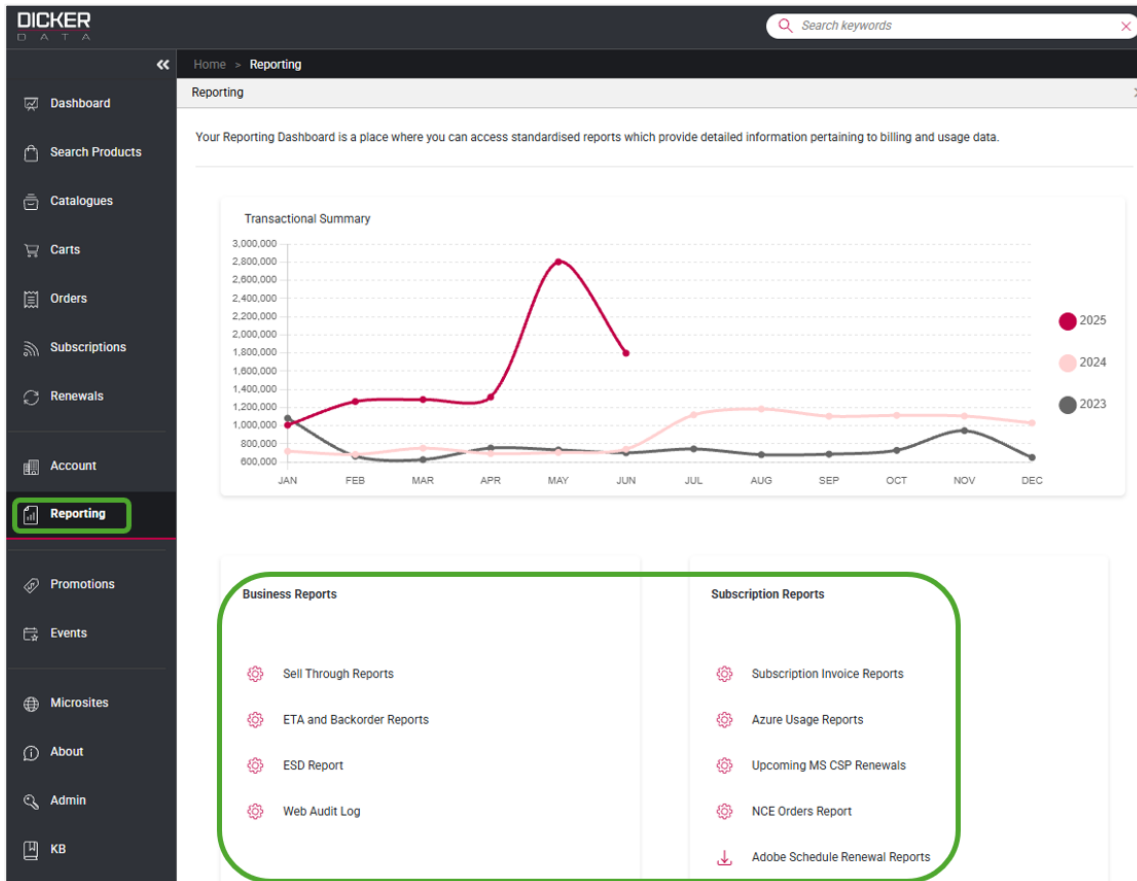
Add New Product

Reporting

Accessing Available Reports

The **Reporting Dashboard** can be found either at:

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




END USER DETAILS	NAME: <input type="text"/>	TENANT ID: <input type="text"/>	STATUS: Active
TENANT MANAGEMENT	Reporting Dashboard		
END USER PORTAL MANAGEMENT			
NCE SUBSCRIPTION	2 Subscription(s)		
AZURE USAGE SUBSCRIPTION	1 Subscription(s)		
RESERVED INSTANCE			
SOFTWARE			
ORDER HISTORY			

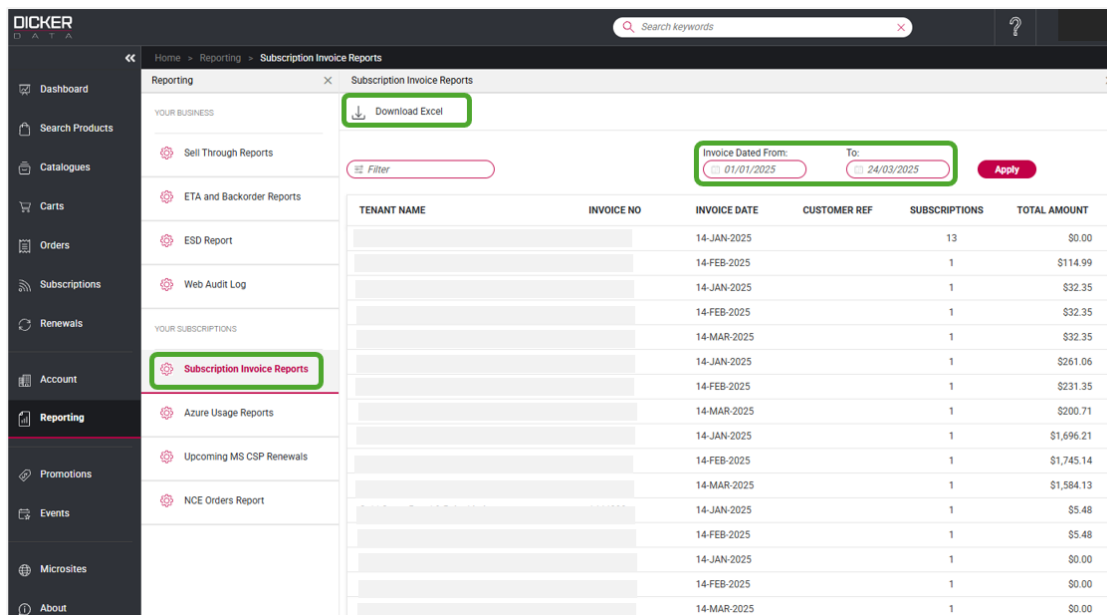
Types of Available Reports

Subscription Invoice Reports

Subscription Invoice Reports generates an Excel file with these tabs:

- Invoice Summary: Shows total Subscription Invoice Amount per Tenant.
- Invoice Details: Lists all Subscription Invoices by Tenant.
- Tenant Details: Individual tabs for each Tenant with their Subscription Invoice details.


Click **Subscription Invoice Reports**, choose the date range (maximum of 90 days) then click  Download Excel

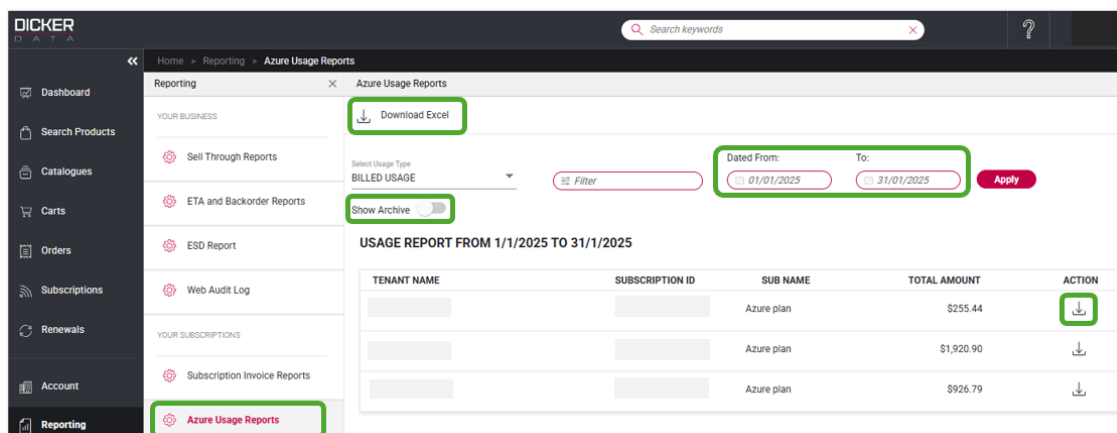





TENANT NAME	INVOICE NO	INVOICE DATE	CUSTOMER REF	SUBSCRIPTIONS	TOTAL AMOUNT
		14-JAN-2025		13	\$0.00
		14-FEB-2025		1	\$114.99
		14-JAN-2025		1	\$32.35
		14-FEB-2025		1	\$32.35
		14-MAR-2025		1	\$32.35
		14-JAN-2025		1	\$261.06
		14-FEB-2025		1	\$231.35
		14-MAR-2025		1	\$200.71
		14-JAN-2025		1	\$1,696.21
		14-FEB-2025		1	\$1,745.14
		14-MAR-2025		1	\$1,584.13
		14-JAN-2025		1	\$5.48
		14-FEB-2025		1	\$5.48
		14-JAN-2025		1	\$0.00
		14-FEB-2025		1	\$0.00
		14-MAR-2025		1	\$0.00

Azure Usage Reports


The Azure Usage Reports blade provides data on Billed Usage for a specified date range.

Click **Azure Usage Reports**, choose the date range (maximum of 31 days) then click on to download usage for all tenants or  to download usage for individual tenants.




TENANT NAME	SUBSCRIPTION ID	SUB NAME	TOTAL AMOUNT	ACTION
		Azure plan	\$255.44	
		Azure plan	\$1,920.90	
		Azure plan	\$926.79	

Show Archive toggle allows viewing and download of archived usage reports.

The  **Download Excel** option allows you to export all tenants' usage details to an Excel report, which includes the following tabs:

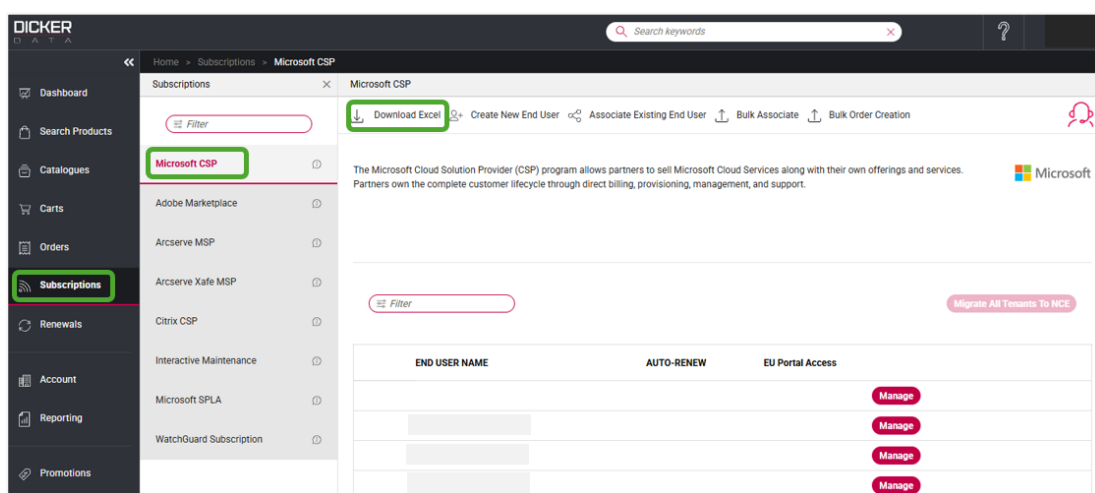
- **Tenant Summary:** Displays all subscriptions and usage for each tenant.
- **Tenant Details:** Provides a separate tab for each tenant with their subscription and usage information.

Individual Excel reports for each tenant can also be downloaded through the Action column 

Annuity Information Report

The **Annuity Information Report** blade displays Microsoft CSP Subscription details for each Tenant.

From the menu select **Subscriptions**, click **Microsoft CSP** then click **Download Excel**.



The Download option lets you export a list of Tenants and their CSP Subscription details. The report contains:

- **Summary tab:** Shows Tenants and total amount by Domain.
- **Details tab:** Lists Subscriptions and details for all Tenants.
- **Tenant Details tab:** A tab per Tenant showing subscription details, including Start and Expiry Dates.

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.

Click **Upcoming MS CSP Renewals**, choose the date range (maximum of 90 days) then click [Download Excel](#)

TENANT NAME	SKU	DESCRIPTION	QTY	TERM START	TERM EXPIRY	
	P1Y:CFQ7TTC0LCHC:0002	MS NCE M365 BUSINESS ...	8.00	29-08-2024	28-08-2025	Manage
	P1Y:CFQ7TTC0LHXH:0001	MS NCE MICROSOFT DEF...	10.00	29-08-2024	28-08-2025	Manage
	P1Y:CFQ7TTC0LH1P:0001	MS NCE EXCHANGE ONLI...	1.00	03-08-2024	02-08-2025	Manage
	P1Y:CFQ7TTC0LHP3:0001	MS NCE PROJECT ONLINE...	1.00	09-09-2024	08-09-2025	Manage
	P1Y:CFQ7TTC0LH1P:0001	MS NCE EXCHANGE ONLI...	3.00	02-08-2024	01-08-2025	Manage
	P1Y:CFQ7TTC0HDB1:0002	MS NCE PLANNER PLAN 1...	1.00	22-09-2024	21-09-2025	Manage
	P1Y:CFQ7TTC0LCHC:0002	MS NCE M365 BUSINESS ...	38.00	21-07-2024	20-07-2025	Manage
	P1Y:CFQ7TTC0LCHC:0002	MS NCE M365 BUSINESS ...	38.00	21-07-2024	20-07-2025	Manage
	P1Y:CFQ7TTC0LH16:0001	MS NCE EXCHANGE ONLL...	1.00	03-08-2024	02-08-2025	Manage
	P1Y:CFQ7TTC0LCHC:000W	MS NCE M365 BUSINESS ...	10.00	09-09-2024	08-09-2025	Manage
	P1Y:CFQ7TTC00W7C:0001	MS NCE MICROSOFT TEA...	13.00	03-07-2024	02-07-2025	Manage
	P1Y:CFQ7TTC0MM8R:0002	MS NCE COPILOT FOR M3...	2.00	14-08-2024	13-08-2025	Manage
	P1Y:CFQ7TTC0LDPB:0001	MS NCE M365 BUSINESS ...	0.00	03-07-2024	02-07-2025	Manage
	P1Y:CFQ7TTC0LH5F:0001	MS NCE POWER BI PRO 1...	30.00	28-07-2024	27-07-2025	Manage
	P1Y:CFQ7TTC0LCHC:0002	MS NCE M365 BUSINESS ...	72.00	18-10-2024	02-07-2025	Manage



The Upcoming MS CSP Renewals report will display information for the subscription. The report contains:

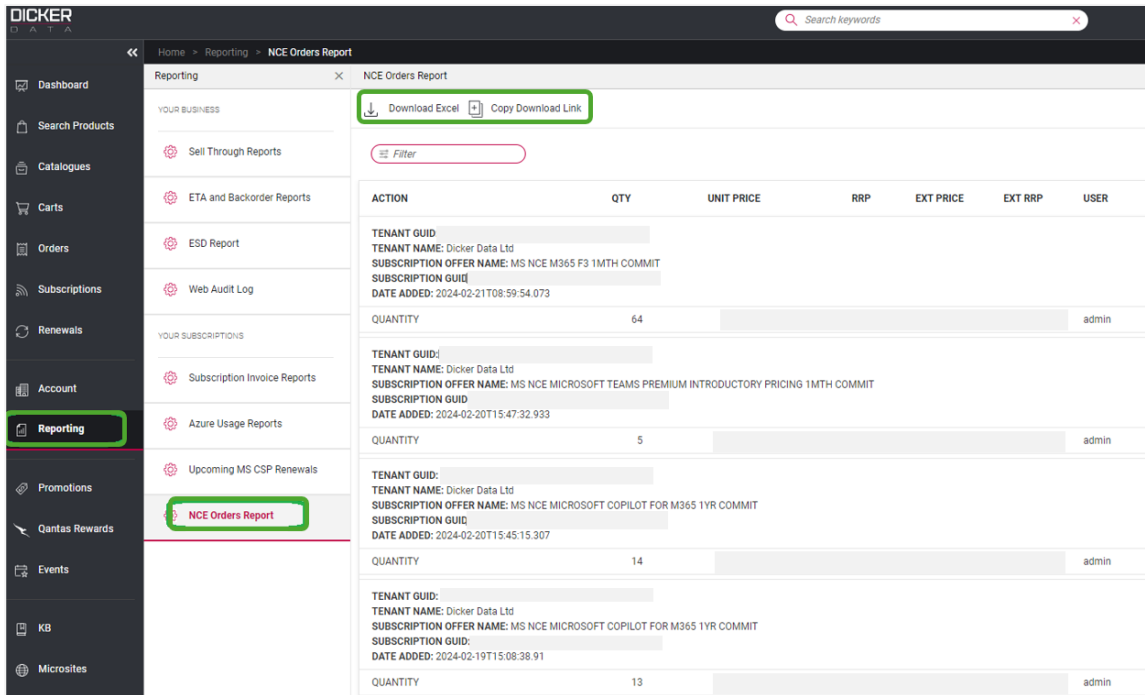
- Tenant ID and Name
- Subscription ID, SKU, Description, Qty
- Term Start and Expiry Date

Click on **Manage** to access the subscription.

NCE Orders Report

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

Click **NCE Orders Report**, then click  Download Excel or  Copy Download Link




ACTION	QTY	UNIT PRICE	RRP	EXT PRICE	EXT RRP	USER
TENANT GUID: TENANT NAME: Dicker Data Ltd SUBSCRIPTION OFFER NAME: MS NCE M365 F3 1MTH COMMIT SUBSCRIPTION GUID: DATE ADDED: 2024-02-21T08:59:54.073 QUANTITY 64 admin	64					admin
TENANT GUID: TENANT NAME: Dicker Data Ltd SUBSCRIPTION OFFER NAME: MS NCE MICROSOFT TEAMS PREMIUM INTRODUCTORY PRICING 1MTH COMMIT SUBSCRIPTION GUID: DATE ADDED: 2024-02-20T15:47:32.933 QUANTITY 5 admin	5					admin
TENANT GUID: TENANT NAME: Dicker Data Ltd SUBSCRIPTION OFFER NAME: MS NCE MICROSOFT COPILOT FOR M365 1YR COMMIT SUBSCRIPTION GUID: DATE ADDED: 2024-02-20T15:45:15.307 QUANTITY 14 admin	14					admin
TENANT GUID: TENANT NAME: Dicker Data Ltd SUBSCRIPTION OFFER NAME: MS NCE MICROSOFT COPILOT FOR M365 1YR COMMIT SUBSCRIPTION GUID: DATE ADDED: 2024-02-19T15:08:38.91 QUANTITY 13 admin	13					admin

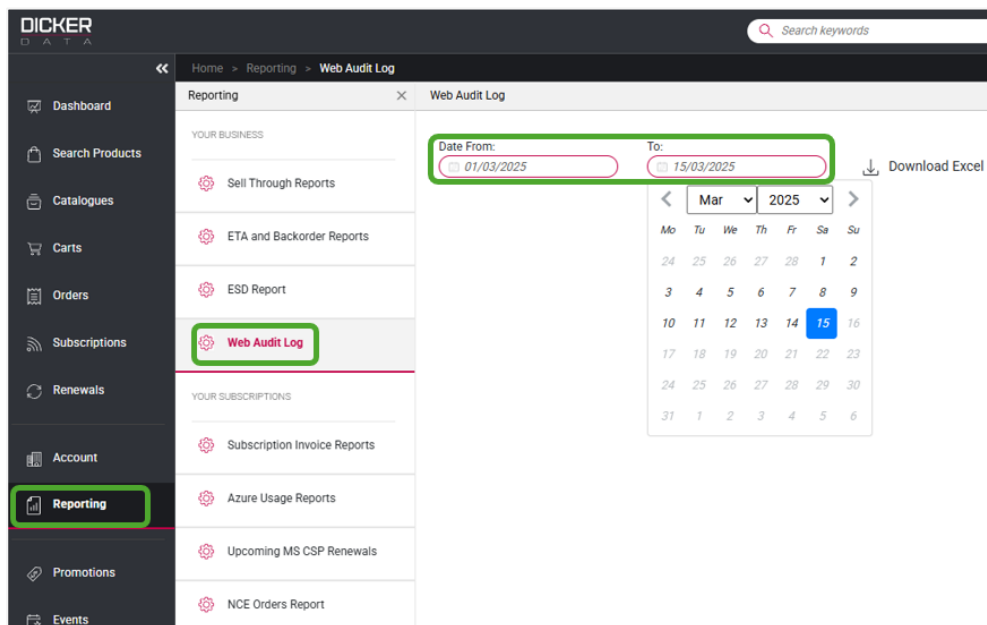
The NCE Orders Report will display purchase information for the subscription. The report contains:

- Tenant GUID and Name
- Subscription GUID, Offer Name, Action (Quantity, Create), Qty and Price
- User and Date

Web Audit Log

The Web Audit Log provides a record of actions performed and allows access to data for up to two weeks at a time. To obtain information for several date ranges, separate reports must be generated for each period.

Click **Web Audit Log**, select date range then click  Download Excel



The Web Audit Log will display information for the subscription. The report contains:

- Login name, date and time
- Action performed
- Tenant ID and Subscription ID affected

CSP Billing

Modern 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.

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.

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.

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 etc. If you have multiple Digital wallet IDs set up, then each individual digital wallet ID will be on a separate invoice.

P2P Transfer Check list

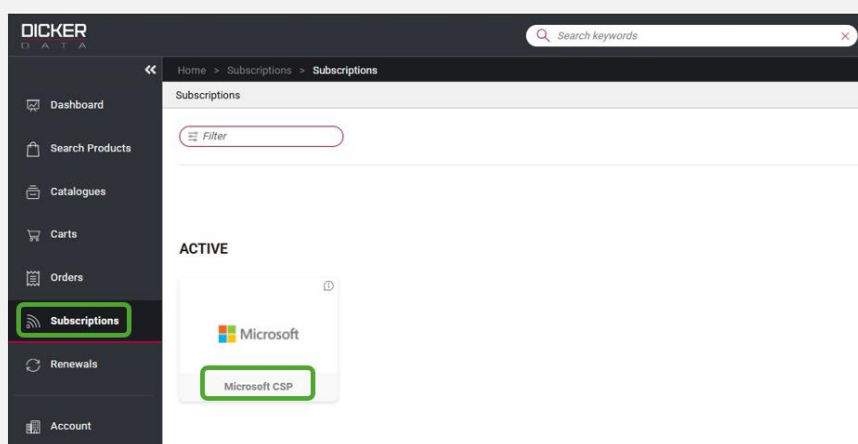
This Step-by-Step process will ensure a smooth transfer to Dicker Data from your existing Indirect CSP Provider.

The steps below must be completed in full:

Step 1: Partner

Visit www.dickerdata.com.au or www.dickerdata.co.nz and sign in with your username, account number and password.

Select **Subscriptions**, click **Microsoft CSP**



Step 2: Partner

Estimated Timeline for uploading bulk tenant list 1 hour if no errors.

Estimated Time for associating tenants: 1 Day (might be longer depending on the information available)

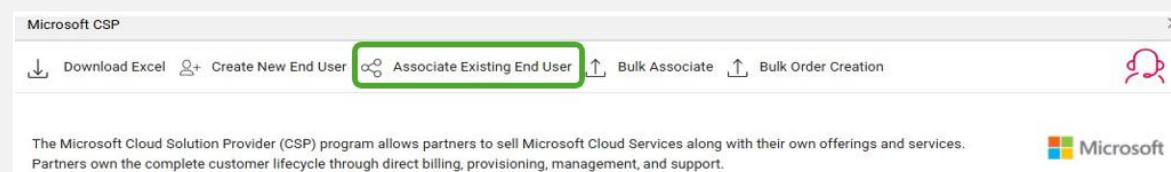
Associate your tenants on the Dicker Data website either individually or by bulk

Option 1. If the End User has Access/Global admin rights, ensure the Association Email is sent to their email address (We recommend you talk to your End Users before you start the process so they are aware)

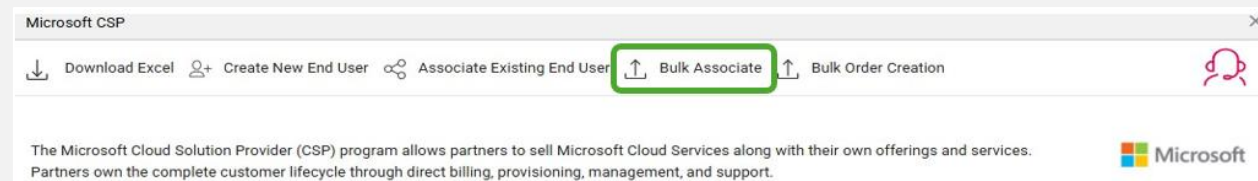
Option 2. If you (the partner) have global admin rights to your End Users you could enter your email address as these notifications would be sent to you instead of the End User.

Please note the association request needs to be accepted by a global admin for the end user's tenancy.

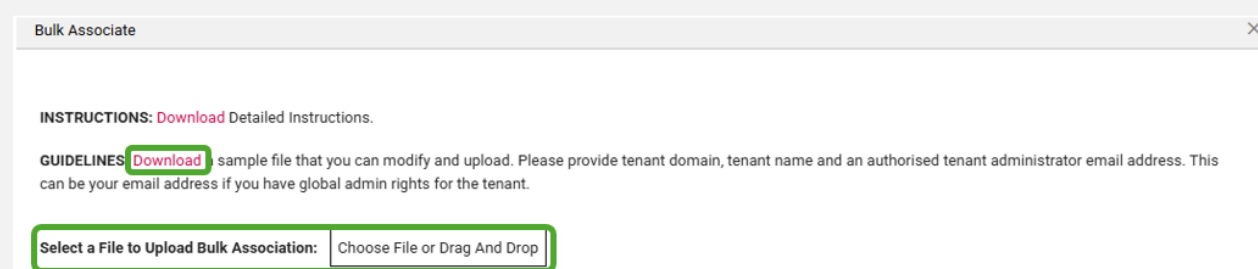
Individual association: For an existing Tenant that you have not transacted with before via Dicker Data Ltd.



Bulk association: Bulk Associate is a feature that allows you to associate multiple tenants in a single action. This helps you to avoid the manual process of associating each tenant individually with each subscription. (Request a full list of tenants from current provider as this will help in this section)



Click on "Download" to populate the template enter the mandatory columns Upload the completed CSV file and review the summary. You can edit or remove any lines before sending them.

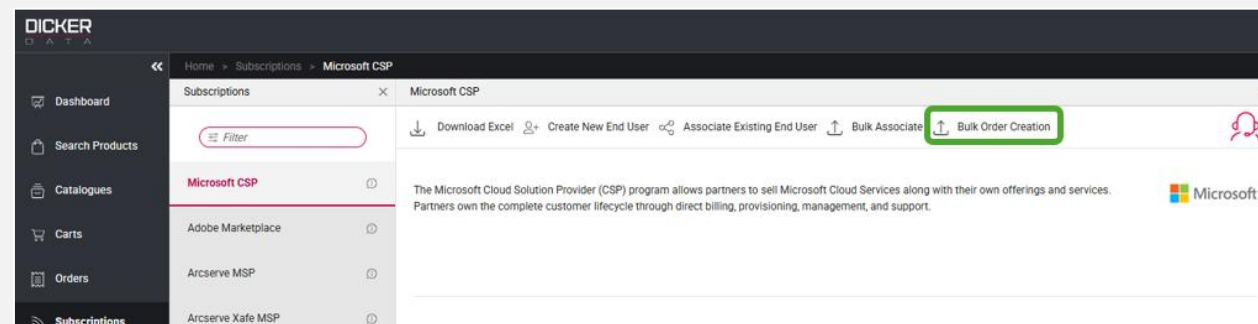


Step 3: Partner

Estimated Timeline: 1 Hour if there are no errors

If there are Azure subscription that will be transferring with this request, a new \$0 subscription under the New Indirect Provider will need to be created so the transferring subscription has a destination.

The bulk order creation feature allows you to create multiple Azure subscriptions for multiple tenants at once. This saves you time and hassle when having to upload multiple Azure subscriptions to your tenants.



Click on "Download" to populate the template enter the mandatory columns Upload the completed CSV file and review the summary.

Bulk Order Creation

Import Bulk Orders

In-Process

Archive

INSTRUCTIONS: [Download](#) Detailed Instructions.

GUIDELINES: [Download](#) a sample file that you can populate CSP order details and upload.

WARNING: This bulk order creation system does not automatically identify duplicate subscriptions. There may be valid reasons for requesting multiple subscriptions for the same item. **The responsibility for any duplicate subscriptions created lies solely with the user.** Please carefully review existing subscriptions before placing a bulk order.

Select a File to Upload Bulk Order: [Choose File or Drag And Drop](#)

Step 4: Partner

Estimated Timeline: 1 Day if there are no errors

Once you have done the above steps, email microsoft.sales@dickerdata.com.au / Microsoft.sales@dickerdata.co.nz with the below information Provide Dicker Data the below information to start the transfer from the current Indirect CSP provider.

- Customer name: (End User)
- Customer email: (Global Admin)
- Current partner name: (Tier 1 Name)
- Current partner Microsoft ID: (Microsoft ID Number (Account Settings>Entra Profile)
- Target Product Types: (Specific Product Types)
- Reseller (MPNID)

Transfer requests | Add New

Invite the customer's current partner to transfer billing ownership of Azure subscriptions, Reservations, Savings plans and/or new commerce license-based subscriptions to your billing account. By sending this transfer request, you acknowledge and agree that the transfer items selected by your customer's current partner will transfer to your account as of the Transition Date. Any moved items may be used for this customer only. You agree that you may not cancel any prepaid subscriptions (including Reservations) transferred to your account. If the recipient does not act in 30 days, the transfer request will expire.

Before you proceed:

- Confirm that the customer has identified the Azure plan subscriptions, Reservations, and Savings plans and/or new commerce license-based subscriptions to be transferred and has notified the current partner.
- Ensure that the customer has accepted your terms and conditions since you will be responsible for charges based on the existing billing terms and frequency for subscriptions after the transfer is complete.
- If you are transferring an Azure reserved instance or Azure savings plan and the billing currencies of the current and target partners are different, the Azure reserved instance or Azure savings plan will be cancelled at the start of the next billing cycle. In order to continue service, the future partner will need to repurchase the Azure reserved instance or Azure savings plan.

Details

Customer name *

Customer email *

Current partner name *

Current partner Microsoft ID *

Target Product Types

Reseller (MPN ID)

By opting in to this process, you represent and warrant to Microsoft that you are initiating/participating in this transfer in good faith, and agree to indemnify, defend, and hold Microsoft harmless from and against any and all third-party claims arising from or relating to this transfer. For Azure items, you will be invoiced for usage from the date this request is accepted and will be responsible to Microsoft for all ongoing, scheduled billings related to the transfer items as of the Transition Date, provided that Microsoft will move any prepaid subscriptions (including Reservations and Savings plans) for the transfer items to your account. License-based subscriptions will result in new subscriptions being created under your partner account. You assume the financial responsibility of the new subscriptions being created from the data transferred to the end of the subscription's term.

[Send transfer request](#) [Cancel](#)

Step 5 Dicker Data

Estimated Timeline: 1 Day to send the transfer requests

Dicker Data will send the transfer requests to incumbent Indirect CSP Provider through Partner Centre. The incumbent Indirect CSP Provider needs to approve the transfer and if they do not approve the transfer within 30 days the transfer request expires and must be re-submitted.

Partner – We recommend you notify your incumbent Indirect CSP Provider to expedite the transfer to ensure it is not delayed.

Important Notes

*Transfer requests only support Azure Plan subscriptions, reservations, savings plans and/or new commerce license-based monthly and annual subscriptions. **Legacy Subscriptions, Software subscriptions, perpetual software, and third-party subscriptions cannot be transferred using this transfer capability.***

Important to Note Most Azure Marketplace products can be transferred with their Azure Subscription. However sometimes a product will be ineligible. An error message is generated when something is ineligible at which point it is recommended that all Azure Marketplace products under the sub be cancelled. These can be reprovisioned once the sub completes transfer.

Foreign Principal Rights does not automatically get provided to the subscription once transferred. We recommend adding this by having a user that has global admin rights to the subscription run the PowerShell for this. Learn more [here](#).

Our 'AdminAgents' resource ID (ObjectID) : e727c534-c0e2-4440-81b0-f5a28a5dac51 (AU)

Our 'AdminAgents' resource ID (ObjectID) : 0b9234c2-d6ed-4ed3-8dfe-aed394847e37 (NZ)

Azure Cost Management was previously enabled via the old Indirect Provider the settings do not carry across with the transfer.