



CLOUD SOLUTION PROVIDER FULL HANDBOOK

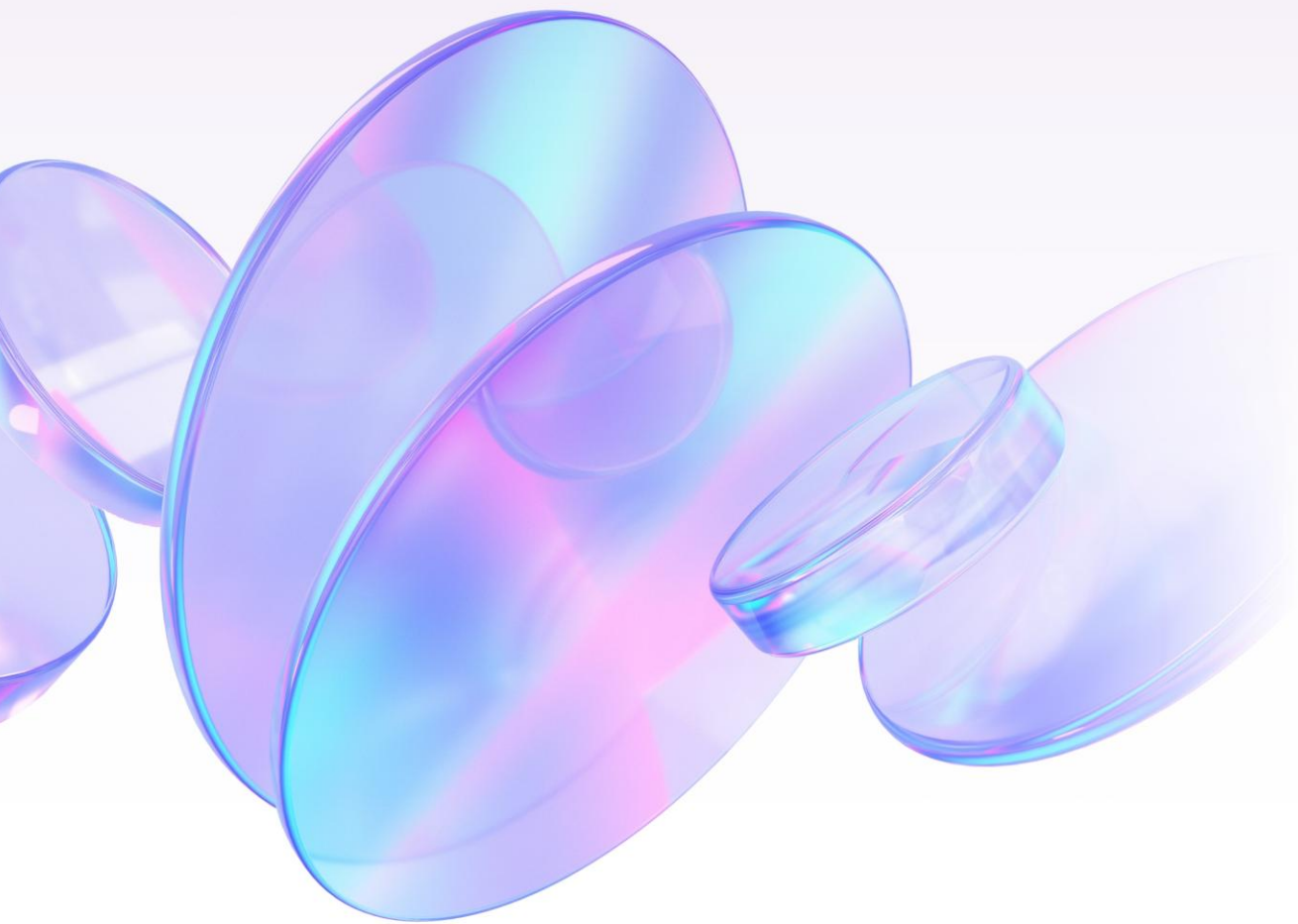


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Onboarding with Dicker Data

Ensure onboarding has been completed.

Become a Reseller

Register for a Dicker Data reseller account:

- [Australia](#)
- [New Zealand](#)

Stay Updated (Recommended)

Subscribe to the Microsoft mailing list for news and events:

- [Australia](#)
- [New Zealand](#)

Advise your PLA ID

Provide your CSP Partner Location ID ([PLA](#)) here. This is required for all transactions.

Enroll with Microsoft as an Indirect Reseller. (If not previously enrolled)

Register as a Microsoft Indirect Reseller [here](#).

Authorise Dicker Data as your Indirect Provider.

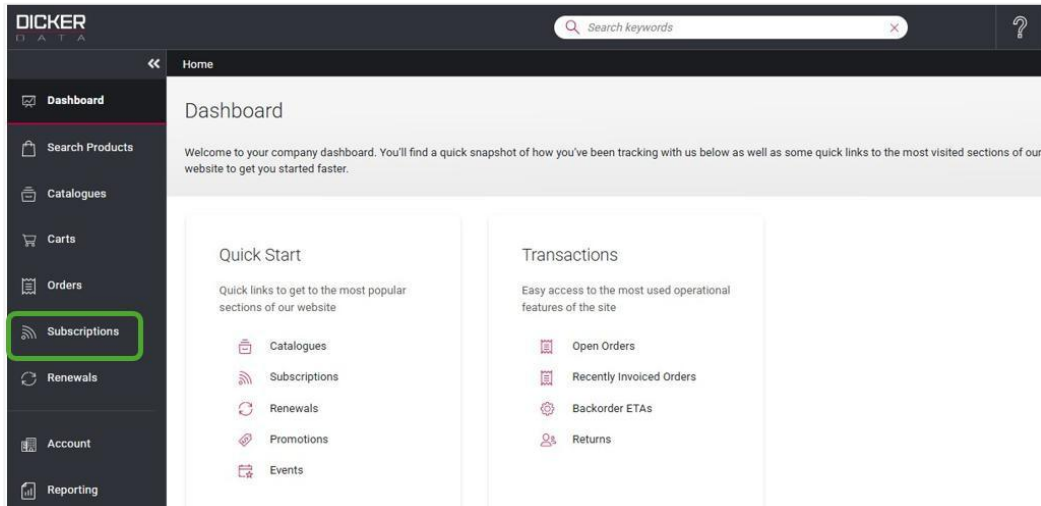
Accept the invitation for Dicker Data to be your Microsoft Indirect Provider:

- [Australia](#)
- [New Zealand](#)

Getting Started

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

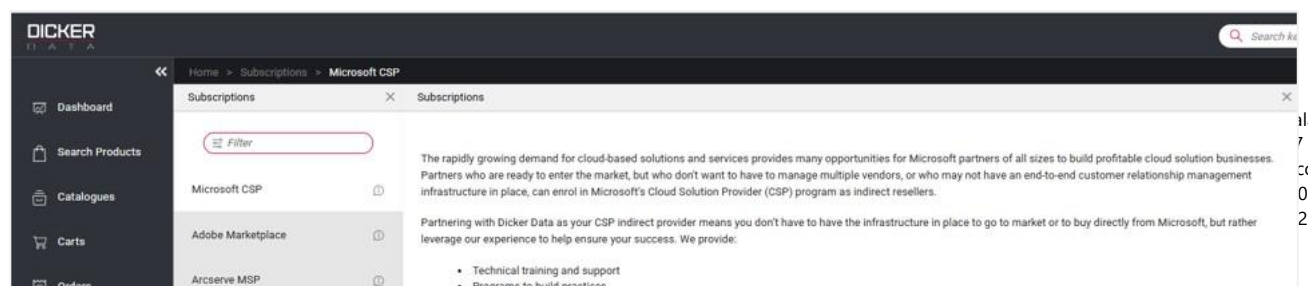
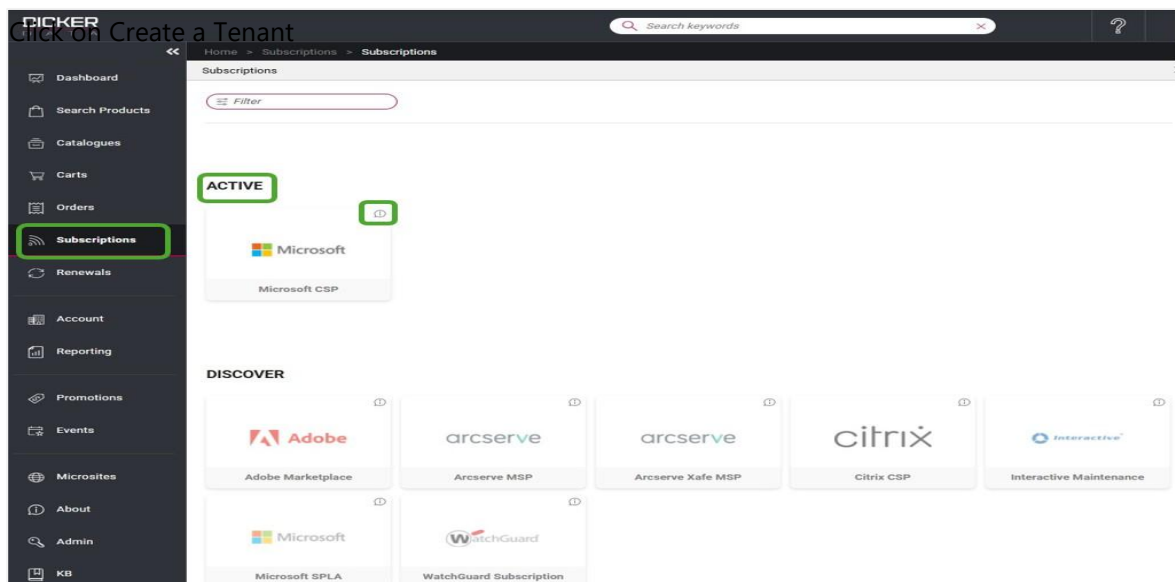
Navigate to Subscriptions



Creating a New Tenant

Creating a New Tenant from the Microsoft CSP Information Section

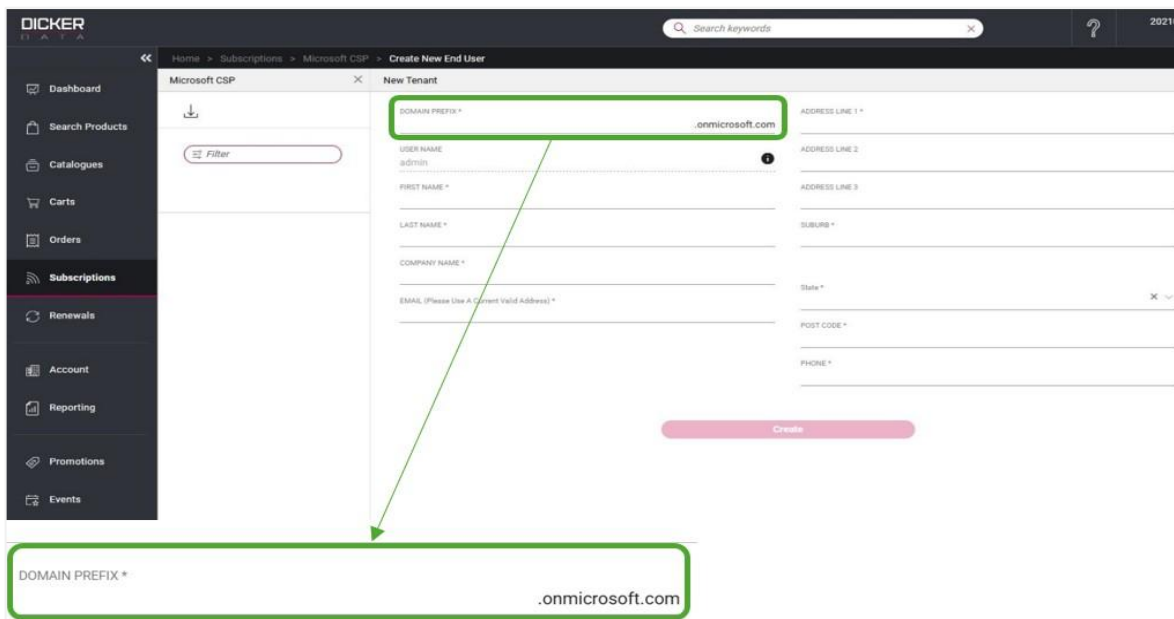
Click on the  in the Active Microsoft CSP subscription from the Subscription



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

PO BOX is not accepted

Example: csptenant.onmicrosoft.com (csptenant is the Domain Prefix)



The screenshot shows the 'Create New End User' form in the DICKER Data interface. The form is titled 'New Tenant' and is part of the 'Microsoft CSP' section. It contains the following fields:

- DOMAIN PREFIX * (highlighted with a green box, containing '.onmicrosoft.com')
- USER NAME (containing 'admin')
- FIRST NAME *
- LAST NAME *
- COMPANY NAME *
- EMAIL (Please Use A Current Valid Address) *
- ADDRESS LINE 1 *
- ADDRESS LINE 2 *
- ADDRESS LINE 3 *
- SUBURB *
- State *
- POST CODE *
- PHONE *

A green arrow points from the 'DOMAIN PREFIX *' field to another 'DOMAIN PREFIX *' field at the bottom of the form, which also contains '.onmicrosoft.com'. The form includes a 'Create' button at the bottom right.

Please enter 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)



The screenshot shows the 'Create New End User' form in the DICKER Data interface. The form is titled 'New Tenant' and is part of the 'Microsoft CSP' section. It contains the following fields:

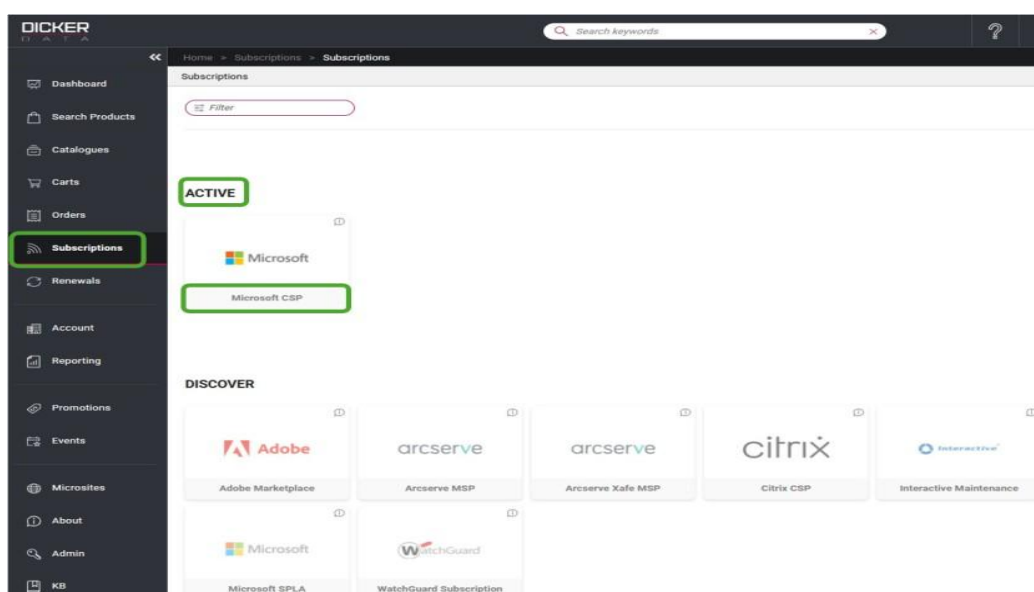
- DOMAIN PREFIX * (highlighted with a green box, containing '.onmicrosoft.com')
- USER NAME (containing 'admin')
- FIRST NAME *
- ADDRESS LINE 1 *
- ADDRESS LINE 2 *
- ADDRESS LINE 3 *

Option 1: End User Has Global Admin Access

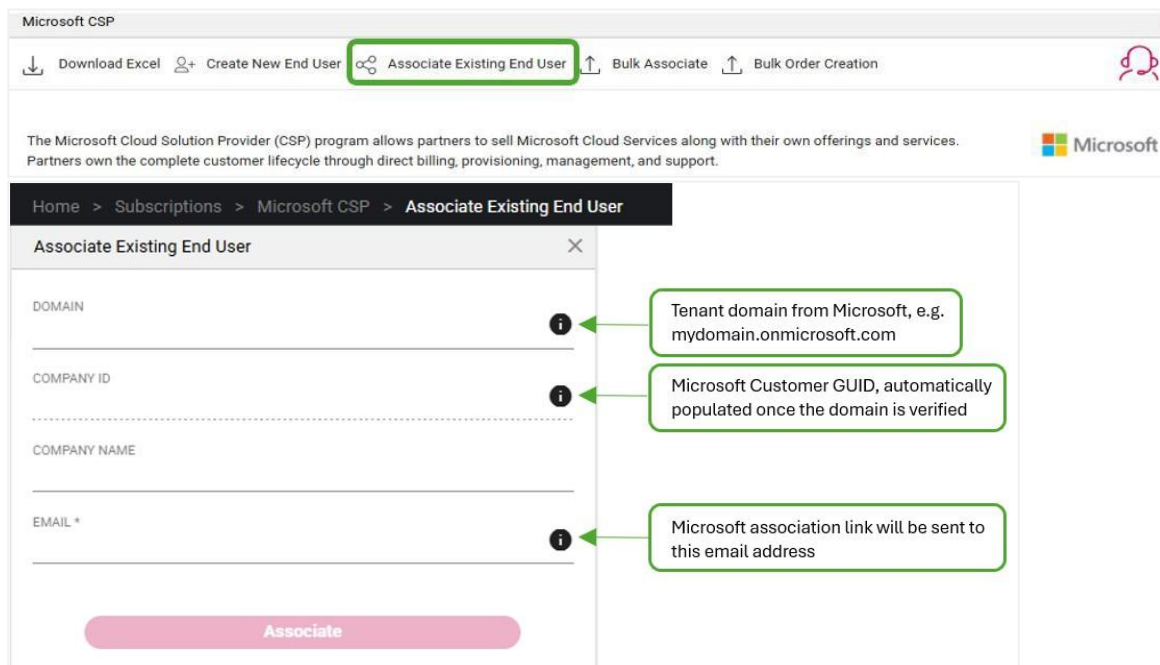
1. Ensure the association email is sent to the end user's Global Admin email address.
2. **Tip:** Notify your end users before starting the process so they know to expect the request.

Option 2: Partner Has Global Admin Access

- If you (the partner) have Global Admin rights for the end user's tenancy, enter **your own email address**.
- Notifications will then be sent to you instead of the end user.
- Click **Microsoft CSP**

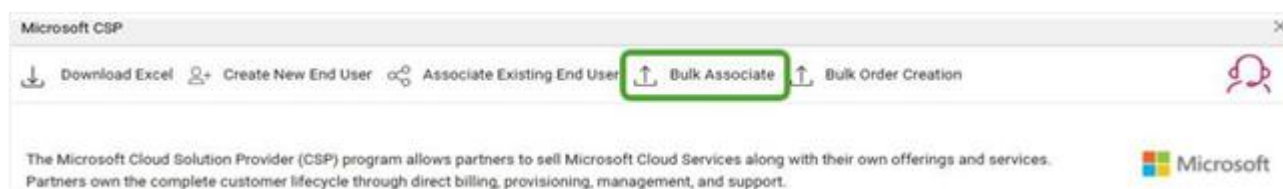


Individual association: For an existing Tenant that you have not transacted with before via Dicker Data Ltd. **Click Associate Existing End User.**



The screenshot shows the 'Associate Existing End User' form in the Microsoft CSP interface. The form has a title bar 'Microsoft CSP' and a navigation bar with links: 'Download Excel', 'Create New End User', 'Associate Existing End User' (highlighted with a green box), 'Bulk Associate', and 'Bulk Order Creation'. Below the navigation bar is a brief description of the CSP program. The main form area has a breadcrumb trail: 'Home > Subscriptions > Microsoft CSP > Associate Existing End User'. The form itself has a title 'Associate Existing End User' and a close button. It contains four input fields: 'DOMAIN', 'COMPANY ID', 'COMPANY NAME', and 'EMAIL *'. Each field has an information icon (i) to its right. Annotations with green boxes and arrows point to these icons: 'Tenant domain from Microsoft, e.g. mydomain.onmicrosoft.com' points to the DOMAIN icon; 'Microsoft Customer GUID, automatically populated once the domain is verified' points to the COMPANY ID icon; and 'Microsoft association link will be sent to this email address' points to the EMAIL * icon. At the bottom of the form is a pink 'Associate' button.

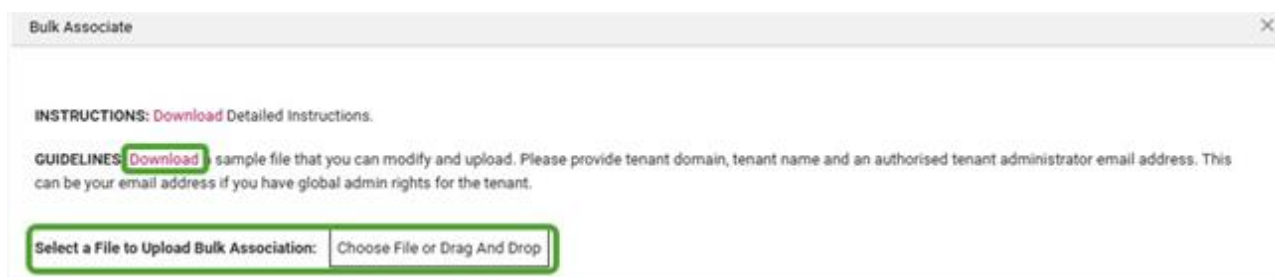
Bulk Associate: This feature lets you link multiple tenants in one action. Simply download the CSV file and fill in the required columns (marked in green). This eliminates the need to manually associate each tenant with its subscription individually.



The screenshot shows the 'Bulk Associate' button in the Microsoft CSP interface, highlighted with a green box. The button is located in the navigation bar, between 'Associate Existing End User' and 'Bulk Order Creation'. The rest of the interface is the same as the previous screenshot.

Download CSV file and manually enter the mandatory columns (Green) in the table.

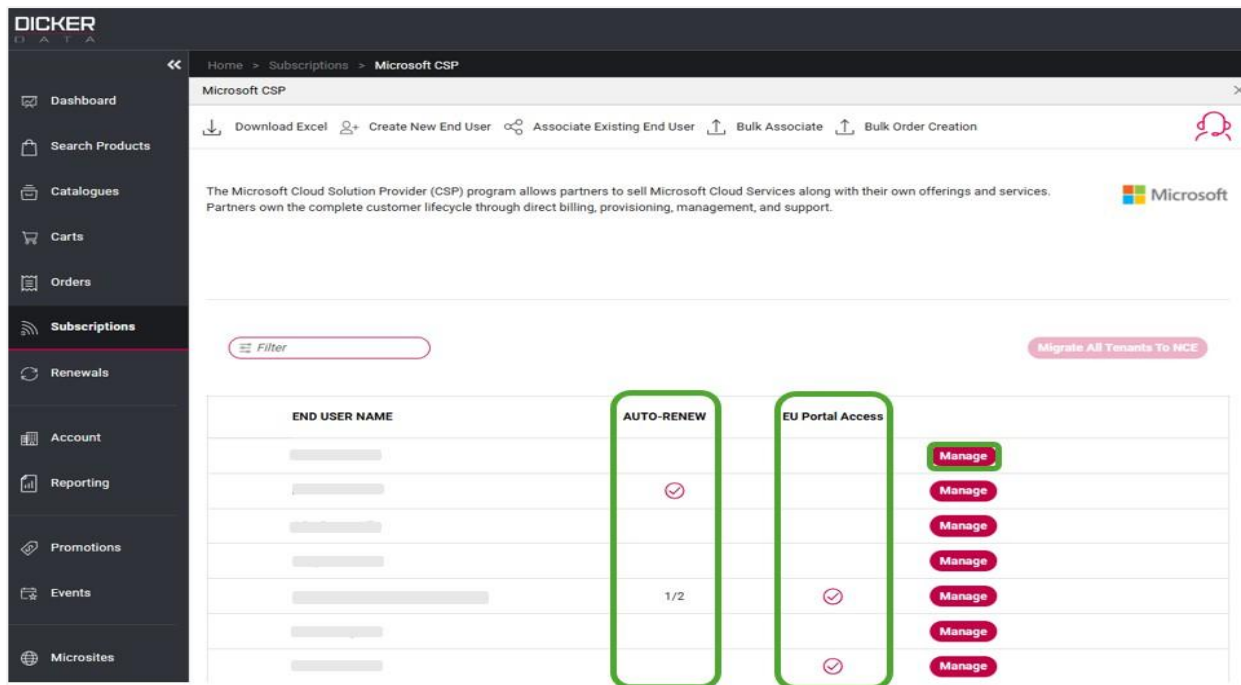
Upload the completed CSV file and review the summary. You can edit or delete any lines before submitting them.



The screenshot shows the 'Bulk Associate' form. It has a title bar 'Bulk Associate' and a close button. The form contains two sections: 'INSTRUCTIONS: Download Detailed Instructions.' and 'GUIDELINES: Download sample file that you can modify and upload. Please provide tenant domain, tenant name and an authorised tenant administrator email address. This can be your email address if you have global admin rights for the tenant.' Below the guidelines is a green box containing the text 'Select a File to Upload Bulk Association: Choose File or Drag And Drop'.

Tenant List

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




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

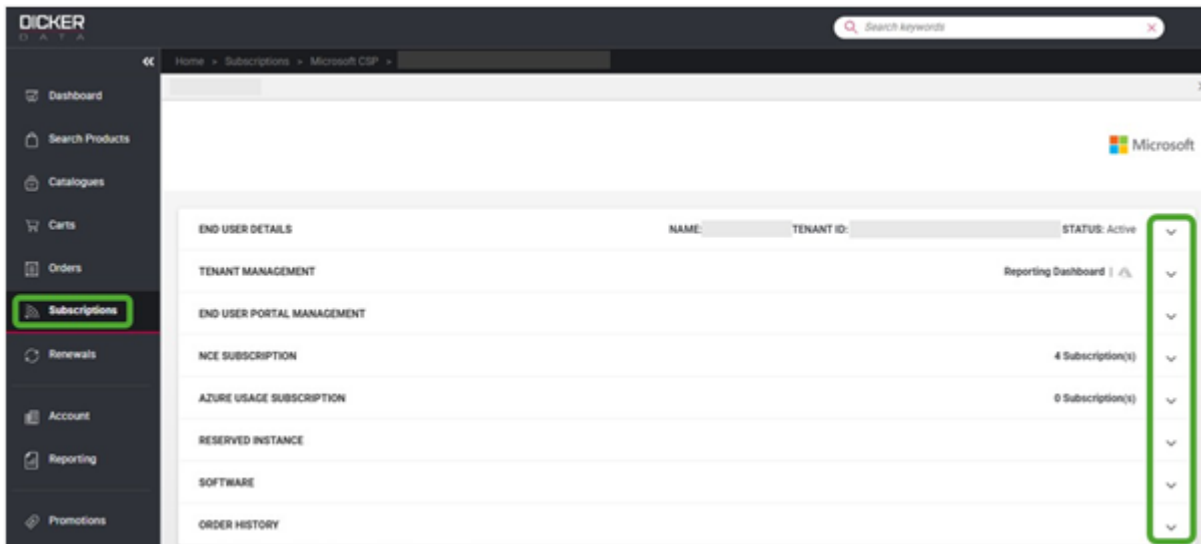
Auto-Renew column indicates subscriptions with auto-renew turned on or off. (Subscriptions with auto renew at the current quantity and Microsoft pricing at the time of renewal).

EU Portal Access Indicates whether an End User Portal has been created, allowing 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

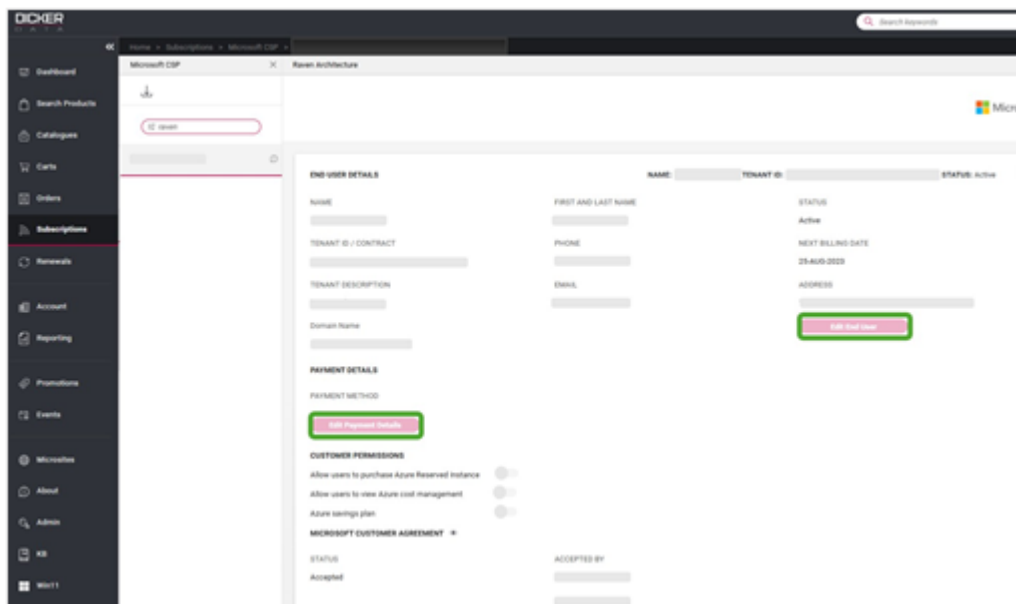
To edit **End User Details**, click the **Edit End User** button. This will open the **Edit Tenant Details** blade.

Edit Payment Details: Allows you to update payment alert limits and add a Digital Wallet as a payment method.

Customer Permissions: Enables you to toggle the following options:

- Allow users to purchase Azure Reserved Instances directly through portal.azure.
- Allow users to view Cost Management.
- Allow users to purchase a Savings Plan.

The View Agreement Selection  will take you to the Microsoft Cloud Agreement site.



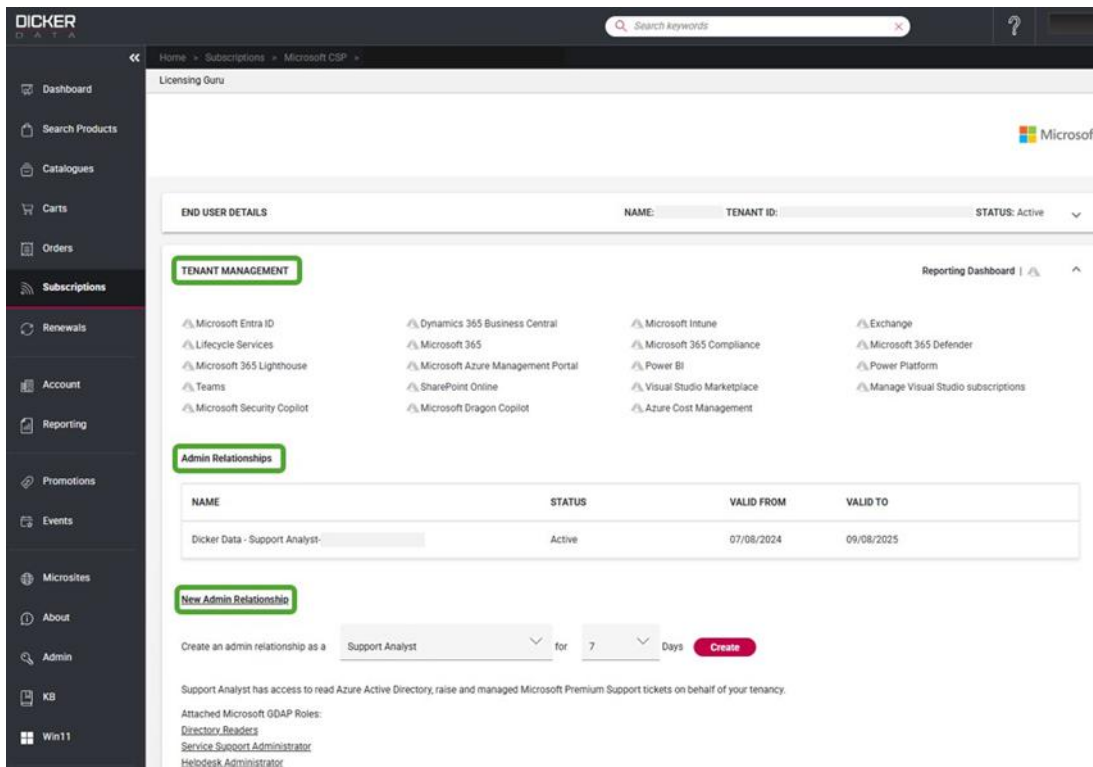
Tenant Management Section – GDAP

This section provides quick access to key portals, including the **Office 365** and **Microsoft Azure Management Portals**.

- **Reporting Dashboard:** Select this option to view and download available reports.
- **New Admin Relationship:** Enables partners to configure granular, time-bound access for their customers.

To set up a new admin relationship:

1. Navigate to the tenant.
2. Click the **Tenant Management** dropdown.
3. Select **New Admin Relationship** from the list.



The screenshot shows the DICKER 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 'Home > Subscriptions > Microsoft CSP > Licensing Guru'. It features a 'TENANT MANAGEMENT' section with a grid of Microsoft services including 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, Power Platform, Teams, SharePoint Online, Visual Studio Marketplace, Microsoft Security Copilot, Microsoft Dragon Copilot, and Azure Cost Management. Below this is an 'Admin Relationships' section with a table showing a relationship for 'Dicker Data - Support Analyst' with status 'Active' and valid dates from 07/08/2024 to 09/08/2025. A 'New Admin Relationship' form is also visible, allowing creation of an admin relationship as a 'Support Analyst' for 7 days.

Admin relationships available:

- Support Analyst
- Support Operator
- Support Admin
- Tenancy Technician
- Teams Reader

Each option includes detailed information about the corresponding GDAP roles and their permissions.

New Admin Relationship

Create an admin relationship as a Admin Relationship Title Support Analyst for Days 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](#)

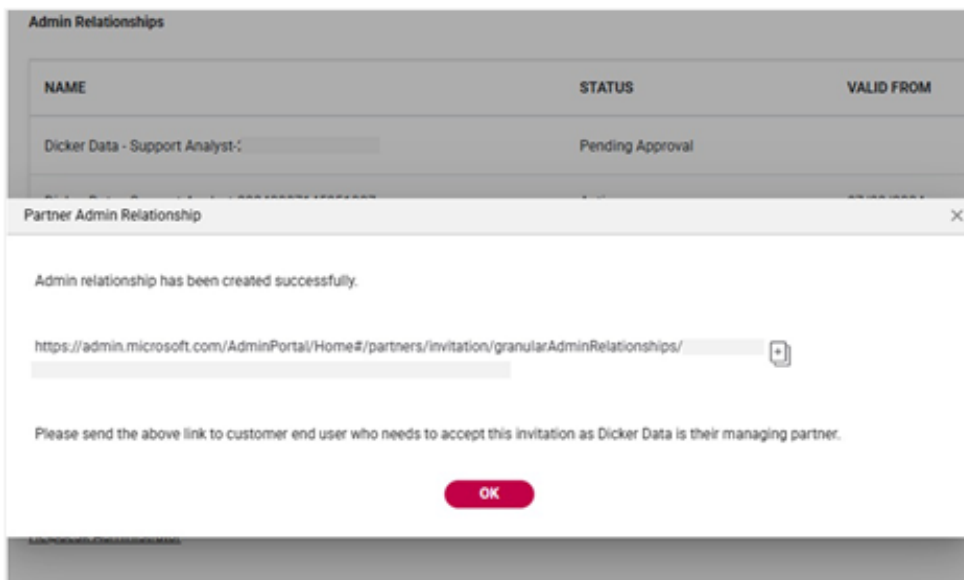
[Helpdesk Administrator](#)

[Security Reader](#)

[Teams Reader](#)

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

Approve partner roles

Your partner, Dicker Data Ltd, requests these admin roles. These roles give your partner permission to view data and complete tasks in the admin centers. [Learn more about admin roles](#)

Partner information
[Redacted]
[Redacted]
AU

Relationship type
Granular admin access

Relationship name
Dicker Data - Support Analyst-20230427090905422

Roles
Service Support Administrator
Directory Readers

Duration
7 days

☒ By selecting Dicker Data Ltd, you're electing to grant this Partner administrator permissions, which includes acting as your agent to communicate with Microsoft. These permissions will allow the Partner to be the primary administrator of the Online Services and have administrative privileges and access to Customer Data and Administrator Data. Customer consents to Microsoft and its Affiliates providing the Partner with Customer Data and Administrator Data for purposes of provisioning, administering and supporting (as applicable) the Online Services. Partner may process such data according to the terms of Partner's agreement with Customer, and its privacy commitments may differ from Microsoft's. Customer may terminate the Partner's administrative privileges at any time. You acknowledge and agree that you (a) have the authority to grant the Partner these permissions on behalf of Customer, (b) understand the impact of accepting this Partner, (c) have reviewed the permissions for each role, and (d) accept responsibility for the Partner's actions according to these permissions.

Accept and give partner access?

You're giving this partner administrator permissions. This allows them to make changes to your organization's account. Make sure you understand the impact of accepting this partner and review permissions for each role.

Yes **No**

Approve all **Cancel**

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**

Partner	Roles	Expiration date	Status
Dicker Data - Support Analyst-20230427090905422	Service Support Administrator, Directory Readers	4 May 2023	Active

Other partner types

Partner	Partner type	Role authorization	Roles
[Redacted]	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”

 Microsoft

 **You have a Granular admin relationship with Dicker Data Ltd**

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

Details

Approved by

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.

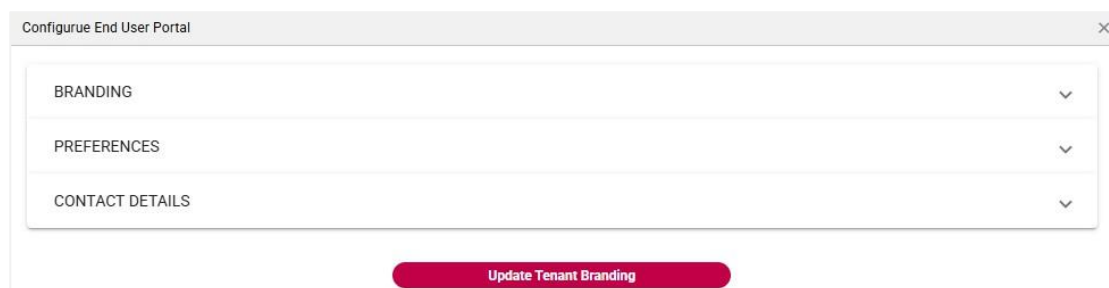
To learn more about granular delegated admin permissions (GDAP) click [here](#)

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.



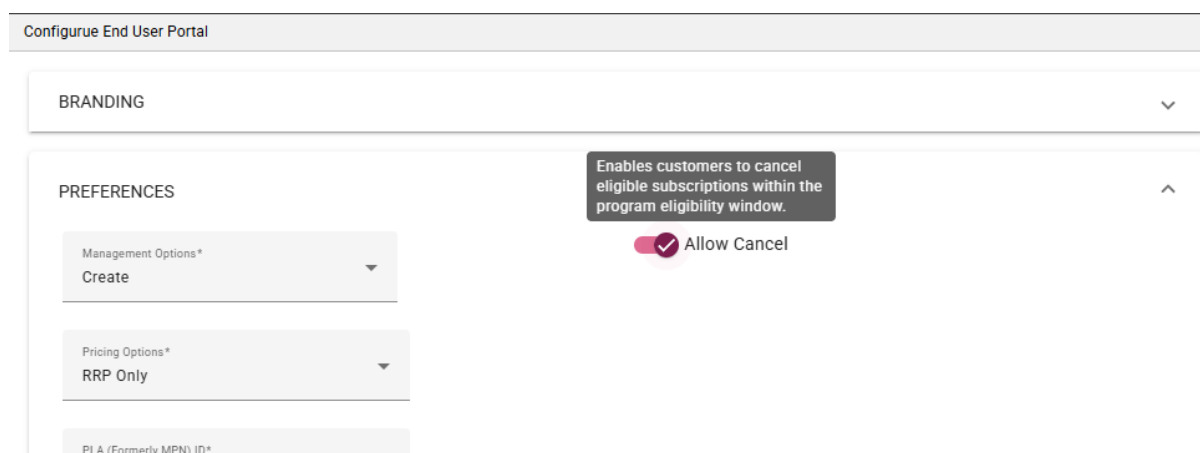
Configure End User Portal

- BRANDING
- PREFERENCES
- CONTACT DETAILS

Update Tenant Branding

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

Preferences: Set user preferences, pricing views, notifications and allow cancel



Configure End User Portal

BRANDING

PREFERENCES

Management Options*
Create

Pricing Options*
RRP Only

PLA (Formerly MPN) ID*

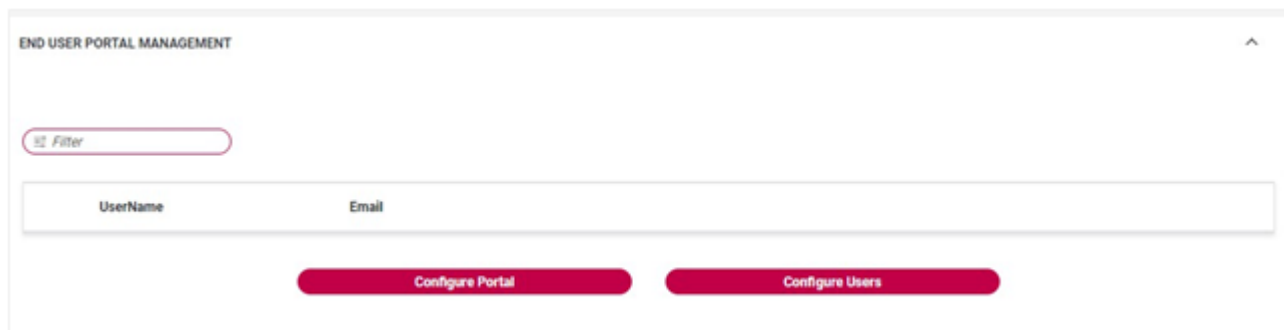
Enables customers to cancel eligible subscriptions within the program eligibility window.

☒ Allow Cancel

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 (*Single Sign On*) to be added. External accounts and aliases are not supported, as access depends on the user's Entra login credentials.

If you encounter an error in the End User Portal, you may need to enable these specific settings. See below for more information:

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

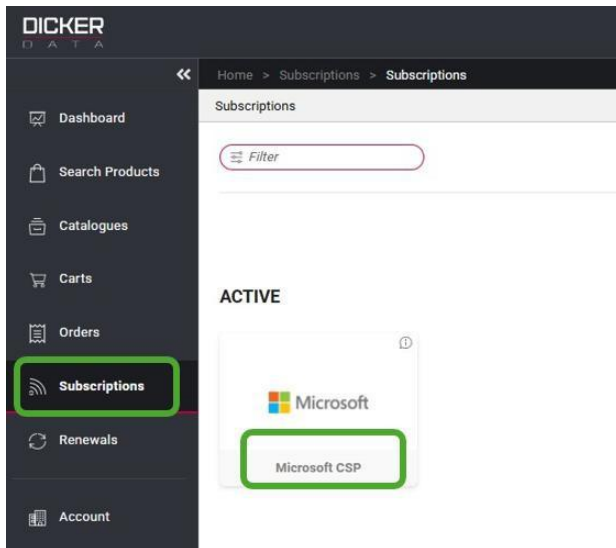
Subscription Overview

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

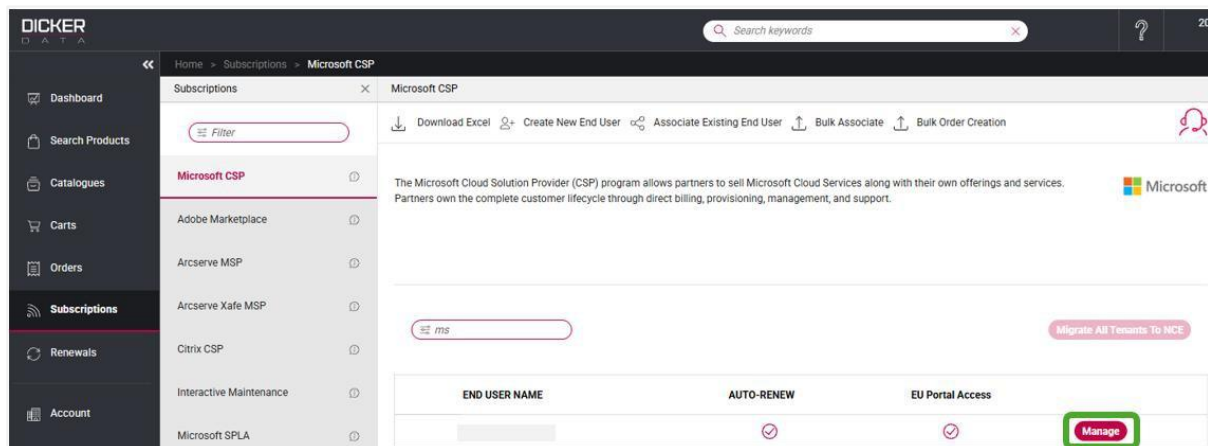
NCE SUBSCRIPTION	4 Subscription(s) 
AZURE USAGE SUBSCRIPTION	2 Subscription(s) 
RESERVED INSTANCE	
SOFTWARE	

How to buy NCE Subscriptions

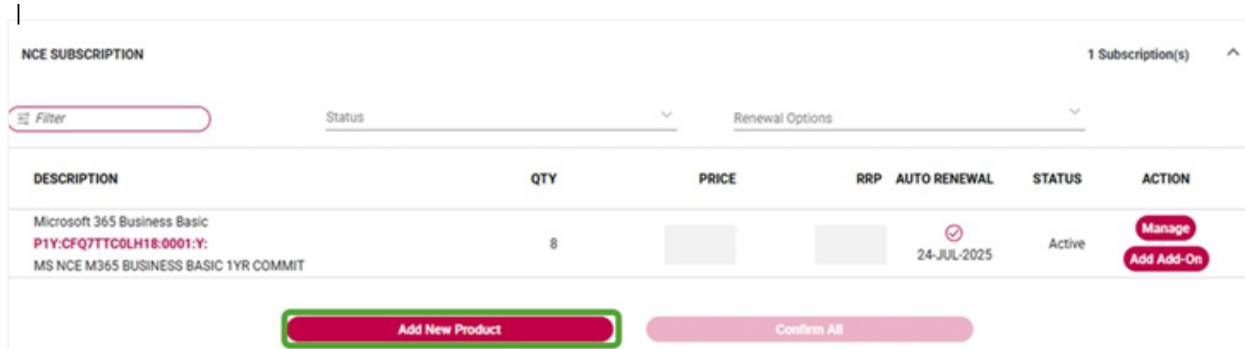
Navigate to Microsoft CSP



From the tenant list, click **Manage**



Click **Add New Product**



NCE SUBSCRIPTION 1 Subscription(s)

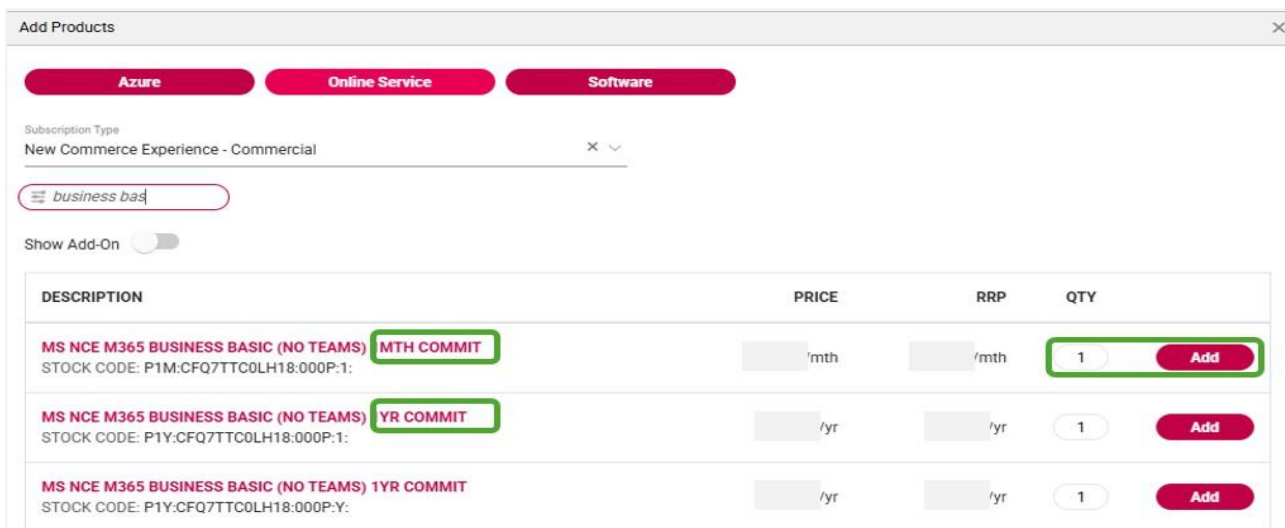
Status Renewal Options

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

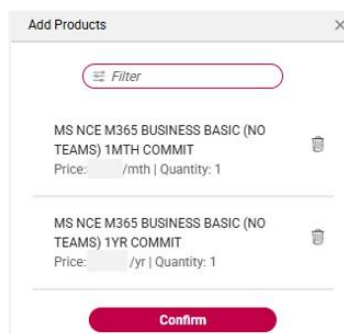
[Azure](#) [Online Service](#) [Software](#)

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 licences, 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](#)

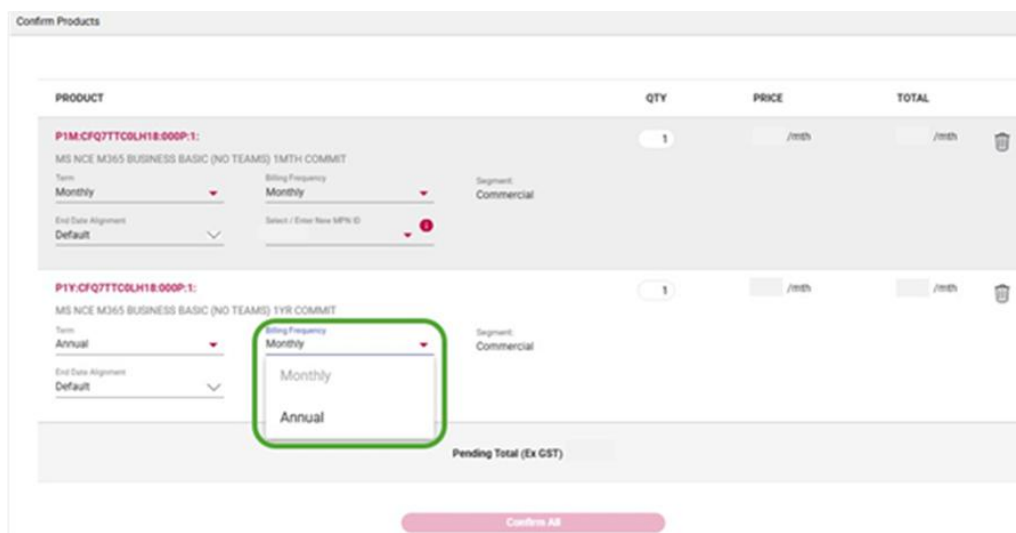
Enter your PLA from the drop-down menu (Do not select "No Indirect Reseller") - *No Indirect Reseller means your PLA is not linked, which can be deemed non-compliant under Microsoft's CSP Indirect Reseller agreement and may impact incentive earnings and purchasing eligibility.*

If you receive an error like this "The PLA ID (formerly MPN ID) is not linked to an active CSP indirect reseller tenant"



Click here for more information [Validation Codes](#)

If you've chosen an annual-commit subscription, you must select a billing frequency and then click '**Confirm All**'



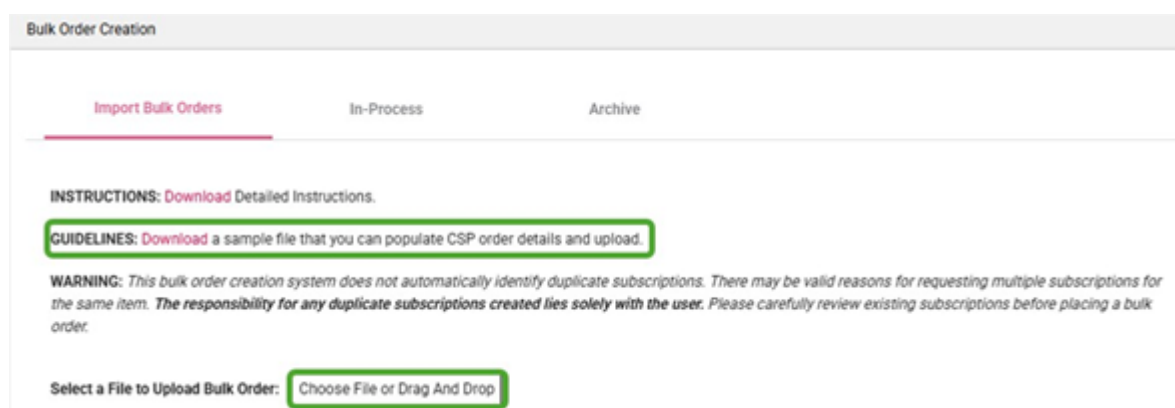
How do I adjust the auto renew settings?

To turn off auto-renew for some or all of your orders, you'll need to update the setting manually. Go to the tenant and subscription you want to modify, select Manage, and locate the auto-renew toggle. Switch it off to disable auto-renew.

How to use Bulk Order Creation

Do not use this method when transferring from another “Provider” (P2P- Partner to Partner), as it may result in duplicate entries.

- **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.



The screenshot shows the 'Bulk Order Creation' interface. At the top, there are three tabs: 'Import Bulk Orders' (highlighted in pink), 'In-Process', and 'Archive'. Below the tabs, there is a section with instructions and guidelines. The 'INSTRUCTIONS' section says 'Download Detailed Instructions.' The 'GUIDELINES' section says 'Download a sample file that you can populate CSP order details and upload.' Below this is a 'WARNING' section with a detailed message about duplicate subscriptions. At the bottom, there is a 'Select a File to Upload Bulk Order:' label and a button labeled 'Choose File or Drag And Drop'.

- 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?

To turn off auto-renew for some or all of your orders, you'll need to update the setting manually. Go to the tenant and subscription you want to modify, select **Manage**, and locate the auto-renew toggle. Switch it off to disable auto-renew.

You can also adjust other options, such as term length or quantity, but note that these changes will only take effect at the next 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.

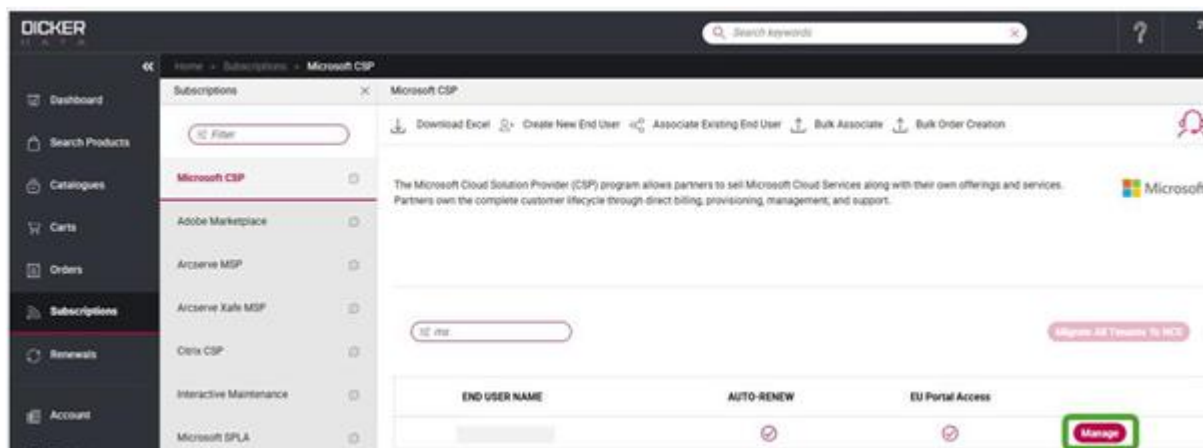
What if I make a mistake or there is a problem?

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

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

How to Manage Existing Subscriptions

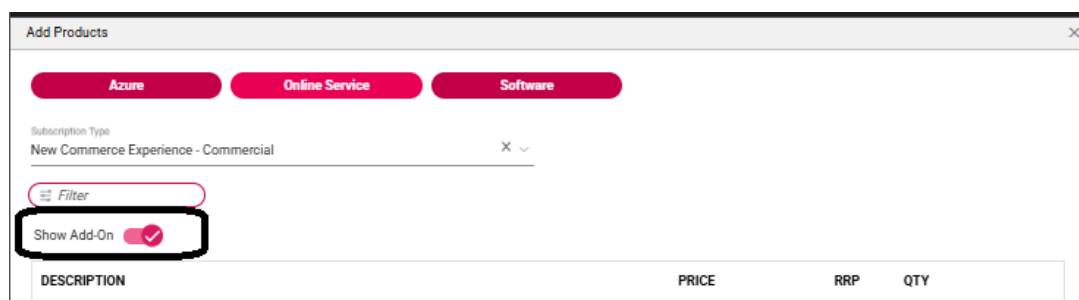
To manage or amend your existing subscriptions, select the Tenant you want to amend and click **Manage**.



How to buy Add-On's (NCE)

Add-on subscriptions require a qualifying licence to function. For example, Teams Phone Standard depends on an existing product like Office 365 E3 in the tenant. This is a technical enforcement by Microsoft—purchases will be blocked if no qualifying licences is detected.

To purchase an Add-on licence click "Show Add-On"



How to Change Quantities

Changes to the original licence quantity can be made within 7 days from the exact time of provisioning. After this period, quantities can be increased at any time. Monthly subscriptions can be decreased at any time and will only take affect from the following month, while annual subscriptions can only be reduced on their anniversary date.

If an existing scheduled change is in place and any mid-term modification is made—such as adjustments to quantity, term, or end date - the original scheduled change will be overwritten. If the change is still required, you must reschedule it. To avoid duplication or conflicts, please ensure that all modifications are included within a single scheduled change request.

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:

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 ☐

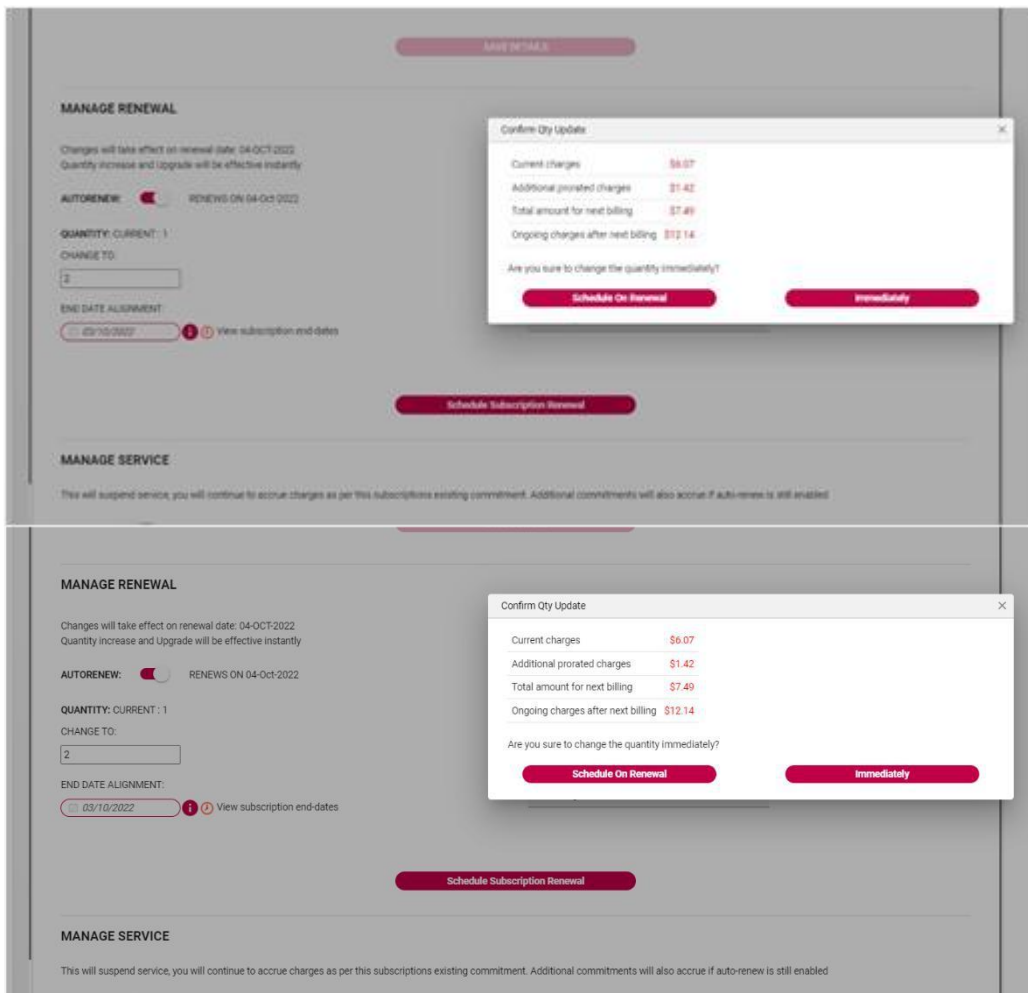
TERM : Current : Monthly
CHANGE TO:

BILLING FREQUENCY : Current : Monthly
CHANGE TO:

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

[Schedule Subscription Renewal](#)

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



The screenshot displays the 'MANAGE RENEWAL' section of the Dicker Data portal. A modal dialog titled 'Confirm Qty Update' is open, showing the following details:

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

Below the table, the dialog asks: 'Are you sure to change the quantity immediately?' and provides two buttons: 'Schedule On Renewal' and 'Immediately'.

The background interface includes the following information:

- 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**: 03/10/2022. View subscription end-dates
- Schedule Subscription Renewal** 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.

Important Note:

If an existing scheduled change is in place and any mid-term modification is made—such as adjustments to quantity, term, or end date - the original scheduled change will be overwritten. If the change is still required, you must reschedule it. To avoid duplication or conflicts, please ensure that all modifications are included within a single 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 licences as it does in the CSP Legacy program. Billing continues regardless of suspension, and Microsoft will still invoice for the subscription. The partner remains fully liable for payment even when a subscription is suspended. This function should only be used to restrict a tenant's access to their licences (e.g., in cases of non-payment). Suspension can be applied in the portal by clicking 'Manage' on the relevant subscription and 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

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

UPGRADE OPTIONS

[View Eligible Offers](#)

UPGRADE OPTIONS		
Stock Code	Title	
CFQ7TTCOLH1P:0001	Exchange Online (Plan 2)	<button>Upgrade</button>
CFQ7TTCOLF8S:0002	Office 365 E5	<button>Upgrade</button>
CFQ7TTCOLH18:0001	Microsoft 365 Business Basic	<button>Upgrade</button>
CFQ7TTCOLFLX:0001	Microsoft 365 E3	<button>Upgrade</button>
CFQ7TTCOLFLX:0003	Microsoft 365 E3 - Unattended License	<button>Upgrade</button>
CFQ7TTCOLFLZ:0002	Microsoft 365 E5	<button>Upgrade</button>
CFQ7TTCOLF8S: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:CFQ7TTCOLCHC:0002:1:

MS NCE M365 BUSINESS PREMIUM 1 MTH COMMIT

TO:

P1M:CFQ7TTCOLFLZ:0002

Microsoft 365 E5

DESTINATION SUBSCRIPTION

New Subscription

New Subscription

All 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 licences 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 StaOMMIT >Usage for 24-FEB-2022 to 19-MAR-2022 MS NCE M365 BUSINESS BASIC 1YR	2.0000
P1Y:CFQ7TTC0LH18:000	Microsoft Corporation - Microsoft 365 Business BasCOMMIT >Usage for 20-FEB-2022 to 19-MAR-2022 MS NCE M365 BUSINESS BASIC 1YR	2.0000
P1Y:CFQ7TTC0LH18:000	Microsoft Corporation - Microsoft 365 Business BasCOMMIT >Usage for 24-FEB-2022 to 19-MAR-2022 MS NCE M365 BUSINESS BASIC 1YR	-2.0000

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

A new or renewing 1–3 year subscription may not be co-termed with a 1-month subscription

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:

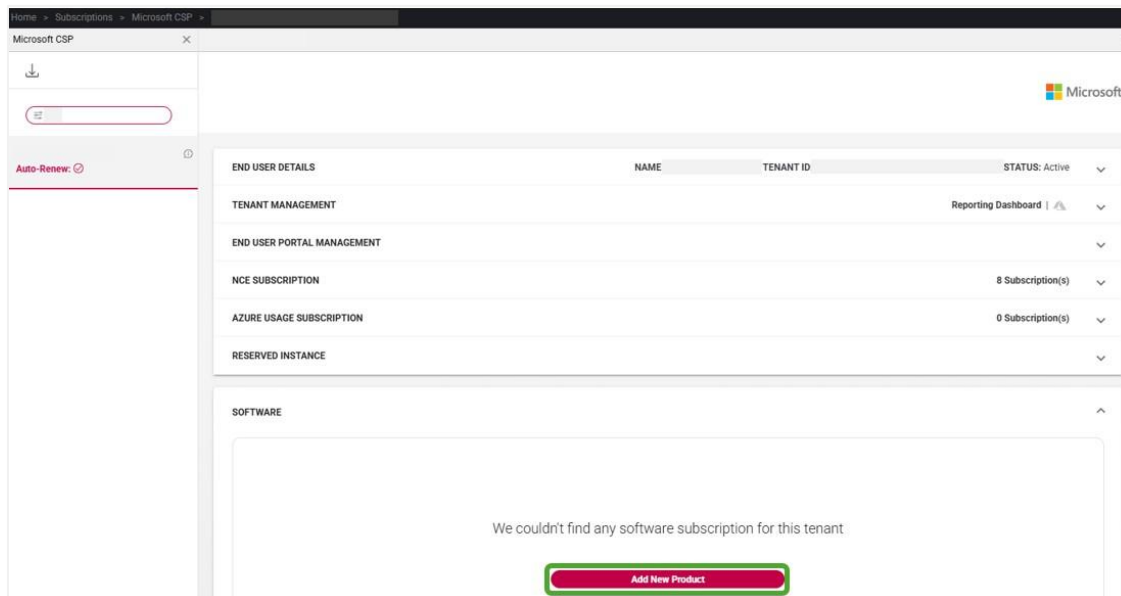
Date alignment can be done in the portal by clicking **Manage** on the relevant subscription and then using the **End Date Alignment** drop down:

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](#)

Software Subscriptions

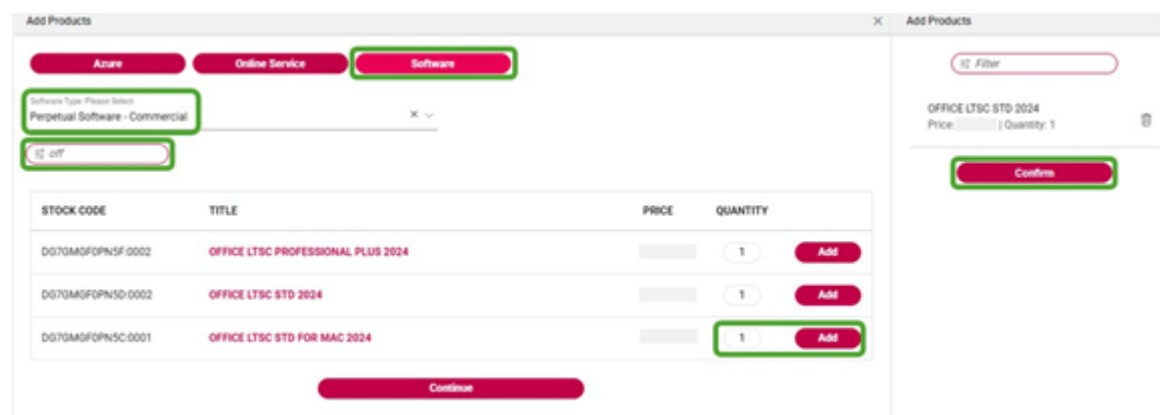
The Software section lists all Software Subscriptions and Perpetual Software for the Tenant. In the tenant page, drop down the **Subscription** section. Click **Add New Product** button.



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

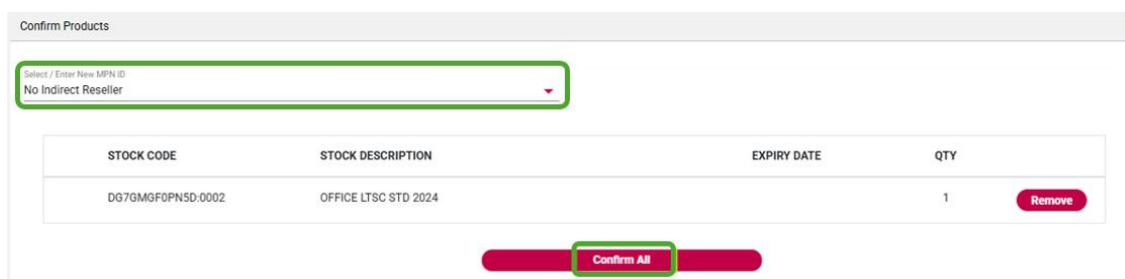
Type a search in the filter field to filter on the list of subscriptions.

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



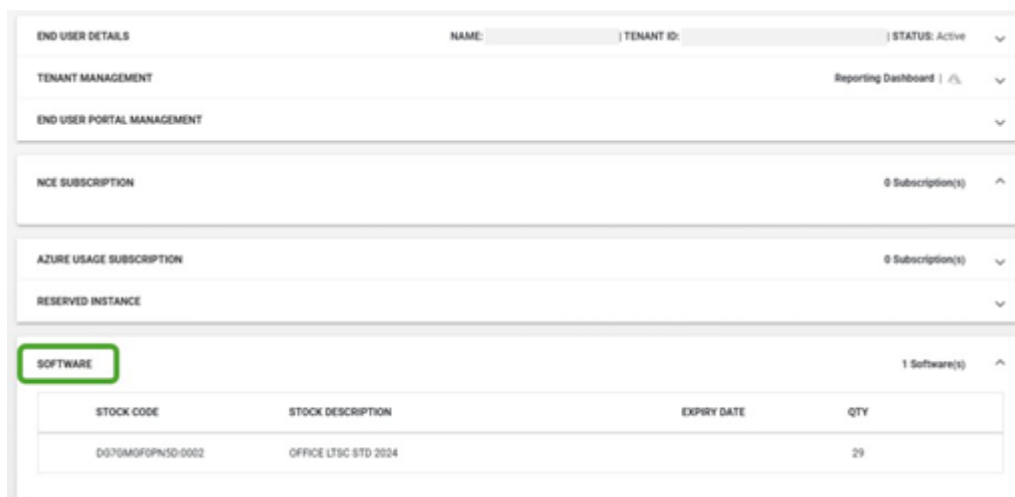
In the **Confirm Products** section enter your PLA from the drop-down menu (Do not select "No Indirect Reseller") - *No Indirect Reseller means your PLA is not linked, which can be deemed non-compliant under Microsoft's CSP Indirect Reseller agreement and may impact incentive earnings and purchasing eligibility.*

Click **Confirm all**.



STOCK CODE	STOCK DESCRIPTION	EXPIRY DATE	QTY
DG7GMGF0PN5D:0002	OFFICE LTSC STD 2024		1

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



STOCK CODE	STOCK DESCRIPTION	EXPIRY DATE	QTY
DG7GMGF0PN5D:0002	OFFICE LTSC STD 2024		29

NOTE: Software Subscriptions are defaulted to AUTO RENEW and there is a 7 day window from the exact time of provisioning. For Perpetual Software, there is a 30-day window to cancel.

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

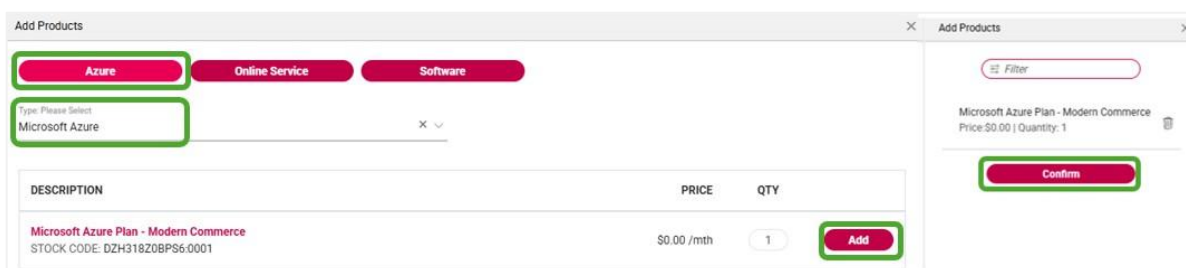
How to buy Azure Plan

Under the Azure Usage Subscription section. Click Add New Product button.



The screenshot shows a section titled 'AZURE USAGE SUBSCRIPTION' with a sub-header '0 Subscription(s)'. Below this, there is a prominent red button labeled 'Add New Product'.

Select Azure>Select Azure Plan>Add> Confirm.

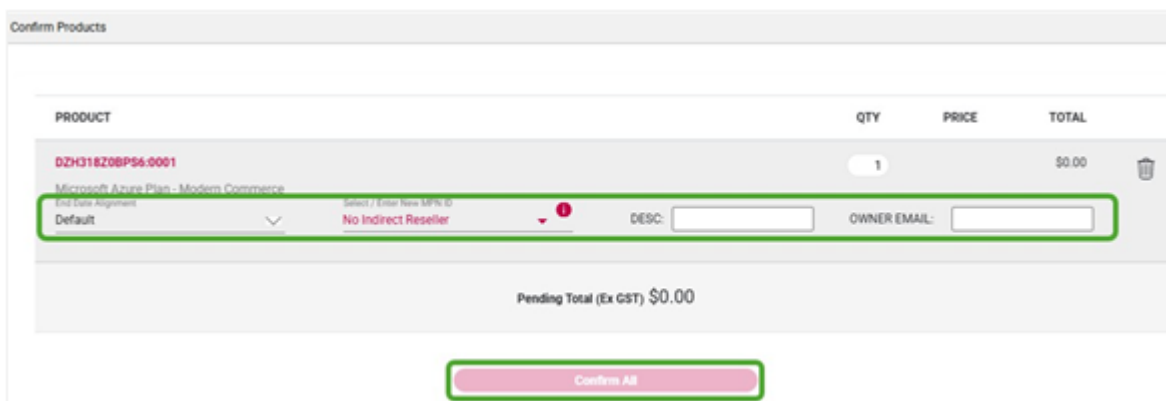


The screenshot shows the 'Add Products' dialog box. On the left, there are tabs for 'Azure', 'Online Service', and 'Software'. The 'Azure' tab is selected. Below the tabs, there is a dropdown menu labeled 'Type Please Select' with 'Microsoft Azure' selected. On the right, there is a 'Filter' input field and a list of products. The first product is 'Microsoft Azure Plan - Modern Commerce' with a price of '\$0.00' and a quantity of '1'. Below the list, there is a red 'Confirm' button.

Enter your PLA from the drop-down menu (Do not select "No Indirect Reseller") - *No Indirect Reseller means your PLA is not linked, which can be deemed non-compliant under Microsoft's CSP Indirect Reseller agreement and may impact incentive earnings and purchasing eligibility.*

Enter a description and the "Owner Email Address" identifies the primary contact for the Azure subscription. This is typically the customer's IT administrator or main Azure contact, not the reseller or CSP partner.

Click **Confirm all**. A popup will appear, tick the box and enter a reference.



The screenshot shows the 'Confirm Products' dialog box. It displays a table with columns: PRODUCT, QTY, PRICE, and TOTAL. The first row shows the product 'DZH318Z0BP56.0001' with a quantity of '1' and a price of '\$0.00'. Below the table, there is a section for 'Default' with a dropdown menu, a 'Select / Enter New MPN ID' field, and a 'DESC:' field. The 'OWNER EMAIL:' field is also present. At the bottom, there is a 'Pending Total (Ex GST) \$0.00' and a red 'Confirm All' button.

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

How to Manage Azure Subscriptions

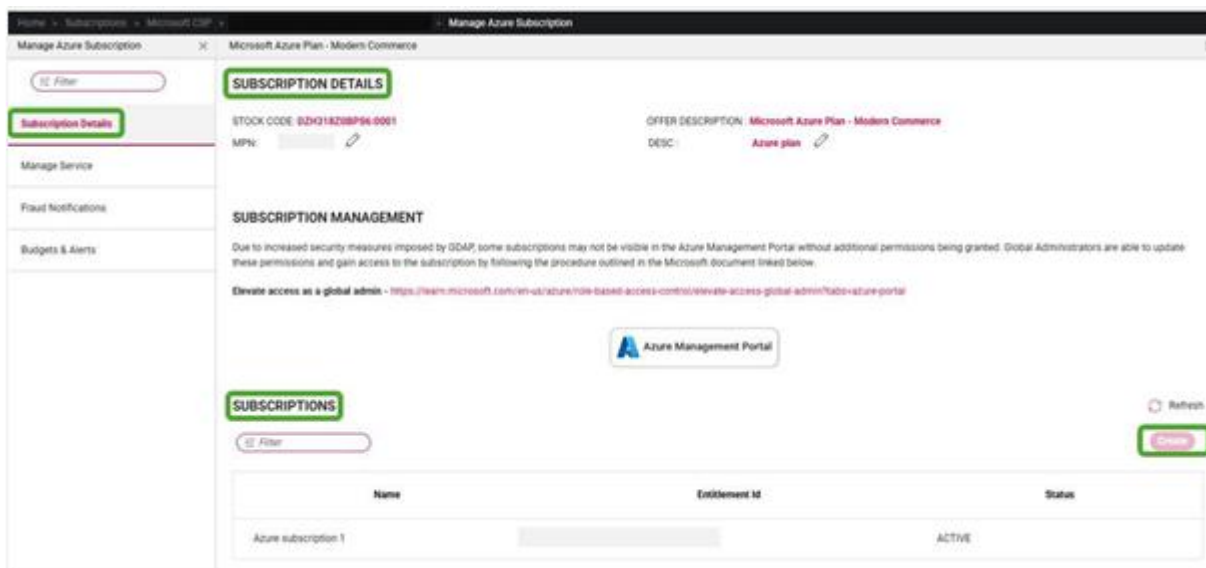
Click **Manage** on the Azure plan.

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

Azure Subscription Details

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

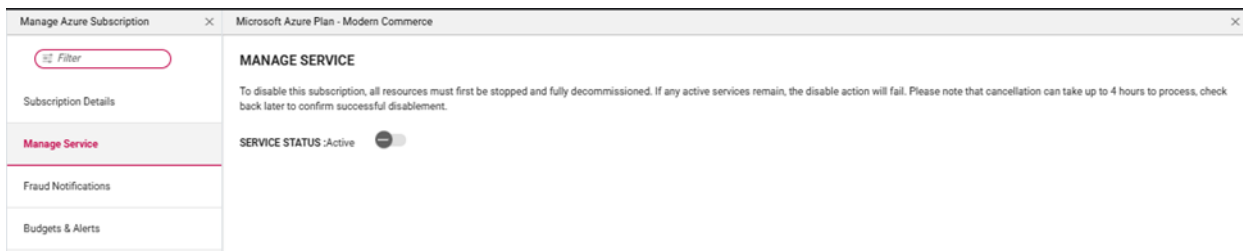
The **Create** button allows you to create additional Azure **subscriptions** under your Azure Plan.



The screenshot shows the 'Manage Azure Subscription' page in the Azure Management Portal. The left sidebar contains navigation links: 'Subscription Details' (highlighted), 'Manage Service', 'Fraud Notifications', and 'Budgets & Alerts'. The main content area is divided into two sections: 'SUBSCRIPTION DETAILS' and 'SUBSCRIPTION MANAGEMENT'. The 'SUBSCRIPTION DETAILS' section displays the 'STOCK CODE: DZH318Z0BPS6-0001' and 'OFFER DESCRIPTION: Microsoft Azure Plan - Modern Commerce'. The 'SUBSCRIPTION MANAGEMENT' section includes a warning about GDPR and a link to 'Elevate access as a global admin'. Below this, there is a 'SUBSCRIPTIONS' table with columns for 'Name', 'Entitlement Id', and 'Status'. The table shows one subscription: 'Azure subscription 1' with status 'ACTIVE'. A 'Create' button is visible in the bottom right corner of the 'SUBSCRIPTIONS' section.

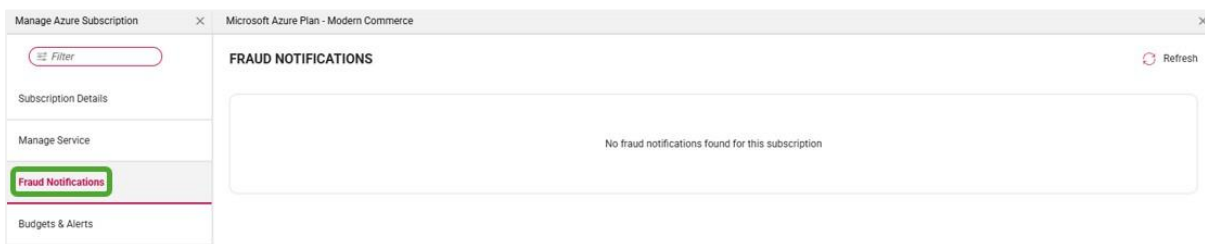
Manage Services

To disable this subscription, all resources must first be stopped and fully decommissioned. If any active services remain, the disable action will fail. Please note that cancellation can take up to 4 hours to process, check back later to confirm successful disablement.



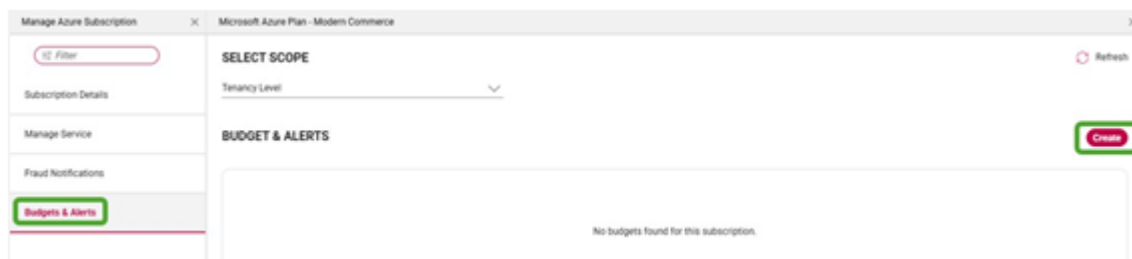
Fraud Notifications

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:

Expiration date:

Budget amount

Give your budget amount threshold

Amount *

Alert conditions

Type	% of budget	Amount
Critical	<input type="text"/>	\$0.00
Warning	<input type="text"/>	\$0.00

Alert recipients (email)

* At least one email is mandatory

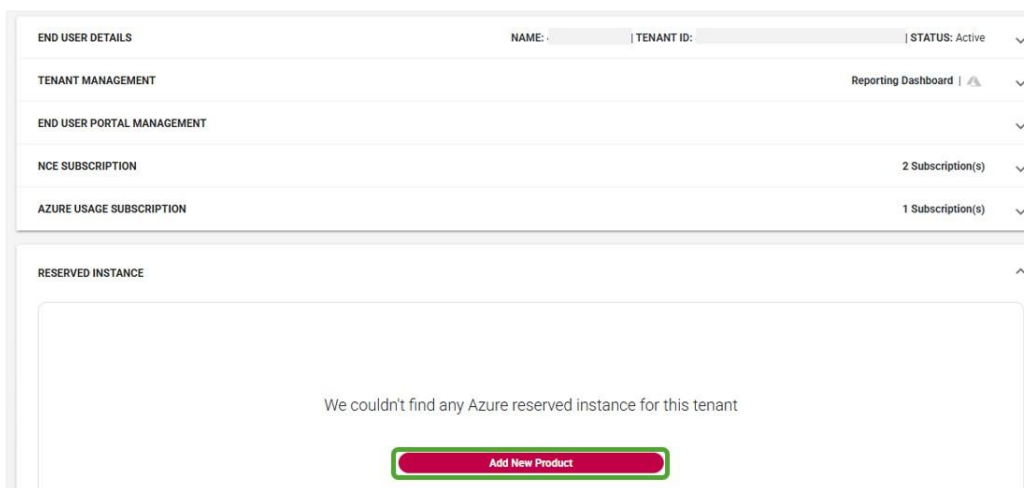
It is recommended to add azure-noreply@microsoft.com to your email white list to ensure alert mails do not go to your spam folder.

[Back](#) [Create](#)

How to buy Reserved Instances

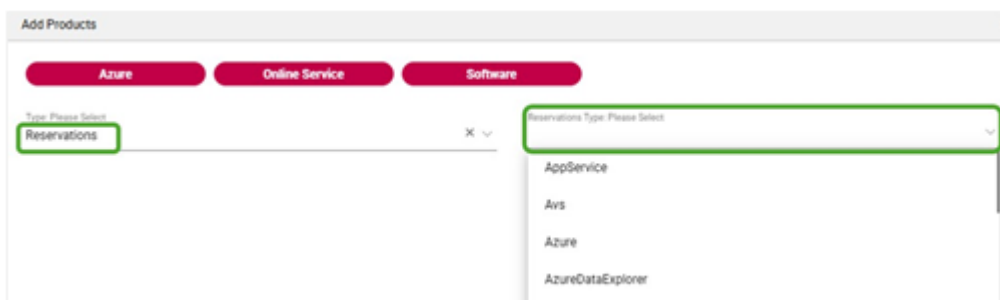
Azure Reserved Instances allow a tenant to reserve Microsoft Virtual Machines for a fixed term, such as 1 year or 3 years. These reservations can be paid upfront or through monthly payments over the term. An active Azure subscription is required to add an Azure Reserved Instance.

Under the **Reserved Instance** section. Click **Add New Product** button.



The screenshot shows a dashboard with several sections: END USER DETAILS, TENANT MANAGEMENT, END USER PORTAL MANAGEMENT, NCE SUBSCRIPTION, and AZURE USAGE SUBSCRIPTION. Below these is a 'RESERVED INSTANCE' section. Inside this section, a message states: 'We couldn't find any Azure reserved instance for this tenant'. At the bottom of this section is a red button labeled 'Add New Product'.

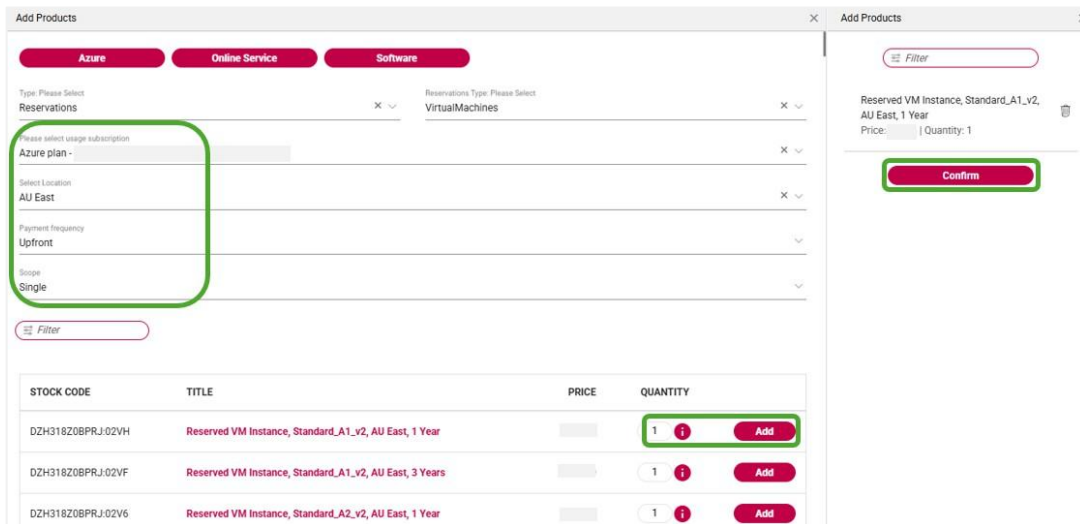
Reservations will be the default Type, select **the Reservations Type** from the drop-down menu.






The screenshot shows a dialog box titled 'Add Products'. It has three tabs: 'Azure', 'Online Service', and 'Software'. Under the 'Azure' tab, there is a 'Type: Please Select' dropdown menu. The 'Reservations' option is selected and highlighted with a green box. To the right, there is a 'Reservations Type: Please Select' dropdown menu, which is also highlighted with a green box. The dropdown menu is open, showing a list of options: 'AppService', 'Avs', 'Azure', and 'AzureDataExplorer'.

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

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



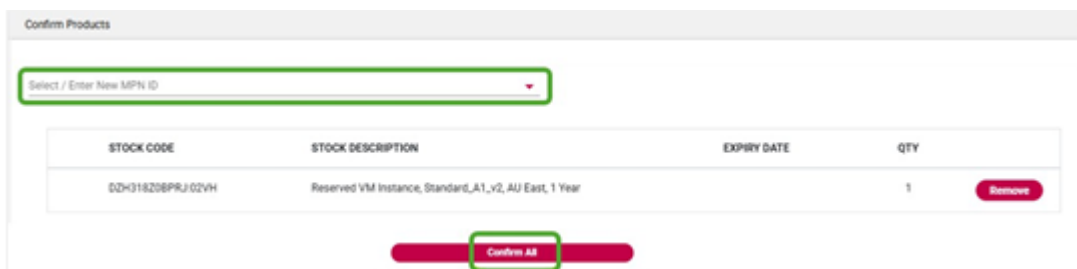
The screenshot shows the 'Add Products' window with tabs for Azure, Online Service, and Software. Under the Azure tab, there are dropdown menus for 'Type: Please Select' (set to Reservations), 'Reservations Type: Please Select' (set to VirtualMachines), 'Please select usage subscription' (set to Azure plan -), 'Select Location' (set to AU East), 'Payment frequency' (set to Upfront), and 'Scope' (set to Single). A green box highlights these dropdowns. Below them is a 'Filter' button. A table lists three reserved VM instances with columns for Stock Code, Title, Price, and Quantity. The first row is highlighted with a green box around the quantity '1' and the 'Add' button.

STOCK CODE	TITLE	PRICE	QUANTITY
DZH31820BPRJ.02VH	Reserved VM Instance, Standard_A1_v2, AU East, 1 Year		1  Add
DZH31820BPRJ.02VF	Reserved VM Instance, Standard_A1_v2, AU East, 3 Years		1  Add
DZH31820BPRJ.02V6	Reserved VM Instance, Standard_A2_v2, AU East, 1 Year		1  Add


On the right side of the window, there is a summary section showing 'Reserved VM Instance, Standard_A1_v2, AU East, 1 Year' with a price and quantity of 1. A green box highlights the 'Confirm' button below this summary.

Enter your PLA from the drop-down menu (**Do not select "No Indirect Reseller"**) - No Indirect Reseller means your PLA is not linked, which can be deemed non-compliant under Microsoft's CSP Indirect Reseller agreement and may impact incentive earnings and purchasing eligibility.

Click **Confirm All**. A popup will appear, tick the box and enter a reference.



The screenshot shows the 'Confirm Products' window. At the top, there is a dropdown menu labeled 'Select / Enter New MPN ID'. Below it is a table with columns for Stock Code, Stock Description, Expiry Date, and Qty. The first row is highlighted with a green box around the 'Confirm All' button at the bottom of the window.

STOCK CODE	STOCK DESCRIPTION	EXPIRY DATE	QTY
DZH31820BPRJ.02VH	Reserved VM Instance, Standard_A1_v2, AU East, 1 Year		1 

Confirm All

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

RESERVED INSTANCE				\$ Reserved Instance(s)
STOCK CODE	STOCK DESCRIPTION	EXPIRY DATE	QTY	
DZH018Z0BQ35-00F9	Reserved VM Instance,Standard_B4ms,AU\$,1Y	18/06/2025	1	
DZH018Z0BQ35-00F8	Reserved VM Instance,Standard_B4ms,AU\$,1Y	23/06/2025	2	
DZH018Z0BQ4X-00P2	Reserved VM Instance,Standard_F4s_v2,AU\$,1Y	4/02/2026	1	
DZH018Z0BQ50-0092	Reserved VM Instance,Standard_B4s_v3,AU\$,1Y	4/02/2026	1	
DZH018Z0BQ35-00FF	Reserved VM Instance,Standard_B2ms,AU\$,1Y	24/05/2026	4	
DZH018Z0BQ35-00F8	Reserved VM Instance,Standard_B4ms,AU\$,1Y	24/05/2026	2	

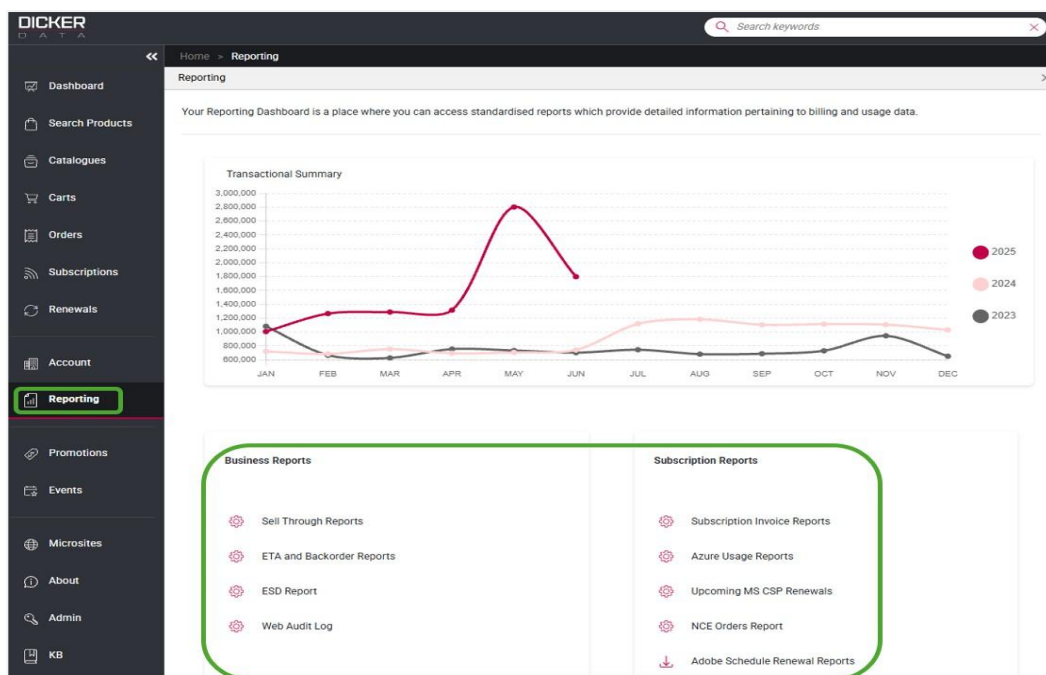
[Add New Product](#)

Reporting

Accessing Available Reports

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

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




END USER DETAILS	NAME:	TENANT ID:	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				▼

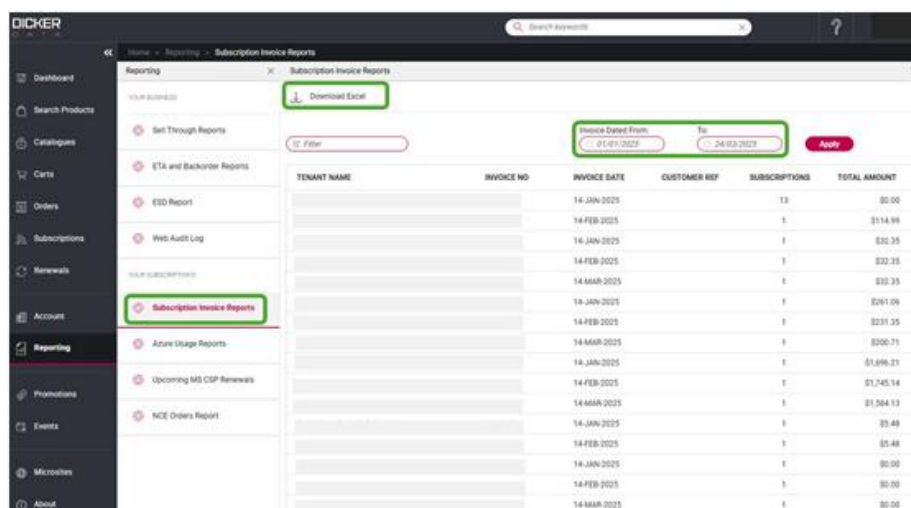
Types of Available Reports

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

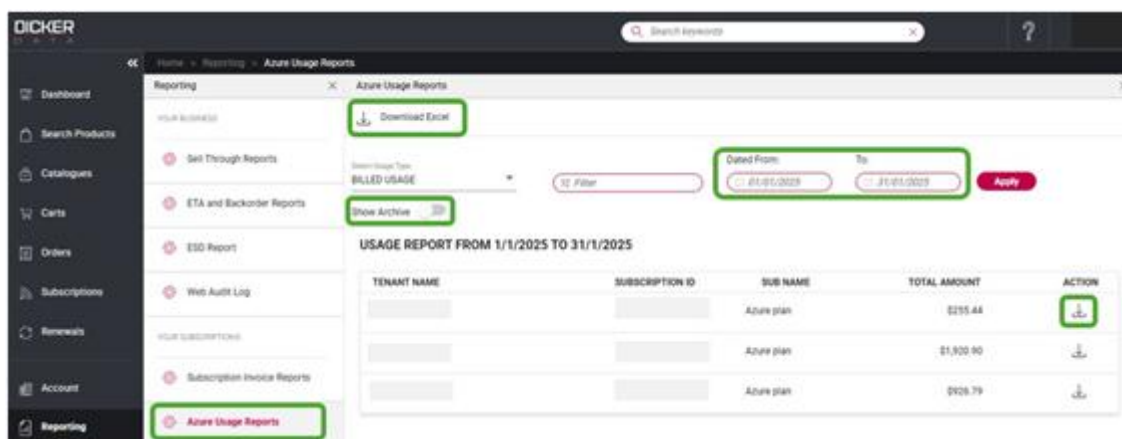


TENANT NAME	INVOICE NO	INVOICE DATE	CUSTOMER REF	SUBSCRIPTIONS	TOTAL AMOUNT
		14 JAN 2023		13	\$0.00
		14 FEB 2023		1	\$114.99
		14 JAN 2023		1	\$30.35
		14 FEB 2023		1	\$30.35
		14 MAR 2023		1	\$30.35
		14 JAN 2023		1	\$261.06
		14 FEB 2023		1	\$231.35
		14 MAR 2023		1	\$206.71
		14 JAN 2023		1	\$1,696.21
		14 FEB 2023		1	\$1,740.14
		14 MAR 2023		1	\$1,584.13
		14 JAN 2023		1	\$3.48
		14 FEB 2023		1	\$3.48
		14 JAN 2023		1	\$0.00
		14 FEB 2023		1	\$0.00
		14 MAR 2023		1	\$0.00

Azure Usage Reports

The Azure Usage Reports section 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.



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

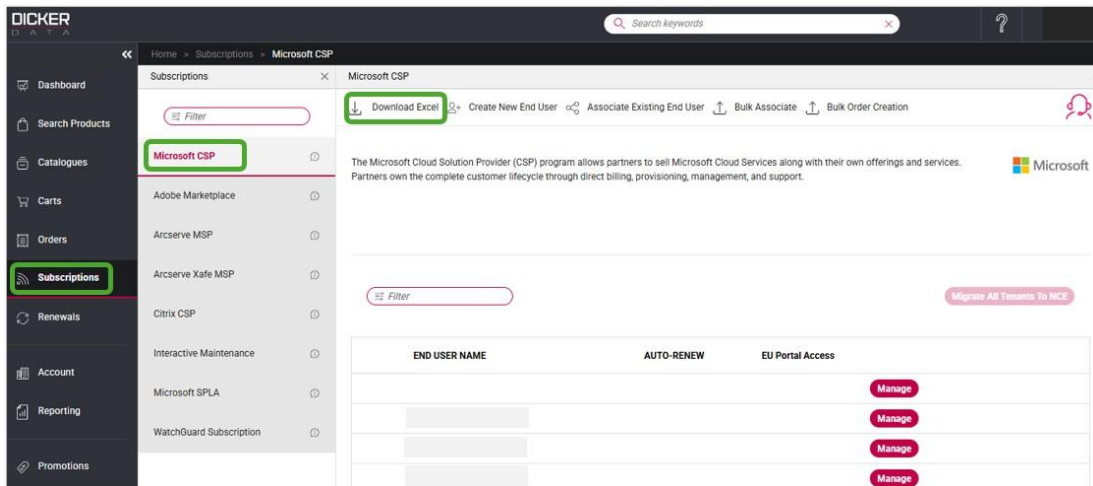
The Download Excel option allows you to export all tenants' usage details to an Excel report, which includes the following tabs:

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** section 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.

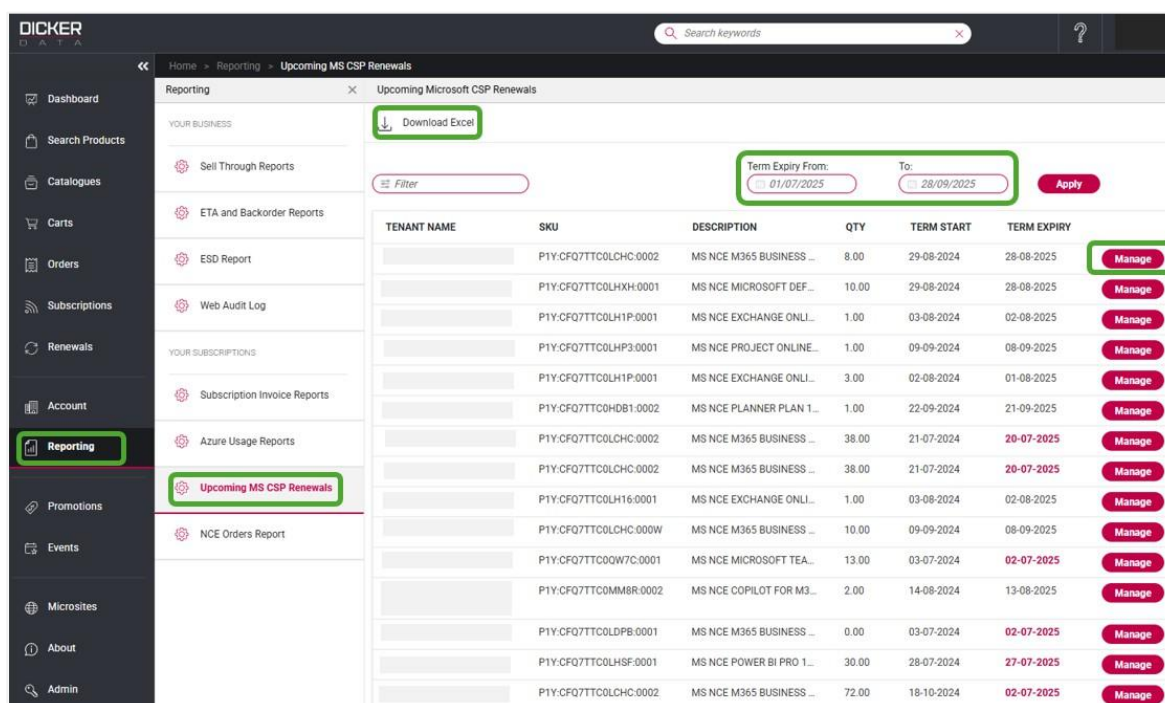
- Details tab: Lists Subscriptions and details for all Tenants.
- Tenant Details tab: A tab per Tenant showing subscription details, including Start and Expiry Dates.

Upcoming CSP Renewals

The Upcoming Microsoft 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 and Azure Reserved Instances expiring in the specified date range. Those which have expired are highlighted for easy visibility.

Note: Software Subscriptions are not included in this report; you will need to maintain a manual record to track these separately.

Click **Upcoming 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 ONLI...	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.CFQ7TTC0QW7C: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.CFQ7TTC0LHSF: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:

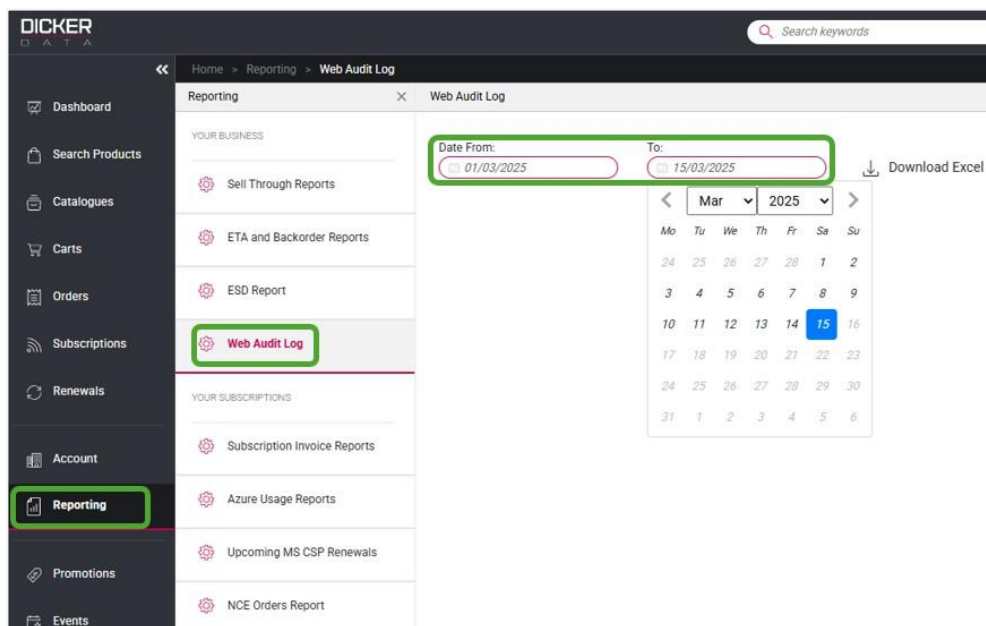
- Tenant ID and Name
- Subscription ID, SKU, Description, Qty
- Term Start and Expiry Date

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

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

You will receive two invoices: one for NCE subscriptions including cycle and variance charges, and another for Azure consumption, Reserved Instances, Market Place products as well as Perpetual licences, and Software subscriptions.

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.