

Ask Me Anything: New Commerce Experience

The New Commerce Experience (NCE) 'Per Seat' model for Microsoft 365, Dynamics 365 and Power Platform subscriptions, is the latest evolution of the Microsoft CSP Program and will be generally available on **1st March 2022**.

Understanding that this is a significant change for our Microsoft CSP partners, Dicker Data ran a series of 'Ask Me Anything' AMA webinars where we invited partners to come along and hear from Microsoft staff and our licencing experts about what these changes will mean for them.

Below you'll find a summary of the top questions and answers covered in these sessions. Please note the answers provided for the questions were offered by both Microsoft and Dicker Data staff from 30th Sept - 11 Nov 2021. These are subject to change as the program matures by Microsoft.

Partner Question: How do we communicate the New Commerce changes to our customers?

You can discuss with your customers that revisions to the Microsoft CSP policies serve two goals:

- Introduce a set of new offers, policies and functionalities that expand the current experience in CSP. In new commerce, customers will be able to buy through the breadth, enterprise and self-serve purchase motions that have a consistent and standardized set of policies, agreements, and procedures across all Microsoft purchase motions.
- Complete the foundation in new commerce for transforming the way customers buy in the cloud, and to enable partners to expand their cloud business, offerings, and capabilities in the years ahead.

Additionally, you can access guides and resources from Microsoft [here](#).

Partner Question: Why is Microsoft initiating a price rise now, when so many businesses have struggled with the pandemic?

For years CSP was an outlier, not only among Microsoft's other commercial programs, but also in the industry. Because subscription terms were not enforced with the annual term offers in CSP, some partners were able to pitch customers on the freedom to cancel or reduce seats at any time, with no penalty or further payment requirements.

In new commerce, the new monthly term offers allows partners to:

- Provide the flexibility that customers enjoyed in the legacy CSP experience
- Enable customers to cancel or reduce seats in any given month without being tied to a year of payments for an annual term offer.

Customers that are not sure about committing to an annual term (MULTI YEAR) should be encouraged to purchase the monthly term option so that they can cancel at the end of any given month with no further payment obligation.

Partner Question: How will I benefit from this change?

Partner can expect the following benefits:

- More and easier options for trying new products through free trials and add-ons
- New telco offers with service consumption billed in arrears
- Ability to upgrade to Enterprise offers mid-term of using SMB offers

The next release for new commerce features in CSP – scheduled for March 2022 – will include several new features, including the following new offers and options for M365 (subject to change):

- Three-year terms
- Home Use Program (HUP), which allows a customer's employees to receive a discount on purchase of certain M365 consumer offers.
- Multi-geo add-ons for M365, which enables a user on a subscription to tap into the Microsoft datacenter nearest to the user location.

Partner Question: What is the cancellation policy change?

You have 72 hours (UTC time zone) from placement of order or end of term to adjust the order and be eligible for a pro-rated refund. Otherwise, the term needs to be paid out. Should a client be having financial difficulties or unable to pay the bill, the subscription/s will be paused such that access to all services and data are disabled during this period; however the partner will continue to be billed.

Partner Question: What can a partner do if a customer does not pay the cancellation policy?

If a customer (who has the agreement with Microsoft) no longer want or can finish the payment of the contract (bankruptcy for example), the partner will incur the costs of paying the remainder of the contract to Microsoft.

Partner Question: Will partners be able to combine monthly and annual term subscriptions for their customers?

Partners can blend and combine different term subscriptions of the same offer, but not reverse. This allows a more customised solution for the customer. We encourage partners to review their customers overtime to identify opportunities for longer term commitments and save overall costs.

Partner Question: Why do monthly subscriptions cost more than annual or three-year term subscriptions?

New commerce monthly offers are priced consistently across all new commerce purchase motions and are aligned to how our competition prices its products.

Partner Question: If a customer who has a user leave, and if they don't want to reduce subscription, can they allocate that license to a new starter?

Yes, you can allocate to another user at the end of the month. In an annual subscription, the transferral will be to be done within a month.

Partner Question: Can a tenant be assigned with another license from another partner?

In the new commerce for CSP, this is not possible. However, partners have the option to include Add Ons to existing tenant. Partners will see errors when attempting to purchase an Add On if the customer doesn't have any of the prerequisites (ie. basic license).

Please note the information provided about the New Commerce Experience for Microsoft CSP is as of Wednesday, 11 November 2021. If your question or topic was not covered off in this document it means we were unable to find a satisfactory answer at this time. For the latest information we encourage all partners to attend [the Microsoft CSP Update - APAC is being held on Wed 17th November 2021 at 4pm AEST. Please \[register here\]\(#\).](#)