



NCE order placement manual

New NCE order & co-term,

Renewal Dashboard,

Upgrades and Renewals in SCM

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How to place a new NCE order in StreamOne Cloud Marketplace (SCM)

The following guidance will walk you through the Microsoft NCE order placement process in TD SYNnex StreamOne Cloud Marketplace.

Listing and purchase

Microsoft New Commerce Experience in CSP listing is a unique listing to find NCE Products. The main difference compared to legacy search is the drop down menu, where you can search for the product filtering by **Categories**, **Types** and **Products**.

Categories:

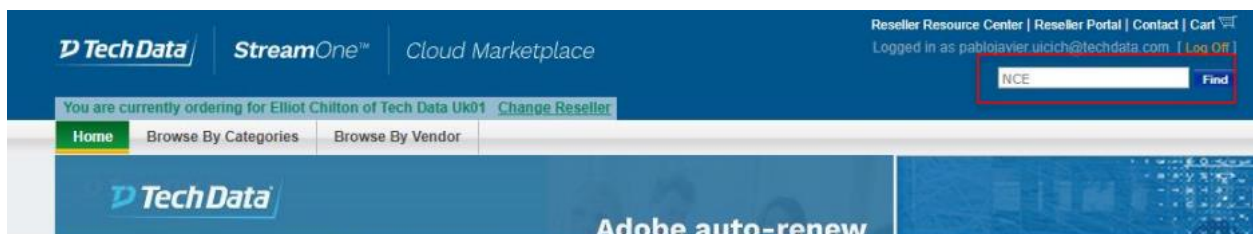
Small Business: SKUs offers with less than 300 seat maximum. A Partner can have multiple small business subscriptions for a Customer as long as the aggregate of seat counts stays under the 300. The Maximum for small business applies regardless of where the customer's provisioned sku came from (for example different partners)

Enterprise: SKUs offers with more than 300 seats.

Trial: Not available at the moment, please contact: nordiclicensedesk@tdsynnex.com

Listing and products


Search for "NCE" in Search Bar.



The results will provide the current NCE Subscriptions Listing. Click in “Click for Details”.

PRODUCT SEARCH RESULTS FOR 'NCE'

SaaS



Dynamics 365 Finance - ANNUAL


Microsoft

"Dynamics 365 Enterprise is a set of cloud based tools that allow secure automation and organised business processes for marketing, sales, customer service, retail, automation and more. It consolidates customer information into a database for users to easily access and manage. Dynamics 365 Enterprise allows businesses to personalize customer experiences with outcome-focused journeys and access contacts, leads, and customer accounts."

CLICK FOR DETAILS

Details
Screenshots

SaaS



Dynamics 365 Finance - CORPORATE MONTHLY


Microsoft

"Dynamics 365 Enterprise is a set of cloud based tools that allow secure automation and organised business processes for marketing, sales, customer service, retail, automation and more. It consolidates customer information into a database for users to easily access and manage. Dynamics 365 Enterprise allows businesses to personalize customer experiences with outcome-focused journeys and access contacts, leads, and customer accounts."

CLICK FOR DETAILS

Details
Screenshots

SaaS



Microsoft New Commerce Experience in CSP with Microsoft 365, Dynamics 365, and Power Platform

Microsoft

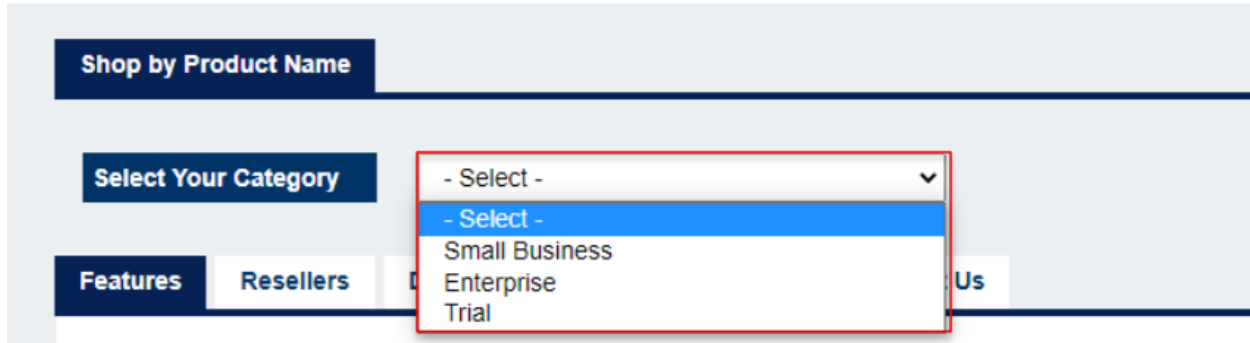
UPDATEPartner can cancel subscription with prorated refund within first 72 hours after initial order or term renewal. After 72 hours, no cancellation available and Partner will be billed for the remainder term.

NCE was launched in Microsoft's Cloud Solution Provider program for Azure plan, Server Subscriptions, and Azure RIs in 2019, and over the course of 2021, Microsoft will introduce CSP offers for Microsoft 365, Dynamics 365, and Power Platform to the NCE. Tech Data strives to enable partners to grow and become a trusted advisor for our partners through solutions, value-added services, better tooling, and access to new business opportunities within the NCE in CSP.

CLICK FOR DETAILS

Details
Screenshots

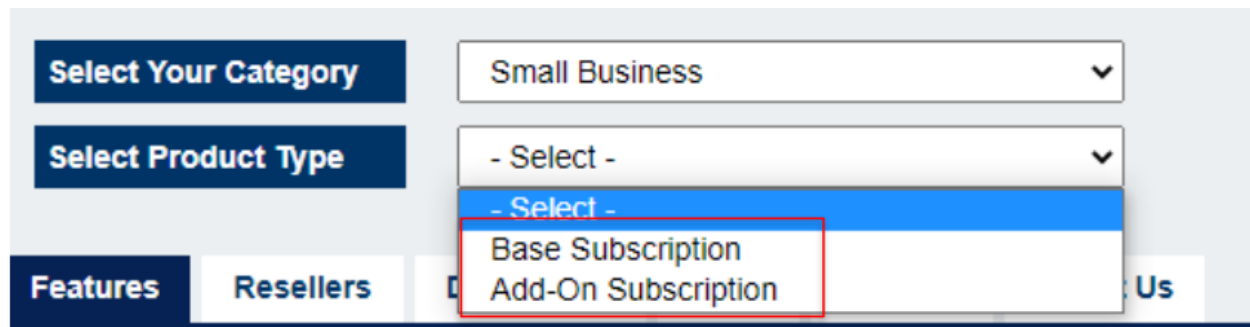
Select the Category of the Product



Once chosen the Category, you need to select the Product Type:

- **Base Subscription:** these are the regular base subscriptions in the new commerce experience with new rules for life cycle management.

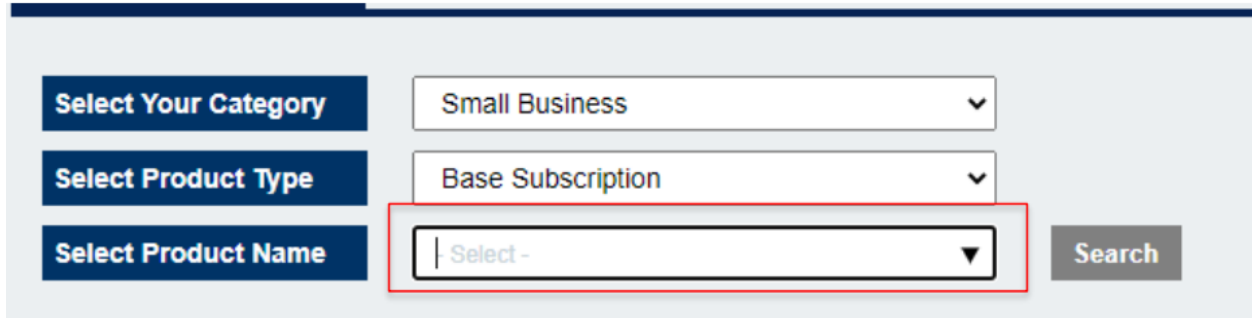
- **Add-On Subscription:** Add-On's can now be purchased without a base subscription and has a new logic for implementation (read Add-On chapter).



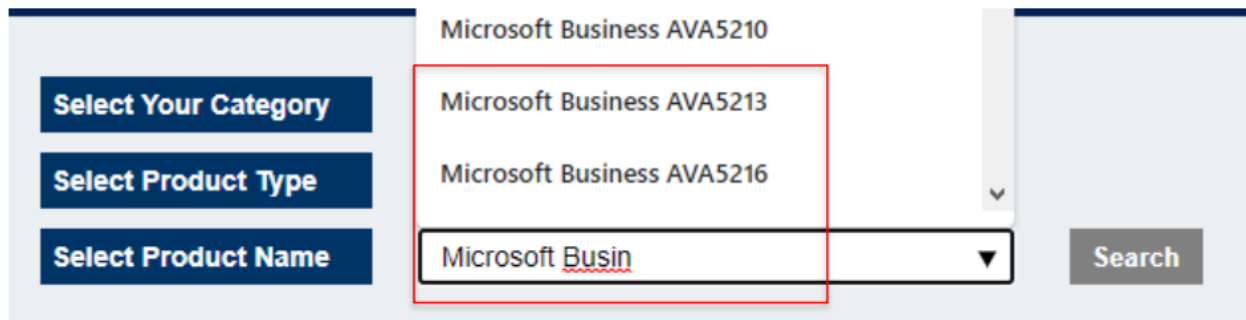
Once selected the Product Type, you need to search for the Product by

- Name- SKU ID

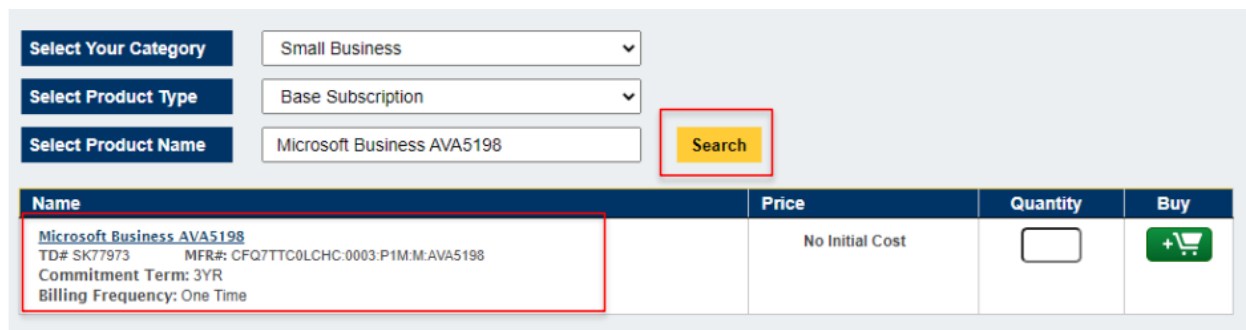
- Drop Down List




Example, searching for **Microsoft Business**



Select the Product and then click in **Search**, the Product will be displayed in the results.



Name	Price	Quantity	Buy
Microsoft Business AVA5198 TD# SK77973 MFR#: CFQ7TTC0LCHC.0003:P1M:M:AVA5198 Commitment Term: 3YR Billing Frequency: One Time	No Initial Cost	<input type="text"/>	

The displayed result will present the Product and the SKU description. The important information needed to review before selecting a Product is:

- Product Name
- Commitment Term
- Billing Frequency

This will affect the cancellation and seat modification policy

Microsoft 365 Business Basic


TD# SK60188 MFR#: CFQ7TTC0LH18:0001:P1Y:21

Commitment Term: Annual

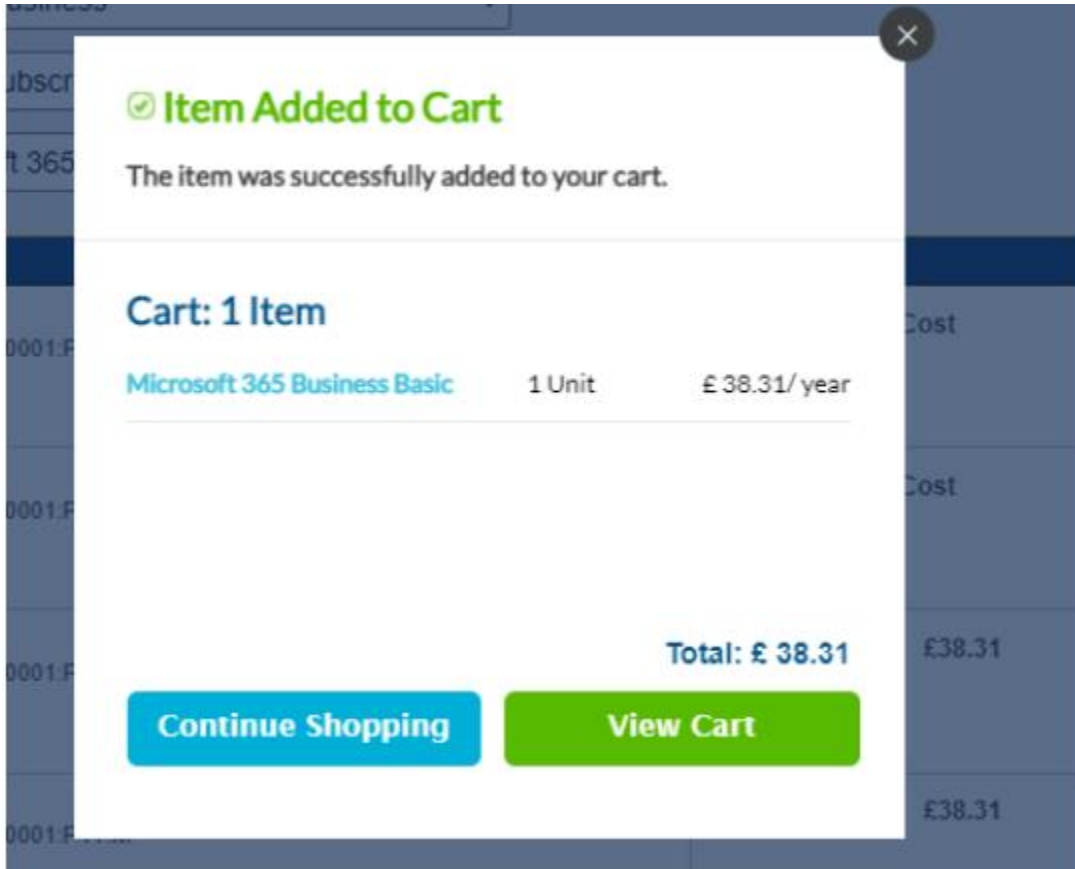
Billing Frequency: Annual

Once the Product is selected,

- Add the Quantity and click in the Cart Icon to Buy.

Name	Price	Quantity	Buy
Microsoft 365 Business Basic TD# SK60188 MFR#: CFQ7TTC0LH18:0001:P1Y:21 Commitment Term: Annual Billing Frequency: Annual	No Initial Cost	<input type="text"/>	
Microsoft 365 Business Basic TD# SK60189 MFR#: CFQ7TTC0LH18:0001:P1Y:M:21 Commitment Term: Annual Billing Frequency: Monthly	No Initial Cost	<input type="text"/>	
Microsoft 365 Business Basic TD# SK64346 MFR#: CFQ7TTC0LH18:0001:P1Y:A Commitment Term: Annual Billing Frequency: Annual	Price Each: £38.31	<input type="text" value="1"/>	

A pop up message will advise the Item Added.



*You can “continue shopping” and will be able to add more products; or “View Cart” and go to the checkout process.

Once you clicked in “View Cart” the page of the Your Shopping Cart will be displayed. You can review the order and then click in “Proceed to Checkout”.

Your Shopping Cart

This order will provision directly to Microsoft SANDBOX Environment. If this is not the method intended, please update the provisioning method located on the staff site.

Quantity	Date Added	Product Number	Product Details	Payment Details	Each ^{***}	Total	
1	12/09/2021	TD#: SK64346 Mfn#: CFQ7TTC0LH18:0001 :P1Y:A	Microsoft New Commerce Experience in CSP with Microsoft 365, Dynamics 365, and Power Platform Microsoft 365 Business Basic Details	Cycle fee	£ 38.31	£ 38.31	Remove
Total						£ 38.31	

*** The prices shown here are subject to change. See the Order Summary page at time of checkout for the actual unit pricing.

Annual Subscription: Unit Prices for Microsoft CSP subscriptions are per end user and charged annually. Our billing cut date is the 12th of the month. If you place an order and cancel it within the same billing cycle there will be not charges on that subscription. You can suspend a subscription at any time from the Reseller Portal.

There is currently no end user assigned to this order. Click 'Proceed to Checkout' to assign one.

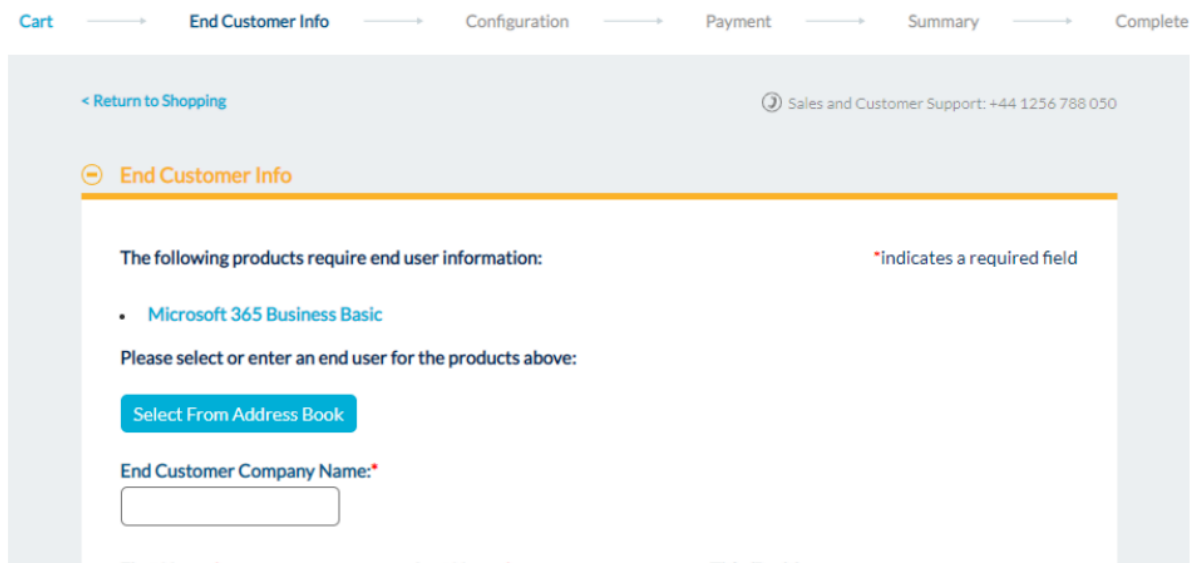
PROCEED TO CHECKOUT

The Checkout Process

The following guidance will walk you through the standard checkout process for Microsoft NCE order in TD SYNnex StreamOne Cloud Marketplace.

End Customer Information

Complete the End Customer information. You can choose to Select from Address Book or add a new customer by filling in the End Customer information in the empty fields.



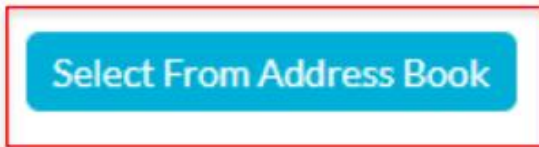
The screenshot shows the checkout process with the following elements:

- Progress bar: Cart → End Customer Info → Configuration → Payment → Summary → Complete
- Navigation: < Return to Shopping (top left), Sales and Customer Support: +44 1256 788 050 (top right)
- Section Header: End Customer Info (with a minus icon)
- Text: The following products require end user information: *indicates a required field
- List: Microsoft 365 Business Basic
- Text: Please select or enter an end user for the products above:
- Button: Select From Address Book
- Text: End Customer Company Name:*
- Form: An empty text input field for the company name.

In this Manual we will select from address book.

- **Microsoft 365 Business Basic**

Please select or enter an end user for the products above:



End Customer Company Name*

You can search for the customer or select the company in the pop up window.

Address Book Search:

Company	First & Last Name	Email Address	Initial Office 365 Domain
703212	Deepak Kalal	nicholas.stancliffe@techdata.c	ncetest21, ncetestagain, ncetestagain2
703212	Deepak Kalal	deepak.kalal@techdata.com	9711556894, begfeugbqgqghqo, bskdfgskfgwbwgbwijk, cbjkbwufgwkjbsvbsjk, dfefgwergevsdvafvqw, fowfnwfonhoflhrn

Once you have selected the customer, all fields will be populated automatically, click **Continue to Configuration**.

- Microsoft 365 Business Basic

Please select or enter an end user for the products above:

Select From Address Book

End Customer Company Name:*
703212

First Name:* Deepak Last Name:* Kalal Title/Position: Mr.

Phone Number:*
01256788121

End Customer Email:*
deepak.kalal@techdata.com

Confirm End Customer Email:*
deepak.kalal@techdata.com

Address Line 1:*
2 Redwood, Crockford Lane

Address Line 2:

City:*
Basingstoke

Country:* United Kingdom Zip/Code:* RG24 8WQ

? This email address MUST be associated with the end customer domain to set up the account properly. If you do not wish to send communication directly to this email you will have the option to specify a different email address during the next step in the Account Administration section.

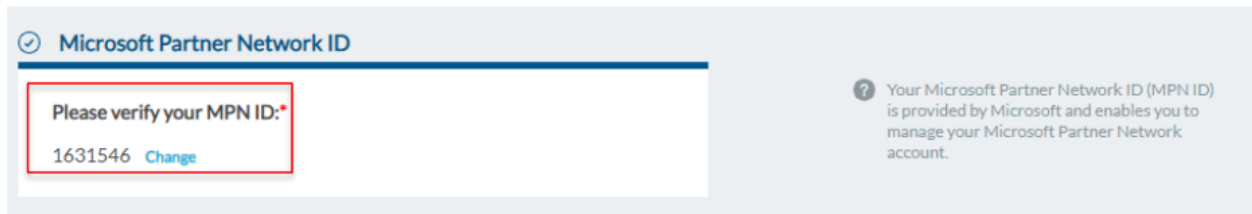
Continue to Configuration

Configuration

Make sure the following information is filled in.

- Partner MPN ID
- End Customer Microsoft Account
- Microsoft Customer Agreement
- Account Administration

Partner MPNID. This is the Microsoft Partner ID of the Partner (Reseller). This will identify that the purchase made is associated with the desired Partner.



Microsoft Partner Network ID

Please verify your MPN ID:
1631546 [Change](#)

Your Microsoft Partner Network ID (MPN ID) is provided by Microsoft and enables you to manage your Microsoft Partner Network account.

** If incorrect in this page, please amend the MPNID accordingly.

End Customer Account – descriptions

End Customer Microsoft Account: this is where the domain of the customer is added. The different options are:

- 1) **Transfer an Advisor, Open, or Trial account.** If needed to review the Steps click in “Authorization steps”

End Customer Microsoft Account

Which end customer Microsoft account would you like to use for this order?*

Transfer an Advisor, Open, or Trial account

Primary domain to transfer:
(onmicrosoft.com, .com .net .co.uk .dk .be .pt etc)

Please enter the full domain as shown in PAC

I've completed the authorization steps required to transfer this subscription.*

Transferring an Advisor, Open or Trial account to CSP?

If the domain you wish to transfer is not listed, you will need to complete the authorization steps to continue.

[> Authorisation steps](#)

2) **Create a New end customer Microsoft account.** Add the domain to be created for this subscription.

End Customer Microsoft Account

Which end customer Microsoft account would you like to use for this order?*

Transfer an Advisor, Open, or Trial account

Create a New end customer Microsoft account

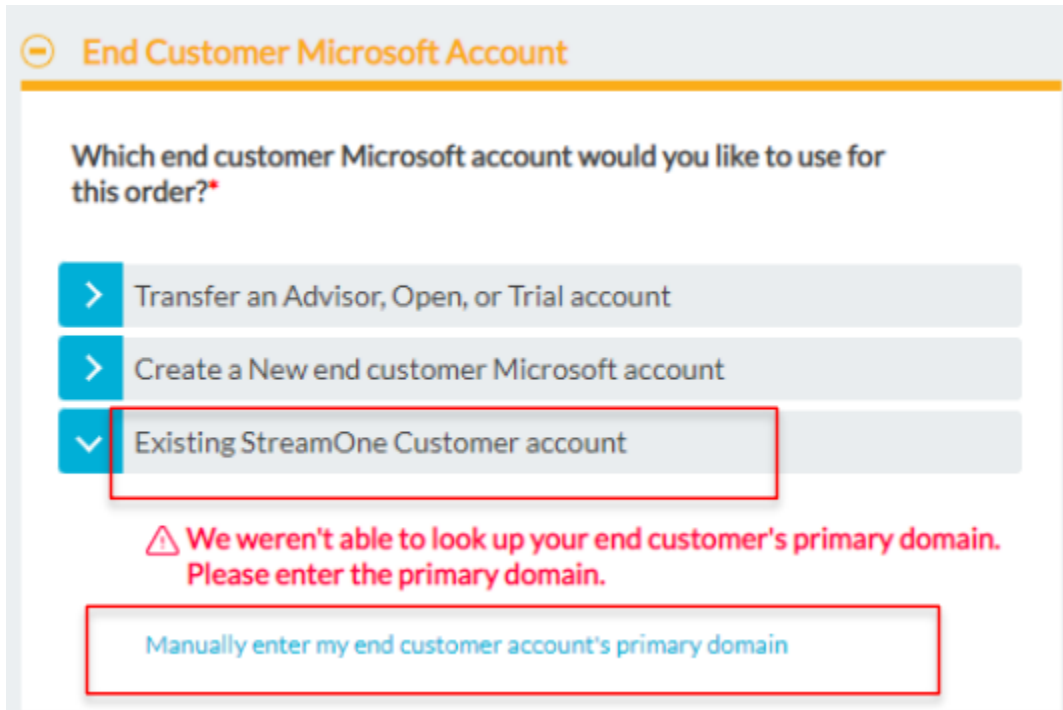
Please enter a new primary domain name:

.onmicrosoft.com

Only letters and numbers are allowed. Please do not use hyphens, periods, spaces, or special characters-including underscores.

3) **Existing StreamOne Customer account.** If the customer already has a domain in use, it can be associated with this order. You can also click on “Manually enter my end customer account’s

primary domain” if other options are not working or for ad-hoc processes (example: change of reseller).



End Customer Microsoft Account

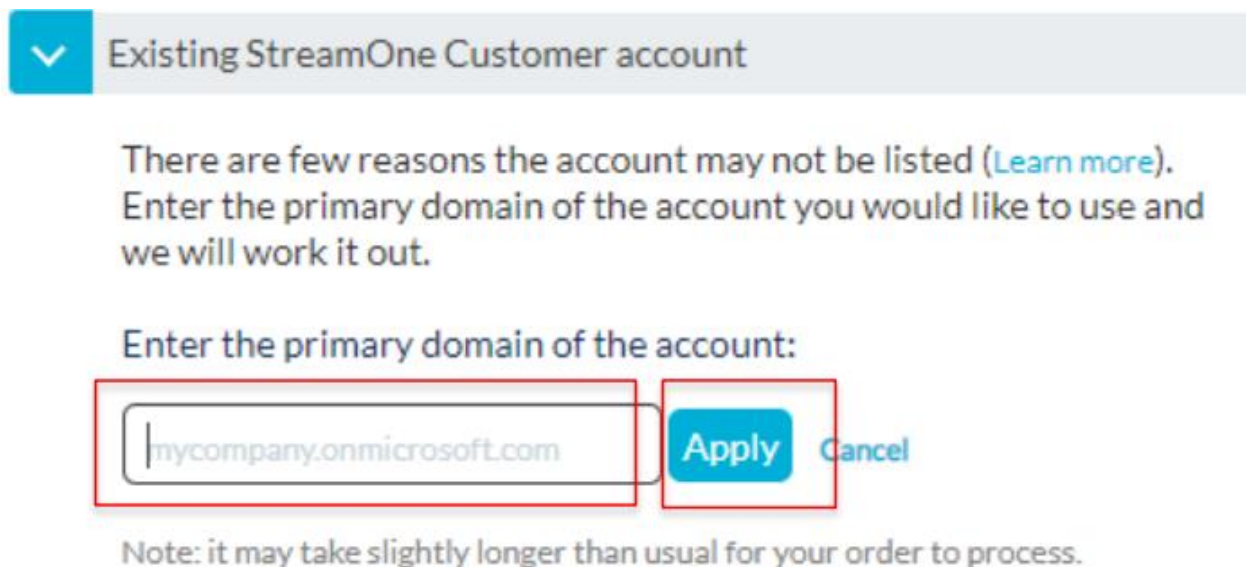
Which end customer Microsoft account would you like to use for this order?*

- > Transfer an Advisor, Open, or Trial account
- > Create a New end customer Microsoft account
- ▼ Existing StreamOne Customer account

⚠ We weren't able to look up your end customer's primary domain. Please enter the primary domain.

Manually enter my end customer account's primary domain

Add the in the search bar the current domain of the customer and click **Apply**.



Existing StreamOne Customer account


There are few reasons the account may not be listed ([Learn more](#)). Enter the primary domain of the account you would like to use and we will work it out.

Enter the primary domain of the account:

mycompany.onmicrosoft.com **Apply** Cancel

Note: it may take slightly longer than usual for your order to process.

Once the domain is approved a green message will appear.

 Existing StreamOne Customer account

There are few reasons the account may not be listed ([Learn more](#)). Enter the primary domain of the account you would like to use and we will work it out.

Enter the primary domain of the account:

Primary Domain Applied

javiertest [Change](#)

Note: it may take slightly longer than usual for your order to process.

Co-term during the order placement process

You can choose the Coterminality option during the checkout. Choose the customer primary domain and you will see the billing frequency and contract length of existing subscriptions when you hover the mouse over the product. Click on **Select new end date** if you want to align the end date of the new subscription with the existing subscriptions.

Which end customer Microsoft account would you like to use for this order?*

- Transfer an Advisor, Open, or Trial account
- Create a New end customer Microsoft account
- Existing end customer Microsoft account

Select the primary domain of the account:

- CoterminosityTestS3125DK.onmicrosoft.com (1 subscriptions)
- CotermUAT3126TestDK.onmicrosoft.com (1 subscriptions)
- dkcotermtest.onmicrosoft.com (2 subscriptions)
- dkuatmicrosoft3127.onmicrosoft.com (2 subscriptions)
- CotermUAT3127TestDK.onmicrosoft.com (2 subscriptions)

[My end customer account's primary domain isn't listed](#)

I would like to activate coterminosity and align the end-dates of my subscriptions. [What is coterminosity?](#)

Microsoft 365 Business Basic - [Select new end date](#)



Billing Frequency: Monthly / Contract Length: Monthly

You can co-term with the existing subscriptions regardless of auto the renewal status or you can align the end date with Calendar Month. Make your selection and confirm.

End Date alignment for Microsoft 365 Business Basic

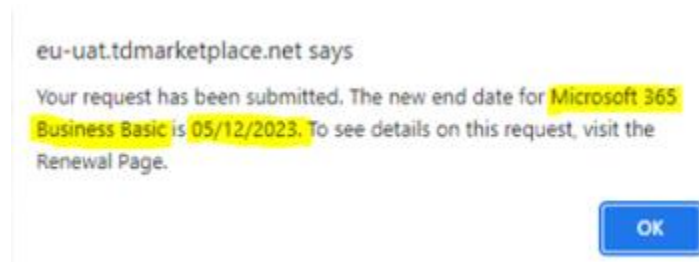
Show 5 entries

SO#	Description	Subscription ID	Billing Frequency	Contract Length	End Date	Action
S0004 49301	Microsoft 365 B usiness Basic	503cdbce-7591-4af0 -cca2-2835b1cad82 2	Monthly	Monthly	06/01/2023	<input type="radio"/>
S0004 49301	Microsoft 365 B usiness Basic	16bc3f2f-b829-47c7- d456-490b73f5adcf	Annual	Annual	06/12/2023	<input type="radio"/>

Showing 1 to 2 of 2 entries

I would like to align the end date with [calendar month](#).

You will see a pop up message confirming your changes been made.



Auto renewal section on configuration page

You will see auto renewal preferences on configuration page. You can choose the auto renewal status as **on** or **off** during the order placement flow.

Which end customer Microsoft account would you like to use for this order?*

Transfer from Advisor, Open or Trial Account

Primary domain to transfer:
(onmicrosoft.com, .com .net .co.uk .dk .be .pt etc)

I've completed the authorization steps required to transfer this subscription.*

Create a new Microsoft account

Returning StreamOne customer

Auto Renewal Preferences

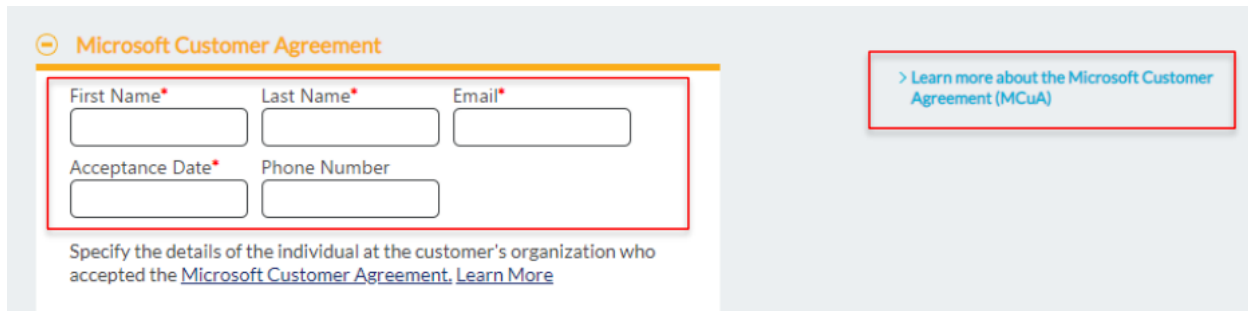
Auto Renew On (subscription will automatically be renewed at the end of your Commitment date)

Auto Renew Off (subscription will be expired at the end of your Commitment date)

Go to Renewal Page to see the status of your request for Coterminosity changes. You will find the changes under Renewal History.

Microsoft Customer Agreement (MCuA)

The Microsoft Customer Agreement is a mandatory field that confirms the customer acceptance on Microsoft terms. Fill in the contact information of the person to whom you have presented the terms. If you need further information of the MCuA (Microsoft Customer Agreement), please click in the “Learn more about the Microsoft Customer Agreement (MCuA)” link in the page.



The screenshot shows a form titled "Microsoft Customer Agreement" with a minus sign icon. The form contains five input fields: "First Name*", "Last Name*", "Email*", "Acceptance Date*", and "Phone Number". A red box highlights these fields. To the right, there is a blue link: "> Learn more about the Microsoft Customer Agreement (MCuA)". Below the form, there is a text instruction: "Specify the details of the individual at the customer's organization who accepted the [Microsoft Customer Agreement](#). [Learn More](#)".

Payment

In the Payment section, you will be able to add:

- PO Number
- End User PO Number (not mandatory)
- Payment Method

After completing the fields, click in Continue to Summary

Cart —> End Customer Info —> Configuration —> **Payment** —> Summary —> Complete

[< Return to Shopping](#) Sales and Customer Support: +44 1256 788 050

Purchase Order Info

Reseller PO Number:*

End User PO Number:

Payment Method

Your default payment method will be used:*

Terms

[Continue to Summary](#)

Summary

The Summary page allows you to review the checkout options followed and change any field if needed before placing the order. Once all reviewed, click in “Place Order”.

[< Return to Shopping](#) Sales and Customer Support: +44 1256 788 050

End Customer Information [Change](#)

703212

Deepak Kalal
2 Redwood, Crockford Lane
Basingstoke, RG24 8WQ, United Kingdom
deepak.kalal@techdata.com

Configuration [Change](#)

Microsoft Account Domain:
javierui.onmicrosoft.com

Credentials will be sent to:
deepak.kalal@techdata.com

Order Summary [Edit Cart](#)

Quantity	Product	Price Each	Total
1	Microsoft 365 Business Basic Best for businesses that need professional email, cloud file storage, ...	£ 38.31 / year	£ 38.31

Have a promo code? **Total: £ 38.31**

Payment Method [Change](#)

Reseller PO Number:
1234

Payment Method:
Terms

Terms and Conditions

I have read and agree to the [Reseller Marketplace Terms*](#)

I have read and agree to [Vendor Terms For Microsoft*](#)

Place Order

After the Order is placed a confirmation Order Summary will be provided and also a Sales Order number. From this screen user can also Manage Tenant or Return to Shopping

✔ Order Complete

Order #S000438452

Thank you for your business.
Your order is currently being processed.

To check the status of your order please visit the [Reseller Portal](#) and view [Order Tracking](#)

When we have completed processing your order:

- An email will be sent to your end user with getting started instructions,

Return to Shopping

Manage Tenant

Order Summary

Order Date: 12-09-2021 04:41 PM CEST

Reseller PO #: 1234

Sold To:

Tech Data UK
Wessex House, Oxford Road Chineham Business Park
Basingstoke, GB RG14 1PA GB
1234567899
mohammad.shahrukh@techdata.com

End Customer Information:

703212
Deepak Kalal
2 Redwood, Crockford Lane
Basingstoke RG24 8WQ
United Kingdom
deepak.kalal@techdata.com

Items Purchased

Qty	M/Part#	Vendor	Description	Date	Promo	Each	Total
1	CFQ7TTC0LH18:00 01:P1Y:A	Microsoft	Microsoft 365 Business Basic	12/09/2021		£ 38.31	£ 38.31
						Total	£ 38.31

How to transition Legacy subscriptions to NCE in StreamOne Cloud Marketplace (SCM)

Two Options to migrate to NCE

Depending on your situation and preference, you have two options to move to NCE in StreamOne Cloud Marketplace.

1. Use the Transition Tool in Renewal Dashboard
2. Reorder New and Cancel Old

Placing a new NCE-order is shown in the previous section. When the new NCE order is completed and active you need to suspend the Legacy subscription to avoid double invoicing. If the new NCE subscription is different from the Legacy subscription, you must reassign the NCE licenses to the users.

Please note! An NCE order can only be cancelled within 168 hours (7 days). If you cancel BEFORE 168 hours, a pro-rated refund will apply. AFTER 168 hrs you cannot cancel the subscription anymore and no refund will apply.

Renewal Dashboard & Transition Tool

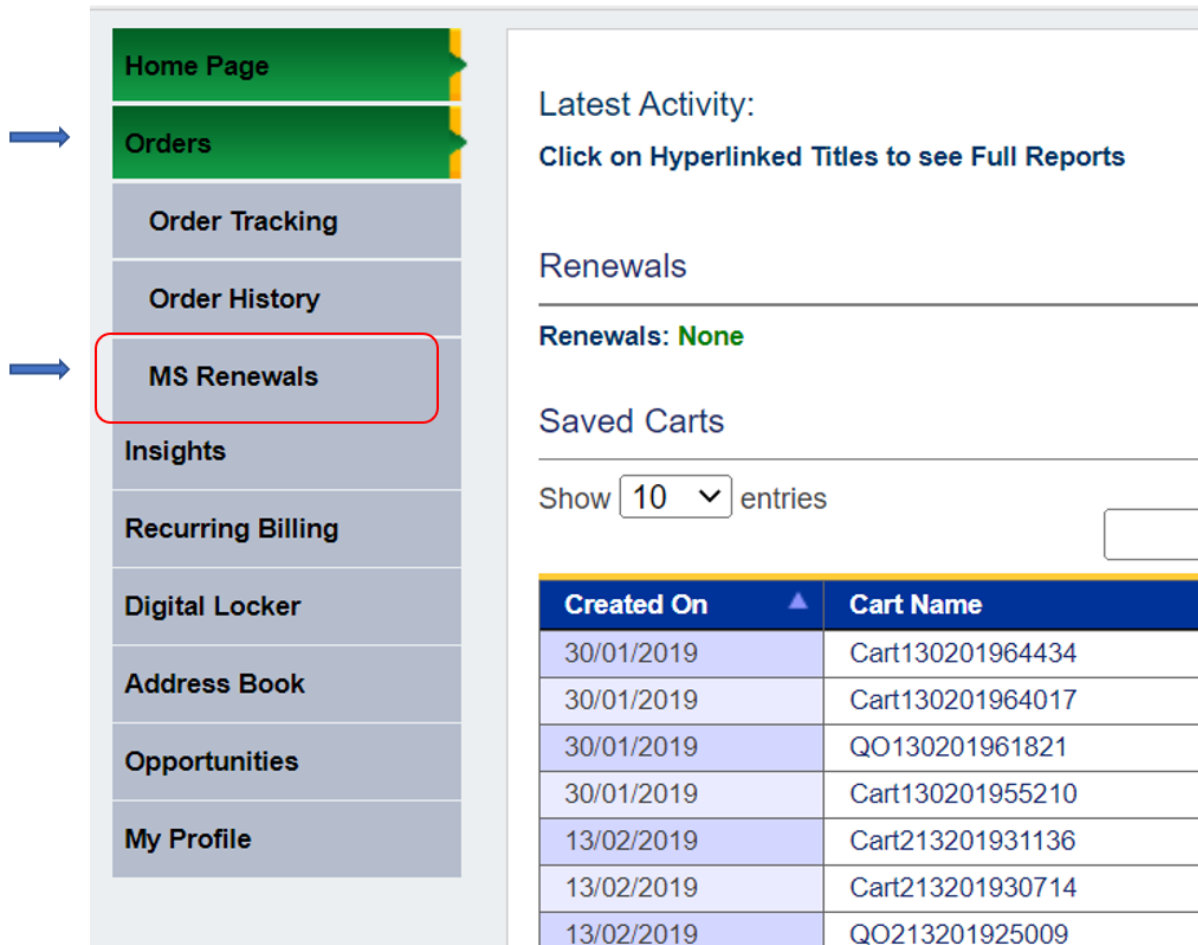
The following guidance will explain you how to use the **Transition tool** in Renewal Dashboard.

When to use transition tool:

- When you don't want to make changes to the original subscription type.
- When there aren't any add-on products attached to the original subscription.

If you want to change the subscription type when migrating to NCE or if the legacy subscription has any Add-ons attached to it, that may not be transferred to NCE with the transition tool. Those ones you need to place as new NCE-orders and suspend the legacy when NCE is active. Any add-on subscriptions must be ordered separately on NCE.

The transition tool can be found in Reseller portal – Orders – MS Renewals.



Home Page

Orders

Order Tracking

Order History

MS Renewals

Insights

Recurring Billing

Digital Locker

Address Book

Opportunities

My Profile

Latest Activity:
Click on Hyperlinked Titles to see Full Reports

Renewals

Renewals: **None**

Saved Carts

Show entries

Created On	Cart Name
30/01/2019	Cart130201964434
30/01/2019	Cart130201964017
30/01/2019	QO130201961821
30/01/2019	Cart130201955210
13/02/2019	Cart213201931136
13/02/2019	Cart213201930714
13/02/2019	QO213201925009

In Renewal dashboard you can search for legacy subscriptions per product line, by customer email, or by order ID (SO number).

Renewal Dashboard

Product Lines :

Show 25 entries

Renewal Date	Renewal Count down Timer	Renewal Status	Order Date	Email	Company	Sales Order Number	SubscriptionId	Product Name	SKU	Commitment Terms	Billing Frequency	Unit Qty	Action
No matching records found													

Showing 0 to 0 of 0 entries

Renewal Dashboard

Product Lines :

Subscription Id :

Show 25 entries

Upgrade to NCE	Renewal Date	Renewal Count down Timer	Renewal Status	Order Date	Email	Company	Sales Order Number	SubscriptionId	Product Name	SKU	Commitment Terms	Billing Frequency	Unit Qty	Action
<input type="button" value="Transition"/>				13-04-2020 11:32 AM	vishal.patil@techdata.com	VP-FI	S000414762	A7128D4B-FAEC-4D06-A931-A6221080D69A	Office 365 Enterprise E1	SK4761		Monthly	1	Modify
<input type="button" value="Transition"/>				15-04-2020 09:31 AM	sujit.more@techdata.com	Automation Testing	S000414803	64962E89-BCF9-4722-9112-6DD7AA01B5B6	Office 365 Enterprise E1	SK4761		Monthly	2	Modify
<input type="button" value="Transition"/>				17-04-2020 06:50 AM	sujit.more@techdata.com	Automation Testing	S000414891	AE0904C7-8ABC-44ED-AD72-8374DE96F2CF	Office 365 Enterprise E1	SK4761		Monthly	2	Modify

When you find the subscription you want to move to NCE, click on “Transition“ on the left. In the next pop-up page you need to choose the term (annual/monthly) and billing frequency (annual/monthly).

Make your selections and then click on “Check Eligibility”. If eligible, a new subscription and a new StreamOne order will be generated and system will automatically cancel the legacy subscription.

Transition Summary For Microsoft 365 Business Basic ✕

This page provides information on your transition status, allows you to upgrade from Legacy CSP to NCE, and to choose the term of the NCE subscription.

To view additional details about the product and transition, close this page and view the “Manage Tenants Page Transition” section. By placing this order, I acknowledge and agree that, in order to receive a prorated refund, cancellation for Seat-based OLS Subscriptions indicated as New Commerce Experience, must be done within the hundred and sixty-eight (168) hours from placing such order. Such prorated refund will be calculated on a daily basis and will be displayed on partner’s next invoice. No refund will be provided in connection with a cancellation request submitted after the initial hundred and sixty-eight (168) hours period has passed.

Status of Transition: Not Started

Select an option below to choose your term date

If you are intending to process multiple subscriptions on this customers tenant, please wait for the initial migration to finish before attempting to start another.

If this is not done, Microsoft may fail the additional request, which will cause StreamOne to cancel the request in turn.

Microsoft 365 Business Basic

What do you want to do?*

Get a New term Annual Monthly

Select your Billing Frequency: Annual Monthly

Seat Count :



Check Eligibility

Close

Add your PO reference, accept the terms and click Upgrade. That subscription will then be transitioned to NCE and you don’t have to worry about suspending the legacy-subscription.

Reseller PO:*

test

End User PO:

Payment Method:

Term (*same as initial order*)

I have read and agree to Vendor Terms For [Microsoft](#)

Upgrade

Cancel

Please note! You can make changes to the original seat quantity, but you cannot change the license type in this tool. If you want to change the license type, you need to place it as new order and suspend the Legacy order once NCE is active.

NCE renewals and upgrades in StreamOne Cloud Marketplace (SCM)

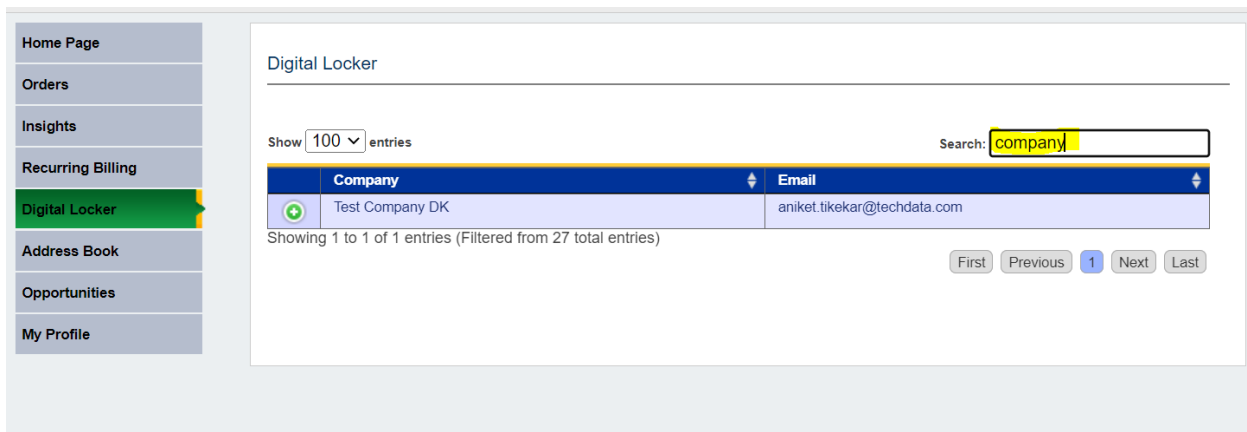
How to check the current status of your customer subscription

You can see the current status and renewal dates of your customer subscriptions in **Digital locker / Customer Admin** or **Renewal Dashboard**. If you need to make any changes to the subscriptions the following guidance will explain you how to do this in StreamOne Cloud Marketplace.

Find the subscription to renew or upgrade

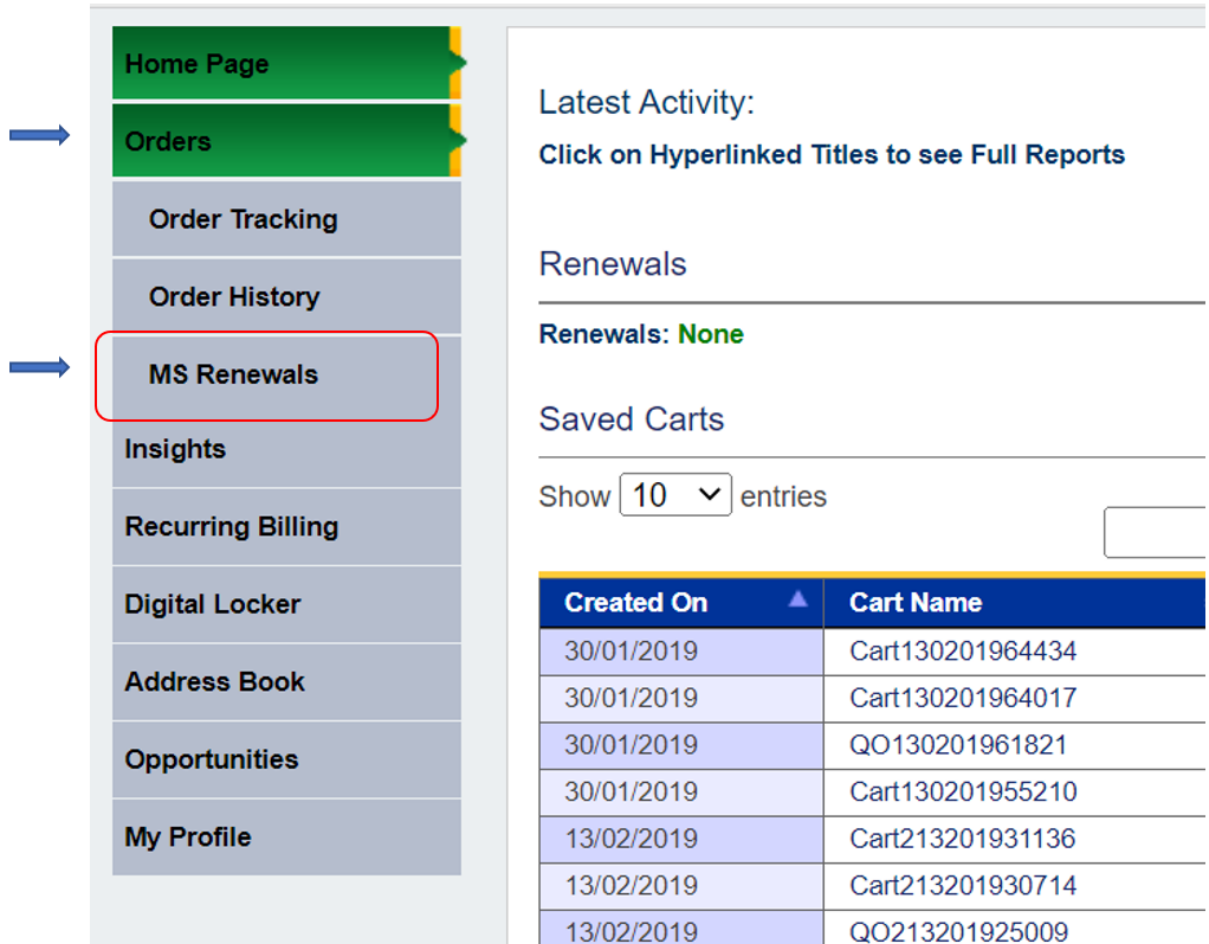
When you want to upgrade subscriptions and manage renewals for the customer, you first need to find the right subscription in Reseller Portal. You can either go straight to the **Digital Locker / Customer Admin** or you can search for the subscription and check it's status and renewal date in **Renewal Dashboard**.

- a. Search the customer and subscriptions in **Digital locker / Customer Admin**



The screenshot shows the 'Digital Locker' interface. On the left is a navigation menu with options: Home Page, Orders, Insights, Recurring Billing, Digital Locker (highlighted), Address Book, Opportunities, and My Profile. The main content area is titled 'Digital Locker' and includes a search bar with 'company' entered. Below the search bar is a table with two columns: 'Company' and 'Email'. The table contains one entry: 'Test Company DK' with email 'aniket.tikekar@techdata.com'. Below the table, it says 'Showing 1 to 1 of 1 entries (Filtered from 27 total entries)'. At the bottom right of the table area are navigation buttons: 'First', 'Previous', '1', 'Next', and 'Last'.

b. Or search the customer and subscriptions in **MS Renewals**



The screenshot displays the TD SYNnex user interface. On the left is a vertical navigation menu with items: Home Page, Orders, Order Tracking, Order History, MS Renewals (highlighted with a red box and a blue arrow), Insights, Recurring Billing, Digital Locker, Address Book, Opportunities, and My Profile. The main content area shows 'Latest Activity' with a link to 'Full Reports', 'Renewals' section indicating 'None', and 'Saved Carts' section with a 'Show 10 entries' dropdown. Below this is a table of saved carts.

Created On	Cart Name
30/01/2019	Cart130201964434
30/01/2019	Cart130201964017
30/01/2019	QO130201961821
30/01/2019	Cart130201955210
13/02/2019	Cart213201931136
13/02/2019	Cart213201930714
13/02/2019	QO213201925009

In Renewal dashboard (MS Renewals) you can search for subscriptions per product line, commitment term, by customer email, or by order ID (SO number). You can see the renewal date and status, subscription term and seat quantities. You can also export a CSV list of all orders.

Renewal Dashboard

Product Lines : Commitment Term : Customer Email : Order Id :

Subscription Id :

Please Note:
 *The Renewal Date listed is the date which your NCE subscription will be renewed if your Auto Renew setting is turned On.
 *Changes to the subscription must occur at least 2 days prior to the Renewal Date as the subscription will be frozen 24 hours prior to the Renewal and no changes may occur.

Show 25 entries First Previous 3 4 5 6 7 Next Last

Upgrade to NCE	Renewal Date	Renewal Count down Timer	Renewal Status	Order Date	Email	Company	Sales Order Number	SubscriptionId	Product Name	SKU	Commitment Term	Billing Frequency	Unit Qty	Action
Transition		0		28-06-2019 01:24 AM	vinod.pawar@techdata.com	MP Reseller Test 11027	S000293199	42C2B6EE-7D2E-4FAE-B6F9-37EBB8500DA6	Office 365 Enterprise E1_test_import	SK4663		Monthly	2	Modify
Transition		0		04-07-2019 09:57 AM	khushboo.rathore@techdata.com	KR sol	S000293256	6F741562-815E-411D-A038-700051A6E3B9	Office 365 Business	SK16425		Monthly	1	Modify
Transition		0		09-07-2019	suji.more@techdata.com	Automation Testing	S000293450	010C3F55-EBB9-484C-	Office 365 Business	SK4661		Monthly	5	Modify

Click Modify if you want to make any changes to that particular subscription.

Renewal Dashboard

Product Lines : Customer Email : Order Id :

Subscription Id :

Show 25 entries First Previous 1 2 3 4 Next Last

Upgrade to NCE	Renewal Date	Renewal Count down Timer	Renewal Status	Order Date	Email	Company	Sales Order Number	SubscriptionId	Product Name	SKU	Commitment Terms	Billing Frequency	Unit Qty	Action
	11-07-2023	206	Auto Renew - ON	11-07-2022 03:20 PM	S1QAtest2@evolvingsols.com	Automation Testing	S000446544	1eb59ce0-137c-4434-d506-3f3643db0be8	Microsoft 365 Business Premium	SK64211	Annual	Monthly	2	Modify
	11-07-2023	206	Auto Renew - ON	11-07-2022 03:36 PM	S1QAtest2@evolvingsols.com	Automation Testing	S000446545	5087ee1c-79b5-4d27-c139-d61972173fb1	Microsoft 365 Business Premium	SK64211	Annual	Monthly	2	Modify
	11-07-2023	206	Auto Renew - ON	11-07-2022 03:43 PM	S1QAtest2@evolvingsols.com	Automation Testing	S000446546	b4b72aef-e310-4de8-c576-0f4c9e3ee71a	Microsoft 365 Business Premium	SK64211	Annual	Monthly	1	Modify
	27-07-2023	222	Auto Renew - OFF	27-07-2022 10:36 AM	S1QAtest2@evolvingsols.com	Automation Testing	S000446857	e910a550-5d35-44e2-c5f6-a62f24f5a454	Microsoft 365 Business Premium	SK64211	Annual	Monthly	2	Modify

Upgrade & renew NCE-subscriptions

In Digital Locker / Customer Admin you can

A. Modify orders and check Renewals

B. Make Upgrades and Renewals (scheduled changes)

Subscription Summary:

Qty	SO#	Description	Subscription Type	Status	Action
1	S000449301	Microsoft 365 Business Basic	New Commerce	Active	Modify Renewal
1	S000449301	Microsoft 365 Business Basic	New Commerce	Active	Modify Renewal

Office 365 Managed Add-Ons:

Clear Filters

Product Name	TD#	Price	Quantity	Actions
An active base subscription is required for add-on purchase.				

Showing 0 to 0 of 0 entries

First Previous Next Last

B ➔

New Commerce Experience Upgrades and Renewals

What would you like to do?

Upgrade my eligible subscription to a new product immediately (includes Trial Conversion)

Make changes to my eligible subscription at it's renewal date

Important Upgrade Information:

- 1) Before upgrading be sure to backup all data.
- 2) During the upgrade, avoid changing any part of the original subscription or the customer's accounts. This will create a new subscription, provision any services, and reassign user licenses to the new subscription. These changes cannot be undone
- 3) If you upgrade before your renewal date, all changes that were scheduled to occur at renewal will be deleted

Select the subscription you would like to upgrade: -Select- Check Eligibility

A. Modify subscription

You can always **increase** the number of seats in this view or suspend the order.

Please note! that suspending NCE order will not stop the invoicing, it will only turn off the Auto-Renew and prevent customer accessing the licenses.

The purpose of the Suspend function is to help in dunning scenarios since users cannot access files and services, although administrators can access data. Partners continue to be billed when a NCE-subscription is Suspended. A partner can change the state of a Suspended subscription to Active again at any time whereby users will be able to access files and services again.

Subscription Summary:					
Qty	SO#	Description	Subscription Type	Status	Action
1	S000449301	Microsoft 365 Business Basic	New Commerce	Active	Modify Renewal
1	S000449301	Microsoft 365 Business Basic	New Commerce	Active	Modify Renewal

Modify your Microsoft 365 Business Basic ✕

Select an option below to modify your current subscription and press Submit when done or Close to return to Manage Tenant page.

Current status : **Active**

What do you want to do? *

Change the number of seats for this subscription

Seat changes will overwrite any scheduled changes at renewal date that have been requested. Please check the Renewal Summary page to see scheduled changes and submit these changes again after the seat modification is completed.

Suspend this Subscription (If you have Auto-Renew turned on, this action will turn Auto-Renew off)

Cancel this Subscription

Number of Seats : *

Only applicable when changing seat count

Terms & Conditions : *

I have reviewed and agree to the [StreamOne Marketplace Terms and Conditions](#)

I have read and agree to Vendor Terms For [Microsoft](#)

You can only **decrease** the quantity of seats on NCE order or **cancel** the order in this view within the cancellation window (168 hours from the order placement, renewal date or additional seats added).

Modify your Microsoft 365 Business Basic ✕

Select an option below to modify your current subscription and press Submit when done or Close to return to Manage Tenant page.

Current status : **Active**

What do you want to do? *

- Change the number of seats for this subscription
- Suspend this Subscription (If you have Auto-Renew turned on, this action will turn Auto-Renew off)
- Cancel this Subscription

Your 168 hour cancellation window has closed. We are unable to cancel your subscription [Learn More](#)

Number of Seats : *

Only applicable when changing seat count

Terms & Conditions : *

- I have reviewed and agree to the [StreamOne Marketplace Terms and Conditions](#)
- I have read and agree to Vendor Terms For [Microsoft](#)

A. Check the renewal status

You can check the renewal date and status and possible scheduled changes in the Renewal view. In this view you can also turn off the Auto-Renew.

Subscription Summary:

Qty	SO#	Description	Subscription Type	Status	Action
1	S000449301	Microsoft 365 Business Basic	New Commerce	Active	Modify Renewal
1	S000449301	Microsoft 365 Business Basic	New Commerce	Active	Modify Renewal

Renewal Summary For Microsoft 365 Business Basic ✕

This page provides information on your Auto-Renewal status, allows you to change your Auto-Renewal preference, and to view a history of the changes you have requested for your renewal.

To submit a change to take place on your renewal date, close this page and view the "New Commerce Experience Upgrades and Renewal" section.

Current Subscription Status: Auto renews on Jan 07, 2023

At Renewal You Are Scheduled To Have:

Product	Quantity	Commitment Term	Billing Frequency
Microsoft 365 Business Basic	3	Annual	Monthly

Turn Auto-Renew Off

Submit

Renewal History

Show 5 entries

Date	Action	Changed From	Changed To	Status	Requested By
08/12/22 08:01:AM GMT+0000	Commitment Term Change At Renewal	Monthly	Annual	Processed	salla dookie
08/12/22 08:01:AM GMT+0000	Quantity Change At Renewal	1	3	Processed	salla dookie
08/12/22 08:01:AM GMT+0000	End date change at Renewal	06/01/23 12:00:AM Z	06/12/23 12:00:AM Z	Processed	salla dookie
08/12/22 08:00:AM GMT+0000	Commitment Term Change At Renewal	Monthly	Annual	Request Received	salla dookie
08/12/22 08:00:AM GMT+0000	Quantity Change At Renewal	1	3	Request Received	salla dookie

Showing 1 to 5 of 6 entries

First
Previous
1
2
Next
Last

B. Make Upgrades and Renewals (scheduled changes)

In this view you can make immediate changes or schedule changes to happen at the renewal date.

Choose the subscription you want to **upgrade**, check eligibility and you will get a list of SKUs you can upgrade your subscription to. Choose the correct product and term & add the quantity you want to upgrade. Original license will be upgraded immediately and you need to reassign the licenses (unless you upgraded all of the licenses in that subscription).

Subscription Summary:

Qty	SO#	Description	Subscription Type	Status	Action
1	S000449301	Microsoft 365 Business Basic	New Commerce	Active	Modify Renewal
1	S000449301	Microsoft 365 Business Basic	New Commerce	Active	Modify Renewal

Office 365 Managed Add-Ons:

Clear Filters

Product Name	TD#	Price	Quantity	Actions
An active base subscription is required for add-on purchase.				
Showing 0 to 0 of 0 entries				

First
Previous
Next
Last

New Commerce Experience Upgrades and Renewals

What would you like to do?

Upgrade my eligible subscription to a new product immediately (includes Trial Conversion)

 Make changes to my eligible subscription at it's renewal date

Select the subscription you would like to change:

→

-Select-
▼

-Select-

Microsoft 365 Business Basic: 503cdbce-7591-4af0-cca2-2835b1cad822

Microsoft 365 Business Basic: 16bc3f2f-b829-47c7-d456-490b73f5adcf

Submit

Subscription change history:

Clear Filters

Or choose the subscription you want to make **scheduled changes** to. You can change the quantity (also decrease), change the billing frequency etc. and changes will happen at the **renewal date**. **Please note!** These scheduled changes should be done 2 days before the renewal date as the subscription will be frozen 24 hours prior to the renewal.

New Commerce Experience Upgrades and Renewals

What would you like to do?

Upgrade my eligible subscription to a new product immediately (includes Trial Conversion)
 Make changes to my eligible subscription at it's renewal date

Select the subscription you would like to change:

This subscription is scheduled to renew on Jan 07, 2023. The change you are requesting will be effective on your renewal date.

What change would you like to make on your renewal date?

Change the quantity, commitment term, billing frequency or billing end date for my existing product
 Select a new product and choose it's quantity, commitment term, billing frequency or billing end date

Name	Price	Quantity	Buy
Microsoft 365 Business Basic TD#: SK75918 MFR#: CFQ7TTC0LH18:0001:P1M:M Commitment Term: Monthly Billing Frequency: Monthly	Price Each: kr 32,52	<input type="text"/>	<input type="button" value="Select"/>
Microsoft 365 Business Basic TD#: SK75919 MFR#: CFQ7TTC0LH18:0001:P1Y:A Commitment Term: Annual Billing Frequency: Annual	Price Each: kr 325,16	<input type="text"/>	<input type="button" value="Select"/>
Microsoft 365 Business Basic TD#: SK75920 MFR#: CFQ7TTC0LH18:0001:P1Y:M Commitment Term: Annual Billing Frequency: Monthly	Price Each: kr 325,16	<input type="text"/>	<input type="button" value="Select"/>

Showing 1 to 3 of 3 entries

Coterminosity on NCE-orders

Coterminosity means that you can align billing end dates of new or renewing subscriptions. You can co-term new orders during the order placement process (explained in previous section) or you can cotermin existing orders. The following guidance will explain you how to co-term existing orders in TD SYNnex StreamOne Cloud Marketplace.

Co-term existing orders

You can co-term In Digital Locker / Customer Admin under New Commerce Experience Upgrades and Renewal section, using option “Make Changes to my eligible subscription at its renewal date”.

Once you click any of the given options you will see this message:

“ What change would you like to make on your renewal date?”

- a. Change the quantity, commitment term, billing frequency or **billing end date** for my existing product.
- b. Select a new product and choose it's quantity, commitment term, billing frequency or **billing end date**.

Office 365 Managed Add-Ons:

Clear Filters

Product Name	▲ TD#	⬇ Price	⬆ Quantity	▼ Actions
An active base subscription is required for add-on purchase.				

Showing 0 to 0 of 0 entries

First
Previous
Next
Last

New Commerce Experience Upgrades and Renewals

What would you like to do?

Upgrade my eligible subscription to a new product immediately (includes Trial Conversion)

 Make changes to my eligible subscription at it's renewal date

Select the subscription you would like to change: Microsoft 365 Business Basic: a5b76 Submit

This subscription is scheduled to renew on Dec 06, 2023. The change you are requesting will be effective on your renewal date.

What change would you like to make on your renewal date?

Change the quantity, commitment term, billing frequency or billing end date for my existing product

 Select a new product and choose it's quantity, commitment term, billing frequency or billing end date Check Eligibility

Clear Filters

Select any of the given option as per your requirement, make changes and enter the quantity and click on select. You will see the Coterminosity pop-up page giving option to select YES or NO.

End Date alignment for Microsoft 365 Business Basic ✕

Would you like to activate coterminosity and align the end-dates of this subscription. [What is coterminosity?](#)

Yes, please proceed and show eligible subscriptions.

 No, end date alignment is not required.

Confirm

If you select NO and click on confirm, a pop-up message will be shown informing that changes has been made without coterminosity.

If you select YES, you can proceed to see eligible subscriptions to cotermin your order with or you can choose to align the end date with calendar month.

End Date alignment for Microsoft 365 Business Basic
✕

Would you like to activate coterminosity and align the end-dates of this subscription. [What is coterminosity?](#)

Yes, please proceed and show eligible subscriptions.

In order to assign a new end date for this product, please select one of the eligible end dates from the table below to coterminate with or click on the check box to align to calendar month.

Show 5 entries

SO#	Description	Subscription ID	Billing Frequency	Contract Length	End Date	Action
S000449301	Microsoft 365 Business Basic	16bc3f2f-b829-47c7-d456-490b73f5adcf	Annual	Annual	06/12/2023	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

I would like to align the end date with [calendar month](#).

No, end date alignment is not required.

Warning: Please be aware that any request submitted now will overwrite existing changes at renewal if the request is for the same product

Confirm

If you choose to proceed with Co-term option but you do not have any existing subscriptions to Co-term, the below message will be shown.

“Currently there are no eligible subscription to coterminate with”

However in this case you can still select the calendar month option. Go to Renewal Page to see the status of your request for Coterminosity changes. You will find the changes under Renewal History.