

rhipe

PRISM & New Commerce Experience (NCE)  
- User Guide

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## Introduction

From January 2022, rhipe's PRISM Portal has been updated to enable functionality to match Microsoft's New Commerce Experience (NCE). Within this user guide you will be shown provisioning, management functionality specific to the New Commerce Experience, please note for any existing functionality that hasn't changed you will be directed to review the steps from the PRISM Portal User Guide located under [rhipe's Operational Knowledge Base](#). The concepts/functionality/rules introduced within the New Commerce Experience are quite extensive, therefore this guide will breakdown this information into two levels, based on the commitment and payment terms. Tenants can contain one of the commitment/payment types or both.

- Monthly Commitment with Monthly Payment
- Annual Commitment with Annual Payment

**Important Note:** Any pricing shown within this user guide is purely test data and not to be used for quoting or pricing expectations.

## Major NCE Concepts

- No cancellation / seat reduction after 72 hours from subscription
- Pre-Payment for Provisioning of Annual Subscriptions.
- Quantity Increase available anytime.
- Quantity decrease is not allowed after the 72-hour window (Annual / Monthly)

## How to access the PRISM Portal

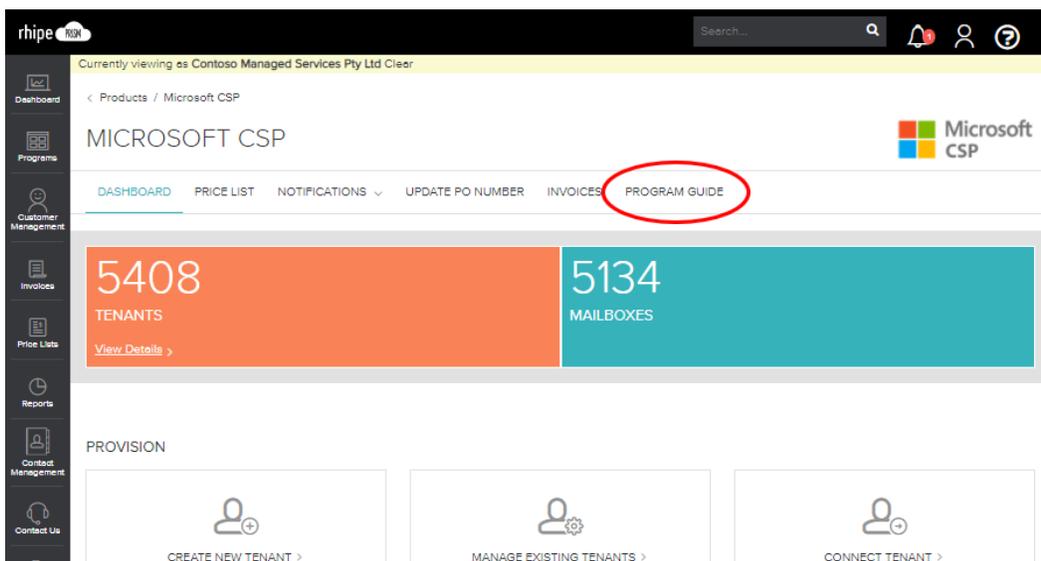
Link to Access PRISM Portal: <https://www.prismportal.online/>

Login using details provided by rhipe (if required you can reset your password using the "Forgot my password" link above the log in button), you will be requested to complete multi-factor authentication (MFA) either via an email or a text message (SMS) to verify your identity.

## Terms and Conditions of Microsoft CSP (NCE)

Please be aware that the use of the Microsoft CSP program and any/all features released, or future released as part of the New Commerce Experience (NCE) are subject to the terms of rhipe's Microsoft CSP Program Guide. To review the latest version of the Microsoft CSP Program Guide, please navigate to the Microsoft CSP program tile in PRISM and select the Program Guide heading under the horizontal toolbar.

Note: It is your responsibility to ensure that you are aware of any legal terms that apply as it relates to your use or resale of Microsoft CSP products.



Then select the Download button to download this file as a PDF for your review. Please note that when any changes occur to the program guide, the newest version will be available via this process.



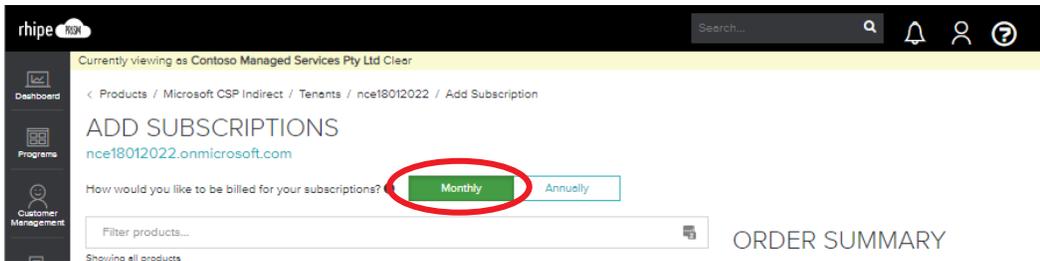
## Monthly Commitment with Monthly Payment

The concept of Monthly Commitment with Monthly Payment refers to subscriptions that have a monthly term (i.e., purchased on the 14<sup>th</sup> of January 2022 and then renewal date is 13<sup>th</sup> of February 2022) with monthly payment of each subscriptions required.

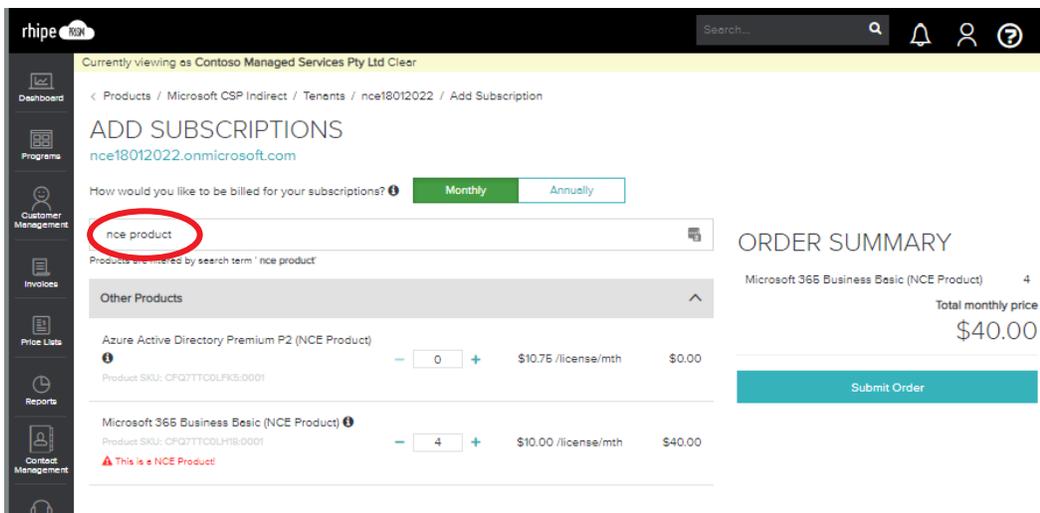
### Provisioning Subscriptions

Within PRISM, either create a new tenant or using an existing tenant, and select “Add New Subscription”

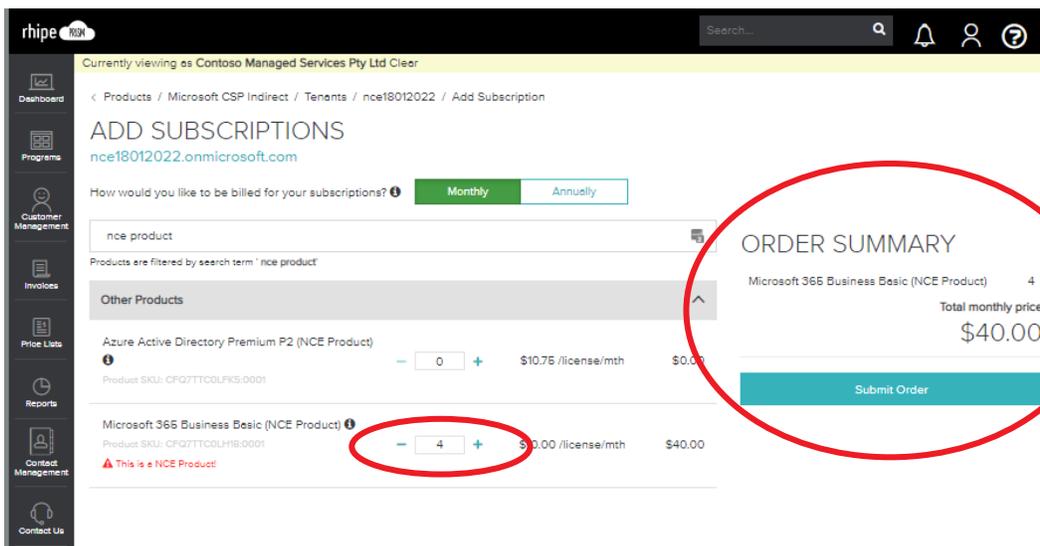
Within the Add Subscriptions page, ensure that the billing toggle is set to “Monthly”, so only monthly products are shown.



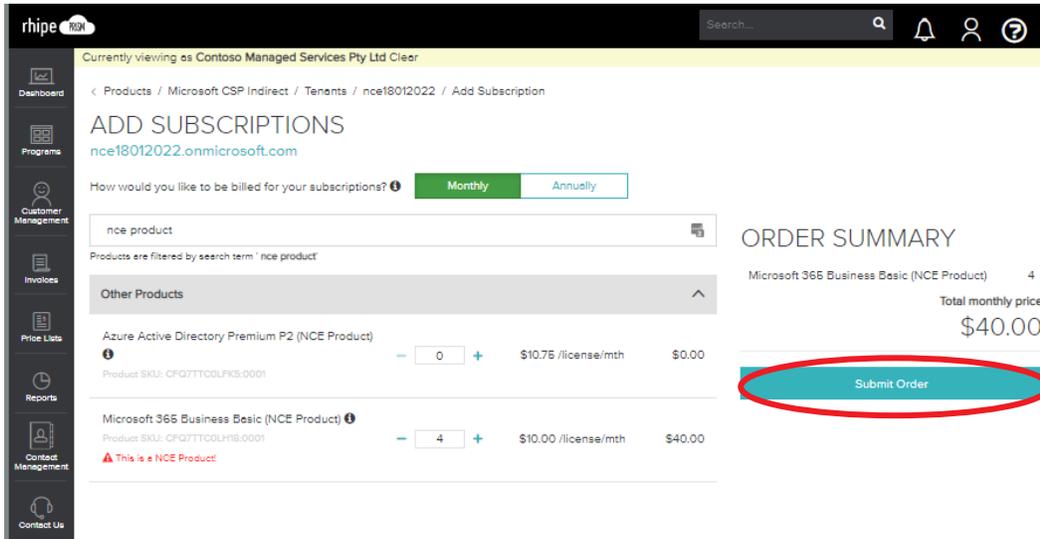
Using the Filter Products search bar search for the product you wish to order. Note: NCE Products will be identifiable by having "NCE Product" in the product name or the Product SKU ID will have a ":00" within it.



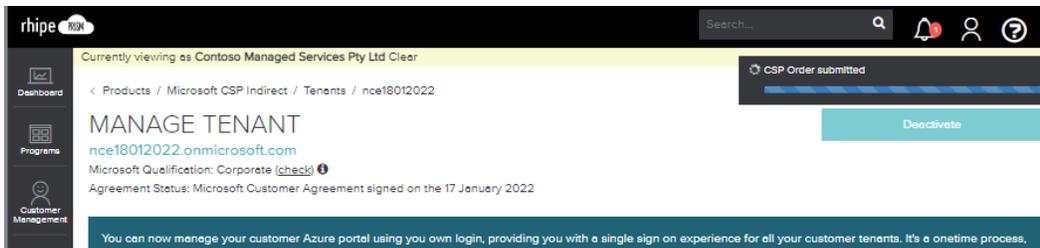
Update the number on screen to match the quantity you would like to order. This action will update the Order Summary on the right-hand side to show the total monthly value of this order.



Once the product, quantity and pricing are confirmed select “Submit Order”



In the top right-hand corner, you will be presented with several notifications as the subscription provisions in Microsoft’s Partner Centre.



Whilst the order is provisioning in Microsoft’s Partner Centre, you will see the details under the *Pending Order* heading

rhipe PRISM Search... 🔔 👤 ?

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022

## MANAGE TENANT

nce18012022.onmicrosoft.com Deactivate

Microsoft Qualification: Corporate [\(check\)](#) !

Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022

You can now manage your customer Azure portal using you own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.

[Click here to start setting up](#)

O365 Annual Subscriptions / Azure Reserve Instance

O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

🔒 This tenant is currently locked as an order is being processed.

SUBSCRIPTIONS Show Only Active Subscriptions

Azure Active Directory Premium P2 (NCE Product)	2 license	Active	Annually	<a href="#">Manage</a>
---	-----------	--------	----------	------------------------

Estimated Monthly Spend <sup>24</sup>

### \$8.33

[Add New Subscription](#)

[Add New Azure Plan](#)

[Add Classic Azure Subscription](#)

[Log Into... -](#)

RESERVED INSTANCES Show Only Active Reserved Instances

No reserved instances

PENDING ORDER

Microsoft 365 Business Basic (NCE Product)	4 license	Pending
--	-----------	---------

SUPPORT PLANS

And once provisioning is full completed, the subscription will be visible under the Subscriptions heading.

rhipe MR  🔔 👤 ?

Currently viewing as Contoso Managed Services Pty Ltd Clear

Dashboard < Products / Microsoft CSP Indirect / Tenants / nce18012022

## MANAGE TENANT

nce18012022.onmicrosoft.com Deactivate

Microsoft Qualification: Corporate [\(check\)](#) ⓘ  
Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022

You can now manage your customer Azure portal using your own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions. Click here to start setting up

**O365 Annual Subscriptions / Azure Reserve Instance**  
O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this and customer to be billed annually.

### SUBSCRIPTIONS

Show Only Active Subscriptions

Estimated Monthly Spend<sup>N/A</sup>  
**\$48.33**

Azure Active Directory Premium P2 (NCE Product)	2 license	Active	Annually	<span>Manage</span> ▼
Microsoft 365 Business Basic (NCE Product)	4 license	Active	Monthly	<span>Manage</span> ▼

Add New Subscription  
Add New Azure Plan  
Add Classic Azure Subscription  
Log Into...

### RESERVED INSTANCES

Show Only Active Reserved Instances

No reserved instances

## Managing Subscriptions

For monthly commitment with monthly payment subscriptions, subscriptions can be increased at any point in time and decreased within the 72-hour cancellation window. Beyond the 72-hour cancellation window, Quantity decrease is not available.

**Note:** Once a subscription is provisioned and active, the subscription billing would have started. If cancellation occurs within the 72-hour cancellation window, there would be pro rata charges applied for the subscription until cancellation. All subscriptions after the 72-hour cancellation window will be invoiced and charged for the duration of the contractual term, including any quantity increases.

### I. Increasing Subscription Quantity

To increase the quantity, navigate to the tenant and select **Manage** next to the subscription requiring a quantity increase.

The screenshot shows the 'SUBSCRIPTIONS' management interface. On the left is a navigation sidebar with options like 'Contact Us', 'Admin', 'User Management', and 'Integrations'. The main content area displays a table of subscriptions. The second row, 'Microsoft 365 Business Basic (NCE Product)', has a 'Manage' button circled in red. To the right of the table, there are buttons for 'Add New Subscription', 'Add New Azure Plan', 'Add Classic Azure Subscription', and 'Log Into...'. The estimated monthly spend is shown as \$48.33.

Use the plus icon to increase the quantity to the desired new quantity.

The screenshot shows the 'MANAGE SUBSCRIPTION' page for 'Microsoft 365 Business Basic (NCE Product)'. The page includes a breadcrumb trail, a search bar, and a navigation sidebar. The 'DETAILS' section lists subscription information such as ID, SKU, status, and billing frequency. The 'QUANTITY' section shows a quantity of 4 licenses, with a plus icon circled in red. To the right, there are buttons for 'Update Quantity', 'Suspend Subscription', and 'Cancel Subscription'. The estimated monthly spend is \$40.00. A warning message at the bottom indicates the subscription can be cancelled until 21 January 2022 1:48am UTC.

On the right-hand side of the screen an Order Summary will appear with the estimated monthly value of the subscription and will enable the Update Quantity button. Please note that on your monthly invoice the quantity change will be invoiced as a pro-rata line item from the date of the quantity increase request until the end monthly term.

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)

## MANAGE SUBSCRIPTION

nce18012022.onmicrosoft.com

DETAILS

Subscription Name	Microsoft 365 Business Basic (NCE Product)
Subscription Id	D94ABFF8-1C02-4EBF-D477-3DEC879DBC6F
Product SKU	CFQ7TTCOLH18:0001
Status	Active
Billing Frequency	Monthly
Effective End Date	18 February 2022
Admin Agent Group Id	

QUANTITY

license - 6 +

CSP ADD-ONS

No CSP Add-ons for this subscription

AUDIT HISTORY Display Changes Only

No audit records found

Estimated Monthly Spend<sup>^</sup>  
**\$60.00**

Update Quantity

Suspend Subscription

Cancel Subscription

Subscription can be cancelled until 21 January 2022 1:48am UTC

Once product, quantity and pricing confirmed, select “Update Quantity” button.

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)

## MANAGE SUBSCRIPTION

nce18012022.onmicrosoft.com

DETAILS

Subscription Name	Microsoft 365 Business Basic (NCE Product)
Subscription Id	D94ABFF8-1C02-4EBF-D477-3DEC879DBC6F
Product SKU	CFQ7TTCOLH18:0001
Status	Active
Billing Frequency	Monthly
Effective End Date	18 February 2022
Admin Agent Group Id	

QUANTITY

license - 6 +

CSP ADD-ONS

No CSP Add-ons for this subscription

AUDIT HISTORY Display Changes Only

No audit records found

Estimated Monthly Spend<sup>^</sup>  
**\$60.00**

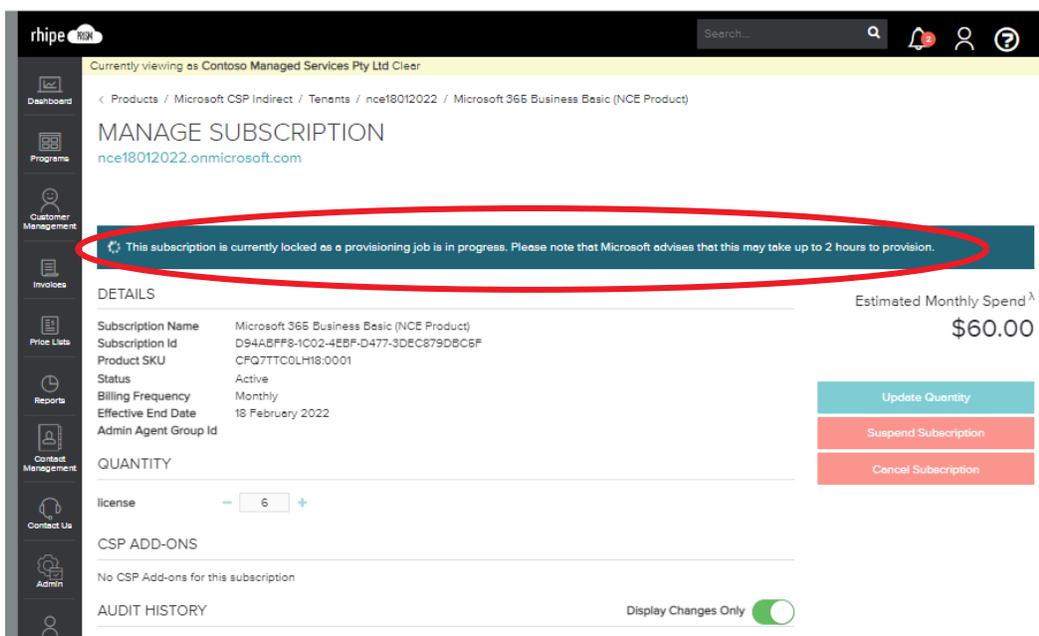
Update Quantity

Suspend Subscription

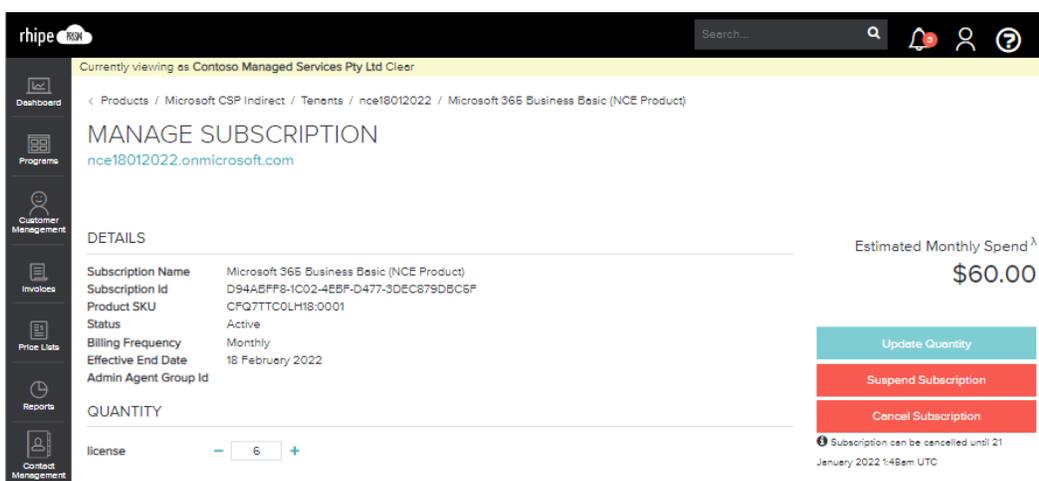
Cancel Subscription

Subscription can be cancelled until 21 January 2022 1:48am UTC

A job will then be lodged with Microsoft to provision the change, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.



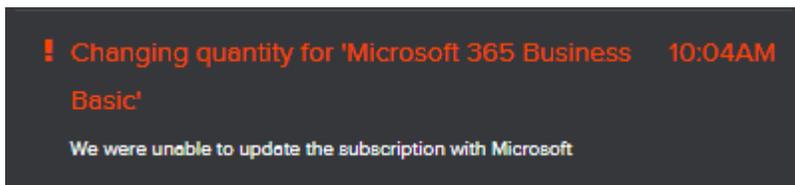
Once completed, the job notification will be removed from the Manage Subscription page, and the quantity will be adjusted on the Manage Tenant screen.



## II. Decreasing Subscription Quantity

To decrease the quantity, navigate to the tenant and select Manage next to the subscription requiring a quantity decrease.

**Note:** Decreasing subscription quantity is not possible after the first 72hours. If an order is submitted through PRISM post 72-hour cancellation window, it would get rejected from Microsoft Partner Centre and following notification would be presented on the order failure.



**SUBSCRIPTIONS** Show Only Active Subscriptions

Subscription Name	Quantity	Status	Billing Frequency	Action
Azure Active Directory Premium P2 (NCE Product)	2 license	Active	Annually	<a href="#">Manage</a>
Microsoft 365 Business Basic (NCE Product)	4 license	Active	Monthly	<a href="#">Manage</a>

**RESERVED INSTANCES** Show Only Active Reserved Instances

No reserved instances

Estimated Monthly Spend <sup>^</sup>

**\$48.33**

[Add New Subscription](#)

[Add New Azure Plan](#)

[Add Classic Azure Subscription](#)

[Log Into...](#)

Use the negative icon to decrease the quantity to the desired new quantity.

**MANAGE SUBSCRIPTION**  
nce18012022.onmicrosoft.com

**DETAILS**

Subscription Name: Microsoft 365 Business Basic (NCE Product)  
 Subscription Id: D94ABFF8-1C02-4EBF-D477-3DEC879DBC5F  
 Product SKU: CFQ7TTCOLH18-0001  
 Status: Active  
 Billing Frequency: Monthly  
 Effective End Date: 18 February 2022  
 Admin Agent Group Id:

**QUANTITY**

license - 4 +

**CSP ADD-ONS**

No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only

No audit records found

Estimated Monthly Spend <sup>^</sup>

**\$40.00**

[Update Quantity](#)

[Suspend Subscription](#)

[Cancel Subscription](#)

Subscription can be cancelled until 21 January 2022 1:48am UTC

On the right-hand side of the screen an *Order Summary* will appear with the estimated monthly value of the subscription and will enable the *Update Quantity* button. Please note that on your monthly invoice the quantity change will be invoiced as a pro-rata line item from the date of the quantity decrease request until the end monthly term.

rhipe Microsoft Search... 🔔 👤 ?

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< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)

## MANAGE SUBSCRIPTION

nce18012022.onmicrosoft.com

**DETAILS**

Subscription Name	Microsoft 365 Business Basic (NCE Product)
Subscription Id	D94ABFF8-1C02-4EBF-D477-3DEC879D8C5F
Product SKU	CFQ7TTCOLH18:0001
Status	Active
Billing Frequency	Monthly
Effective End Date	18 February 2022
Admin Agent Group Id	

**QUANTITY**

license -  +

CSP ADD-ONS

Estimated Monthly Spend<sup>^</sup>  
**\$30.00**

Update Quantity

Suspend Subscription

Cancel Subscription

Subscription can be cancelled until 21 January 2022 1:48am UTC

Once product, quantity and pricing confirmed, select “Update Quantity” button.

rhipe Microsoft Search... 🔔 👤 ?

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)

## MANAGE SUBSCRIPTION

nce18012022.onmicrosoft.com

**DETAILS**

Subscription Name	Microsoft 365 Business Basic (NCE Product)
Subscription Id	D94ABFF8-1C02-4EBF-D477-3DEC879D8C5F
Product SKU	CFQ7TTCOLH18:0001
Status	Active
Billing Frequency	Monthly
Effective End Date	18 February 2022
Admin Agent Group Id	

**QUANTITY**

license -  +

CSP ADD-ONS

Estimated Monthly Spend<sup>^</sup>  
**\$30.00**

Update Quantity

Suspend Subscription

Cancel Subscription

Subscription can be cancelled until 21 January 2022 1:48am UTC

A job will then be lodged with Microsoft to provision the change, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.

The screenshot shows the 'MANAGE SUBSCRIPTION' page for 'Microsoft 365 Business Basic (NCE Product)'. A red circle highlights a notification banner that reads: 'This subscription is currently locked as a provisioning job is in progress. Please note that Microsoft advises that this may take up to 2 hours to provision.' The page includes a sidebar with navigation options like Dashboard, Programs, Customer Management, Invoices, Price Lists, Reports, Contact Management, and Contact Us. The main content area displays subscription details such as Subscription Name, Subscription Id, Product SKU, Status, Billing Frequency, Effective End Date, and Admin Agent Group Id. It also shows the quantity of licenses (3) and CSP Add-ons (None). On the right, there is an 'Estimated Monthly Spend' of \$30.00 and three buttons: 'Update Quantity', 'Suspend Subscription', and 'Cancel Subscription'. A top notification bar indicates 'Changing quantity for Microsoft 365 Business Basic' at 12:54PM.

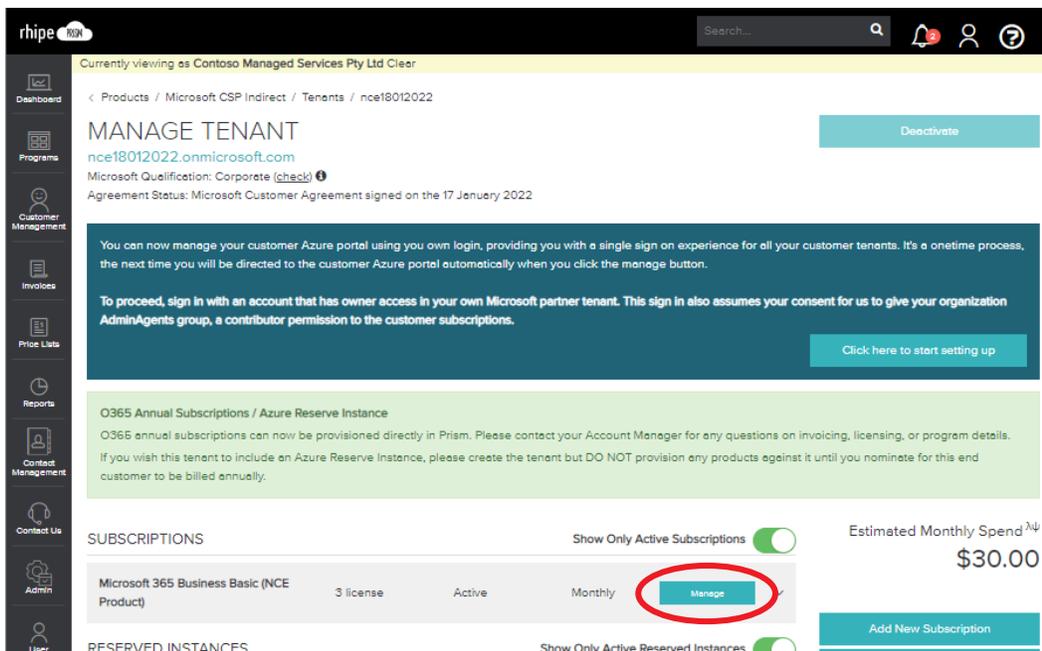
Once completed, the job notification will be removed from the Manage Subscription page, and the quantity will be adjusted on the Manage Tenant screen.

This screenshot shows the same 'MANAGE SUBSCRIPTION' page after the provisioning job is completed. The notification banner has been removed. The subscription details and quantity (3 licenses) remain the same. The 'Estimated Monthly Spend' is still \$30.00. The 'Update Quantity', 'Suspend Subscription', and 'Cancel Subscription' buttons are still present. A new notification at the bottom right states: 'Subscription can be cancelled until 21 January 2022 1:48am UTC'. The top notification bar is no longer present.

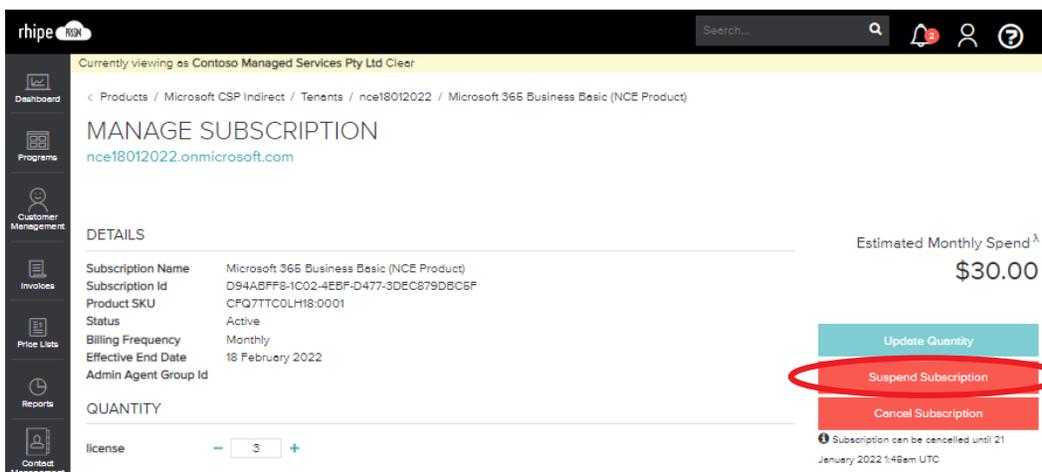
### III. Suspending Subscriptions

To suspend a subscription, navigate to the tenant and select Manage next to the subscription requiring suspension.

Note: Suspension pauses the subscription in PRISM and Microsoft Partner Centre, but the billing of the subscription will continue until end of term.



Under the Manage Subscription page, select the “Suspend Subscription” button.



A job will then be lodged with Microsoft to provision the change, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.

rhipe MAN Search... 🔔 👤 🔍

Currently viewing as Contoso Managed Services Pty Ltd Clear Update to subscription requested

< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)

## MANAGE SUBSCRIPTION

nce18012022.onmicrosoft.com

**⚠️ This subscription is currently locked as a provisioning job is in progress. Please note that Microsoft advises that this may take up to 2 hours to provision.**

**DETAILS** Estimated Monthly Spend<sup>^</sup> \$30.00

Subscription Name	Microsoft 365 Business Basic (NCE Product)
Subscription Id	D94ABFF8-1C02-4EBF-D477-3DEC879DBC5F
Product SKU	CFQ7TTCOLH18.0001
Status	Active
Billing Frequency	Monthly
Effective End Date	18 February 2022
Admin Agent Group Id	

**QUANTITY**

license

**CSP ADD-ONS**

No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only

No audit records found

[Update Quantity](#)  
[Suspend Subscription](#)  
[Cancel Subscription](#)

Once completed, the job notification will be removed from the Manage Subscription page, and the subscription will no longer appear under the “Active Subscriptions” section of the Manage Tenant screen.

rhipe MAN Search... 🔔 👤 🔍

Currently viewing as Contoso Managed Services Pty Ltd Clear Deactivate

< Products / Microsoft CSP Indirect / Tenants / nce18012022

## MANAGE TENANT

nce18012022.onmicrosoft.com

Microsoft Qualification: Corporate (check)

Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022

You can now manage your customer Azure portal using your own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.

[Click here to start setting up](#)

**O365 Annual Subscriptions / Azure Reserve Instance**

O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

**SUBSCRIPTIONS** Show Only Active Subscriptions  Estimated Monthly Spend<sup>^</sup> \$0.00

**RESERVED INSTANCES** Show Only Active Reserved Instances

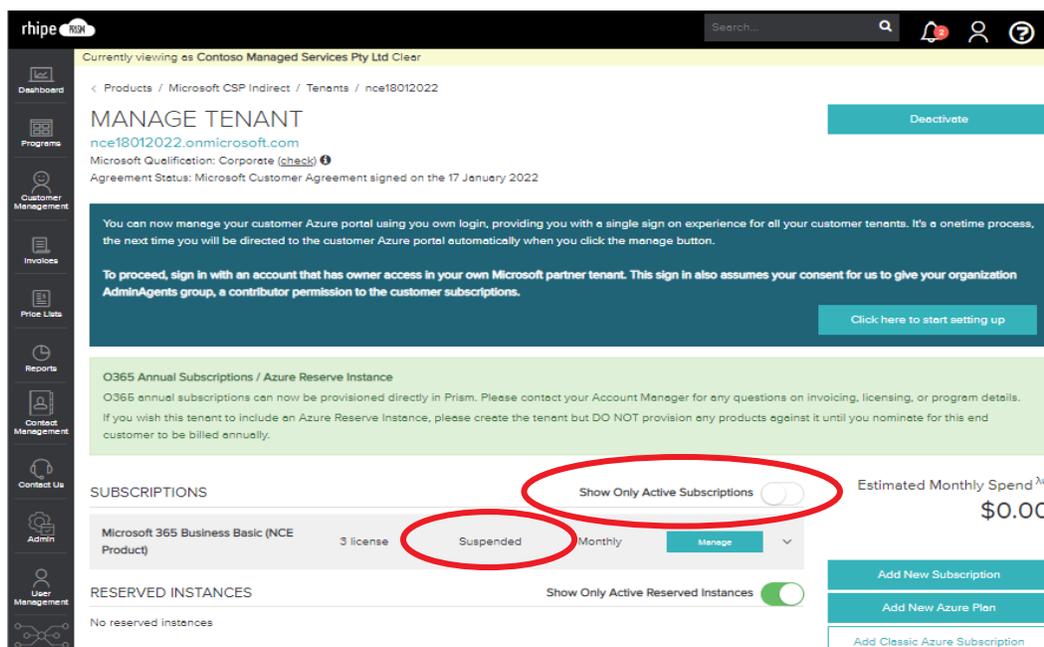
No reserved instances

**SUPPORT PLANS**

Microsoft CSP Provisioning and Escalations Support

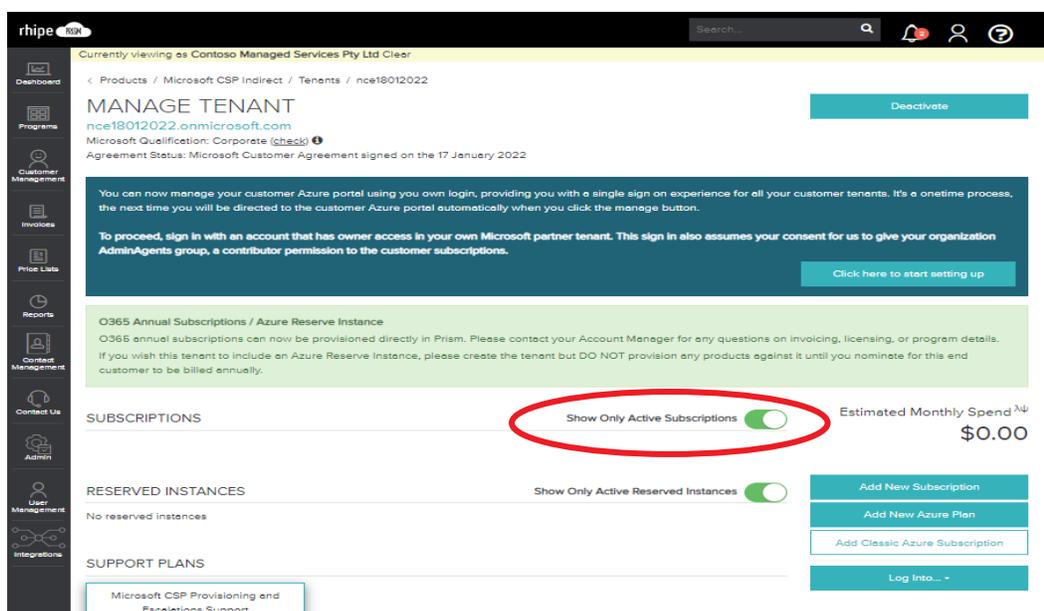
[Add New Subscription](#)  
[Add New Azure Plan](#)  
[Add Classic Azure Subscription](#)  
[Log Into...](#)

You will be able to turn the “Show Only Active Subscriptions” toggle off to see all suspended subscriptions. Under the Subscriptions section the suspended subscription will be displayed with the status as “Suspended”.



## IV. Resuming Subscriptions

To resume a previously suspended subscription, navigate to the tenant, and turn the “Show Only Active Subscriptions” toggle off to see all suspended subscriptions



Then select “Manage” next to the subscription you require to resume.

Currently viewing as Contoso Managed Services Pty Ltd Clear

Products / Microsoft CSP Indirect / Tenants / nce18012022

## MANAGE TENANT

nce18012022.onmicrosoft.com  
 Microsoft Qualification: Corporate (check) ⓘ  
 Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022

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Click here to start setting up

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Estimated Monthly Spend<sup>14p</sup> \$0.00

SUBSCRIPTIONS				Show Only Active Subscriptions
Microsoft 365 Business Basic (NCE Product)	3 license	Suspended	Monthly	<b>Manage</b>

RESERVED INSTANCES

No reserved instances

Show Only Active Reserved Instances

Add New Subscription  
 Add New Azure Plan  
 Add Classic Azure Subscription

Under the Manage Subscription page, select the “Resume Subscription” button.

Currently viewing as Contoso Managed Services Pty Ltd Clear

Products / Microsoft CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)

## MANAGE SUBSCRIPTION

nce18012022.onmicrosoft.com

Estimated Monthly Spend<sup>14p</sup> \$0.00

Subscription Name: Microsoft 365 Business Basic (NCE Product)  
 Subscription Id: D94ABFF8-1002-4EBF-D477-3DEC879DBC5F  
 Product SKU: CFQ7TTCOLH18:0001  
 Status: Suspended  
 Billing Frequency: Monthly  
 Effective End Date: 18 February 2022  
 Admin Agent Group Id

QUANTITY

license - 3 +

CSP ADD-ONS

No CSP Add-ons for this subscription

AUDIT HISTORY

No audit records found

Display Changes Only

Resume Subscription

A job will then be lodged with Microsoft to provision the change, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.

rhipe Currently viewing as Contoso Managed Services Pty Ltd Clear

Search... [Notifications] [Profile] [Help]

Resume subscription: Microsoft 365 Business Basic 1:48PM

Products / Microsoft CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)

## MANAGE SUBSCRIPTION

nce18012022.onmicrosoft.com

**This subscription is currently locked as a provisioning job is in progress. Please note that Microsoft advises that this may take up to 2 hours to provision.**

Estimated Monthly Spend<sup>λ</sup> **\$0.00**

Update Quantity  
Resume Subscription

**DETAILS**

Subscription Name: Microsoft 365 Business Basic (NCE Product)  
 Subscription Id: D94A8FF8-1C02-4E5F-D477-3DEC879DBC6F  
 Product SKU: CFG7TTCOLH18:0001  
 Status: Suspended  
 Billing Frequency: Monthly  
 Effective End Date: 18 February 2022  
 Admin Agent Group Id:

**QUANTITY**

license:

**CSP ADD-ONS**

No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only

No audit records found

Once completed, the job notification will be removed from the Manage Subscription page, and the subscription will now appear under the “Active Subscriptions” section of the Manage Tenant screen.

rhipe Currently viewing as Contoso Managed Services Pty Ltd Clear

Search... [Notifications] [Profile] [Help]

Products / Microsoft CSP Indirect / Tenants / nce18012022

## MANAGE TENANT

nce18012022.onmicrosoft.com

Microsoft Qualification: Corporate [\[check\]](#)

Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022

Deactivate  
Resync Tenant

You can now manage your customer Azure portal using your own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.

[Click here to start setting up](#)

**0365 Annual Subscriptions / Azure Reserve Instance**

0365 annual subscriptions can now be provisioned directly in Prim. Please contact your Account Manager for any questions on Invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

Estimated Monthly Spend<sup>λ</sup> **\$150.00**

Add New Subscription  
Add New Azure Plan  
Add Classic Azure Subscription  
Log into...

**SUBSCRIPTIONS** Show Only Active Subscriptions

Product Name	Quantity	Status	Frequency	Manage
Azure Active Directory Premium P2 (NCE Product)	5 license	Active	Annually	<a href="#">Manage</a>
Dynamics 365 Customer Voice (NCE Product)	5 license	Active	Annually	<a href="#">Manage</a>
<b>Microsoft 365 Business Basic (NCE Product)</b>	5 license	Active	Monthly	<a href="#">Manage</a>

## Canceling Subscriptions

To cancel a subscription, navigate to the tenant and select Manage next to the subscription requiring cancellation

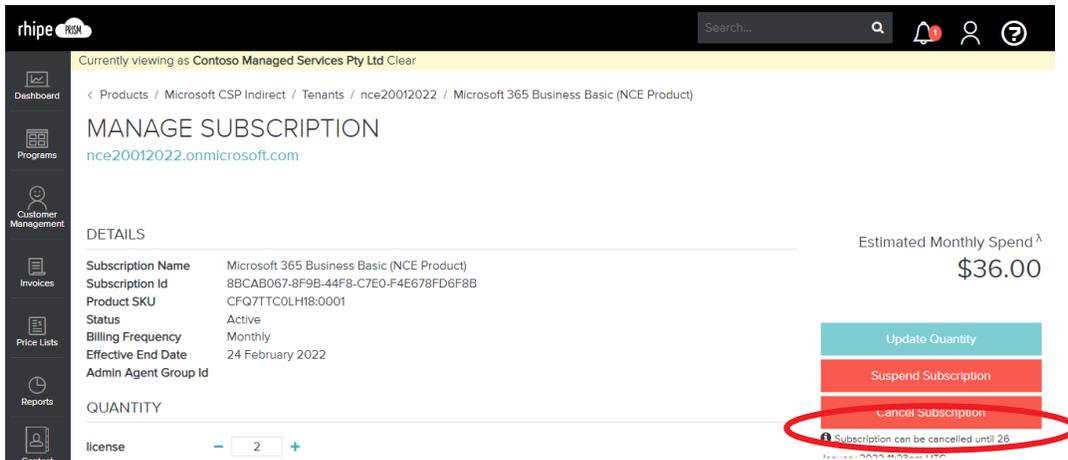
The screenshot shows the 'MANAGE TENANT' page for tenant 'nce20012022'. It includes a sidebar with navigation options like Dashboard, Programs, Customer Management, Invoices, Price Lists, Reports, Contact Management, Contact Us, Admin, and User Management. The main content area displays tenant details and a list of subscriptions. The 'Microsoft 365 Business Basic (NCE Product)' subscription is highlighted with a red circle around its 'Manage' button.

SUBSCRIPTIONS				Show Only Active Subscriptions <input checked="" type="checkbox"/>	Estimated Monthly Spend <sup>Net</sup>
AI Builder Capacity add-on	5 license	Active	Annually	Manage	\$73.50
Microsoft 365 Business Basic (NCE Product)	2 license	Active	Monthly	Manage	

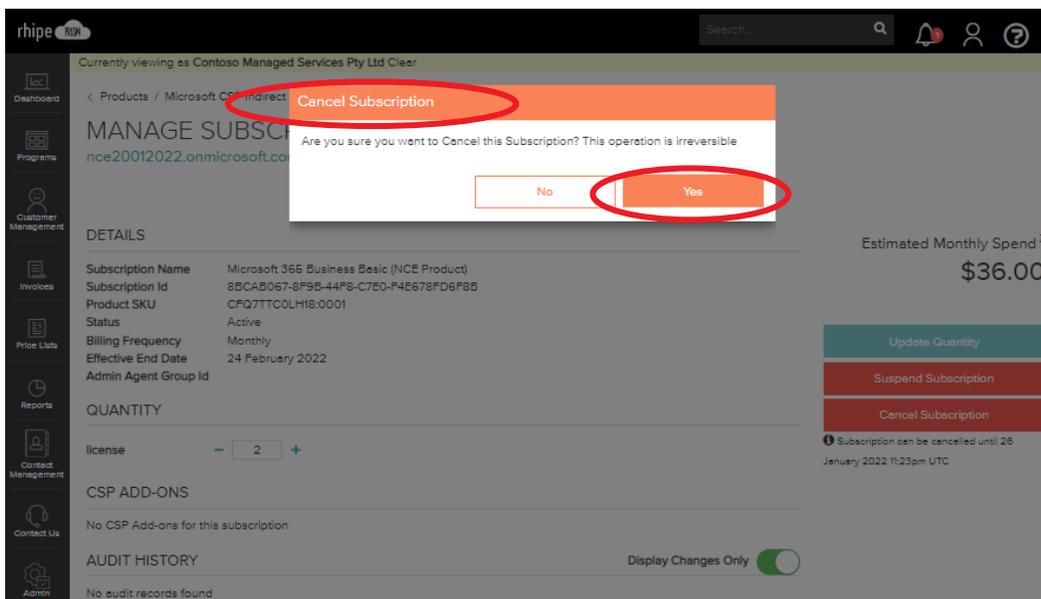
Under the Manage Subscription page, select the “Cancel Subscription” button.

Note:

- Subscription will go straight to cancellation if the subscription is being cancelled within the 72 hour window.
- Subscription cannot be cancelled after the 72 hour cancellation window, it can only be suspended.



On clicking the “Cancel Subscription” button, you will be presented with a popup box asking for your confirmation on the cancellation.



On selecting “Yes”, A job will then be lodged with Microsoft to cancel the subscription, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.

rhipe PRO Search... [Notifications] [User] [Help]

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce20012022 / Microsoft 365 Business Basic (NCE Product)

**MANAGE SUBSCRIPTION**  
nce20012022.onmicrosoft.com

**This subscription is currently locked as a provisioning job is in progress. Please note that Microsoft advises that this may take up to 2 hours to provision.**

**DETAILS** Estimated Monthly Spend<sup>^</sup>  
**\$36.00**

Subscription Name	Microsoft 365 Business Basic (NCE Product)
Subscription Id	88CAB067-8F9E-44F8-C7E0-F4E678FD6F8B
Product SKU	CFQ7TTCOLH18:0001
Status	Active
Billing Frequency	Monthly
Effective End Date	24 February 2022
Admin Agent Group Id	

**QUANTITY**

license -  +

**CSP ADD-ONS**  
No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only   
No audit records found

If a cancellation is requested after the 72-hour window, “Cancellation” is not possible for an annual commitment. Subscriptions can be suspended anytime using the suspend button after the 72-hour cancellation window.

rhipe PRO Search... [Notifications] [User] [Help]

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)

**MANAGE SUBSCRIPTION**  
nce18012022.onmicrosoft.com

**DETAILS** Estimated Monthly Spend<sup>^</sup>  
**\$90.00**

Subscription Name	Microsoft 365 Business Basic (NCE Product)
Subscription Id	D94ABFF8-1C02-4E8F-D477-3DEC879DBC6F
Product SKU	CFQ7TTCOLH18:0001
Status	Active
Billing Frequency	Monthly
Effective End Date	17 February 2022
Admin Agent Group Id	

**QUANTITY**

license -  +

**CSP ADD-ONS**  
No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only   
No audit records found

## Subscription Billing

The use/purchase of monthly commitment with monthly payment will result in a monthly invoice being generated between the 1<sup>st</sup> and 3<sup>rd</sup> of each month and sent to your Accounts Department (based on the contact details stored within the PRISM portal). The monthly invoice will contain all charges for all monthly subscriptions under Microsoft CSP from the previous month. For example: between the 1<sup>st</sup> and 3<sup>rd</sup> of April 2022, you will receive an invoice with the March 2022 consumption charges. The monthly invoice will include all/any subscriptions that were active during any point in March 2022; charges are pro-rata'ed where required. The invoice PDF will provide a line-item view of each subscription; additional information on retail pricing and the subscriptions can be found in the Invoice CSV file located under the Invoice tab in PRISM.

## Annual Commitment with Annual Payment

The concept of Annual Commitment with Annual Payment refers to subscriptions that have an annual term (e.g., purchased on the 14<sup>th</sup> of January 2022 and then renewal date is 13<sup>th</sup> of January 2023) with annual upfront payment of the subscriptions required. Please note that as part of the provisioning process, upfront payment of the annual invoice is required.

### Provisioning Subscriptions

Within PRISM, either create a new tenant or using an existing tenant, select “Add New Subscription”

The screenshot shows the 'MANAGE TENANT' page in the rhipe PRISM interface. The breadcrumb trail is: < Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022. The tenant name is 'nceuserguide2022.onmicrosoft.com' with a 'Deactivate' button. The Microsoft Qualification is 'Corporate (check)' and the Agreement Status is 'Microsoft Customer Agreement signed on the 16 January 2022'. A large blue box contains instructions: 'You can now manage your customer Azure portal using you own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button. To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.' Below this is a 'Click here to start setting up' button. The 'O365 Annual Subscriptions / Azure Reserve Instance' section states: 'O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.' The 'SUBSCRIPTIONS' section shows 'No Subscriptions' and a toggle for 'Show Only Active Subscriptions'. The 'RESERVED INSTANCES' section shows 'No reserved instances' and a toggle for 'Show Only Active Reserved Instances'. The 'Estimated Monthly Spend' is '\$0.00'. A red circle highlights the 'Add New Subscription' button, with other buttons below it: 'Add New Azure Plan', 'Add Classic Azure Subscription', and 'Log Into...'. The left sidebar contains navigation icons for Dashboard, Programs, Customer Management, Invoices, Price Lists, Reports, Contact Management, Contact Us, Admin, User Management, and Integrations.

Within the Add Subscriptions page, ensure that the billing toggle is set to “Annual” so that only Annual products are shown.

rhipe MSK Search... [Notification] [User] [Help]

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022 / Add Subscription

## ADD SUBSCRIPTIONS

[nceuserguide2022.onmicrosoft.com](https://nceuserguide2022.onmicrosoft.com)

How would you like to be billed for your subscriptions? ⓘ  Monthly  Annually

Filter products... [Clear]

Showing all products

Product	Quantity	Price	Total
<b>Microsoft 365</b>			
<b>Office 365 - Business</b>			
Microsoft 365 Business Basic ⓘ Product SKU: ED938PI2-058F-4927-8BA3-AE38B1D2501C	0	\$50.00 /User/yr	\$0.00
Office 365 Business ⓘ Product SKU: 5C9FD4CC-EDCE-44A8-8E91-07DF09744809	0	\$50.00 /User/yr	\$0.00
Office 365 Business Premium ⓘ Product SKU: 031C9E47-4802-4248-838E-778FB1D2CC05	0	\$50.00 /User/yr	\$0.00
<b>Office 365 - Enterprise</b>			
Office 365 E1 ⓘ Product SKU: 91FD106F-4B2C-4938-95AC-F54F74E9A239	0	\$50.00 /User/yr	\$0.00
Office 365 E3 ⓘ Product SKU: 7968685F-613C-4E24-A17C-EBA730D49C02	0	\$50.00 /User/yr	\$0.00

### ORDER SUMMARY

Nothing on order

I acknowledge that the submission of this order is an acceptance of and commitment to pay the related invoice(s).

Submit Order

Using the Filter Products search bar search for the product you wish to order. Note: NCE Products will be identifiable by having “NCE Product” in the product name or the Product SKU ID will have a “:00” within it.

rhipe MSN

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< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022 / Add Subscription

## ADD SUBSCRIPTIONS

[nceuserguide2022.onmicrosoft.com](https://nceuserguide2022.onmicrosoft.com)

How would you like to be billed for your subscriptions?  Monthly  Annually

nce product

Products are filtered by search term 'nce product'

**Other Products**

Azure Active Directory Premium P2 (NCE Product)	- 0 +	\$50.00 /license/yr	\$0.00
Product SKU: CPG7TTC0LFK5:0001			

### ORDER SUMMARY

Nothing on order

I acknowledge that the submission of this order is an acceptance of and commitment to pay the related invoice(s).

Submit Order

Update the quantity to match the quantity you would like to order. This action will update the Order Summary on the right-hand side to show the total monthly value of this order.

rhipe MSN

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022 / Add Subscription

## ADD SUBSCRIPTIONS

[nceuserguide2022.onmicrosoft.com](https://nceuserguide2022.onmicrosoft.com)

How would you like to be billed for your subscriptions?  Monthly  Annually

nce product

Products are filtered by search term 'nce product'

**Other Products**

Azure Active Directory Premium P2 (NCE Product)	- 2 +	\$50.00 /license/yr	\$100.00
Product SKU: CPG7TTC0LFK5:0001			

### ORDER SUMMARY

Azure Active Directory Premium P2 (NCE Product)	2	
		Total annual price
		\$100.00

I acknowledge that the submission of this order is an acceptance of and commitment to pay the related invoice(s).

Submit Order

Once product quantity and pricing confirmed, select the I acknowledge check box, then select "Submit Order".

rhipe  Search...   

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022 / Add Subscription

## ADD SUBSCRIPTIONS

[nceuserguide2022.onmicrosoft.com](https://nceuserguide2022.onmicrosoft.com)

How would you like to be billed for your subscriptions?  

Products are filtered by search term 'nce product'

### ORDER SUMMARY

Azure Active Directory Premium P2 (NCE Product)	2			Total annual price	\$100.00
Azure Active Directory Premium P2 (NCE Product)	<input type="text" value="2"/>	\$50.00 /license/yr	\$100.00		
Product SKU: CFQ7TTC0LPKS:0001					

I acknowledge that the submission of this order is an acceptance of and commitment to pay the related invoice(s).



In the top right-hand corner, you will be presented with several notifications as the subscription prepares for invoicing.

rhipe  Search...   

Currently viewing as Contoso Managed Services Pty Ltd Clear

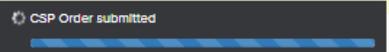
< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022

## MANAGE TENANT

[nceuserguide2022.onmicrosoft.com](https://nceuserguide2022.onmicrosoft.com)

Microsoft Qualification: Corporate  

Agreement Status: Microsoft Customer Agreement signed on the 16 January 2022





The order will then be visible under the "Pending Order" heading on the Manage Tenant screen.

rhipe PRISM

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022

## MANAGE TENANT

[nceuserguide2022.onmicrosoft.com](#) Deactivate

Microsoft Qualification: Corporate [\(check\)](#) ⓘ

Agreement Status: Microsoft Customer Agreement signed on the 16 January 2022

You can now manage your customer Azure portal using you own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.

[Click here to start setting up](#)

**O365 Annual Subscriptions / Azure Reserve Instance**

O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

⚙️ This tenant is currently locked as an order is being processed.

**SUBSCRIPTIONS** Show Only Active Subscriptions  Estimated Monthly Spend <sup>ASP</sup> \$0.00

No Subscriptions

**RESERVED INSTANCES** Show Only Active Reserved Instances

No reserved instances

**PENDING ORDER**

Azure Active Directory Premium P2 (NCE Product)	2 license	Pending
---	-----------	---------

**SUPPORT PLANS**

Microsoft CSP Provisioning and

[Add New Subscription](#)

[Add New Azure Plan](#)

[Add Classic Azure Subscription](#)

[Log Into...](#)

Within 24 hours an invoice will be sent to your Accounts Team for payment. Please note that prepayment is required before provisioning can be completed.



**Tax Invoice**  
**RHIPE AUSTRALIA PTY LTD**  
ABN:31103659212  
Level 19  
100 Miller Street  
North Sydney NSW 2060, Australia

**BILL TO:**  
**CONTOSO MANAGED SERVICES PTY LTD**  
Test3659213  
100  
Miller street  
NORTH SYDNEY NSW 2060  
Australia

**END CUSTOMER:**  
CONTOSO MANAGED SERVICES PTY LTD

**YOUR RHIPE BILL**

<b>TOTAL DUE</b> 31 Jan 2022	<b>AUD \$110.00</b>
Sub Total	AUD \$100.00
GST at 10%	AUD \$10.00

This is a digitally generated invoice. No signature or seal is required.

**INVOICE#**  
AU554809

**BILL ISSUED**  
17 Jan 2022

**INVOICE TERMS**  
Invoice payment is required as part of pre-payment process to enable the provisioning of this subscription. Please make the payment before the due date to avoid cancellation of the order request.

**SUBSCRIPTION TERM**  
Annual

**CUSTOMER ID**

**YOUR REFERENCE**  
145666

**CONTACT US**  
For help and information visit [rhipe.com/mybill](https://rhipe.com/mybill)  
or email [ReceivablesAU@rhipe.com](mailto:ReceivablesAU@rhipe.com)

Once the invoice is paid, your subscription will move to a provisioning state with Microsoft, and once the provisioning is completed, you will be able to see the subscription listed as “Active” under the Manage Subscription page, and “active” under the Manage Tenant page.

rhipe MAN  🔔 👤 ?

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Azure Active Directory Premium P2 (NCE Product)

## MANAGE SUBSCRIPTION

[nce18012022.onmicrosoft.com](#)

This subscription has an annual SKU provisioned which cannot be decreased or suspended. Please contact your Account Manager for any questions on invoicing, licensing, or program details.

**DETAILS**

Subscription Name	Azure Active Directory Premium P2 (NCE Product)
Subscription Id	CC38143F-4F47-4B02-D150-4E12FBDE8E5A
Product SKU	950777C0L8K5-0001
<b>Status</b>	<b>Active</b>
Billing Frequency	Annually
Renewal Date	18 January 2023
Admin Agent Group Id	

[Update Quantity](#)

[Cancel Subscription](#)

Subscription can be cancelled until 20 January 2022 11:24pm UTC

**QUANTITY**

license

**CSP ADD-ONS**

No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only

No audit records found

rhipe MAN  🔔 👤 ?

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< Products / Microsoft CSP Indirect / Tenants / nce14012022

## MANAGE TENANT

[nce14012022.onmicrosoft.com](#) [Deactivate](#)

Microsoft Qualification: Corporate [\(check\)](#)

Agreement Status: Microsoft Customer Agreement signed on the 14 January 2022

You can now manage your customer Azure portal using your own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.

[Click here to start setting up](#)

**0365 Annual Subscriptions / Azure Reserve Instance**

0365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details.

If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

**SUBSCRIPTIONS** Show Only Active Subscriptions  Estimated Monthly Spend<sup>14</sup>

Azure Active Directory Premium P1	1 license	Active	Annually	<a href="#">Manage</a>
<b>Azure Active Directory Premium P2 (NCE Product)</b>	2 license	Active	Annually	<a href="#">Manage</a>

**\$12.50**

[Add New Subscription](#)

[Add New Azure Plan](#)

**RESERVED INSTANCES** Show Only Active Reserved Instances

## Managing Subscriptions

For subscription under Annual Commitment with Annual Payment, the only form of management functionality is to increase the quantity against the subscription.

### I. Increasing Subscription Quantity

To increase the quantity, navigate to the tenant and select Manage next to the subscription requiring a quantity increase.

rhipe MSA Search... [Notifications] [Profile] [Help]

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce14012022

## MANAGE TENANT

nce14012022.onmicrosoft.com Deactivate

Microsoft Qualification: Corporate [\(check\)](#)

Agreement Status: Microsoft Customer Agreement signed on the 14 January 2022

You can now manage your customer Azure portal using your own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions. Click here to start setting up

O365 Annual Subscriptions / Azure Reserve Instance

O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

SUBSCRIPTIONS Show Only Active Subscriptions

Subscription Name	Quantity	Status	Renewal	Actions
Azure Active Directory Premium P1	1 license	Active	Annually	<span>Manage</span> <span>⌵</span>
Azure Active Directory Premium P2 (NCE Product)	2 license	Active	Annually	<span>Manage</span> <span>⌵</span>

Subscription Id: e873a1ec-d659-4e59-d6e5-c51bb3ea7112  
Product SKU: CPO7TTTOLFKS:0001  
(Next renews on 14 January 2023)  
CSP Add-ons

Estimated Monthly Spend <sup>MSRP</sup> \$12.50

Add New Subscription  
Add New Azure Plan  
Add Classic Azure Subscription  
Log Into...

RESERVED INSTANCES Show Only Active Reserved Instances

No reserved instances

Use the plus icon to increase the quantity to the desired new quantity.

rhipe NON Search... 🔔 👤 ⚙️

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce14012022 / Azure Active Directory Premium P2 (NCE Product)

## MANAGE SUBSCRIPTION

nce14012022.onmicrosoft.com

This subscription has an annual SKU provisioned which cannot be decreased or suspended. Please contact your Account Manager for any questions on invoicing, licensing, or program details.

**DETAILS** Update Quantity

Subscription Name	Azure Active Directory Premium P2 (NCE Product)
Subscription Id	A873A1EC-D659-4E59-D6E6-C61B53EA7112
Product SKU	CFQ7TTCOLFK6:0001
Status	Active
Billing Frequency	Annually
Renewal Date	14 January 2023
Admin Agent Group Id	

**QUANTITY**

license - 2 +

**CSP ADD-ONS**

No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only

No audit records found

On the right-hand side of the screen an Order Summary will appear with the estimated value of the quantity change invoice. Please note that the quantity change invoice will be a pro-rata invoice from the date of the quantity increase request until the end of the subscription term.

rhipe NON Search... 🔔 👤 ⚙️

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce14012022 / Azure Active Directory Premium P2 (NCE Product)

## MANAGE SUBSCRIPTION

nce14012022.onmicrosoft.com

This subscription has an annual SKU provisioned which cannot be decreased or suspended. Please contact your Account Manager for any questions on invoicing, licensing, or program details.

**DETAILS**

Subscription Name	Azure Active Directory Premium P2 (NCE Product)
Subscription Id	A873A1EC-D659-4E59-D6E6-C61B53EA7112
Product SKU	CFQ7TTCOLFK6:0001
Status	Active
Billing Frequency	Annually
Renewal Date	14 January 2023
Admin Agent Group Id	

**QUANTITY**

license - 4 +

**CSP ADD-ONS**

No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only

No audit records found

**ORDER SUMMARY**

Additional licences 2

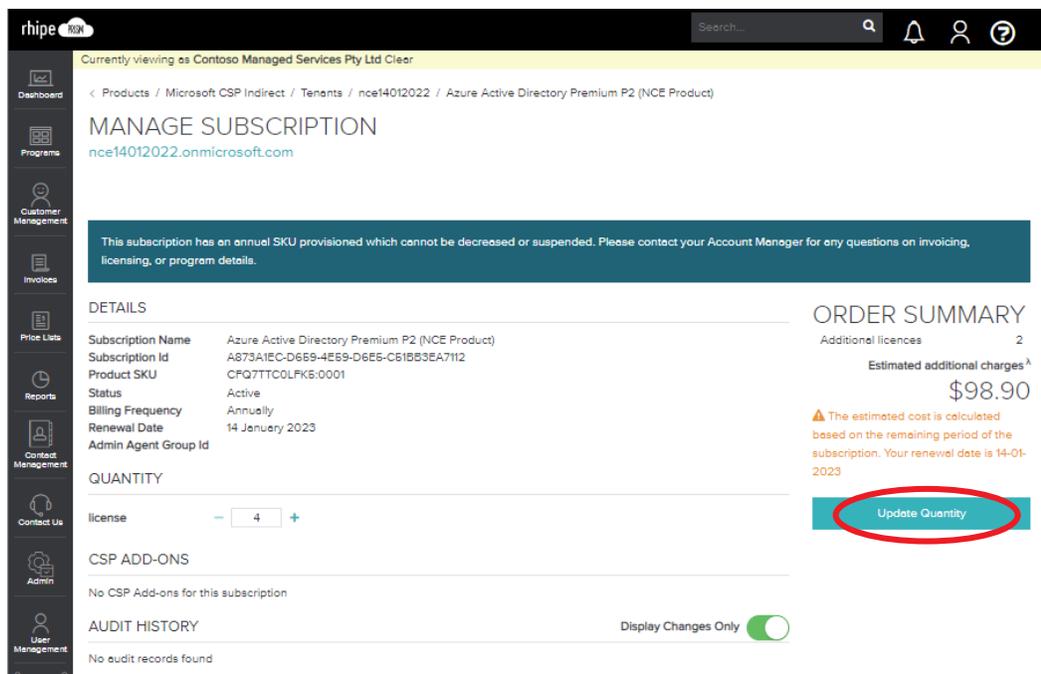
Estimated additional charges <sup>h</sup>

**\$98.90**

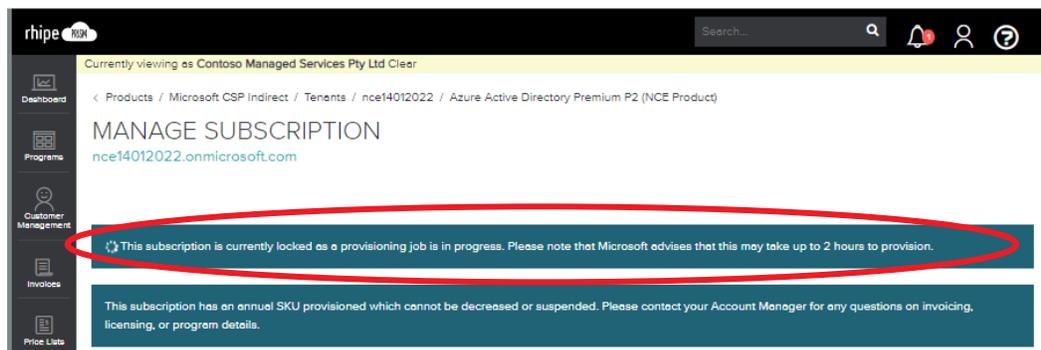
⚠️ The estimated cost is calculated based on the remaining period of the subscription. Your renewal date is 14-01-2023

Update Quantity

Once product, quantity and pricing confirmed, select “Update Quantity” button.



A job will then be lodged with Microsoft to provision the change, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.



Once completed, the job notification will be removed from the Manage Subscription page, and the quantity will be adjusted on the Manage Tenant and Manage Subscription screens.

## II. Suspending Subscriptions

To suspend a subscription, navigate to the tenant and select Manage next to the subscription requiring suspension.

**Note:** Suspension pauses the subscription in PRISM and Microsoft Partner Centre, but the billing of the subscription will continue until end of term.

Under the Manage Subscription page, select the “Suspend Subscription” button.

A job will then be lodged with Microsoft to provision the change, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.

rhipe PRO Search... 🔔 👤 ?

Currently viewing as **Contoso Managed Services Pty Ltd** Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Azure Active Directory Premium P2 (NCE Product)

## MANAGE SUBSCRIPTION

nce18012022.onmicrosoft.com

🔔 This subscription is currently locked as a provisioning job is in progress. Please note that Microsoft advises that this may take up to 2 hours to provision.

**DETAILS**

Subscription Name	Azure Active Directory Premium P2 (NCE Product)
Subscription Id	D820704E-F546-4C3C-C5E1-1D874EDCC1C8
Product SKU	CFG7TTCOLFK5:0001
Status	Active
Billing Frequency	Annually
Renewal Date	19 January 2023
Admin Agent Group Id	

**QUANTITY**

license -  +

[Update Quantity](#)  
[Suspend Subscription](#)

Once completed, the job notification will be removed from the Manage Subscription page, and the subscription will no longer appear under the “Active Subscriptions” section of the Manage Tenant screen.

rhipe PRO Search... 🔔 👤 ?

Currently viewing as **Contoso Managed Services Pty Ltd** Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022

## MANAGE TENANT

nce18012022.onmicrosoft.com

Microsoft Qualification: Corporate [\(check\)](#) ⓘ

Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022

You can now manage your customer Azure portal using your own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.

[Click here to start setting up](#)

**O365 Annual Subscriptions / Azure Reserve Instance**

O365 annual subscriptions can now be provisioned directly in Prim. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

**SUBSCRIPTIONS** Estimated Monthly Spend <sup>est</sup> \$0.00

Show Only Active Subscriptions

**RESERVED INSTANCES** Show Only Active Reserved Instances

No reserved instances

**SUPPORT PLANS**

Microsoft CSP Provisioning and Escalations Support

[Add New Subscription](#)  
[Add New Azure Plan](#)  
[Add Classic Azure Subscription](#)  
[Log Into...](#)

You will be able to turn the “Show Only Active Subscriptions” toggle off to see all suspended subscriptions. Under the Subscriptions section the suspended subscription will be displayed with the status as “Suspended”.

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022

## MANAGE TENANT

nce18012022.onmicrosoft.com  
 Microsoft Qualification: Corporate (check) ⓘ  
 Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022

You can now manage your customer Azure portal using your own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.

Click here to start setting up

O365 Annual Subscriptions / Azure Reserve Instance  
 O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

Estimated Monthly Spend <sup>^</sup>ψ  
 \$112.50

Subscriptions Table:

Product	Licenses	Status	Term	Actions
Dynamics 365 Customer Voice (NCE Product)	3 license	Active	Annually	Manage
Microsoft 365 Business Basic (NCE Product)	5 license	Active	Monthly	Manage
Azure Active Directory Premium P2 (NCE Product)	5 license	Suspended	Annually	Manage

Buttons: Add New Subscription, Add New Azure Plan, Add Classic Azure Subscription

### III. Resuming Subscriptions

To resume a previously suspended subscription, navigate to the tenant, and turn the “Show Only Active Subscriptions” toggle off to see all suspended subscriptions

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / nce18012022

## MANAGE TENANT

nce18012022.onmicrosoft.com  
 Microsoft Qualification: Corporate (check) ⓘ  
 Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022

You can now manage your customer Azure portal using your own login, providing you with a single sign on experience for all your customer tenants. It's a onetime process, the next time you will be directed to the customer Azure portal automatically when you click the manage button.

To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your consent for us to give your organization AdminAgents group, a contributor permission to the customer subscriptions.

Click here to start setting up

O365 Annual Subscriptions / Azure Reserve Instance  
 O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

Estimated Monthly Spend <sup>^</sup>ψ  
 \$112.50

Subscriptions Table:

Product	Licenses	Status	Term	Actions
Dynamics 365 Customer Voice (NCE Product)	3 license	Active	Annually	Manage
Microsoft 365 Business Basic (NCE Premium)	5 license	Active	Monthly	Manage

Buttons: Add New Subscription, Add New Azure Plan, Add Classic Azure Subscription

Then select “Manage” next to the subscription you require to resume.

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**SUBSCRIPTIONS** Show Only Active Subscriptions

Subscription Name	Quantity	Status	Billing Frequency	Actions
Dynamics 365 Customer Voice (NCE Product)	3 license	Active	Annually	<a href="#">Manage</a>
Microsoft 365 Business Basic (NCE Product)	5 license	Active	Monthly	<a href="#">Manage</a>
Azure Active Directory Premium P2 (NCE Product)	5 license	Suspended	Annually	<a href="#">Manage</a>

Estimated Monthly Spend <sup>Net</sup>  
**\$112.50**

[Add New Subscription](#)  
[Add New Azure Plan](#)  
[Add Classic Azure Subscription](#)

Under the Manage Subscription page, select the “Resume Subscription” button.

rhipe <sup>Net</sup>

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< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Azure Active Directory Premium P2 (NCE Product)

**MANAGE SUBSCRIPTION**  
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**DETAILS**

Subscription Name	Azure Active Directory Premium P2 (NCE Product)
Subscription Id	D820704E-FE46-4C3C-C5E1-1D874EDCC1C8
Product SKU	CPQ77TCOLPK6-0001
Status	Suspended
Billing Frequency	Annually
Renewal Date	19 January 2023
Admin Agent Group Id	

[Update Quantity](#)  
[Resume Subscription](#)

**QUANTITY**

license

**CSP ADD-ONS**

No CSP Add-ons for this subscription

**AUDIT HISTORY** Display Changes Only

No audit records found

A job will then be lodged with Microsoft to provision the change, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.

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Search... [Notification: Resume subscription Azure Active Directory Premium P2\* 9:24AM]

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## MANAGE SUBSCRIPTION

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**This subscription is currently locked as a provisioning job is in progress. Please note that Microsoft advises that this may take up to 2 hours to provision.**

DETAILS

Subscription Name	Azure Active Directory Premium P2 (NCE Product)
Subscription Id	D820704E-FE46-4C3C-C5E1-1D874EDCC1C8
Product SKU	CFQ7TTC0LFFK6:0001
Status	Suspended
Billing Frequency	Annually
Renewal Date	19 January 2023
Admin Agent Group Id	

Update Quantity

Resume Subscription

QUANTITY

license - 5 +

CSP ADD-ONS

No CSP Add-ons for this subscription

AUDIT HISTORY Display Changes Only

No audit records found

Once completed, the job notification will be removed from the Manage Subscription page, and the subscription will now appear under the "Active Subscriptions" section of the Manage Tenant screen.

rhipe Currently viewing as Contoso Managed Services Pty Ltd Clear

Search... [Notification: Resume subscription Azure Active Directory Premium P2\* 9:24AM]

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Click here to start setting up

O365 Annual Subscriptions / Azure Reserve Instance

O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any questions on invoicing, licensing, or program details. If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

**This tenant is currently locked as an order is being processed.**

Deactivate

Resync Tenant

Estimated Monthly Spend <sup>λψ</sup> \$150.00

ADD NEW SUBSCRIPTION

ADD NEW AZURE PLAN

ADD CLASSIC AZURE SUBSCRIPTION

SUBSCRIPTIONS Show Only Active Subscriptions

Azure Active Directory Premium P2 (NCE Product)	5 license	Active	Annually	Manage
Dynamics 365 Customer Voice (NCE Product)	3 license	Active	Annually	Manage
Microsoft 365 Business Basic (NCE Product)	5 license	Active	Monthly	Manage

## Cancelling Subscription

To cancel a subscription, navigate to the tenant and select Manage next to the subscription requiring cancellation

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Click here to start setting up

O365 Annual Subscriptions / Azure Reserve Instance  
 O365 annual subscriptions can now be provisioned directly in Prim. Please contact your Account Manager for any questions on invoicing, licensing, or program details.  
 If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it until you nominate for this end customer to be billed annually.

Estimated Monthly Spend <sup>^</sup>  
**\$53.33**

Subscriptions Table:

Subscription Name	License	Status	Billing Frequency	Action
Azure Active Directory Premium P2 (NCE Product)	3 license	Active	Annually	Manage
Dynamics 365 Customer Voice (NCE Primvurt)	5 license	Active	Annually	Manage

Buttons: Deactivate, Resync Tenant, Add New Subscription

Under the Manage Subscription page, select the “Cancel Subscription” button.

### Note:

- Subscription will go straight to cancellation if the subscription is being cancelled within the 72 hour window.
- Subscription cannot be cancelled after the 72 hour cancellation window, it can only be suspended.

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### MANAGE SUBSCRIPTION

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This subscription has an annual SKU provisioned which cannot be decreased or suspended. Please contact your Account Manager for any questions on invoicing, licensing, or program details.

Update Quantity

Cancel Subscription

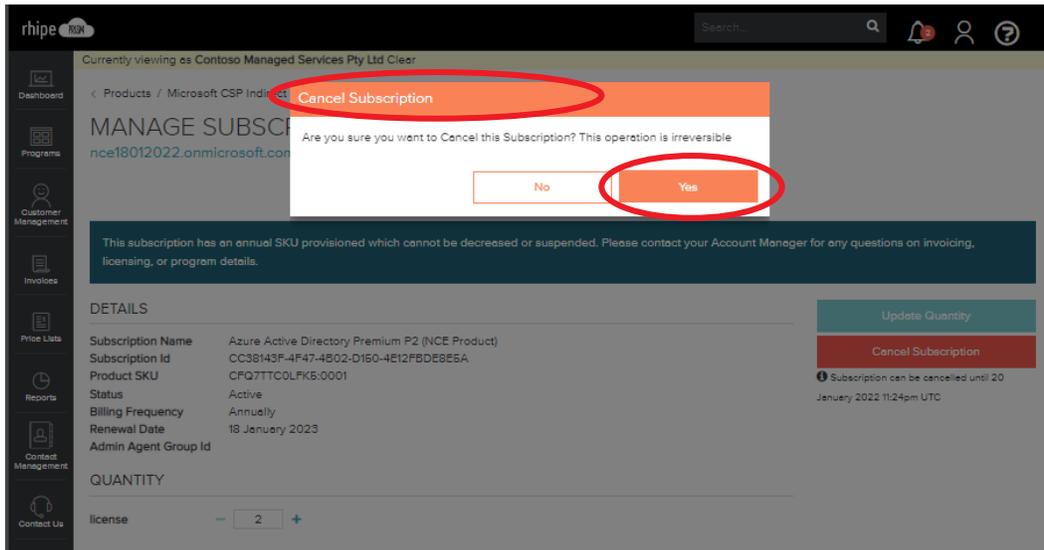
Subscription Name: Azure Active Directory Premium P2 (NCE Product)  
 Subscription Id: CC38143F-4F47-4B02-D160-4E12FBDE8E5A  
 Product SKU: CFQ7TTCOLPK65:0001  
 Status: Active  
 Billing Frequency: Annually  
 Renewal Date: 18 January 2023  
 Admin Agent Group Id:

Quantity: license - 2 +

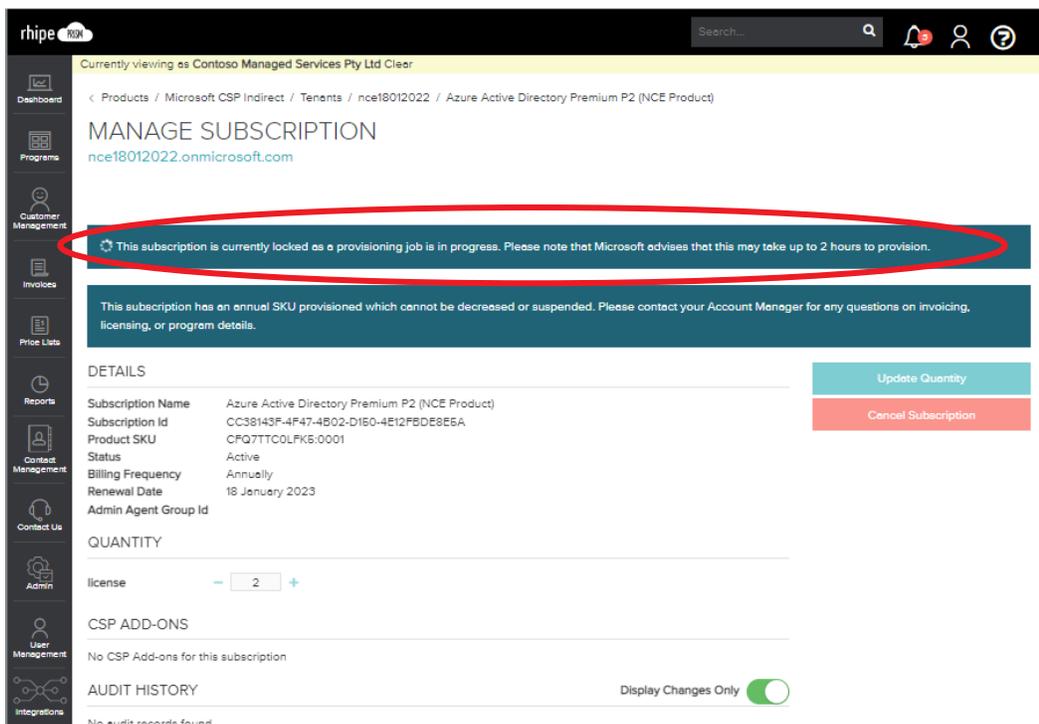
CSP ADD-ONS: No CSP Add-ons for this subscription

AUDIT HISTORY: No audit records found

On clicking the “Cancel Subscription” button, you will be presented with a popup box asking for your confirmation on the cancellation.



On selecting “Yes”, A job will then be lodged with Microsoft to cancel the subscription, in PRISM you will see the below notification whilst this job is occurring, and all change options will be greyed out.



If a cancellation is requested after the 72-hour window, "Cancellation" is not possible for an annual commitment. Subscriptions can be suspended anytime using the suspend button after the 72-hour cancellation window.

The screenshot displays the 'rhipe' web application interface. At the top, it shows the user is logged in as 'Contoso Managed Services Pty Ltd'. The breadcrumb trail indicates the current page is 'MANAGE SUBSCRIPTION' for the product 'Azure Active Directory Premium P2 (NCE Product)'. The page is divided into two main sections: 'DETAILS' and 'QUANTITY'. The 'DETAILS' section lists various attributes of the subscription, including its name, ID, SKU, status, billing frequency, and renewal date. The 'QUANTITY' section shows a single 'license' with a quantity of 5. On the right side of the 'DETAILS' section, there are two buttons: 'Update Quantity' and 'Suspend Subscription'. The 'Suspend Subscription' button is highlighted with a red circle, indicating it is the focus of the document.

DETAILS	
Subscription Name	Azure Active Directory Premium P2 (NCE Product)
Subscription Id	D820704E-F546-4C3C-C5E1-1D874EDCC1C8
Product SKU	CFQ7TTCOLFK5:0001
Status	Active
Billing Frequency	Annually
Renewal Date	19 January 2023
Admin Agent Group Id	

QUANTITY	
license	- 5 +

## Subscription Billing

The use/purchase of annual commitment with annual payment will result in an annual invoice being generated within 24-48 hours of the order being submitted; the invoice will be sent to your Accounts Department (based on the contact details stored within the PRISM portal). The provisioning of the new subscription will not occur until payment is made against the invoice and receipted by rhipe's Finance Department. The annual invoice will contain the charge for the full term of the commitment. Any increases to the quantity of the annual subscription will result in a new invoice being generated; the additional quantity invoice will show the term as per the original term; however, the line item will display as a pro-rata value containing the quantity change date to the end of the term. For example: for a subscription order on the 16<sup>th</sup> of February 2022, with a 1-year term, you would receive an invoice with the term stated as 16<sup>th</sup> of February 2022 to 15<sup>th</sup> of February 2023; if a quantity increase then occurs on the 23<sup>rd</sup> of March to increase the quantity by 2, you would receive an invoice with the term stated as 16<sup>th</sup> of February 2022 to 15<sup>th</sup> of February 2023, however, the line item will display as 23<sup>rd</sup> of March 2022 to 15<sup>th</sup> of February 2023 and a billable ratio will be used to create the pro-rata charge value.

## Additional Information

### Access to rhipe's Operational Knowledge Base

For additional information on creating or managing tenants; connecting tenants; Azure subscriptions; Azure spending notifications, please see the PRISM Portal User Guide located under [rhipe's Operational Knowledge Base](#).

### Future Releases

Rhipe will be continuing to build and add functionality regarding Microsoft's New Commerce Experience (NCE), upcoming features will work on renewal functionality, scheduling etc. As features are released this guide will be updated and a new version made available under [rhipe's Operational Knowledge Base](#).