

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 <u>rhipe's Operational Knowledge Base</u>. 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.

<u>Note</u>: 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 <u>Download</u> 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 14th of January 2022 and then renewal date is 13th 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 <u>Add Subscriptions</u> page, ensure that the billing toggle is set to "Monthly", so only monthly products are shown.

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	Currently viewing as Contoso Managed Services Pty Ltd Clear					
Deshboard	< Products / Microsoft CSP Indirect / Tenants / nce18012022 / Add Subscription					
68	ADD SUBSCRIPTIONS					
Programs	nce18012022.onmicrosoft.com					
Customer	How would you like to be billed for your subscriptions? Monthly Annually					
Management	Filter products	5	ORDER SU		/	
	Showing all products		STEPEN DC			

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.

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Deshboerd Programs	Currently viewing as Contoso Managed Services Pty Ltd Cleor < Products / Microsoft CSP Indirect / Tenants / nce18012022 / Add Subscription ADD SUBSCRIPTIONS nce18012022.onmicrosoft.com How would you like to be billed for your subscriptions? Monthly Ann	uolly		
Customer Management	nce product Products exeminered by search term ' rice product' Other Products		ORDER SUMI Microsoft 365 Business Be	MARY sic (NCE Product) 4 Total monthly price
Price Lists	Azure Active Directory Premium P2 (NCE Product)	ense/mth \$0.00	Submi	\$40.00
Contact Management	Microsoft 365 Business Basic (NCE Product) Preduct SKU: CP07TTC0LHB.0001 - 4 + \$10.00 /lic This is a NCE Product	ense/mth \$40.00		

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.

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Deshboard	Currently viewing as Contoso Managed Services Pty Ltd Clear < Products / Microsoft CSP Indirect / Tenants / nce18012022 / Add Subscription		
Programs	ADD SUBSCRIPTIONS		
Gustomer	How would you like to be billed for your subscriptions? () Monthly Annually		
Management	nce product Products ere filtered by search term " nce product"	I ORDER S	SUMMARY
Involces	Other Products	Microsoft 365 Bu	usiness Basic (NCE Product) 4 Total monthly price
Price Lists	Azure Active Directory Premium P2 (NCE Product)	\$0.00	\$40.00 Submit Order
Contect Management	Microsoft 365 Business Basic (NCE Product) 0 Product SKU: CP07TTC0LHIB:0001 A This is a NCE Product!	\$40.00	
Contact Us			

rhipe ໜ Currently viewing as Contoso Managed Services Pty Ltd Clear < Products / Microsoft CSP Indirect / Tenents / nce18012022 / Add Subscription ADD SUBSCRIPTIONS == nce18012022.onmicrosoft.com How would you like to be billed for your subscriptions? () Monthly Annually nce product 2 ORDER SUMMARY Products are filtered by search term ' nce product' Involces Microsoft 365 Business Basic (NCE Product) 4 Other Products ^ Total monthly price The List \$40.00 Azure Active Directory Premium P2 (NCE Product) 0 - 0 + \$10.75 /license/mth \$0.00 Reports Microsoft 365 Business Basic (NCE Product) 0 Contec - 4 + \$10.00 /license/mth \$40.00 A This is a NCE Product \bigcirc

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.

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Deshboard	< Products / Microsoft CSP Indirect / Tenents / nce18012022	CSP Order su	ibmitted		
	MANAGE TENANT				
Programa	nce18012022.onmicrosoft.com				
	Microsoft Qualification: Corporate (check) 🚯				
Customer Management	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 ex	xperience for all your cust	omer tenents.	It's a onetime p	process,

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

	Currently viewing as Contoso Managed Services Pty Ltd Clear	
bard	< Products / Microsoft CSP Indirect / Tenents / nce18012022	
	MANAGE TENANT	Deactivate
•	nce18012022.onmicrosoft.com	
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	You can now manage your customer Azure portal using you own login, providing you with a single sign on experience for all your c the next time you will be directed to the customer Azure portal automatically when you click the manage button.	ustomer tenants. It's a onetime process,
	To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your con AdminAgents group, a contributor permission to the customer subscriptions.	isent for us to give your organization
		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 in	voicing, licensing, or program details.
	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 im If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any products against it customer to be billed annually.	voicing, licensing, or program details. : until you nominate for this end
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And once provisioning is full completed, the subscription will be visible under the <u>Subscriptions</u> heading.

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Dashboard	< Products / Microsoft CSP Indirect / Te	nants / nce180120	022			
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0	Microsoft Qualification: Corporate (check) Agreement Status: Microsoft Customer Ag	Operation of the second sec	n the 17 January 202:	2		
Customer Management	-	-				
	You can now manage your customer Az the next time you will be directed to the	ure portal using yo customer Azure p	ou own login, providir portal automatically w	ng you with a single sign o hen you click the manage	n experience for all your cu button.	istomer tenants. It's a onetime process,
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Price Lists						Click here to start setting up
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e	O365 annual subscriptions can now be	provisioned direct	tly in Prism. Please co	ntact your Account Manag	ger for any questions on inv	oicing, licensing, or program details.
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Contact Us	SUBSCRIPTIONS			Show Only Active	Subscriptions	Estimated Monthly Spend $^{\lambda\psi}$
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0	(Het Product)					Add New Subscription
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°~~~~°	Producty					Add New Azure Plan
Integrations	RESERVED INSTANCES			Show Only Active Rese	rved Instances	Add Classic Azure Subscription
	No reserved instances					Log Into

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.

<u>Note:</u> 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 <u>Manage</u> next to the subscription requiring a quantity increase.

Contact Us	SUBSCRIPTIONS			Show Only Activ	ve Subscriptions		Estimated Monthly Spend $^{\lambda\psi}$
Admin	Azure Active Directory Premium P2 (NCE Product)	2 license	Active	Annually	Manage	~	¢ 10100
User Management	Microsoft 365 Business Basic (NCE	4 license	Active	Monthly	Manage	\sim	Add New Subscription
Integrations	RESERVED INSTANCES			Show Only Active Res	served Instances		Add New Azure Plan Add Classic Azure Subscription
	No reserved instances						Log Into +

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

On the right-hand side of the screen an <u>Order Summary</u> will appear with the estimated monthly value of the subscription and will enable the <u>Update Quantity</u> 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.

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88	MANAGE S	JBSCRIPTION		
Programs	nce18012022.onmi	prosoft.com		
Customer				
	DETAILS			Estimated Monthly Spend $^{\lambda}$
Ξ.	Subscription Name	Microsoft 365 Business Basic (NCE Product)		\$60.00
Involces	Subscription Id Product SKU	D94ABFF8-1C02-4EBF-D477-3DEC879DBC6F CFQ7TTC0LH18:0001		
1	Status Billing Frequency	Active		
Price Lists	Effective End Date	18 February 2022		Opdate Quantity
Θ	Admin Agent Group Id			Suspend Subscription
Reports	QUANTITY			Cencel Subscription
A	license -	- 6 +		O Subscription can be cancelled until 21
Contact Management				Jenuary 2022 1:48em UTC
0	CSP ADD-ONS			
Contact Us	No CSP Add-ons for this	subscription		
<u>6</u>	AUDIT HISTORY		Display Changes Only	
Admin	No audit records found			
Q				

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

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	Subscription Name	Microsoft 365 Business Basic (NCE Product)		\$60.00
Involces	Subscription Id	D94ABFF8-1C02-4EBF-D477-3DEC879DBC5F		\$00.00
	Product SKU Status	CFQ7TTC0LH18:0001		
Price Lista	Billing Frequency	Monthly	(Update Quantity
	Effective End Date	18 February 2022		
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Reports	QUANTITY			Cancel Subscription
A	license	6 +		Subscription can be cancelled until 21
Contect	incense			January 2022 1:48am UTC
	CSP ADD-ONS			
Contact Us	No CSP Add-ons for this	subscription		
<u>ت</u> م	AUDIT HISTORY	Di	splay Changes Only	
Admin	No audit records found			
Q				

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.

		Search	٩	🏚 있 😨
Currently viewing as Cor	ntoso Managed Services Pty Ltd Clear			
< Products / Microsof	t CSP Indirect / Tenants / nce18012022 / Microsoft 365 Busir	ness Basic (NCE Product)		
MANAGE S	UBSCRIPTION			
nce18012022.onm	icrosoft.com			
C This subscription	is currently locked as a provisioning job is in progress. Please n	ote that Microsoft advises that this may take up to	o 2 hours to p	rovision.
DETAILS			Estim	nated Monthly Sper
Subscription Name	Microsoft 365 Business Basic (NCE Product)			\$60.0
Subscription Id	D94ABFF8-1C02-4EBF-D477-3DEC879DBC5F			φ00.0
Product SKU	CFQ7TTC0LH18:0001			
Status Billing Frequency	Active			
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license	- 6 +			
CSP ADD-ONS				
No CSP Add-ons for th	s subscription			
AUDIT HISTORY		Display Changes Only		

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

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	Currently viewing as Con	toso Managed Services Pty Ltd Clear					
Deshboerd	< Products / Microsoft	t CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE Product)					
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Programs	nce18012022.onm	icrosoft.com					
Customer							
Management	DETAILS			Estim	ated Montl	hly Sp	end ^λ
E.	Subscription Name	Microsoft 365 Business Basic (NCE Product)			\$	60	.00
Involces	Subscription Id	D94ABFF8-IC02-4EBF-D477-3DEC879DBC5F					
	Product SKU Status	CFQ/TICOLH18:0001 Active					
Price Lists	Billing Frequency	Monthly		U	odate Quanti		
	Effective End Date	18 February 2022					
G	Admin Agent Group Id			Susp	end Subscrip	otion	
Reports	QUANTITY			Can	cel Subscript	tion	
ළ	license	- 6 +		O Subscription o	an be canceller	d until 21	1
Contect Management				January 2022 1:4	Sem UTC		

II. Decreasing Subscription Quantity

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

<u>Note</u>: 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.

	Changing quantity f Basic' We were unable to update t	OF 'Micros	soft 365 ion with Mic	Business 10:04AM	
Contect Us	SUBSCRIPTIONS			Show Only Active Subscriptions) Estimated Monthly Spend ^{Au} \$48.33
Admin	(NCE Product)	2 license	Active	Annuolly Manape V	Add New Subscription
User Management	Microsoft 365 Business Basic (NCE Product)	4 license	Active	Monthly Menage	Add New Azure Plan
Integrations	RESERVED INSTANCES			Show Only Active Reserved Instances	Add Classic Azure Subscription
	No reserved instances				Log Into

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

On the right-hand side of the screen an <u>Order Summary</u> will appear with the estimated monthly value of the subscription and will enable the <u>Update Quantity</u> 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.

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 screen.

III. Suspending Subscriptions

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

<u>Note</u>: 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.

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.

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	Currently viewing as Contoso Managed Services Pty Ltd Clear	
Dashboard	< Products / Microsoft CSP Indirect / Tenants / nce18012022	
88	MANAGE TENANT	Deactivate
Programs	nce18012022.onmicrosoft.com	
Ø	Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022	
Customer Management		
I.	You can now manage your customer Azure portal using you own login, providing you with a single sign on experience for all your of the next time you will be directed to the customer Azure portal automatically when you click the manage button.	ustomer tenants. It's a onetime process,
Involces	To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also assumes your con	sent for us to give your organization
	AdminAgents group, a contributor permission to the customer subscriptions.	
Price Lists		Click here to start setting up
Θ		
	O365 Annual Subscriptions / Azure Reserve Instance	voicing, licensing, or program details
Contact	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
Management	customer to be billed onnually.	
Contact Us		Estimated Monthly Spend $\lambda \psi$
6		\$0.00
Admin		
8	RESERVED INSTANCES Show Only Active Reserved Instances	Add New Subscription
User Management	No reserved instances	Add New Azure Plan
÷		Add Classic Azure Subscription
Integrations	SUPPORT PLANS	
	Microsoft CSP Provisioning and	Log Into +
	Escelations Support	

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".

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	Currently viewing as Contoso Managed Services Pty Ltd Clear				
Deshboard	< Products / Microsoft CSP Indirect / Tenants / nce18012022				
88	MANAGE TENANT			Deactivate	
Programs	nce18012022.onmicrosoft.com				
0	Microsoft Qualification: Corporate (<u>check</u>)				
8	Agreement Status: Microsoft Customer Agreement signed on the 17 January 2022				
Management					
	You can now manage your customer Azure portal using you own login, providing you with a single sign on ex-	perience for all your cust	omer tenants	. It's a onetime p	process,
	are next ame you will be directed to the customer Azure portal automatically when you click the manage but				
	To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in a	also assumes your conser	nt for us to give	ve your organiz	ation
	AdminAgents group, a contributor permission to the customer subscriptions.				
Price Lists				to start setting	up
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	O365 Annual Subscriptions / Azure Reserve Instance				
윤	O366 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for	or any questions on invoid	cing, licensing	, or program d	etails.
Contect Management	If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision a customer to be billed ensually.	any products against it un	til you nomin	ate for this end	
	costonier to be bined drindary.				
Contect Us	SUBSCRIPTIONS Show Only Active Sub	oscriptions	Estimat	ed Monthly	Spend ^A
6			•	\$	60.00
Admin	Microsoft 365 Business Basic (NCE 3 license Suspended Monthly	Manage			
	Product)				
2				New Subscription	n
User Management	RESERVED INSTANCES Show Only Active Reserved	Instances	Add	New Azure Pla	n
·	No reserved instances				
~~~~			Add Class	ic Azure Subsc	ription

### 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

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Programs	News Commercesott.com	
	Microsoft dualmitections. Corporate ( <u>microsoft</u> )	
Gustomer	· · · · · · · · · · · · · · · · · · ·	
Involoes	You can now manage your customer Azure portel using you own login, providing you with a single sign on experience for all your cus the next time you will be directed to the customer Azure portel eutomatically 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 conse AdminAcents group. A contributor permission to the customer advancement.	tomer tenants. It's a onetime process, nt for us to give your organization
El anto		
		Click here to start setting up
Reports Contect Management	O365 Annual Subscriptions / Azure Reserve Instance O365 annual subscriptions can now be provisioned directly in Prism, Pieese contact your Account Manager for any questions on invo If you with this tenant to include an Azure Reserve Instance, pieese create the tenant but DO NOT provision any products against it un customer to be billed annually.	icing, licensing, or program details. ntil you nominate for this end
Contact Us	SUBSCRIPTIONS Show Only Active Subscriptions	Estimated Monthly Spend $\lambda \psi$
Admin		\$0.00
8	RESERVED INSTANCES Show Only Active Reserved Instances	Add New Subscription
Management	No reserved instances	Add New Azure Plan
		Add Classic Azure Subscription
	SUPPORT PLANS	
	Microsoft CSP Provisioning and Escelations Support	Log Into +

Then select "Manage" next to the subscription you require to resume.

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_	Currently viewing as Contoso Managed Ser	vices Pty Ltd Clear								
Deshboard	< Products / Microsoft CSP Indirect / Te	nants / nce18012022	2							
	MANAGE TENANT						Deactivate			
Programo	nce18012022.onmicrosoft.com	~								
	Microsoft Qualification: Corporate (check)	0								
No.	Agreement Status: Microsoft Customer Ag	reement signed on tr	te 17 January 2022	2						
Management										
	You can now manage your customer Az	ure portal using you	own login, providin	ig you with a single sign on expe	rience for all your cu	stomer tenants	. It's a onetir	ne proc	cess,	
	the next time you will be directed to the	customer Azure pon	ar automatically wi	ien you click the manage batton.						
	To proceed, sign in with an account that	has owner access in	your own Microso	ft partner tenant. This sign in also	o assumes your cons	ent for us to gi	ve your orga	nizatio	n	
	AdminAgents group, a contributor perm	ission to the custome	er subscriptions.							
Price Lists						Click here	to start sett	ing up		
Reports										
	O365 Annual Subscriptions / Azure Res	erve Instance								
ළ	0366 annual subscriptions can now be	provisioned directly i	n Prism. Please co	ntact your Account Manager for a	any questions on invo	picing, licensin	g, or program	n detai	ls.	
Contect Management	it you wish this tenant to include an Azu customer to be billed annually	re Reserve Instance,	please create the t	tenant but DO NOT provision any	/ products against it u	intii you nomir	ate for this e	ena		
¢						-			. 3.6	
Contact Us	SUBSCRIPTIONS			Show Only Active Subsc	riptions	Estima	ted Month	ly Spe	end "\P	
۶â,								\$0	00.0	
Admin	Microsoft 365 Business Basic (NCE	3 license	Suspended	Monthly Mar	nape 🗸 🗸					
	Product)									
8	RECEIVED INCTANCES				Add	New Subscr	ption			
Management	RESERVED INSTAINCES Show Only Active Reserved Instances					Add New Azure Plan				
$\sim$	No reserved instances									
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~						Add Clas	sic Azure Su	bscripti	ion	

Under the Manage Subscription page, select the "Resume Subscription" button.

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	Currently viewing as Con	toso Managed Services Pty Ltd Clear					
Deshboard	< Products / Microsoft	CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NC	CE Product)				
	MANAGE S	UBSCRIPTION					
Programs	nce18012022.onmi	icrosoft.com					
Customer							
	DETAILS			Estima	ited Mon	thly Spen	ıdλ
Involces	Subscription Name Subscription Id Product SKU	Microsoft 365 Business Basic (NCE Product) D94ABFF8-1C02-4EBF-D477-3DEC879DBC6F CFQ7TTC0LH18:0001				\$0.0	0
	Status	Suspended					
Price Lists	Billing Frequency Effective End Date	Monthly 18 February 2022					
Θ	Admin Agent Group Id			Resur	me Subscri	ption	D
Reports	QUANTITY						
Contect	license	- 3 +					
	CSP ADD-ONS						
Contact Us	No CSP Add-ons for this	s subscription					
Ŕ	AUDIT HISTORY	c.	Display Changes Only				
Admin	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.

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.

Cancelling Subscriptions

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

Under the Manage Subscription page, select the "Cancel Subscription" button.

Note:

- Subscription will go staright 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.

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	Currently viewing as Con	toso Managed Services	Pty Ltd Clear						
Dashboard	< Products / Microsoft	t Con indirect Cancel	Subscription	>					
Programs	MANAGE S	UBSCI Are you	sure you want to Can	cel this Subscription	? This operation is irre	versible			
Customer				No	Y				
Management	DETAILS						Estima	ated Month	
Involces	Subscription Name Subscription Id Product SKU	Microsoft 365 Busines 8BCAB067-8F9B-44F CFQ7TTC0LH18:0001	ss Basic (NCE Product 8-C7E0-F4E678FD6F	1) 86			Louine	\$	36.00
	Status	Active							_
Price Lista	Billing Frequency Effective End Date	Monthly 24 February 2022					Up		у
	Admin Agent Group Id	LYTEDIOUTY LOLL					Susp		tion
	QUANTITY						Can		ion
Contact Management	license	- 2 +					Subscription of January 2022 11:3	an be cancelled 13pm UTC	i until 26
	CSP ADD-ONS								
Contact Us	No CSP Add-ons for this	s subscription							
	AUDIT HISTORY				Display Cha	nges Only			
	No audit records found								

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.

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_	Currently viewing as Cor	ntoso Managed Services Pty Ltd Clear					
Deshboard	< Products / Microsof	t CSP Indirect / Tenants / nce18012022 / Microsoft 365 Business Basic (NCE	Product)				
Programs	MANAGE S	SUBSCRIPTION icrosoft.com					
Customer Management	DETAILS						
	Subscription Name	Microsoft 365 Business Basic (NCE Product)		Estimat	ed Mon: (thly Spen	
Involces	Subscription Id	D94ABFF8-1C02-4EBF-D477-3DEC879DBC5F				₽90.0	10
Ð	Status	Active					_
Price Lists	Billing Frequency Effective End Date	Monthly 17 February 2022		Upc	late Quant	tity	
G	Admin Agent Group Id			Suspe	nd Subscri	iption	
Reports	QUANTITY						
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-	CSP ADD-ONS						
Contect Us	No CSP Add-ons for th	is subscription					
ന	AUDIT HISTORY	Di	isplay Changes Only				
Admin	No audit records found	1					

Subscription Billing

The use/purchase of monthly commitment with monthly payment will result in a monthly invoice being generated between the 1st and 3rd 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 1st and 3rd 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 14th of January 2022 and then renewal date is 13th 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"

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	Currently viewing as Contoso Managed Se	rvices Pty Ltd Clear					
Dashboard	< Products / Microsoft CSP Indirect / Te	enants / NCE User Guide 2022					
	MANAGE TENANT					Deactivate	
Programs	nceuserguide2022.onmicrosoft.o	com					
Customer	Agreement Status: Microsoft Customer A	greement signed on the 16 January 20	22				
	You can now manage your customer A	zure portal using you own login, provid	ling you with a single sign on expe	erience for all your cust	omer tenants	lt's a oneti	me process,
	the next time you will be directed to th	e customer Azure portal automatically	when you click the manage buttor	n.			
	To proceed, sign in with an account the AdminAgents group, a contributor per	It has owner access in your own Micros nission to the customer subscriptions.	soft partner tenant. This sign in als	so assumes your conse	nt for us to give	e your org	anization
Price Lists					Click here	to start set	ting up
A							
Reports	O365 Annual Subscriptions / Azure Re	serve Instance					
A	O365 annual subscriptions can now be	provisioned directly in Prism. Please o	ontact your Account Manager for	any questions on invoi	cing, licensing	, or progra	m details.
Contact Management	If you wish this tenant to include an Az customer to be billed annually.	ure Reserve Instance, please create the	e tenant but DO NOT provision an	iy products against it ur	ntil you nomin	ate for this	end
ß							
Contact Us	SUBSCRIPTIONS		Show Only Active Subs	criptions	Estimat	ed Month	nly Spend ^{λψ}
(ÇL)	No Subscriptions						\$0.00
Admin							
8	RESERVED INSTANCES		Show Only Active Reserved Ir	nstances	Add I	lew Subscr	ription
User Management	No reserved instances				Add	New Azure	Plan
<u>کھ</u>					Add Class	ic Azure Sı	ubscription
Integrations	SUPPORT PLANS			L			
	Microsoft CSP Provisioning and					Log Into	

Within the <u>Add Subscriptions</u> page, ensure that the billing toggle is set to "Annual" so that only Annual products are shown.

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Deshboerd Programs Customer Management	< Products / Microsoft CSP Indirect / Tenants / NC ADD SUBSCRIPTIONS nceuserguide2022.onmicrosoft.com How would you like to be billed for your subscriptions Filter products Shewing all products.	은 User Guide 2022 / Ac	dd Subscription	5	ORDER SUMMARY
Involces	Microsoft 365			~	Nothing on order
Reports	Microsoft 365 Business Bosic () Product SKU: BD938P12-058P-4927-88A3-AE3681D2501C	- 0 +	\$50.00 /User/yr	\$0.00	Submit Order
Contact Management	Office 365 Business ④ Product SKU: SC9FD4CC-EDCE-44AB-8E91- 07DF09744809	- 0 +	\$50.00 /User/yr	\$0.00	
Contact Us	Office 365 Business Premium () Product SKU: 031C9E47-4802-4248-838E-778F81D2CC05	- 0 +	\$50.00 /User/yr	\$0.00	
	Office 365 - Enterprise			^	
User Management	Office 365 E1	- 0 +	\$50.00 /User/yr	\$0.00	
Integrations	Office 365 E3 🚯 Product SKU: 7968685F-613C-4E24-A17C-EBA730D49C02	- 0 +	\$50.00 /User/yr	\$0.00	

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.

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	Currently viewing as Contoso Managed Services Pty Ltd Clear						
Dashboard	< Products / Microsoft CSP Indirect / Tenents / NCE User Guide 2022 / Add Subscription						
68	ADD SUBSCRIPTIONS						
Programs	nceuserguide2022.onmicrosoft.com						
Customer	How would you like to be billed for your subscriptions? () Monthly Annually	1					
Managem	nce product	5					
	Products are filtered by search term ' nce product'		ORDER S	ONIMAN			
Involces	Other Products	^	Nothing on order				
Price Lists	Azure Active Directory Premium P2 (NCE Product)	\$0.00	acceptance of and r	the submission of this or commitment to pay the r	rder is an elated invoice(s).		
Θ	Product SKU: CFQ7TTC0LFK5:0001		Submit Order				
٩							

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.

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	Currently viewing as Contoso Managed Services Pty Ltd Clear						
Deshboard	< Products / Microsoft CSP Indirect / Tenents / NCE User Guide 2022 / Add Subscription						
<u>99</u>	ADD SUBSCRIPTIONS						
Programs	nceuserguide2022.onmicrosoft.com						
8	How would you like to be billed for your subscriptions? Monthly Annually						
Management	nce product	ORDER SI	JMN		Y		
	Products are filtered by search term ' noe product'	- OND LIVE					N
Involces	Other Products	Azure Active Direct Product)	ory Prem	iium P2 (NCE	2	
	Anura Activa Directory Promium P2 (NCE Product)				Total ann	ual price	ν
Price Lists	Active Directory Fremium F2 (NCE Froduct) - 2 + \$50.00 /license/yr 3	\$100.00			\$100	0.00	1
Reports	Product SKU: CFQ7TTC0LFK5:0001	I acknowledge that	110-00-00		is order is a	an .	
		ecceptance of and	commitme	nt to pay t	he related i	nvoice(s).	
ළ			0.1				
Contect Management			Submit	Jider			

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

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	Currently viewing as Contoso Managed Services Pty Ltd Clear				
Dashboard	< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022 / Add Subscription				
68	ADD SUBSCRIPTIONS				
Programs	nceuserguide2022.onmicrosoft.com				
Gustomer	How would you like to be billed for your subscriptions? Monthly Annually				
Management	nce product	5			
E	Products are filtered by search term ' nce product'		ONDER S		'
Involces	Other Products	^	Azure Active Direct Product)	ory Premium P2 (NCE 2
Ē	Azura Activa Directory Premium P2 (NCE Product)				Total annual price
Price Lists	- 2 + \$50.00 /license/yr	\$100.00			\$100.00
G	Product SKU: CFQ7TTC0LFK5:0001				
Reports		\leq	 I acknowledge that acceptance of and of 	the submission of th commitment to pay f	is order is an he related invoice(s).
8					
Contect Management				Submit Order	
Contact Us					

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

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	Currently viewing as Contoso Managed Services Pty Ltd Clear		
Dashboard	< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022	CSP Order s	ubmitted
	MANAGE TENANT		Deactivate
Programs	nceuserguide2022.onmicrosoft.com		
	Microsoft Qualification: Corporate (check) 0		
	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.

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	Currently viewing as Contoso Managed Services Pty Ltd Clear		
Dashboard	< Products / Microsoft CSP Indirect / Tenants / NCE User Guide 2022		
8	MANAGE TENANT		Deactivate
Programs	nceuserguide2022.onmicrosoft.com		
Q	Agreement Status: Microsoft Customer Agreement signed on the 16 January 2	2022	
Customer Monogement			
E	You can now manage your customer Azure portal using you own login, prov the next time you will be directed to the customer Azure portal automatically	riding you with a single sign on experience for all your cu y when you click the manage button.	stomer tenants. It's a onetime process,
Involces	To proceed, sign in with an account that has owner access in your own Micr	osoft partner tenant. This sign in also assumes your cons	sent for us to give your organization
Ē	AdminAgents group, a contributor permission to the customer subscriptions	.	
Price Lists			Click here to start setting up
Reports			
	O365 Annual Subscriptions / Azure Reserve Instance	contact your Account Manager for any questions on inv	oicina, licensina, or program details
Contact	If you wish this tenant to include an Azure Reserve Instance, please create t	the tenant but DO NOT provision any products against it	until you nominate for this end
	customer to be billed annually.		
Contact Us	2 th This tagent is currently locked as an order is being processed		
Admin	SUBSCRIPTIONS	Show Only Active Subscriptions	Estimated Monthly Spend $^{\lambda\psi}$
Q	No Subscriptions		\$0.00
User Monogement			
<u>`</u>	RESERVED INSTANCES	Show Only Active Reserved Instances	Add New Subscription
Integrations	No reserved instances		Add New Azure Plan
			Add Classic Azure Subscription
	PENDING ORDER		Log Isto
	Azure Active Directory Premium P2 (NCE Product) 2 license	Pending	Log into •
	SUPPORT PLANS		
	Microsoft CSP Provisioning and		

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.

rhipe

Tax Invoice

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

BILL TO:

Miller street

Australia

100

CONTOSO MANAGED

SERVICES PTY LTD Test3659213

NORTH SYDNEY NSW 2060

END CUSTOMER: CONTOSO MANAGED SERVICES PTY LTD

YOUR RHIPE BILL

TOTAL DUE 31 Jan 2022 AUD \$110.00

Sub Total GST at 10% AUD \$100.00 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 or email <u>ReceivablesAU@rhipe.com</u>

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.

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E	Currently viewing as Contoso Managed Services Pty Ltd Clear		
Dashboard	< Products / Microsoft CSP Indirect / Tenents / nce18012022 / Azure Active Directory	r Premium P2 (NCE Product)	
Programs	MANAGE SUBSCRIPTION nce18012022.onmicrosoft.com		
Gustamer			
Management	This subscription has an annual SKU provisioned which cannot be decreased or suspe licensing, or program details.	nded. Please contact your Account Manager	for any questions on invoicing,
	DETAILS		Update Quantity
Price Lists	Subscription Name Azure Active Directory Premium P2 (NCE Product)		Cancel Subscription
G	Product SKI1 CECERS (4) 474502-01044121 0002008		Subscription can be cancelled until 20
Report	Billing Frequency Announy Renewal Date 18 January 2023 Admin Agent Group Id		January 2022 11:24pm 01C
Management	QUANTITY		
Contact Us	license – 2 +		
(ç),	CSP ADD-ONS		
Admin	No CSP Add-ons for this subscription		
User	AUDIT HISTORY	Display Changes Only	
Management	No audit records found		
rhipe 🕷	8	Search	<u>م</u> ک ک
	Currently viewing as Contoso Managed Services Pty Ltd Clear		
Dashboard	< Products / Microsoft CSP Indirect / Tenants / nce14012022		
88			Deactivate
	Microsoft Qualification: Corporate (<u>check</u>) ()		
	Agreement Status: Microsoft Customer Agreement signed on the 14 January 2022		
	You can now manage your customer Azure portal using you own login, providing you w the next time you will be directed to the customer Azure portal automatically when you	rith a single sign on experience for all your cu click the manage button.	stomer tenents. It's a onetime process,
Involces	To proceed, sign in with an account that has owner access in your own Microsoft partne	er tenant. This sign in also assumes your cons	ent for us to give your organization
Price Lists	или на указани указа, а сонинала репинзали го иге сазолие завоснують.	1	Click here to stort setting up
Reports			
A	O365 Annual Subscriptions / Azure Reserve Instance O365 annual subscriptions can now be provisioned directly in Prism. Please contact yo If you wish bit stanget to include an Azure Reserve Instance please create the tenget b	ur Account Manager for any questions on invi	oicing, licensing, or program details.
Contact Management	customer to be billed annually.		
Contact Us	SUBSCRIPTIONS	Show Only Active Subscriptions	Estimated Monthly Spend ^{λψ}
Admin	Azure Active Directory Premium P1 1 license Active	Annuelly Menage V	\$12.50
Usen Management	Azure Active Directory Premium P2 2 license Active (NCE Product)	Annually Manage V	Add New Subscription
\sim		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 <u>Manage</u> next to the subscription requiring a quantity increase.

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

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	Currently viewing as Cont	oso Managed Services Pty Ltd Clear					
Deshboard	< Products / Microsoft	CSP Indirect / Tenents / nce14012022 / Azure A	ctive Directory Premium P2 (NCE Pr	oduct)			
Programe	MANAGE S	UBSCRIPTION					
Customer	This subscription has	an annual SKU provisioned which cannot be decre	esed or suspended. Please contect	your Account Manager for	r any questions on inv	roicing,	
Involces	licensing, or program	details.					
Ð	DETAILS						
Price Lists	Subscription Name Subscription Id Product SKU	Azure Active Directory Premium P2 (NCE Produc A873A1EC-D659-4E59-D6E5-C51BB3EA7112 CF07TTC0LFK5:0001	r)				
Reports	Status	Active					
	Renewal Date	14 January 2023					
Contact Ianagement	Admin Agent Group Id						
~	QUANTITY						
Contact Us	license	- 2 +					
(Ç	CSP ADD-ONS	_					
Admin	No CSP Add-ons for this	subscription					
User	AUDIT HISTORY		Display Cha	anges Only			
	No audit records found						
Integrations							

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.

DE RISM		Search	٩	A 8	?
Currently viewing as Co	ntoso Managed Services Pty Ltd Clear				
eard < Products / Microso	ft CSP Indirect / Tenants / nce14012022 / Azure Active Director	ry Premium P2 (NCE Product)			
MANAGE S	SUBSCRIPTION				
nce14012022.onm	licrosoft.com				
mer					
This subscription ha	s an annual SKU provisioned which cannot be decreased or susp	ended. Please contact your Account Manage	er for any question	ns on invoicing,	
licensing, or program	n deteils.				
DETAILS			ORDEF	R SUMM	ARY
Subscription Name	Azure Active Directory Premium P2 (NCE Product)		Additional lic	ences	2
Product SKU	A873A1EC-D669-4E69-D6E6-C61663EA7112 CFQ7TTC0LFK6:0001		Estir	nated additional	charges ^λ
ta Status	Active			\$9	8.90
Billing Frequency Renewal Date	Annually 14 January 2023		A The estimat	ed cost is calcula	ated
Admin Agent Group Id	Tranking 2020		based on the r	emaining period	of the
			2023	our renewar date	
license	- 4 +		Up	odate Quantity	
CSP ADD-ONS					
No CSP Add-ons for th	is subscription				
AUDIT HISTORY		Display Changes Only			
No audit records found	i .				
0					

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.

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	Currently viewing as Contoso Managed Services Pty Ltd Clear
Dashboard	< Products / Microsoft CSP Indirect / Tenants / nce14012022 / Azure Active Directory Premium P2 (NCE Product)
	MANAGE SUBSCRIPTION
Programs	nce14012022.onmicrosoft.com
Customer	
	(*) 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.
E	
Involces	
Price Lists	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.

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 <u>Manage</u> next to the subscription requiring suspension.

<u>Note</u>: 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.

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.

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	Currently viewing as Contoso Managed Services Pty Ltd Clear				
Deshboard	< Products / Microsoft CSP Indirect / Tenants / nce18012022				
	MANAGE TENANT		De	octivote	
Programa	nce18012022.onmicrosoft.com				
	Agreement Status: Microsoft Customer Agreement signed on the 17. January 2022				
Customer					
Management		II			
	the next time you will be directed to the customer Azure portal automatically when you click the manage button	e for all your cus	stomer tenants, its	a oneume proc	Jess,
	To proceed, sign in with an account that has owner access in your own Microsoft partner tenant. This sign in also ass AdminAgents group, a contributor permission to the customer subscriptions.	sumes your cons	ent for us to give y	our organizatio	n
Price Lists			Click here to s	tert setting up	
G					
Reports	O365 Annual Subscriptions / Azure Reserve Instance				
A	O365 annual subscriptions can now be provisioned directly in Prism. Please contact your Account Manager for any q	questions on invo	oicing, licensing, or	program detail	ls.
Contact	If you wish this tenant to include an Azure Reserve Instance, please create the tenant but DO NOT provision any pro-	ducts against it u	until you nominate	for this end	
Management	customer to be billed annually.				
Contact Us	SUBSCRIPTIONS Show Only Active Subscription		Estimated	Monthly Spe	end ^{λψ}
				\$0	00
(일종)				Ψ0	
Admin					
	RESERVED INSTANCES Show Only Active Reserved Instance	ces	Add New	Subscription	
Management	No reserved instances		Add Net	v Azure Plan	
~~~~			Add Classic A	zure Subscripti	ion
Integrations	SUPPORT PLANS				
	Microsoft CSP Provisioning and				
	Escelations Support				

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".

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	Currently viewing as Contoso Managed Serv	ices Pty Ltd Clear						
Dashboard	< Products / Microsoft CSP Indirect / Ten	ants / nce18012022	2					
	MANAGE TENANT					De	eactivate	
Programs						Resy		
Customer Management	nce18012022.onmicrosoft.com Microsoft Qualification: Corporate ( <u>check)</u> Agreement Status: Microsoft Customer Agr	• eement signed on th	ie 17 January 2022					
	You can now manage your customer Azu the next time you will be directed to the	ire portal using you c customer Azure porta	own login, providing al automatically whe	you with a single sig on you click the mana	n on experience for all your ci ige button.	ustomer tenants. It'	s a onetime pro	icess,
Price Lists	To proceed, sign in with an account that AdminAgents group, a contributor permis	has owner access in ssion to the custome	your own Microsoft r subscriptions.	partner tenant. This	sign in also assumes your con	sent for us to give	your organizatio	on
Reports						Click here to	start setting up	
Contact Management Contact Us	O365 Annual Subscriptions / Azure Rese O365 annual subscriptions can now be p If you wish this tenant to include an Azur customer to be billed annually.	r <b>ve Instance</b> provisioned directly ir e Reserve Instance, p	n Prism. Please cont please create the te	act your Account Ma nant but DO NOT pro	nager for any questions on im ovision any products against it	voicing, licensing, c until you nominate	or program deta for this end	ils.
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### 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

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Then select "Manage" next to the subscription you require to resume.

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Under the Manage Subscription page, select the "Resume Subscription" button.

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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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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.

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### Cancelling Subscription

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

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Under the Manage Subscription page, select the "Cancel Subscription" button.

### Note:

- Subscription will go staright 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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![](_page_40_Picture_0.jpeg)

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

![](_page_40_Picture_2.jpeg)

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.

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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.

![](_page_41_Picture_2.jpeg)

### 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 16th of February 2022, with a 1-year term, you would receive an invoice with the term stated as 16th of February 2023; if a quantity increase then occurs on the 23rd of March to increase the quantity by 2, you would receive an invoice with the term stated as 16th of February 2022 to 15th of February 2023, however, the line item will display as 23rd of March 2022 to 15th 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 <u>rhipe's Operational Knowledge Base</u>.

### 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 <u>rhipe's Operational Knowledge Base</u>.