

# rhipt Azure Reserved Instance Process

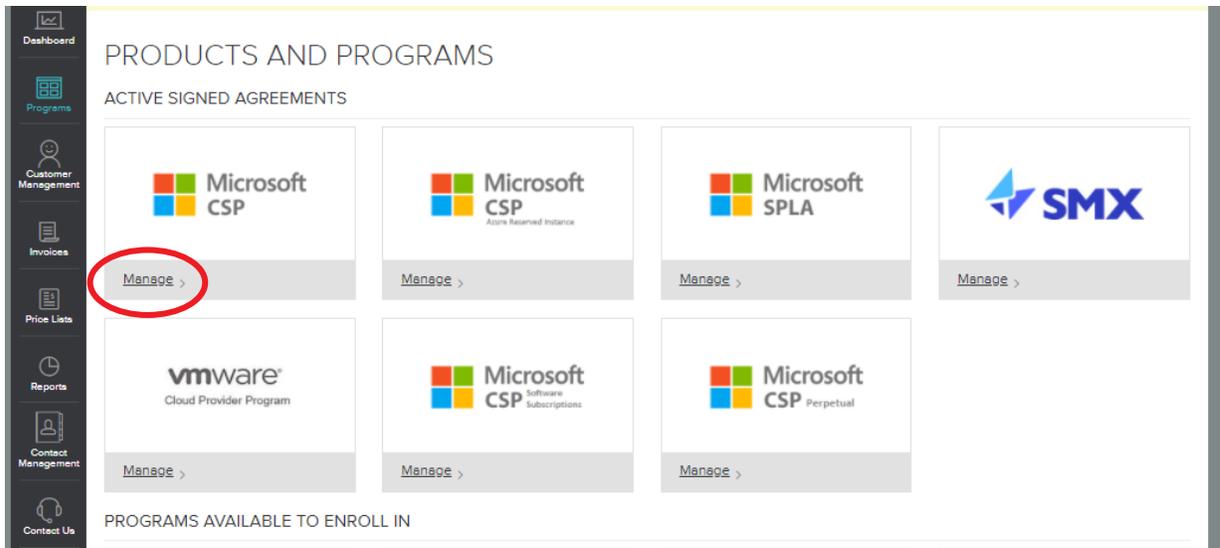
## Azure Reserved Instance Terms and Conditions

Before placing an order for Azure Reserved Instances please ensure that you, your company, and end customer fully understand the implications of the below clauses:

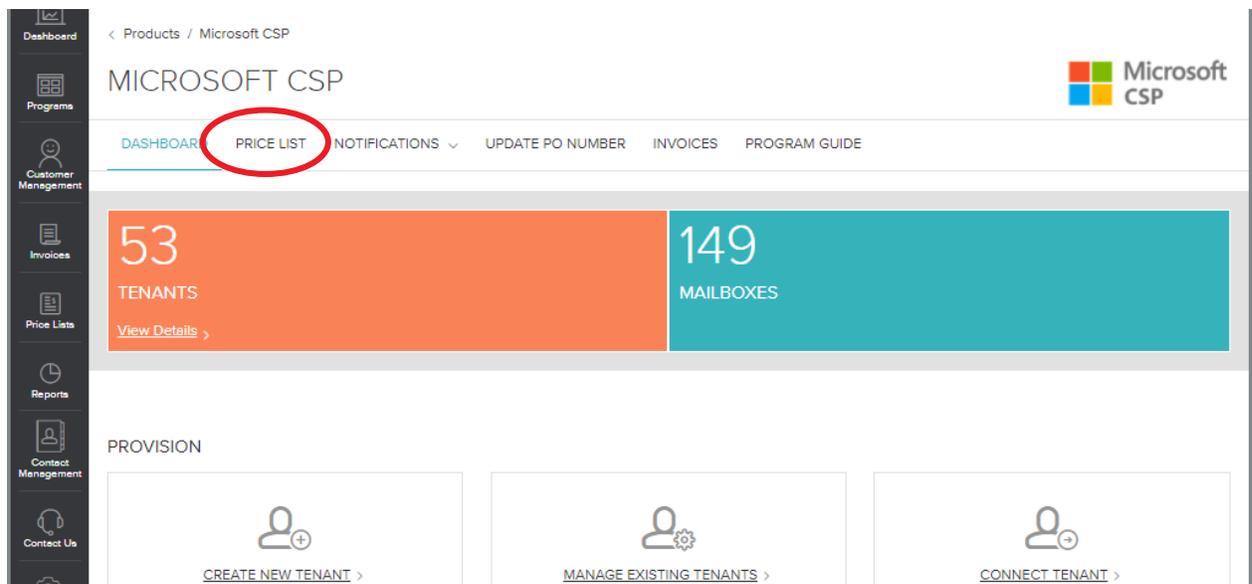
- I acknowledge and understand that the submission of an Azure Reserved Instance order is the acceptance and commitment to pay any and all related invoice/s.
- I acknowledge and understand that the cancellation/suspension of an Azure Reserved Instance is at the discretion of Microsoft. At any time, Microsoft may charge a 12% cancellation fee and rhipt may charge a 3% administration fee.
- I acknowledge and understand that rhipt are unable to fully predict and cancellation charges and/or refund amounts.
- I acknowledge and understand that the commitment period of the Reserved Instance starts immediately and that the Reserved Instance cannot be purchased to start from a future date.
- I acknowledge and understand that to fully take advantage of Azure Reserved Instance, I should provision the correct VM with the correct VM type, data center location and quantity before after the Reserved Instance is provisioned.
- I acknowledge and understand that PRISM will provision reservation as per the order I place and does not take responsibility on the partner's choice of resources. Any additional cost or loss incurred due to change / cancellation of order, will be charged back to the partner.
- I acknowledge and understand that if I don't renew the Reserved Instance, the services continue to run normally and I will be automatically charged pay-as-you-go rates for the usage after the reservation expires, through my Microsoft CSP agreement.
- I acknowledge and understand that under MySQL, quantity refers to the number of cores of the instance or all the instances as a whole. For example, if you intend to apply RIs for two 4vCore instances the quantity should be 8 (2x4).
- I acknowledge and understand that the license will be ordered as an Azure Hybrid Benefit without a Windows license included.
- I acknowledge and understand that software license cost such as Windows Server licenses is not covered by Reserved Instance.
- I acknowledge and understand that additional resources cost outside VMs will be billed monthly in arrears in standard CSP PAYG subscription.

## Azure Reserved Instance Pricing

If you currently have a Microsoft CSP agreement, please following these steps to view Azure Reserved Instance Pricing in PRISM. Navigate to the Microsoft CSP program tile and select Manage.



Select Price List in the horizontal toolbar.



Select the tick box *View Reserved Instance Filters and Price List*. Please note that by selecting this tick box, the options shown under *Billing Cycle* will revert from Monthly/Annually to Monthly/Once Off to align with the Azure Reserved Instance ordering process.

Dashboard < Products / Microsoft CSP / Price List

### MICROSOFT CSP INDIRECT PRICE LIST - AUSTRALIA (AUD)

\*All prices are exclusive of GST/VAT and other indirect taxes, and are subject to rhipe's Terms of Trade and relevant Program Guide.

Would you like to see pricing for programs related to Microsoft CSP? Select the program

Would you like to view a price list you are not currently contracted for? [Click Here](#).

Contracted Price List

Billing Cycle \*

View Reserved Instance Filters And Price List

Product Name	Product SKU	Offered Product Frequency	Product Unit	Partner Cost <sup>^</sup>	Retail Estimate <sup>^</sup>
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Use the filter options to search for a specific Reserved Instance product; all available products and pricing will be shown underneath the filter table for review.

View Reserved Instance Filters And Price List

Filter Reserved Instance Products

Region \*  
 [Azure Regions and Locations](#)

Term Duration \*

Reserved Instance Product \*

Product Name	Product SKU	Product Unit	Partner Cost <sup>^</sup>
<b>Azure Data Factory v2 Data Flow - General Purpose</b>			
Azure Data Factory v2 Data Flow - General Purpose - vCore - AE North, 1 Year	DZH318Z0C1BN:003Z	1vCore Hour	\$20.46
Azure Data Factory v2 Data Flow - General Purpose - vCore - AE North, 3 Years	DZH318Z0C1BN:0020	1vCore Hour	\$17.73

If you don't currently have a Microsoft CSP agreement, please following these steps to view Azure Reserved Instance Pricing in PRISM. Navigate to the Price List icon on the vertical toolbar.

The screenshot displays the rhipe PRISM dashboard. On the left is a vertical toolbar with icons for Dashboard, Programs, Customer Management, Invoices, Price Lists (circled in red), Reports, Contact Management, and Contact Us. The main content area features a summary bar with four colored boxes: 1 CUSTOMERS (orange), 3 PROGRAMS IN USE (teal), 1 SERVICES (red), and 0 OFFICE 365 (dark blue). Below this is an 'Announcements' section with two entries: 'Adjustment to FX Rate – Effective 01.01.22(AUD)' and 'Adjustment to FX Rate – Effective 01.12.21 (AUD)'. Each announcement includes a brief text and a 'Read more >>' link.

Under Program select Microsoft CSP. Select your desired Currency from the Currency dropdown list. Select the tick box View Reserved Instance Filters and Price List. Please note that by selecting this tick box, the options

shown under Billing Cycle will revert from Monthly/Annually to Monthly/Once Off to align with the Azure Reserved Instance ordering process.

The screenshot shows the 'PRICE LISTS' page in the rhipe system. The left sidebar contains navigation options: Dashboard, Programs, Customer Management, Invoices, Price Lists, Reports, Contact Management, and Contact Us. The main content area has the following fields:

- Program: Microsoft CSP
- Usege Pricing Date: 07 Dec 2021
- Program Plan: Microsoft CSP Indirect
- Currency: AUD
- Billing Cycle: Monthly
- View Reserved Instance Filters And Price List (circled in red)
- View Price List > button

Use the filter options to search for a specific Reserved Instance product. Select the View Reserved Instance Price List button to search for the pricing for the specific product/s.

The screenshot shows the 'Filter Reserved Instance Products' section. The 'View Reserved Instance Filters And Price List' checkbox is checked. The filter options are:

- Region: [Dropdown menu] [Azure Regions and Locations](#)
- Term Duration: Any
- Reserved Instance Product: [Dropdown menu]
- View Reserved Instance Price List > button (circled in red)

## Reserved Instance Ordering/Provisioning

To order a new Azure Reserved Instance, navigate to the Manage Tenant screen under your Microsoft CSP program tile; for the tenant, you wish to order against and select Add Reserved Instance button (screenshot below).

**Note** that an active Azure Plan or Azure Classic subscription is required within PRISM under the tenant for the Add Reserved Instance button to be visible.

**Note** that only one reserved instance product can be ordered at a time; this is so that each product has its own separate reservation ID, which will later allow managing the reserved instance easier for partners,

The screenshot displays the 'MANAGE TENANT' interface in the PRISM system. The tenant name is 'AzriorAzuretenant.onmicrosoft.com' and it is currently viewing as 'Contoso Managed Services Pty Ltd Clear'. The interface includes a sidebar with navigation options like Dashboard, Programs, Customer Management, Invoices, Price Lists, Reports, Contact Management, Contact Us, Admin, User Management, and Integrations. The main content area shows tenant details, a 'Deactivate' button, and a section for 'O365 Annual Subscriptions / Azure Reserve Instance'. Below this, there are two tables: 'SUBSCRIPTIONS' and 'RESERVED INSTANCES'. The 'SUBSCRIPTIONS' table has one entry: 'AzureCSP\_Azure subscription 1' (Microsoft Azure Plan, Active, Monthly). The 'RESERVED INSTANCES' table has one entry: 'AzriorVMMonthly1yr' (Active). To the right of the subscriptions table, there is a toggle for 'Show Only Active Subscriptions' and an 'Estimated Monthly Spend' of '\$0.00'. On the right side, there are three buttons: 'Add New Subscription', 'Add New Azure Plan Subscription', and 'Add Reserved Instance', with the last one circled in red.

Within the Add Reserved Instance page, use the following fields to order the reserved instance.

Filter Reserved Instance Products

1. **How would you like to be billed for your subscriptions?** – Select either Monthly or Once Off. Monthly billing will mean that you are billed on a monthly basis for the term of the reserved instance; Once Off billing will mean that you are billed at the start of the term for the full term. **Note** that at the end of the term, renewals

are required to have the reserved instance remain active; with both Monthly and Once Off billing, this will require a new term and new billing cycle to begin.

2. **Region** – Search by either scrolling through the list or typing into the field to filter for the Azure Datacenter Region required for the customer. Located next to the Region search box is a hyperlink to a knowledge base article that defines the region naming conventions into an easy-to-understand matrix.
3. **Term Duration** – The term refers to the license duration and commitment bracket that you are ordering for. This field is by default set to “Any”, but by using the dropdown list you can alter this to a specific term commitment.
4. **Reserved Instance Product** – Search by either scrolling through the list or typing into the field to filter for the product category. **Note** that you can use the search box using the product category name or category ID as located on the pricelist.

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

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / mmtest AZRIOR RI demo 0612 / Add Reserved Instance

## ADD RESERVED INSTANCE

mmtestAZRIORRIdemo0612.onmicrosoft.com

Please allow up to 15 minutes for Reserved Instance to appear after the order is completed

How would you like to be billed for your subscriptions? Monthly Once Off **1**

Filter Reserved Instance Products

Region \* **2** US East [Azure Regions and Locations](#)

Term Duration \* **3** Any

**4** [Search] [X]

- Azure App Service Isolated Plan (DZH318Z0BQJP)
- Azure App Service Isolated Plan - Linux (DZH318Z0BXW6)
- Azure App Service Premium v3 Plan (DZH318Z0DCR7)
- Azure App Service Premium v3 Plan - Linux (DZH318Z0DCR6)
- Azure Data Factory v2 Data Flow - General Purpose (DZH318Z0C1BN)

Configure the order

Azure Subscription \* [Dropdown]

Scope \* [Dropdown]

Custom Reserved Instance Name [Text Box]

### 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

Product Selection

- Filter Products** – If you would like to filter the product any further, you can use the Filter Product type in feature to reduce the criteria down
- Select Product** – Locate the Reserved Instance product you wish to order and select the tick box on the left-hand side. This will then display a quantity field where you can increase and decrease the quantity; you will see an expected price on the right-hand side.

The screenshot displays the rhipe interface for configuring an order. On the left is a dark sidebar with navigation icons for Reports, Contact Management, Contact Us, Admin, User Management, and Integrations. The main content area is divided into two columns. The left column contains a 'Reserved Instance Product' dropdown menu with 'Azure App Service Premium v3 Plan (DZH318Z0DCR7)' selected. Below it is a 'Filter products' input field with a red circle containing the number '5' next to it. Underneath, a list of products is shown under the heading 'Showing all products'. The first product, 'Azure App Service Premium v3 Plan - P1 v3 - AP East, 1 Year', is selected with a checked radio button and a red circle containing the number '6' next to it. This product has a quantity field set to '1' and a price of '\$141.08 /1 App Service Hour/mth' and '\$141.08'. Other products in the list include 3-year and P2/P3 variants. The right column features a 'Custom Reserved Instance Name' input field and an 'ORDER SUMMARY' section. The summary shows 'Azure App Service Premium v3 Plan - P1 v3 - AP East, 1 Year' with a quantity of '1' and a 'Total monthly price' of '\$141.08'. Below the summary is a checkbox for acknowledgment and a 'Submit Order' button.

## Configure the Order

- Azure Subscription** – Select which Azure Subscription you would like the Reserved Instance provisioned against
- Scope** – Select either *Shared* or *Single Subscription*.
- Custom Reserved Instance Name** – Optional – Enter a custom ID/Name to remember or identify your order if required. If completed, this will display on the main manage tenant screen as the identifier of the Reserved Instance.

Configure the order

Azure Subscription \* **7**

Azure subscription 1 (ea046d52-0ccd-4ce

Scope \* **8**

Shared

**9**

Custom Reserved Instance Name

## Order Summary

- Order Acknowledgement** – Review the details of the order shown under Order Summary heading, read the “I acknowledge...” blurb and select the tick box to commit to this purchase
- Submit Order** – When ready to place the order select the *Submit Order* button. **Note** that provisioning may take up to 24 hours; a tenant sync will occur in the first 15 minutes, however the order will take longer for the order to sync back from Microsoft’s Partner Centre.

ORDER SUMMARY

Azure App Service Premium v3 Plan - P1 v3 - 1  
AP East, 1 Year

Total monthly price  
\$141.08

**10**

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

Submit Order

You will receive a notification from the PRISM portal once your order has been submitted and then processed. If the order fails, you will receive a notification with the failure message.

## Order Submission Notification Example:



**A new order has just been submitted.**

PRISM portal has just received an order for processing.

The order details are as follows:

**Client Name:** endcustomerazrion  
**Partner/Customer Name:** Contoso Managed Services Pty Ltd  
**MPN Id:** 782678  
**Address 1:** OPEL Street  
**Address 2:** Paramatta  
**Address 3:**  
**State:** NSW  
**City:** Sydney  
**Country:** Australia  
**Program Reference:** endcustomerazrion.onmicrosoft.com

**Primary Phone:** 0505065506

Total Seats Product	
1	Reserved VM Instance, Standard_B1s, US East, 1 Year (DZH318208Q35:002C)

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## Failure Notification Example:



**Microsoft CSP Provisioning Failed**

The following order placed with us has failed to provision:

**Tenant Name:** mmtestAZRIOR RI demo 0612  
**Tenant Domain:** mmtestAZRIORRIDemo0612.onmicrosoft.com  
**Action:** New Subscription

**Failure Message:** Error while creating ordering cart.  
Error 10009: There is a limit of 2 Azure Reservation VM instances per customer for sandbox accounts.

**Partner Name:** Contoso Managed Services Pty Ltd  
**Microsoft Partner Agreement ID:** 589738

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## Managing Reserved Instances

Within PRISM, under the *Manage Tenant* screen, you will be able to see the *Reserved Instances* heading; underneath this heading, you will see a list of Active Reserved Instances.

The screenshot displays the 'MANAGE TENANT' interface for 'AzriorAzuretenant.onmicrosoft.com'. It includes a sidebar with navigation options like Dashboard, Programs, Customer Management, Invoices, Price Lists, Reports, Contact Management, Contact Us, Admin, User Management, and Integrations. The main content area shows tenant details, a 'Deactivate' button, and a message about managing the customer Azure portal. Below this, there's a section for 'O365 Annual Subscriptions / Azure Reserve Instance' with a note about provisioning. The 'SUBSCRIPTIONS' table lists one active subscription: 'AzureCSP\_Azure subscription 1' (Microsoft Azure Plan, Monthly). The 'RESERVED INSTANCES' table lists five active instances: 'AzriorVMMonthlytyr', 'AzriorVMOnceofftyr', 'AzurePlanFriendlyname', 'AzurePlanFriendlynameOnceoff', and 'BillingAzureRI'. Each instance has a 'Manage' button. On the right, the 'Estimated Monthly Spend' is \$0.00, and there are buttons for 'Add New Subscription', 'Add New Azure Plan Subscription', 'Add Reserved Instance', and 'Log Into...'.

For a Reserved Instance you wish to view more information about, please select the *Manage* button next to that Reserved Instance. On the following screen, you will see additional information on this Reserved Instance.

Currently viewing as Contoso Managed Services Pty Ltd Clear

< Products / Microsoft CSP Indirect / Tenants / mmttest AZRIOR RI demo 0612 / Reserved Instance

## MANAGE RESERVED INSTANCE

DETAILS

Reservation Name	Reserved_VM_Instance_Standard_B1s_US_East_1_Year
Reservation Order Id	BD4B0DC0-1B2D-4F3F-B3DC-CB42FC024B77
Reservation Id	B4DC766A-0608-4F48-BD4E-FC66B1D13B46
Order Alternate Id	E2AC080EA53B
Product SKU	DZH318Z0BQ35:002C
Status	Active
Renewal Date	06 December 2022

QUANTITY

Instance

If you require changes to an existing ordered Reserved Instance, please contact your Account Manager.

## Reserved Instance Billing

Based on the type of billing term selected, billing will occur in two different methods:

- Monthly – On a monthly basis, you will receive a second Microsoft CSP monthly invoice bill that is specific to your Azure Reserved Instances the usage period for the invoice will be for a full month example 1<sup>st</sup> of November 2021 to 30<sup>th</sup> of November 2021; however, the charges within the invoice will contain proration

based on the provisioning dates. Billing is based on Microsoft's Partner Centre Reconciliation files and contain proration to the dates the Reserved Instance was/is active.

- Once Off – A once off invoice for the term will be billed within 24-72 hours post order completion; the invoice usage dates will be for the entire term of the order with no proration requirements.

## Notes/Limitations

This is the first release of Azure Reserved in the PRISM portal; therefore, we wanted to advise you of any limitations or notes that you should be aware of:

- **Azure Reservation Management** – for cancelation, quantity changes, exchanges, etc., please contact your Account Manager.
- **Azure Security Group Permissions** - will not be automatically provisioned at the time of the Reserved Instance order; please submit a ticket with our [Partner Support Team](#) should you require any further information on this topic.
- **Pricing** displayed in PRISM may differ to final pricing on your invoice when ordered against an Azure Classic subscription. Customers may also notice their RI pricing changes after transitioning to Azure Plan. This is because pricing is calculated differently by Microsoft depending on the type of azure subscription associated to the RI order. PRISM only displays the pricing related to Azure Plan because Azure Classic is in the process of being retired by Microsoft.
- **Configuring Optimization** for Reserved Instance VM is not supported in this release. Default value of 'Instance Size Flexibility' will be set. please submit a ticket with our [Partner Support Team](#) should you require any further information on this topic.
- **Resource Group** for Reserved Instance is not supported in this release. please submit a ticket with our [Partner Support Team](#) should you require any further information on this topic.