

Microsoft New Commerce Experience

Important information for our customers

Christine Bergmann

Christine@xcontent.com



What is the New Commerce Experience?

The new commerce experience was launched in Microsoft's CSP program for Azure plan, Server subscriptions, and Azure reserved instances in 2019, and in 2021, Microsoft introduced a new set of commercial-priced offers in the new commerce experience for Microsoft 365, Dynamics 365, and Power Platform (and, in October, Windows 365). As part of this launch, an array of new features and functionalities were introduced to CSP.

A subscription (a "container" in which the customer purchases a number of seats for their users, the cost is based on the number of seats and the current CSP pricing) purchased in new commerce can have a monthly, annual, or three-year term, and can be billed monthly or upfront, as well as annually for three-year term subscriptions.

The revisions and additions to policies, functionalities, offers, processes, and billing included in this release have two goals:

- Customers will have a consistent set of policies, agreements, and procedures across all purchase motions, regardless of how the purchase happens.
- Complete the foundation in new commerce for transforming the way that customers buy in the cloud.

PLEASE NOTE:

- Orders can only be cancelled within the first 72-hours of placing an order. No cancellations will be available after the initial 72-hours.
- Monthly term subscriptions (not to be confused with Annual term with Monthly billing) are not price protected.
- A premium of $\pm 20\%$ will be applied to selected Microsoft 365 products on 1 March 2022.

Call to action

To help prepare our active CSP customers for the pending migration to the new purchasing platform we will be suspending and re-ordering all active subscriptions on the current purchasing platform to ensure that license counts can fluctuate (penalty-free) and are price protected for the next 12 months prior to the price increase in March.

Timelines have been put in place to ensure all active customers are migrated to the new purchasing platform by February 2023.

Options

Please notify [us](#) **before 21 February 2022** if you wish to remain on the current purchasing platform for the next 12 months and that we may suspend and re-order your active subscriptions, or if you would like to be migrated to the new purchasing platform.

Please do not hesitate to contact [us](#) should you have any questions.