

M365 NEW COMMERCE EXPERIENCE (NCE)

ORDERING (MIGRATION) PROCESS

V2





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INTRODUCTION

Welcome to the New Commerce Experience (NCE)!

The New Commerce Experience (NCE) is a 'per seat' model for Microsoft 365 which provides new tools to simplify and manage subscriptions, thereby reducing license complexity and costs while providing flexibility around purchasing scenarios.

Moving to the NCE impacts the way you purchase Microsoft 365 licenses. This document contains the step-by-step ordering process to assist you.

For additional details on accessing and using the Aptum Marketplace, you can reference the [Onboarding Guide](#).



ORDERING PROCESS OVERVIEW

Below is a high-level overview of the ordering process which is covered in detail in the subsequent section. You will be required to:

- Audit the current Office licenses, add-ons, and user allocation in the office portal
- Purchase the New Commerce Experience (NCE) equivalent of each license and add-on through the Aptum Marketplace
- Compare the license and add-on pools in the Office portal and make sure that each one has doubled
- Cancel the legacy licenses in the Aptum Marketplace
- Compare the license and add-on pools in the Office portal and make sure the totals are correct and there are no license warnings
- You will be shown the annual total at checkout. The full annual bill will be cancelled, and you will receive a delayed first monthly bill. Please raise a support ticket if you receive the full annual bill in error.

ORDERING PROCESS DETAILS

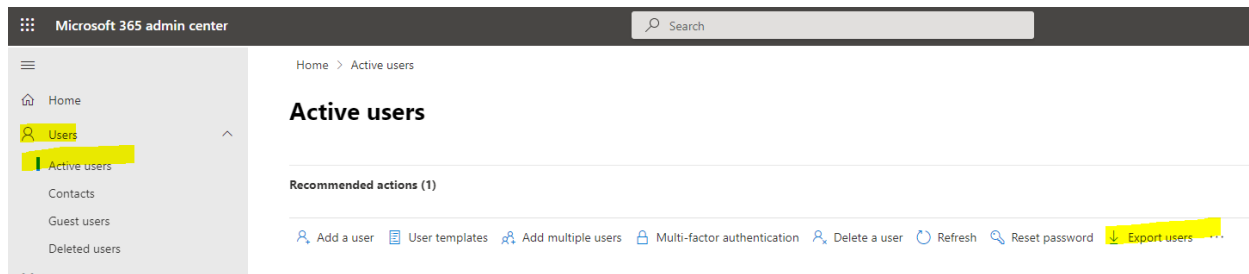
DOCUMENT THE CURRENT QUANTITIES

The first step is to download a list of active users. You should log into the 365 portal admin center via office.microsoft.com.

Click on “Users” on the left, expand and select Active users.

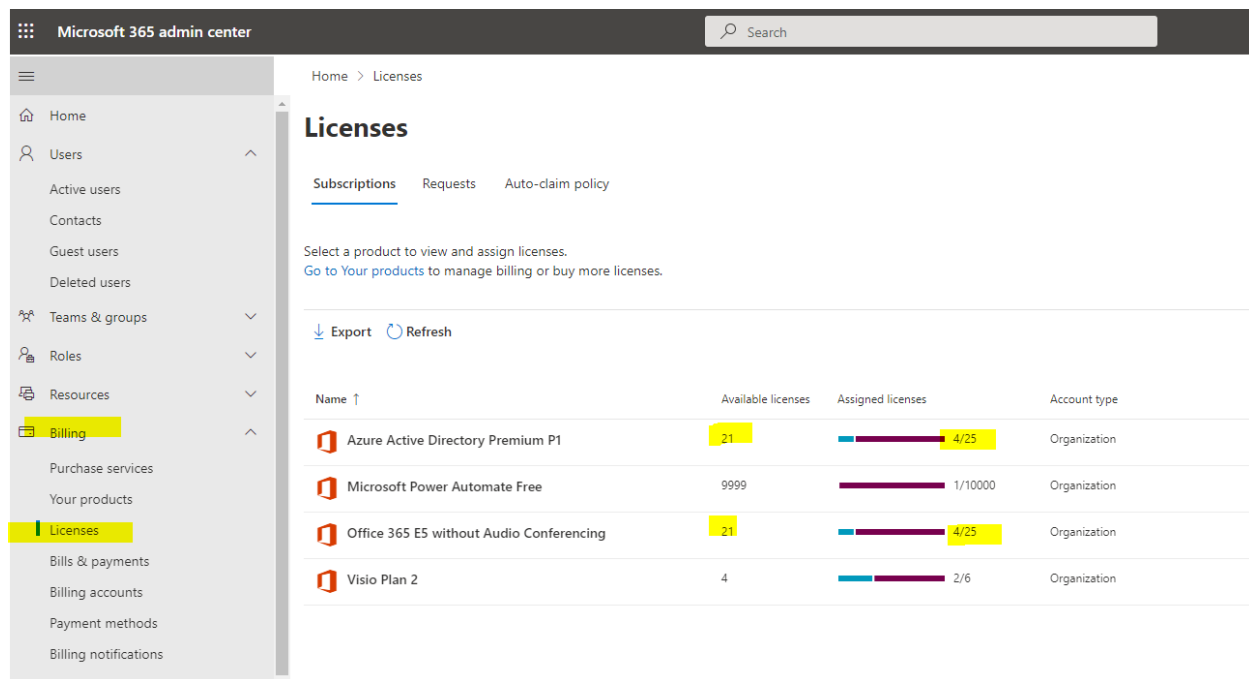
Select “Export Users”, which will produce a list of users and license assignments.

Keep as a reference in the event there are any issues with license assignments after purchase of NCE licenses.



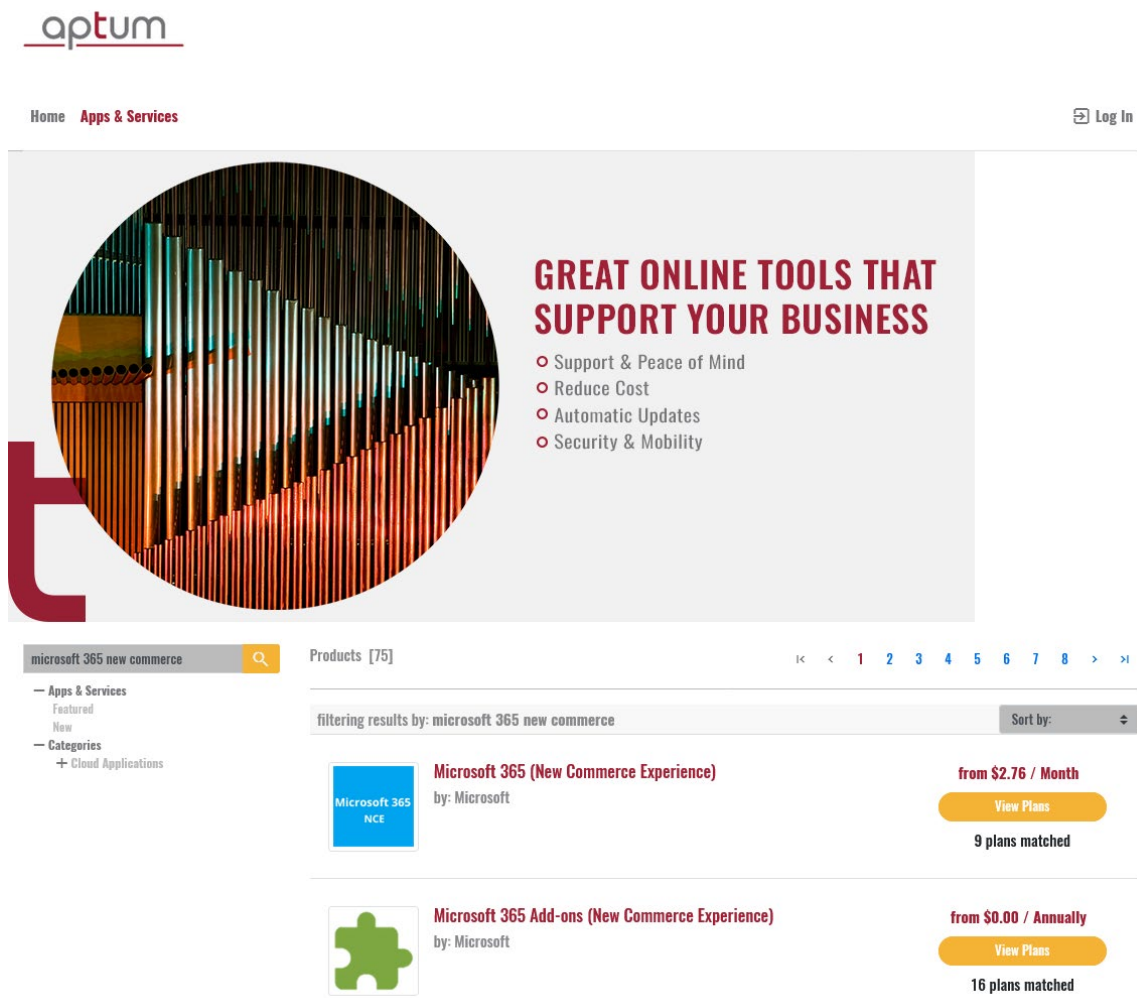
To track the number of licenses you own, go to Billing and expand. Note the number of each before purchase. When buying the NCE, the number you buy should be added to the total. Buy enough to cover the number of assigned licenses.

After your purchase, make sure that you verify that the additional counts are added. Once verified you can then move forward with cancelling your old legacy licenses.



PURCHASE THE NCE EQUIVALENT

Once you have documented the existing licenses, login to the marketplace and purchase the NCE version that you require. You will be able to find them using the keywords “new commerce” in the search box e.g. “microsoft 365 new commerce”. Please note that product add-ons are now listed as separate products:



The screenshot displays the Aptum marketplace interface. At the top left is the Aptum logo. Below it, navigation links for 'Home' and 'Apps & Services' are visible, along with a 'Log In' button on the right. A large banner features a circular graphic of vertical bars and the text 'GREAT ONLINE TOOLS THAT SUPPORT YOUR BUSINESS', with a list of benefits: Support & Peace of Mind, Reduce Cost, Automatic Updates, and Security & Mobility. Below the banner is a search bar containing 'microsoft 365 new commerce' and a search icon. To the right of the search bar, it says 'Products [75]' and a pagination control showing page 1 of 8. On the left side, there are filters for 'Apps & Services' (Featured, New) and 'Categories' (Cloud Applications). The search results are filtered by 'microsoft 365 new commerce' and sorted by an unspecified criterion. Two product listings are shown: 'Microsoft 365 (New Commerce Experience)' by Microsoft, priced from \$2.76 / Month with 9 plans matched, and 'Microsoft 365 Add-ons (New Commerce Experience)' by Microsoft, priced from \$0.00 / Annually with 16 plans matched. Each listing includes a 'View Plans' button.

Click the “View Plans” button and add the required license to your basket. You can also use the search box to look for a specific plan:

aptum Basket

Home Dashboard Apps & Services My WorkSpace Billing Users My Account Logout

Microsoft 365 (New Commerce Experience) purchase an edition
from \$2.76 / Month Industries: all industries

Overview Editions & Pricing (9) microsoft 365 new commerce

Account type	Price	Action
Month Annually →	\$9.60 / Month	Add to Basket
	\$38.40 / Month	Add to Basket
	\$2.76 / Month	Add to Basket

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Click the “Annually” link in the top left to select the annual version of the license:

aptum Basket

Home Dashboard Apps & Services My WorkSpace Billing Users My Account Logout

Add M365 - Microsoft 365 F3 (New Commerce) to Basket

Microsoft 365 (New Commerce Experience) purchase an edition
from \$2.76 / Month Industries: all industries

Account type **Annually** Month →

Quantity 1

Price \$96.00 / Annually

Product Settings

Under the “Billing Plan” drop down, select “Monthly” to indicate you’d like the payments to be spread out via a monthly plan:

aptum Basket

Home Dashboard Apps & Services My Workspace Billing Users My Account Logout

Add **M365 - Microsoft 365 F3 (New Commerce)** to Basket

Account type: **Annually** **Month** →

Quantity: 1 Price: **\$96.00 / Annually**

Product Settings

Billing Plan *

Select...
Select...
Annual
Monthly

Do you want to name a monthly name for your subscription?

Fill in your preferred name in the following field

What You Pay

Product	Quantity	Unit Price	Discount	Total
M365 - Microsoft 365 F3 (New Commerce)	1	\$96.00 / Annually	0.00 %	\$96.00
			Total Before Tax	\$96.00
			Total	\$96.00

Cancel Continue shopping Proceed to checkout

Adjust the quantity to the amount you require, type in a friendly name for the subscription if required, and click either “Continue shopping” to add more licenses or “Proceed to checkout” once you are ready:

aptum Basket

Home Dashboard Apps & Services My Workspace Billing Users My Account Logout

Add M365 - Microsoft 365 F3 (New Commerce) to Basket

Microsoft 365 NCE Account type: Annually **Month** → Quantity: 5 Price: **\$96.00 / Annually**

Product Settings

Billing Plan *
Monthly

Do you want to define a friendly name for your subscription?
Fill in your preferred name in the following field

What You Pay

Product	Quantity	Unit Price	Discount	Total
M365 - Microsoft 365 F3 (New Commerce)	5	\$96.00 / Annually	0.00 %	\$480.00
Total Before Tax				\$480.00
Total				\$480.00

Cancel Continue shopping Proceed to checkout

If your credit limit is not high enough for the transaction, you will see a warning. You will need to estimate the amount of the increase needed and raise a support ticket to have your credit limit increased.

aptum Basket 5

Home Dashboard Apps & Services My Workspace Billing Users My Account Logout

1. **Basket Items** 2. Billing Information 3. Confirmation

MY BASKET

Basket total exceeds your available credit by \$4.06. Your services will not be activated.

Product	Quantity	Unit Price	Discount	Total
M365 - Microsoft 365 F3 (New Commerce)	5	\$96.00 / Annually	0.00 %	\$480.00

Basket Total

Total Before Tax	\$480.00
Final Price	\$480.00
Fees Analysis	
Annually	\$480.00

Checkout >>

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Once the credit limit has increased the message will no longer be displayed.



Confirm the billing information is complete and correct and click checkout to complete your order.

aptum Basket 5

Home Dashboard Apps & Services My Workspace Billing Users My Account Logout

1. Basket Items **2. Billing Information** 3. Confirmation

CHECKOUT
Billing Address

Address: 34 Peachtree City: Atlanta

Country: United States State / Province: Georgia

Post Code: 30303 Phone:

Who would you like to receive your invoices?
Existing billing contact
QA Team
Email: [redacted]
You can change the details of your existing billing contact in [My Account](#)

[Back](#) [Checkout](#)

The licenses will now be provisioned in the customer Office portal, and you will receive email confirmation:

aptum Basket

Home Dashboard Apps & Services My Workspace Billing Users My Account Logout

1. Basket Items 2. Billing Information **3. Confirmation**

CHECKOUT
Your order submission has been completed
The following subscriptions will be activated upon receiving the payment confirmation:

Pending Subscriptions	Quantity	Activation Date	Billing Cycle	
M365 - Microsoft 365 F3 (New Commerce)	5	2/24/2022	Annually	Provisioning in progress

Once provisioning is complete, a “Manage Your Service” button will appear which you can use to manage your new licenses:

aptum My Account Logout

Home Dashboard Apps & Services My Workspace Billing Users

1. Basket Items 2. Billing Information **3. Confirmation**

CHECKOUT
Your order submission has been completed

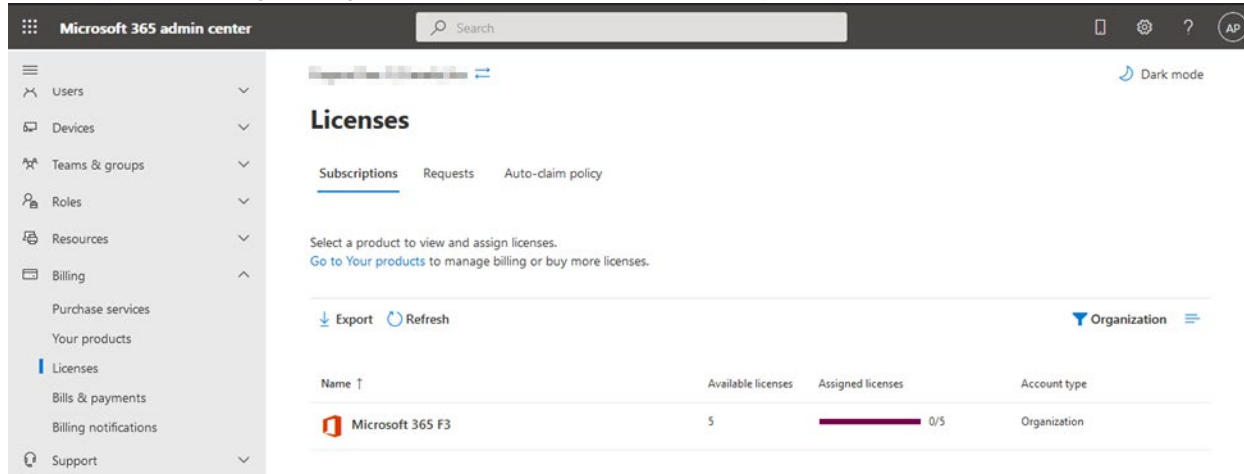
Subscriptions	Quantity	Activation Date	Billing Cycle	
M365 - Microsoft 365 F3 (New Commerce)	5	2/24/2022	Annually	Manage Your Service

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COMPARE THE NEW LICENSES IN THE OFFICE PORTAL

You will see the new licenses in your office portal. The new licenses will not be listed separately as NCE. The total number of licenses will include both existing licenses plus the added NCE:

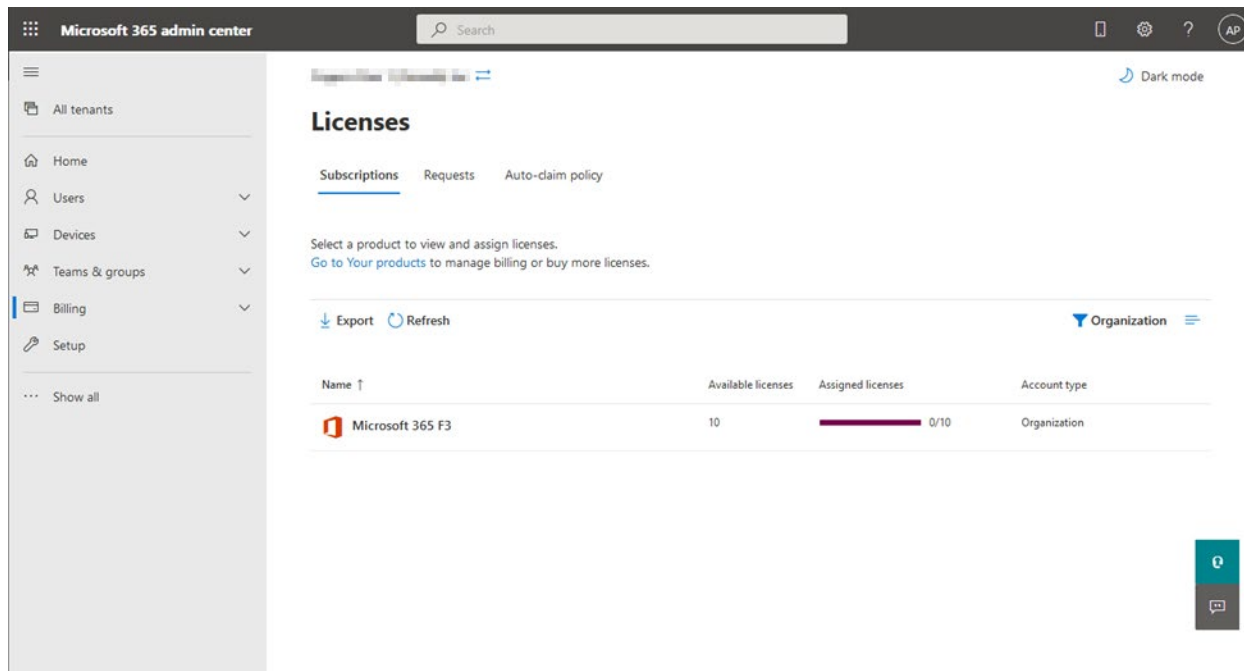
Before (please note you may have some or all licenses in use):



The screenshot shows the Microsoft 365 admin center interface. The left sidebar contains navigation options: Users, Devices, Teams & groups, Roles, Resources, Billing, Purchase services, Your products, Licenses (highlighted), Bills & payments, Billing notifications, and Support. The main content area is titled "Licenses" and includes tabs for Subscriptions, Requests, and Auto-claim policy. Below the tabs, there is a message: "Select a product to view and assign licenses. Go to Your products to manage billing or buy more licenses." There are "Export" and "Refresh" buttons. A table displays the license information:

Name ↑	Available licenses	Assigned licenses	Account type
Microsoft 365 F3	5	0/5	Organization

After:



The screenshot shows the Microsoft 365 admin center interface after the license update. The left sidebar now includes "All tenants" at the top, followed by Home, Users, Devices, Teams & groups, Billing, Setup, and Show all. The main content area is titled "Licenses" and includes the same tabs and message as the previous screenshot. The table now shows:

Name ↑	Available licenses	Assigned licenses	Account type
Microsoft 365 F3	10	0/10	Organization

CANCEL THE OLD LEGACY LICENSES IN THE MARKETPLACE

Please make sure that all Office and Office Add-ons have been accounted for before proceeding to cancel the legacy Office subscriptions.

If there are not enough licenses in the pool to serve all users after the legacy subscription has been removed, it might not be possible to remove the subscription.

As detailed in the [onboarding guide](#), you can now go into the Marketplace and cancel your legacy subscription by going to Billing, and clicking on “active subscriptions”:

The screenshot shows the Aptum Marketplace Billing page. At the top, there is a navigation bar with the Aptum logo, a user profile icon, and a shopping basket icon. Below the navigation bar, there are links for Home, Dashboard, Apps & Services, My WorkSpace, Billing, and Users. On the right side, there are links for My Account and Logout. The main content area is titled "Subscriptions" and includes a link to "view all subscriptions". Below this, there are three summary boxes: "11 active subscriptions", "1 suspended subscriptions", and "26 cancelled subscriptions". A tooltip "view all active subscriptions" is shown over the active subscriptions box. Below the summary boxes, there is a section for "Orders History" with a link to "view all orders". A table lists the orders with columns for Orders #, Status, End Customer, Order Date, and Total. The table contains five rows of order data. Below the table, there are links for support tickets: "https://support.aptum.com" for billing queries and "https://cloudmanager.aptum.com" for Azure usage analytics. A footer contains the Terms of Use, Copyright © 2019 Aptum Technologies, All Rights Reserved, and Powered By interworks cloud.

Orders #	Status	End Customer	Order Date	Total
000618	Executed		2/24/2022	\$40.00
000404	Executed		2/24/2022	\$480.00
000359	Submitted		12/16/2020	\$0.00
000321	Executed		4/3/2020	\$0.00
000320	Executed		1/23/2020	\$0.00

Click on the dots next to the subscription you want to remove and click “cancel the subscription”, making sure you do not cancel the subscription labelled as “New Commerce”:

The screenshot shows the Aptum Marketplace Billing page with a list of subscriptions. The page has the same navigation bar as the previous screenshot. The main content area is titled "Subscription" and includes a link to "Active Subscriptions". Below this, there is a table with columns for Subscription, Next Invoice, Quantity, Unit Price, Discount, and Subscription Amount. The table contains two rows of subscription data. A dropdown menu is open over the second row, showing options: "Buy Licenses", "Buy add-ons", and "Cancel the subscription". A tooltip "view all active subscriptions" is also visible over the active subscriptions box.

Subscription	Next Invoice	Quantity	Unit Price	Discount	Subscription Amount
Microsoft 365 F3 (Enterprise)	3/24/2022	5 Licenses	\$8.00 / Month	0.00 %	\$40.00
M365 - Microsoft 365 F3 (New Commerce)	2/24/2023	5 Licenses	\$96.00 / Annually	0.00 %	

Click the “All” button to make sure that all the licenses are cancelled and then click submit:

Cancellation Request

Cancel your subscription: Microsoft 365 F3 (Enterprise)

How Many Licenses you want to cancel?

Cancel **All**

Cancellation Instructions

Enter here any instructions you may have...

Cancel **Submit**

Testing Do Not Provision 2/23/2022 1 User \$0.00 / Month 0.00 %

Cancellation Request

Your cancellation request has been executed.

You request for cancelling 5 Microsoft 365 F3 (Enterprise) has been executed.

Close

Microsoft 365 F3 (Enterprise) 2/20/2022 1 User \$0.00 / Month 0.00 %

The license count in the Office portal should now reflect the correct amount and there should be no license warnings:

Microsoft 365 admin center

Licenses

Subscriptions Requests Auto-daim policy

Select a product to view and assign licenses.
Go to Your products to manage billing or buy more licenses.

Export Refresh Organization

Name ↑	Available licenses	Assigned licenses	Account type
Microsoft 365 F3	5	0/5	Organization

CHANGING OR CANCELLING NCE LICENSES

If you've made any mistakes when placing your order, Microsoft allows 7 days to make corrections or cancel. This window is the only time in which you will be able decrease your seat count or cancel the order and receive a refund.

After the 7 days, you will not be able to decrease your seat count or cancel until after the term renews (seat count can be increased at any time). To cancel, please raise a ticket and our support can set the subscription to not auto renew however you will not receive a refund.

In addition, NCE subscriptions cannot be migrated to another CSP.

You will see the screen below if you attempt to cancel the NCE subscription:

Cancellation Request ✕

Cancel your subscription: M365 - Office 365 F3 (New Commerce)
To receive a refund you must cancel subscriptions within 7 days of purchase or renewal.

PLEASE NOTE:
You will lose access to this subscription immediately upon cancellation and access can't be restored after cancellation. If you cancel the subscription within 7 days, you will be refunded for any time you have not used.

How Many Licenses you want to cancel?

Cancel

Cancellation Instructions

Enter here any instructions you may have...



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