

# New Commerce Experience (NCE) Migration Guide for **StreamOne Cloud Marketplace**

## Building a better experience

Let us simplify your transition and unlock more value from the new licensing model.

## What you need to know before migrating

- If the new NCE subscription is different from the legacy subscription, you must reassign the NCE licences to the users.
- We recommend that you pull the user vs licence list from the M365 admin portal before and after migration to compare the changes, as different product licences will not automatically transfer.
- An NCE order can only be cancelled within 168 hours (7 days). If you cancel BEFORE 168 hours, a pro-rated refund will apply. AFTER 168 hrs you cannot cancel the subscription anymore and no refund will apply.
- Any add-ons to the existing legacy subscriptions must be ordered separately on NCE.



## Two Options to migrate to NCE

Depending on your situation and preference, you have two options to move to NCE in the StreamOne Cloud Marketplace.

### 1. Use the Renewal Dashboard

#### In the Reseller Portal in StreamOne click on Orders then select MS Renewals

- Under Product Lines select what program you would like to view then click apply filter. This will show your renewals with the ones coming due first at the top of the list.
- The last column (Action) has Modify link that brings you to Manage Tenant page.
- You can sort by Renewal date, Renewal Countdown Timer and Order Date.
- For the subscription you want to move click on "Transition". This will bring up a box asking for you to identify the term and your desired payment (upfront or monthly).
- Make your selections and then click on Check Eligibility.
- If eligible; A new subscription and a new StreamOne order will be generated.
- System will automatically cancel the legacy subscription.

### 2. Reorder New and Cancel Old

NCE uses a drop-down list to select Categories, Types and Products easier and faster than was the case with legacy subscriptions.

#### A. Order New

- Search by: Name, SKU ID or Drop-Down List.
- Please review the displayed results, i.e., Product Name, Commitment Term and Billing Frequency, before selecting a Product as this will affect the cancellation and seat modification policy.
- After selecting the product, add quantity in the cart icon and proceed to checkout.

#### B: Suspend the original legacy subscription

**IMPORTANT!** Order completion takes time. Confirmation will be denoted by a green tick. You **MUST** ensure your new NCE order is completed and active before suspending your legacy subscription, otherwise the end-customer will experience downtime.

1. Identify the subscription using the Customer Email Address.
2. In the Customer Account, click 'manage the subscription'.
3. Suspend the subscription.

## Need more help?

➤ [Take a look at our NCE Resource Page](#)

➤ [Sign up for our Free NCE Certification Training for resellers](#)

➤ [NCE Explained: invoice walkthrough and FAQs for StreamOne](#)