TD SYNNEX | Microsoft

New Commerce Experience (NCE) Migration Guide for StreamOne Stellr

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 ways to migrate to NCE in Stellr:

Depending on your situation and preference, you have two options to move to NCE.

1. Migration Tool

A. Navigate to the Subscription and Analytics tab in Stellr.

B. Select pencil icon under the service status tab beside the subscription you wish to migrate to NCE.

C. Select QTY, Product, and end date you wish to have (by default, this will migrate full QTY to the same product, same billing frequency under 1 year commitment, and end date).

D. Complete migration in Stellr and double check that licenses are assigned correctly in admin portal.

E. If necessary, request a prorated credit from your TD SYNNEX Microsoft Specialist.

2. Reorder New and Cancel Old

A. Navigate to the New Commerce Experience page under Microsoft in Stellr and select the products, QTYs, billing frequency you wish to order.

B. Once licenses are provisioned, double check your admin portal to make sure licenses are assigned correctly.

C. Cancel the legacy licenses no longer needed in Stellr (if outside the cancelation window for legacy annual, work with a TD SYNNEX Microsoft Specialist to cancel).

D. If necessary, request a prorated credit from your TD SYNNEX Microsoft Specialist.

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 Stellr