

What's new for M365, D365, Power Platform, and Windows 365 in the new commerce experience in CSP*

| New feature/change | Legacy experience | New commerce experience | Impact and benefits |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ability to schedule changes at subscription renewal | Not available | Partner can schedule different seat counts, SKU conversions, term-length renewal changes, and renewals to a different billing option. | Allows partner to manage subscriptions in advance instead of performing manual changes at renewal. Improves operational efficiency. |
| Automatic seat assignment with full upgrade | Only available with Small and Medium Business (SMB) SKUs. | Seats can also be assigned automatically at upgrade with Enterprise-level SKUs. | Easier and more efficient subscription management for larger customers. |
| Autorenewal toggle option | Subscriptions are autorenewed by default at end of annual term. | Partner can toggle autorenewal and submit renewal manually. | Easier to manage renewals and plan ahead for subscriptions that will be terminating. |
| Subscription term options for Windows 365 | Subscriptions were available for annual term only. | Subscriptions available for both monthly term and annual term | Option to try Windows 365 in new commerce with no long-term commitment and reduce seats, if needed. The annual term option is priced at 10 percent discount compared to monthly. |
| Cancellation policy enforcement | Partner could suspend annual subscriptions at any time without penalty or further billing. However, partner did not have option to cancel the subscription immediately. | Partner can cancel with prorated refund within first 168 hours (seven days) after initial order or term renewal (proration calculated daily). After 168 hours, no cancellation available and no refund. Partner will be billed for remainder of annual term if monthly billing was chosen. If seats are added midterm, the same seven-day policy applies to reduction of additional seats. | Encourages customer commitment to the full annual term of the subscription purchased; helps partner more effectively retain and forecast revenue. |
| Monthly-term subscriptions** | Only annual-term subscriptions for license-based offers. | Subscriptions available on monthly terms at a premium price. Aligned with other purchase motions (self-serve and enterprise) and how competitors sell. | Option for customers hesitant to commit to annual subscription; allows them to pay more for ability to cancel at the end of any month with no further costs. Incentivizes customer commitment. |
| Multiyear billing plans | Partners selling multi-year subscriptions must pay monthly or upfront. | Partners can also be billed annually for multi-year subscriptions. | Additional option to accommodate customers' payment preferences. |
| Price list integration via API | Not available | Partner APIs can read monthly pricing lists instead of partner processing lists manually. | Easier automation of offer pricing within partners' sales and billing systems. |
| Reconciliation file upgrades | Partners receive separate recon files once each month for license- and usage-based subscriptions. | All subscriptions are consolidated into a single recon file. Estimates of charges accrued during the month are provided and updated hourly. | Increased accounting efficiency and options for partners in customer billing. |
| Subscription ownership enforcement | Customers could buy from different partners to aggregate instances of the same SMB offer and buy multiple free trials. | SKU limits will be enforced across multiple subscriptions and customer tenants, preventing, for example, a customer from purchasing multiple lower-cost SMB SKUs beyond defined limits from different partners. | Prevents customers from "gaming" the system and ensures that partners will be able to maximize the revenue from each customer. |
| Suspend/Resume subscriptions | To pause subscription, partner must suspend it, and then re-order it if term has expired. | Partner can suspend and then resume a subscription at any time during term without cancellation. Partner billing continues during suspension. Partner can also cancel within the first seven days of the term. | Helps partner with dunning; subscription can be paused until customer remits overdue payment. |
| Add-ons sold separately from base offers | Add-ons could only be purchased based on a prerequisite offer from the same partner. Add-ons not displayed in the catalog but only as subordinate options of the base subscription. | Add-ons are discoverable in the catalog, with prerequisite SKUs displayed. Prerequisite subscriptions purchased from other partners or channels are accepted to enable add-on purchase. | More flexibility and ease of purchasing for partners and customers, along with upsell opportunities for partners. Customer has flexibility to buy add-ons from the source that serves them best. |

*Commercial offers only in new commerce currently (government, education, and nonprofit offers added to new commerce at TBD date). Seat-based offers in new commerce available in Brazil starting March 1, 2022; China availability TBD.

**Starting in March 2022, nearly all commercial seat-based offers in new commerce have the monthly term option; see the CSP catalog and pricing list to confirm monthly-term availability.