

Annual Billing and Free Trials – FAQ

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Annual Billing FAQ

In response to partner requests we are introducing the ability for our Partners to pay annually for CSP subscriptions, giving the option to choose the billing frequency that works best, on many license-based offers.

Q: When will this be available?

Annual Billing is available now via the Synnex Cloud Platform.

Q: What do partners need to do to prepare for this change?

To prepare partners should consider how this will be incorporated into their sales motion. Partners should also review the changes to the invoice reconciliation files and ensure all impacted process owners are informed so that all internal processes can be updated if required.

Q: What are the benefits of this change?

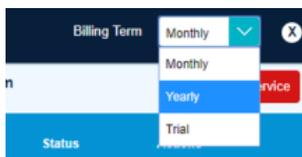
Partners will have increased flexibility on payment options allowing them to align to how their customers wish to be invoiced.

Q: Which Offers are included for annual billing?

Most licensed-based subscriptions will have both monthly and annual billing option. Please refer to the published SKUs on the Synnex Cloud Portal.

Q: How do partners select annual billing?

Partners will be able to select “Yearly” from the drop down and then select the available offers/ plans.



Q: Can a partner add a new license to a subscription with annual billing?

Yes, the license quantity for both monthly and annual billed subscriptions can be changed at any time.

Q: Can a partner choose monthly or annual billing for add-on offers?

The add-on offer will inherit the same billing frequency as the parent offer (subscription).

Q: Is it possible to switch the subscription billing frequency from monthly to annual and vice versa?

No, once the billing frequency is selected it cannot be updated thereafter. However, you can create a new subscription for the same offer (if available) and select the desired billing frequency.

[Some offers are restricted to one subscription per customer. If the offer is not restricted, multiple subscriptions of the same offer with different billing frequencies for the same customer can be purchased]

Q: Is annual billing per subscription or per license?

Billing frequency is on the subscription level.

Q: Can a partner split a subscription between monthly and annual payment?

No, subscriptions cannot be split - the entire subscription must have either monthly or annual billing. However, you can create multiple subscriptions for the same offer (if available) and select the desired billing frequencies.

[Some offers are restricted to one subscription per customer. If the offer is not restricted, multiple subscriptions of the same offer with different billing frequencies for the same customer can be purchased]

Q: When does an annual subscription renew?

The service period begins on the subscription creation date and renews 12 months later. For example, a subscription created on January 10, 2017 will renew on January 10, 2018.

Q: When is the partner billed for an annual subscription?

Partners are billed for the 12-month subscription on their next billing date.

For example, you will receive your invoice on November 7, 2017 for an annual subscription created on say 15 October 2017

Q: Do annual subscriptions receive a 'free period'?

No, annual subscriptions do not receive a 'free period'. Information on free trials is available in a separate section of this announcement.

Q: When is the partner billed for the renewal of an annual subscription?

Partners are billed on the billing date following the subscription renewal date.

For example, you will receive your invoice on November 7, 2018 for an annual subscription that renews on say 15 October 2018

Q: How does cancellation of annual billing work?

Subscriptions with annual billing cancelled up to 30 days from the subscription creation date will be credited 100% on the following billing date. A subscription can be cancelled at any time during the year by the partner without penalty. The partner will receive a prorated cancellation credit on their next billing date.

Q: How will annual billing work for add-on seats to an existing subscription?

Seats can be added at any time during the subscription, and the cost is prorated.

Q: Are seat decreases allowed with annual billing? How does it work?

Yes, as with monthly billing, the partner is credited and rebilled on a prorated basis on the following billing date.

Q: Can a customer move an annual payment subscription from one partner to another?

No, subscriptions cannot be moved between partners. The new partner must purchase a new subscription on behalf of the customer. (This applies to both monthly and annually billed subscriptions).

Q: Can a customer have more than one Office 365 subscriptions with different billing frequencies?

It depends. Some offers are restricted to one subscription per customer. If the offer is not restricted, multiple subscriptions of the same offer with different billing frequencies for the same customer can be purchased.

Q: What happens if an Offer price is changed part way through an annually billed subscription?

The offer price at time of purchase is guaranteed through the 12-month subscription term. Additional seats added during the 12 months will get the same price (prorated)

The subscription will renew at the current price indicated on the price list.

Q: Does the invoice or reconciliation file indicate if the subscription is billed annually or monthly?

Yes, the Synnex license-based reconciliation file will indicate if the subscription is billed monthly or annually.

Q: Customers billed monthly can reactivate subscriptions and there are subsequent prorates. Is it possible to reactivate a customer billed annually or are all cancellations final?

It is possible to reactivate, within standard data retention timelines.

Q: Are subscriptions billed via annual billing auto renewed after the 12 months?

Yes, as with monthly billing, subscriptions on annual billing will auto-renew 12-months from the purchase date.

Q: How exactly is a cancelled seat or subscription calculated? Is it to the day or to the month?

Cancellation credit is calculated as follows = $(\text{annual price}/365) \times \text{days in cancellation period} \times \text{number of licenses}$.

Q: Are price decreases honored during the 12-month term?

As with monthly billing, the price is set for the full 12-month period.

Q: Is annual billing per subscription or per seat?

Per subscription, and the same terms of the subscription apply.

Free Trials FAQ

Partners will be able to offer a 30-day free trial to customers who wish to evaluate the following offers and can convert those customers to a paid subscription at the end of the free period:

- Office 365 Business Premium
- Office 365 E3
- Office 365 E5
- Dynamics 365 Customer Engagement Plan 1

Q: When will this be available?

Trials are now available via the Synnex Cloud Platform.

Q: What action do I need to take to prepare?

Partners may wish to evaluate how this will be incorporated into their selling motion and internal processes.

Q: Will free trials become available for the other Office products in the future?

Free trials will be made available for the most comprehensive and popular business SKUs which are frequently requested for trial usage. Additional trials may be added in the future.

Q: Is the free trial for a single offer?

Each customer gets one free trial per offer.

Q: Are there any minimum requirements for a free trial?

Yes, the trial will default to 25 licenses and there is no variation on this during the trial period, once the trial converts to a paid subscription the license count can be increased.

Q: Does the free trial automatically convert to a paid subscription or does it require an action from the partner? If so what is this action?

Free trials do not automatically convert to paid. The partner must manually convert the subscription via the Synnex Cloud Portal

Q: Can free trials be used for both monthly and annual billed subscriptions?

Partners will have the ability to choose billing frequency when they convert the trial from free to paid.

Q: Will the free trial generate an invoice?

No, the free trial will not generate an invoice or appear on the reconciliation files.

Q: Will the subscription start date apply from the date of conversion or the date of the trial start?

The subscription start date will be the conversion date. The subscription end date will be 12 months from the conversion date.

Q: Can we add/remove seats during the free trial?

No, free trials will default to a license quantity to 25 and cannot be updated.

Q: Is there a seat cap for a trial?

Yes, in that all free trials will default to a license quantity of 25 and this cannot be changed during the trial period

Q: Are there trials for add-ons like ATP and PSTN?

There are no free trials for add-on offers.

Q: Can you trial an offer that a customer already owns?

No, if the offer is already owned by the customer it cannot be used for a free trial.

Q: Will the partner be notified about expiring free trials so they can be actioned?

There will not be any notification to the customer or partner that a trial is expiring. Partners are encouraged to keep a track of any existing trials they have provisioned themselves.

Q: Can customers sign up for another trial with a different subscription?

Customers can sign up for one trial per offer, for example one free trial for Business Premium, one free trial for E5 etc.

Q: What happens when the trial ends? Is there a notification to the customer/partner? What notifications appear when I try to log into an expired trial?

Once a trial has expired a customer attempting to log into that trial will see a message indicating that the trial has expired.

Q: Can trials be extended?

No - the trial must either be converted or will expire after 30 days.

Q: When a trial expires, for how long can the information in the trial be accessed?

Once a trial has expired reactivation is not possible, however the data is stored in line with data retention standards and if a partner wishes to purchase a new subscription with the same service plans the data can be accessed from the newly activated subscription.

Q: What about Government and Education Trials?

There are no free trials for Government and Education at this time.

Q: Can these customer trials be converted to other program tenants such as EA, Open, MOSP?

No, subscriptions cannot be transferred from CSP to another program.