Dynamics 365 Licensing FAQ

Introduction

This FAQ is a live document, meaning it is continually updated with the most frequently asked questions and answers. Our goal is to quickly update the questions and answers to keep sellers and partners up-to-date. A question tagged as 'New Q & A', indicates that it was added in the last update. Note, a pdf will be created and posted on PartnerSource Business Center for partners.

⭐ New Q & A

Updated: 5/27/2022

Where can I find more information?

- Dynamics 365 Pricing and Licensing Hub for Field and Partners
- Dynamics 365 Licensing Deck (ppt): Field and Partners
- Dynamics 365 Licensing Guide (PDF)
- Dynamics 365 Licensing Portal (Field only)

Who should I contact if I have more questions or I need help?

- Field: LicenseQ
- Partner: Microsoft Partner Community

How to license

Monday, November 2, 2020   9:49 AM

1. **When is a customer allowed to increase or decrease capacity or the number of users on their Dynamics 365 subscription?**
   These rules depend on the licensing program the customer is using.
   - Enterprise Agreement (EA)/Server & Cloud Enrollment (SCE): Customers can increase or decrease capacity or the number of user subscriptions at any time during their agreement as long as it is within their True Up period at their agreement anniversary. For more information on this process please refer to the Enterprise Agreement – True-up Guide.
   - Cloud Solution Provider (CSP): Partners can increase or decrease capacity or the number of users a customer is licensed for at any point during the customer's subscription.
   - Web Direct (MOSP): Customers can increase or decrease capacity or the number of users a customer is licensed for at any point during their subscription

2. **Are there any special considerations for CSP subscriptions that are three year commitments?**
   The billing impact of adjusting CSP subscriptions is determined by if the customer is set for monthly or annual billing, regardless if it's a 12 or 36 month commitment. Please refer to this article on Docs for additional information.

3. **Where can I find additional information on True Ups for EA/SCE?**
   Please refer to the Enterprise Agreement – True-up Guide.

4. **Can customer purchase additional production instances for Finance, Supply Chain Management, Commerce, or Project Operations?**
   Additional production instances for Finance, Supply Chain Management, Commerce and Project Operations are not available for purchase. In case you need one, you must inform FastTrack or open a support ticket with business justification as well as purchase the minimum number of licenses required for each production instance. Please refer to this docs.microsoft.com page to see more details on requirements for additional production instances on one Azure AD tenant.

Application licensing - assigned

Business Central

1. **I have 2 full users who need manufacturing capabilities which are included in the Premium license and 10 full users who need sales, purchase, and finance, which are included in the Essentials license, can I mix Essential and Premium users?**
No, customers may not mix Essentials and Premium users in the same environment. A customer can have several environments and is allowed to have Essentials licenses in one and Premium licenses in another one.

2. **Do Business Central customers have the option to purchase the lower priced Attach SKUs?**
Yes. Business Essentials and Premium customers may purchase Dynamics 365 Sales Professional and Dynamics 365 Customer Service Professional Attach SKUs.

⭐3. **I can't find the External User type, how do I set it up?**
Service-to-service authentication, which was introduced in Business Central 2020 release wave 2, can be used to implement support for externals users (see the user type definition in the Licensing Guide) working with Business Central via an API. Find more details here.

4. **Can accountants get a free license to access clients companies in Business Central for auditing?**
Yes, Business Central includes at no charge, three External Accountant licenses for customers who have external accountants who wish to connect to their Business Central application. External Accountant licenses contain all the same use rights as Business Central license except Access to user set up or admin tasks and any other Business Central application. Please read these instructions to on how invite an accountant to a customer's company.

5. **How do I license my 100 users who will connect through a Web Service?**
Each user must be licensed with a full or additional user license, created and authenticated in Business Central.

6. **Is there special pricing for non-commercial customers, like charity and academic?**
Yes, please reference the CSP Program portal (CSP Pricelist) for SKUs and pricing.

Dual Use Rights

1. **How do Business Central (cloud) customers get their product keys for Dynamics 365 Business Central, on-premises when exercising their dual use rights?**
Dynamics 365 Business Central cloud customers can access their dual use rights license keys via CustomerSource.
   - Select: My 'Products and Services' from the dropdown menu
     - Select: 'Registration Keys' beside the Microsoft Dynamics 365 Business Central product

2. **What Team Members license do I get when I exercise my dual use rights for a Business Central cloud Team Members license?**
Customers get a license for the same number of users who have a Business Central cloud Team Members license. The Team Members on-premises and Team Members cloud license entitlements are different, it is important to familiarize yourself with the differences as described here.

3. **When I used my dual use rights, I received a W1 license, how do I get the on-premises license for my localized version?**
To request a localized version, log a New *Operations Support Request* through PartnerSource Business Center (PSBC) to include the following case information:
   a. Request that the W1 module be removed from the customer's account
   b. State the appropriate localized version to add to the customer's account
   c. Include a copy of the customer's Permission Report Details

⭐4. **How many days will the customer have dual use rights? Is it time bound?**
Dual use rights included with Dynamics 365 cloud subscription licenses are non-perpetual and expire when the cloud subscription agreement expires. Customers can access the on-premises and cloud solutions simultaneously. For example, some customers may need to stay hybrid for some processes in the long-term, due to regulatory requirements.

⭐5. **What's the difference between dual use rights and dual access rights?**
Dual use rights: Customers have the right to deploy their Dynamics 365 online services license and at the same time use, manage or expand their on-premises version. They do not need to have an Enhancement Plan when they have a cloud subscription, as the cloud subscription is inclusive of both on-premises and cloud use. Software updates, downloads, and keys for software are provided.

> Example of dual use rights: Customer has Dynamics 365 Business Central, on-premises solution. Customer purchases Dynamics 365 Business Central (cloud). They have the right to deploy their Dynamics 365 Business Central license (cloud) and at the same time use, manage or expand their on-premises version. They do not need to have an Enhancement Plan when they have a cloud subscription, as the cloud subscription is inclusive of both on-premises and cloud use.

Dual access rights: Customers are allowed to use their previously purchased on-premises product license(s) during their migration. No need to enroll the license into Enhancement Plan(EP)/Software Assurance (SA) coverage.

> Example of dual access: Customer owns a Dynamics 365 Business Central, on-premises solution. Customer purchases Dynamics 365 Business Central (cloud via offer). Customer DOES NOT have the right to download and keys to expand their existing Dynamics 365 Business Central solution. However, they do have the right to continue to use their previously purchased and implemented Dynamics 365 Business Central, on-premises solution in place

Delegate Admin

1. **I am a partner supporting Business Central customers. Does my support staff require Business Central licenses?**
   No. Delegated administration (administration on behalf of a customer – AOBO) is not a product level licensing concept. It is a CSP capability and is considered a technical capability not a licensing right. Reference granular delegated admin privileges (GDAP) technical documentation here and here.

⭐ 2. **What permissions do Delegate Admin users have in Business Central?**
   Delegate Admin user, by default, is granted permissions similar to those of a Business Central Premium user. Use the License Configuration page to see exactly which default permissions are assigned to delegated admins and adjust those as needed.

3. **When I log into Business Central with a Delegate Admin user I don't have access to other products integrated with Business Central (e.g., Excel), how do I get access?**
   This is a limit of the Delegated Admin concept, to get Full use access to Business Central you need to license a Full user.

Capacity

1. **What capacity entitlements do Business Central users receive?**
   The default capacity is 80GB per tenant for both Business Central Essentials and Business Central Premium. Effective July 1, 2021, each tenant receives additional capacity entitlements per user and device that is shared across the tenant.

Dynamics 365	Entitlement
Business Central Essentials	2GB/user
Business Central Premium	3GB/user
Business Central Device	1GB/device

Storage Examples:

Named users	License type	Expected size of DB (SaaS) after 5yrs w/compression	Total allocation	Additional storage cost (before)	Additional storage cost (after)
20	Essentials	250GB	**120GB** (20 * 2GB + 80GB)	$5,200/month	**$650/month**
30	Essentials	140GB	**140GB** (30 * 2GB + 80GB)	$2,000/month	$0
125	Premium	230GB	**455GB** (125 * 3GB + 80GB)	$6,000/month	$0
250	Premium	500GB	**830GB** (250 * 3GB + 80GB)	$16,800/month	$0
1,200	Premium	1.5TB	**3.68TB** (1200 * 3GB + 80GB)	$56,000/month	$0

2. **What if a Business Central customer needs additional storage?**
   Starting July 1, 2021, customers who need additional database capacity have the following purchase options.

Offer Name	Capacity	Price/tenant/month	Comment
Dynamics 365 Business Central Database Capacity	1GB	$10	Price decreased from $40
Dynamics 365 Business Central Database Capacity 100GB	100GB	$500	New offer
Dynamics 365 Business Central Database Capacity Overage*	1GB	$5	New offer

* Prerequisite Business Central Database Capacity 100GB

3. **Do sandboxes count against the same database capacity as production?**
   Yes, the allocation of storage is shared per Azure AD tenant, therefore it is shared across all production and sandbox environments.

4. **Where can I see how much storage I have used?**
   Customer may see the current storage for their tenant in Business Central by using 'Alt+Q' (Tell Me) and search for Table Information which is a page showing:
   ○ Company Name
   ○ Table Name
   ○ Table No.
   ○ No. of Records
   ○ Record Size
   ○ Size (KB)
   Information is shown for all companies for which the user has SUPER permissions.

Transitions

1. **How do Dynamics NAV and Business Central on-premises customers transition to Business Central cloud?**
   Please reference the transition assets [field] [partner]

2. **How do Limited user customizations work when transitioning to the cloud?**

Customers with Team Members on-premises licenses (formerly Limited User) must follow the Team Members (cloud)licensing terms need to be adhered to. This means that any additional tables must not exceed 15 tables (entities). Reference the Dynamics 365 Licensing Guide.

Commerce

Commerce and Fraud Protection

1. **What is the Fraud Protection offer to Commerce customers?**
   Customers who purchase Dynamics 365 Commerce starting on November 1, 2020 will receive a bundle of Dynamics 365 Fraud Protection capabilities at no additional charge.

2. **If a customer purchased Microsoft Dynamics 365 Commerce prior to November 1, 2020, will they still be eligible for a Dynamics 365 Fraud Protection environment?**
   Customers who have purchased Dynamics 365 Commerce licenses (or a Plan license which includes Dynamics 365 Commerce) prior to the launch of this offering will need to configure their Dynamics 365 Fraud Protection environment by having a Global Tenant Admin navigate to https://dfp.microsoft.com and login. The Admin will need to follow the on-screen prompts to complete the set-up.

   Once this is completed, Global Tenant Admins will be able to assign other users in their organization Fraud Protection roles so those users can access Fraud Protection.

3. **Will Dynamics 365 Fraud Protection still be available as a stand-alone license?**
   Yes. Customers who wish to purchase Dynamics 365 Fraud Protection on its own will be able to continue to do so.

4. **How can a user monitor consumption of their Dynamics 365 Fraud Protection assessment entitlements?**
   Once customer has completed set-up for Dynamics 365 Fraud Protection, they will be able to track their consumption within the product. For additional information on this metering, please view the following article

5. **If customer needs to do additional Fraud Protection assessments, will they have to purchase a Fraud Protection base license?**
   No, customer can purchase the necessary additional capacity SKUs because the Commerce base license or Plan license granted them with the Dynamics 365 Fraud Protection capabilities.

e-Commerce

1. **What is changing with e-Commerce licensing?**
   Based on feedback from customers and sellers, the e-Commerce licensing model is evolving to address the market needs.

   On April 1, 2021, the new e-Commerce licensing model will be live and the old model will be retired. The old model was based on tiered SKUs where customers purchased the license based on the number of transactions expected in a given year. The new model will give customers pricing flexibility based on the transactions as well as the Average Order Value.

   We are also removing the 20 minimum Commerce seat requirement for e-Commerce customers (excluding CSP). This further reduces the barrier of entry for new e-Commerce customers.

2. **How does the new e-Commerce Tier and overage licensing work?**
   - Customers purchase e-Commerce Tier based on the anticipated transactions and Average Order Value (AOV) expected for the year. (AOV = Total annual e-Commerce Gross Merchandise Value ($) / Total number of e-Commerce Transactions across B2B and B2C per year)

   - If customers need additional transactions or expect a change in AOV, they should purchase the corresponding Overage Tier

   Average Order Value (AOV) is the total annual e-Commerce Gross Merchandise Value (GMV) across B2B and B2C through Dynamics 365, divided by the total number of e-Commerce transactions through Dynamics 365 across B2B and B2C.

   Gross Merchandise Value (GMV) is the total value of all transactions processed (including returns), excluding (a) any shipping, handling, and customs fees charged to end users; (b) any taxes customer collects from end users as part of any transaction; and (c) any financing charges and interest for installments charged to end users.

   Transaction means any check out order processed by Dynamics 365 e-Commerce. Any refund, return or chargeback, or any other reversal will not be counted as an additional transaction.

   For example: If a customer expects 9K transactions (B2B and B2C) per month (on average during the year) and $400 average order value (based on annual e-Commerce revenue) they would purchase e-Commerce Tier 2 Band 3 and 16 eCommerce Tier 2 overage Band 3 SKUs.

Tier	SKU Prices	# of monthly transactions per SKU					
		BAND 1 AOV<$50	BAND 2 AOV $50-$150	BAND 3 AOV $150-$500	BAND 4 AOV $500-$2K	BAND 5 AOV $2K-$5K	BAND 6 AOV $5K+
Tier 1	$4,000	4,700	2,400	1,100	480	275	200
Tier 1 overage	$500	780	365	170	80	45	30
Tier 2	$14,500	29,000	12,000	5,500	2,900	1,700	1,160
Tier 2 overage	$500	1,250	540	230	125	75	50
Tier 3	$31,000	86,000	38,750	15,500	8,600	5,065	3,400
Tier 3 overage	$500	1,400	625	250	140	85	55

3. **My customer has a seasonal business, how does the monthly transaction counts towards the overage limits?**
The overage transactions are enforced on an annual basis. For example, if you are a retailer and expect that most of your transactions actualize in the last quarter of the year, you can calculate the annual number of transactions and divide by 12 to assess the number of SKUs.

4. **What will happen to existing e-Commerce customers?**
On April 1, 2021, we will get the existing e-Commerce SKUs off the pricelist (end-of-sale), so new customers will only be able to purchase new SKUs. Existing EA customers will still be able to renew to the existing SKUs, if they choose to. We will keep the existing SKUs available for renewal for a year, and then sunset them (end-of-life) on April 1, 2022. We also allow EA customers to renew into the new SKUs, if it's more beneficial to them. CSP customers will need to renew to the next SKUs, if their contract is 1 year or less. Based on our analysis, most existing customers will likely be better off getting the new SKUs.

5. **In case existing e-Commerce customers see more advantage in moving to the new AOV transaction model, how can they right size the licenses?**
Please contact Business Desk to handle exceptions.

6. **In case transactions limit is exceeded, what should customers do? What if my AOV and number of transactions fluctuate over the years?**
Customers should estimate their e-Commerce transactions and purchase the appropriate amount of SKUs accordingly. In case of unexpected transaction spikes which cause one to exceed their current annual entitlement of transactions, a customer may add-on SKUs to account for their transaction overage. Customers are not automatically billed in case they exceed the limits.
   - VL (EA, EES, MPSA): Customers may true up mid-term. Customers may also true down at anniversary.
   - CSP: partners may add/remove SKUs at any time.

   For more details about management of licenses and billing, please check commercial licensing rules.

7. **Is there a different price / licensing for B2B and B2C?**
No. The intent is to provide a consistent way for customers to purchase the e-Commerce capabilities no matter their type of business. Customer can choose to use either B2B, B2C or B2B and B2C in the same scenario. Pricing will be based off total applicable transactions (across B2B & B2C) and AOV will be calculated based on the total applicable e-commerce revenue value (B2B + B2C).

8. **Are Commerce Recommendations, Commerce Ratings and Reviews included in e-Commerce tiers?**
Recommendations and Ratings and Reviews are not capabilities included in the e-Commerce tiers and must be purchased separately as an add-on.

9. **Is there any change to Commerce Scale Unit environment entitlements?**
Scale Unit entitlements are also changing for e-Commerce to simplify the purchasing process. With the new licensing update we are delivering one Scale Unit entitlement for every e-Commerce Tier license purchased by the customer. This means that if a customer needs an additional Scale Unit to support their business needs, they will need to purchase an e-Commerce Tier in line with their transaction volume needs.

   In line with this, Scale Unit addon SKUs will only grant device entitlements and will no longer be applicable for e-Commerce usage.

10. **How do the e-Commerce Tier Step-up work?**
Customer profile: Customer has e-Commerce Tier 1 Band 1 on their account:
   - Customer underestimated their transactions for the year and find they need on average 20K transactions/year
   - Customer decides to step-up their e-Commerce Tier 1 SKU to eCommerce Tier 2
      - e-Commerce Tier 2 will be added to their account

o On the anniversary, the customer removes e-Commerce Overage Tier 1 and add the corresponding e-Commerce Overage Tier 2 SKU
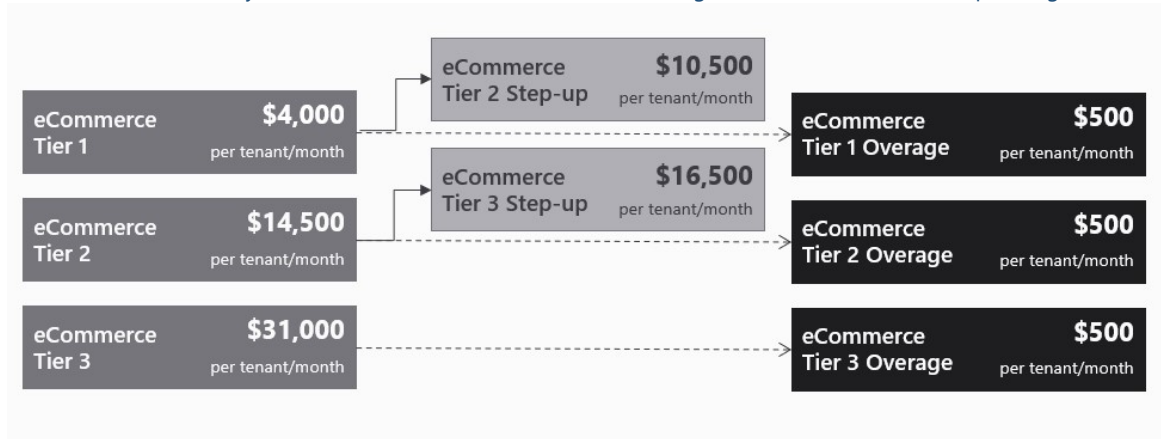
For more details about management of licenses and billing, please check commercial licensing rules.

11. **The customer is using a 3rd party e-commerce store front and needs a Commerce Scale Unit, either for scale or to leverage CRT services in support of headless commerce scenarios. What license(s) will they need?**
Customers will need to purchase an e-Commerce Tier license, which comes with one Commerce Scale Unit – Cloud, to support headless commerce scenarios on D365 Commerce. The e-Commerce license requirement is necessary for both 1st and 3rd party e-Commerce store fronts, unless the integration is done via DIXF or OData (which may be licensed via order lines). Please see the Dynamics 365 Licensing Guide for more info on e-Commerce Tiers and transaction capacities.

Commerce Scale Unit - Cloud

1. **What is Commerce Scale Unit – Cloud?**
Scale units are licensed per tenant to enable companies to execute mission-critical processes without interruption even during periods of peak demand. Scale units are offered in three different sizes: Basic, Standard or Premium, and they include Operations – Device entitlements. Scale units may be in the cloud or self-hosted. You may buy additional scale units if you need additional Commerce cloud environment(s) for co-location, performance, additional redundancy, or customization purposes.

Chart #1: Existing CSUs and entitlements:

2. **Which type of Commerce Scale Unit - Cloud (CSU) am I entitled to and how many can I deploy?**
After the minimum Commerce user count has been met, you will be entitled with default scale units when you buy one or more Operations – Devices licenses. These scale units may only be used to support device transactions.

Default Commerce Scale Unit - Cloud entitlements are based on number of licenses with indicative device use rights. Follow the Commerce Scale Unit - Cloud mapping steps outlined below to determine your default CSU entitlements:

Step 1 - Determine total number of indicative device use rights based on license type:
- · Operations - Device license = 1 indicative device use right
- · Operations - Activity license = 2/3 indicative device use right
- · Commerce license = 2.5 indicative device use rights

Step 2 - Determine default CSU entitlement(s), based on total number of indicative device use rights:
- · If <= 65 indicative device use rights: 1 Basic CSU
- · If > 65 indicative device use rights: may stack CSU entitlements based on the below mapping, but total CSU entitlements cannot exceed total use rights one has purchased:
  - o 1 Basic CSU per every 65 indicative device use rights
  - o 1 Standard CSU per every 225 indicative device use rights
  - o 1 Premium CSU per every 500 indicative device use rights

For example: If one has 1K indicative device use rights, they may choose to deploy 1 premium, 1 standard and 4 basic CSUs, which maps to 985 mapped-use rights (should not exceed 1K). Alternatively, one may choose to deploy 2 premium CSUs.

Customer Service

Wednesday, March 31, 2021   9:29 AM

1. **What changes were made tied to unified routing in Customer Service on April 2021?**
   Starting April 2021, we are extending the routing engine that underpins omnichannel (Chat and Digital Messaging add-ins) and making them available to customers that purchase Customer Service Enterprise. Customers with either a Chat or a Digital Messaging license will be able to route any number of conversation records (chats, calls, text messages, etc.) while customers with only Customer Service Enterprise will get a limited capacity to route any record (cases, emails, etc.) with the option to buy an unified routing add-on (available May 1 2021) license for additional records that need to be routed.

2. **Why do we no longer have a capacity limit on cases ingested for topic clustering for Customer Service Enterprise/Customer Service Insights?**
   When Customer Service Insights (CSI) was launched, it had a generous capacity limit of 100K cases/user/month. As we have seen usage and adoption of the service grow, we no longer have licensing limits on the number of cases that can be ingested for topic clustering. Instead, we will introduce a service limit to protect against overuse. The service limit on cases for topic clustering is detailed here: https://aka.ms/AAbmzzg.

3. **What is the guidance for existing customers who have purchased the Chatbot sessions add-on? What happens to the chatbot session entitlements I have purchased earlier?**
   Customers who have previously purchased the chatbot sessions add-on should work with their Microsoft representative or their partner to unwind the subscription either through a True-Down (EA) or by canceling the chatbot add-on subscription (CSP/Web Direct).

   The chatbot sessions add-on license was created as an overage for customers who exceed the included capacity for Azure Bot Service in the Chat/Digital Messaging add-ins. To simplify and streamline our offerings we have removed all restrictions on the meter/entitlement i.e., a customer may purchase a Chat/Digital Messaging add-in license and bring their own Azure Bot Service bot with no restrictions on the number of bot sessions that can work with either omnichannel license.

Sales and MRSs Plus

Sales

1. **Do Sales Enterprise and Sale Professional Users have full Case Management functionality?**
   Sales enterprise and professional users have access to create, read, update, and delete rights to case entity. This does not include Hierarchies, SLAs available with Customer Service application.

2. **Can I step down from Sales Enterprise SKU to Professional SKU?**
   In EA/EAS you may reduce the quantity of licenses for Sales Enterprise and purchase Sales Professional where appropriate to meet your customer needs at anniversary or renewal. In CSP, MPSA and Web Direct you will need to wait until the end of your subscription term to move users from the Sales Enterprise to Sales Professional.

3. **Can I step up from Sales Professional to Sales Enterprise?**
   Yes, Sales professional users may step up to Sales Enterprise with the step-up SKU.

4. **Can I step up from Team Members to Sales Professional SKU?**
   Yes, Team Members may step up to Dynamics 365 Sales Professional using the Team Members step up SKU anytime during the year.

5. **Can a Sales Professional user create a new lead and convert to an opportunity?**
   Yes, Sales Professional user can create a new lead, qualify and convert to an opportunity.

6. **Where can I find more information about Dynamics 365 Sales applications?**
   Please see the Biz Apps Hub/Dynamics 265 Sales or the general Sales FAQ for more questions and answers.

Sales Premium

1. **What is Sales Premium?**
   Sales Premium is a bundled offer consisting of Dynamics 365 Sales Enterprise and Sales Insights available across all channels at the price of $135 per user per month. Sales Premium helps organizations realize the synergies of SFA and prebuilt AI to maximize sales revenue and productivity. In today's rapidly-changing digital selling environment, data-driven insights and prioritization with Sales Insights is essential – helping to channel limited sales resources toward the right customers and sales activities and enabling organizations to realize even greater ROI compared to SFA alone.

2. **Why did Microsoft introduce this new SKU and what is the benefit for me?**
   This bundled SKU enables sellers to lead with the full Sales solution with an easy-to-transact, discounted bundled SKU, without having to manage an add-on SKU during or after the transaction.

3. **What is the SKU for Sales Premium?**
   SKU name: Dynamics 365 Sales Premium
   SKU ID: 2edaa1dc-966d-4475-93d6-8ee8dfd96877

4. **Who can avail of it? Can existing customers buy this?**
   All new and existing Dynamics customers can avail Sales Premium. In VL, existing Sales Enterprise customer seeking Sales Insights Add-on capability can now easily step up to Sales Premium SKU. In CSP/Web Direct, customers can move to Sales Premium at any time.

5. **Can I only buy Sales Premium or MRSs Plus or is there a bundle that includes Sales Enterprise, Sales Insights and LinkedIn Sales Navigator?**
   There is no combined bundle at this time but customers seeking all 3 can leverage Sales Insights Add-in (with MRSs Plus or Sales Navigator Add-on (with Sales Premium)) anytime.

6. **How do I try this product?**
   Customers can sign up for the existing Sales Insight trial.

7. **Can existing customers buy this?**
   Yes

8. **What are the true-up / true down options?**
   In case customers want to add or reduce SKUs to existing agreement, customers can:
   a. VL (EA, EES, MPSA): True up mid-term or true down at anniversary
   b. CSP: Licenses can be added / reduced to an existing Subscription at any time.

   For more details, please check ways to buy on commercial licensing agreements.

9. **I am an existing Sales or Microsoft Relationship Sales solution Plus (MRSs Plus) customer looking to buy Sales Premium. What do I purchase and at what price?**
   The Sales Premium offer is available to new and existing customers seeking Sales Enterprise and Sales Insights capabilities, licensed on a per user basis. Existing Sales Enterprise customers seeking Sales Insights capability can upgrade to Sales Premium or simply buy Sales Insights Add-on. MRSs Plus customers seeking Sales Insights capability will need to buy Sales Insights Add-on.

10. **Will this follow the same base/attach model as D365 Sales Ent/Pro?**
    Sales Premium is available only as a Base SKU. For a complete list of base/attach options, please check the Dynamics 365 Licensing Guide.

11. **Will Sales Premium have tiered pricing?**
    No. Sales Premium doesn't have tiered pricing. Note, Microsoft Relationship Sales solution Plus (MRSs Plus) continues to be available with tiered pricing.

12. **Is there a minimum number of seats for Sales Premium?**
    No minimum seats required.

13. **What is the international availability of Sales Premium?**
    Sales Premium availability is the same as Dynamics 365 Sales availability. Please note that the machine-learning models used for contextual insights is English only. Sales Insights must be deployed in the same geo as the Dynamics 365 instance. Country, language, and localization availability for Dynamics 365 is available here.

14. **What channels and programs can a customer purchase this offer from (EA, MPSA, CSA, Select, Web Direct)?**
    Sales Premium is available in the same channels and programs as Dynamics 365 Sales. For a list with commercial licensing availability, please check Product Terms.

Microsoft Relationship Sales solution Plus
1. **Can I demo Sales Navigator + Dynamics 365 integration? If so, where is the demo script and installations bits?**
   It is part of the Sales demo on LiveDrive.

2. **Will Sales Navigator work with on-premise or just cloud?**
   We are not supporting On-Premise and the packages are not available for new On-Premise deployments.

3. **If a customer has Microsoft Relationship Sales solution Plus, can they purchase an attach license?**
   Yes, because MRSs Plus customers receive a full Sales Enterprise license, they may purchase any of the eligible attach licenses.

4. **Do customers with Microsoft Relationship Sales solution Plus get dual use rights?**
   Yes, because MRSs Plus customers receive a full Sales Enterprise license, they get Sales Enterprise on-premises. Note, LinkedIn is an online service solution only, and not available on-premises.

5. **Will Sales Professional also be available with Sales Navigator in an offer like Relationship Sales?**
   Currently there are no plans to package Sales Professional with Sales Navigator. Customers can buy Sales Navigator separately and enable the integration.

6. **Why are MRSs customers being transitioned to MRSs Plus? What are the licensing implications for customers?**
   On Jan 3, 2022, MRSs customers will be transitioned to MRSs Plus. Going forward, only the SKU in the MRSs family will be MRSs Plus.
   LinkedIn will begin rolling out a new Sales Navigator lineup. For the MRSs SKU family, the implications of the new Sales Navigator rollout is that the MRSs SKU will no longer be available to purchase, as the new Sales Navigator Advanced Edition (which is to replace Sales Navigator Team Edition) will no longer support CRM connections. The only SKU that will remain in the MRSs family is MRSs Plus, which will be comprised of Dynamics Sales Enterprise + Sales Navigator Advanced Plus. For more information on

the licensing implications of the MRSs Transition please reference the Transition Overview and Transition FAQ on the [Biz Apps Hub](#).

Supply Chain Management

Sensor Data Intelligence Scenario Add-in

1. **What is Sensor Data Intelligence Scenario Add-in (previously IoT Intelligence Scenario)?**
   Sensor Data Intelligence Scenario Add-in helps shop floor workers to manage machines failures, shop floor managers to effectively manage operations across multiple production lines, and manufacturing executives to have a unified global view of operations. Sensor Data Intelligence Scenario is available as an additional application, as well as additional capacity for Supply Chain Management. Reference the Dynamics 365 Licensing deck for more information: [Field](#) and [Partners](#).

2. **What are the included entitlements for Sensor Data Intelligence Scenario Add-in?**
   1 Scenario and 10 Machines per tenant per month.

3. **What additional capacity is available for Sensor Data Intelligence?**
   - Sensor Data Intelligence Additional Machines: $250/10 Machines/tenant/month

Cloud Scale Unit Add-in for Supply Chain Management

1. **Is Cloud Scale Unit for Supply Chain Management the same as Cloud Scale Unit for Commerce?**
   Please don't confuse Cloud Scale Unit for Dynamics 365 Supply Chain Management with Commerce Scale Unit – Cloud for Dynamics 365 Commerce. They are different products with different pricing/licensing.

   Cloud Scale Unit for Supply Chain Management enables companies to execute mission-critical warehouse processes without interruptions. Cloud Scale Units for Dynamics 365 Supply Chain Management deliver on two key business objectives:
   - When network latency is high, mission-critical processes must keep running.
   - When throughput is high and heavy processes run in parallel, warehouse processes must still support high user productivity.

2. **Can I mix and Match the Basic and Standard add-in and overage SKUs?**
   No. You cannot mix and match Basic with Standard overage SKUs. If you need more capacity, you can step-up from the Basic Cloud Scale Unit to Standard Cloud Scale Unit.

3. **What if I need a separate cloud environment for my subsidiaries or regional operations?**
   If you need a Cloud Scale Unit to support different regions, you will be required to license each site accordingly.

4. **What happens when user exceeds transaction quota?**
   If transaction usage is exceeded, additional transactions will be allowed, but customers will need to purchase additional overage capacity.

5. **My customer has a seasonal business, how does the monthly transactions count towards the overage limit?**
   The Cloud Scale Unit Add-in and overage transaction capacity are use-it-or-lose-it on a monthly basis. Customers need to purchase for peak monthly capacity. If their monthly capacity exceeds the transaction quota limit, they will need to purchase additional overage capacity.

Edge Scale Unit Add-in for Supply Chain Management

1. **What is Edge Scale Unit Add-in for Supply Chain Management?**
   The Edge Scale Unit Add-in for Dynamics 365 Supply Chain Management enables companies to execute mission-critical warehouse processes without interruptions. Edge Scale Unit is an on-prem deployment for remote or limited connectivity scenarios.

   Scale units provide resilience, reliability, and scale for the assigned workloads. Edge scale units can be temporarily disconnected from the cloud hub environment, and workers continue to work in the assigned workloads on the edge.

2. **Can I mix and Match the Basic and Standard overage SKUs?**
   No. You cannot mix and match Basic with Standard overage SKUs. If you need more capacity, you can step-up from the Basic Edge Scale Unit to Standard Edge Scale Unit.

3. **Are there separate licenses for manufacturing and supply chain management Cloud Scale Units?**
   No. Licensing the Edge Scale Unit for Supply Chain Management will enable you for both manufacturing and distribution processes.

4. **What if I need a separate cloud environment for my subsidiaries or regional operations?**
   If you need an Edge Scale Unit to support different regions, you will be required to license each site accordingly, with either a Basic Edge Scale Unit or a Standard Edge Scale Unit.

5. **My customer has a seasonal business, how do the monthly transactions count towards the overage limit?**
   The Edge Scale Unit Add-in and overage transaction capacity are use-it-or-lose-it on a monthly basis. Customers need to purchase for peak monthly capacity. If their monthly capacity exceeds the transaction quota limit, they will need to purchase additional overage capacity.

Application licensing - unassigned

Wednesday, September 30, 2020   1:49 PM

Customer Voice

1. **How much does Customer Voice cost?**
   For a limited period, new customers purchasing before January 31, 2021, Dynamics 365 Customer Voice is available for $100/tenant/month for 2K responses. Additional Response Packs are priced at $100/tenant/month per 2K responses. Starting February 1, 2021, Dynamics 365 Customer Voice will be listed at a regular price of $200/tenant/month per 2K responses and Additional Response Packs at $100/tenant/month per 1K responses.

   For more details, please refer to Dynamics 365 Licensing Deck.

2. **How do customers purchase Customer Voice?**
   Dynamics 365 Customer Voice is available to transact through EA, EAS, EES, MPSA, CSP and MOSP. Customers with paid Dynamics 365 Sales Enterprise, Customer Service Enterprise, Field Service, Project Service Automation, Marketing, and Human Resources license are entitled to free Dynamics 365 Customer Voice (2K responses/month) for the period of their subscription. Additional Response Pack is available to all Dynamics 365 Customer Voice customers for purchase.

3. **What is the licensing impact to my existing Microsoft Forms Pro offer?**
   There are no impacts to current offerings. Microsoft Forms Pro Additional Response SKUs have been renamed to Dynamics 365 Customer Voice and will be available at the current price until January 31, 2021. The Forms Pro offering will continue to be included in Dynamics 365 Customer Voice application. New licensing and pricing updates will take effect on February 1, 2021.

4. **What is the licensing impact to existing Microsoft Forms Pro customers?**
   Forms Pro customers automatically become Customer Voice customers and will see no impact to price for the duration of their current agreement term. For renewals prior to July 31, 2021, customers will be able to renew at current Forms Pro price for another term. Starting August 1, 2021, all renewals will be at the list price of $200/tenant/month (2K responses) and Additional Response Pack at $100/1K responses per tenant/month.

	Jul 31, 2021	*Aug 1, 2021*
	All paid Forms Pro customers renewing to Customer Voice prior to Jul 31, 2021 **maintain original price for another term**. • $100/tenant/month (2K responses)	All paid Forms Pro customers renewing to Customer Voice starting Aug 1, 2021 **move to the new price.** • $100/tenant/month (**1K responses**)

5. **Is there a minimum seat requirement to purchase Customer Voice?**
   There is no minimum seat requirement to purchase Dynamics 365 Customer Voice. Customer Voice license is based on the number of survey responses.

6. **How do customers purchase additional responses if they reach the maximum capacity available?**
   Customers can extend responses capacity by purchasing more units of Dynamics 365 Customer Voice Additional Responses SKU. There is no maximum limit to the number of SKUs. All responses are pooled at a tenant level.

7. **What happens if Customer Voice responses allocated to a tenant reaches the maximum capacity available?**
   If all responses are exhausted before the end of the 12 month subscription, Customer Voice will stop receiving responses and will not allow new surveys to be created. As soon as the administrator purchases Additional Responses, Customer Voice will start receiving responses once again and allow new surveys to be created.

   Customer Voice comes seeded with 2,000 responses/tenant/month. Additional Responses can be purchased in packs of 1,000 responses/tenant/month, as needed. For more details and options, please visit How to Buy Customer Voice.

8. **Is Dynamics 365 Customer Voice available as a standalone?**
   Yes, any new or existing customer can purchase Customer Voice. For example, Sales Professional, Customer Service Professional, Office 365, and customers who don't have Dynamics solutions may purchase Customer Voice as an add-on (per tenant/month).

9. **Are Professional licenses (e.g. Dynamics 365 for Sales Professional) entitled with Customer Voice capabilities?**
   Only eligible Enterprise licenses are entitled with Dynamics 365 Customer Voice capabilities, which include the following for Dynamics 365:

- Sales Enterprise
- Customer Service Enterprise
- Field Service
- Marketing
- Human Resources

10. **Do Microsoft Relationship Sales solution (MRSs) or Microsoft Relationship Sales solution Plus (MRSs Plus) customers receive any entitlement to Dynamics 365 Customer Voice with their license?**
Yes, MRSs and MRSs Plus customers receive 2K responses/tenant/month of Customer Voice capabilities as they have a Dynamics 365 Sales Enterprise license.

11. **Will Customer Voice work with on-premises or just cloud?**
Customer Voice is available as online solution only

12. **Where can I find more infromation about Customer Voice?**
Please see Dynamics 365 Licensing Deck for more information on the packaging.

Electronic Invoicing

Wednesday, March 31, 2021   9:35 AM

1. **What is Electronic Invoicing?**
   Electronic invoicing is a process of creating, presenting, and exchanging of the structured, transactional invoice document between trading partners, or between businesses and government (for tax reporting purposes), in an integrated electronic format.

2. **How is it licensed?**
   Starting May 1, 2021, Dynamics 365 Finance, Commerce, Supply Chain Management and Project Operations include 100 electronic invoice transactions per tenant per month. This included capacity does not rollover and is 100 transactions per tenant regardless of the number of Dynamics 365 licensed applications. If customers need additional transactions, they can buy Electronic Invoicing additional capacity license for 1K electronic invoice transactions at $300 per tenant per month.

3. **What happens if a customer exceeds the amount of electronic invoices they've purchased?**
   Customers are responsible for estimating the necessary monthly capacity if the included amount of 100 transactions is not enough and purchasing additional capacity. The transaction capacity is use-it-or-lose-it on a monthly basis. Customers need to purchase for peak capacity. The actual usage will be presented to tenant admins in the RCS monitoring dashboard. If their monthly capacity exceeds the amount they have purchased, they will need to true-up for that amount and should predict their usage to cover future needs.

4. **More information:**
   - Electronic Invoicing field FAQ
   - Electronic Invoicing service FAQ - Finance | Dynamics 365 | Microsoft Docs

Fraud Protection

Wednesday, June 3, 2020   9:27 AM

1. **How do I buy Fraud Protection offers?**
   There are three Fraud Protection offers available: account protection (AP), purchase protection (PP) and loss prevention (LP). Offers are licensed on a tenant level and are entitled with core capabilities.

   When customers purchase any of the three core capabilities (AP, PP or LP), they will receive some amount of the other two types of transactions for free. Customers can take advantage of these transactions to get familiar with other fraud protection capabilities. In case customers need extra capacity, overage SKUs are available.

Fraud Protection		Account protection (AP)	Purchase protection (PP)	Loss prevention (LP)
Price		$1000/tenant/month	$1000/tenant/month	$1000/tenant/month
Entitlements (transactions/ month)	AP	100K	20K	20K
	PP	2K	10K	2K
	LP	4K	4K	20K

   For more details, please check the Dynamics 365 Licensing Guide.

2. **How does the tiered add-on work? Do I need to buy Tier 1 before adding Tier 2?**
   You do not need to purchase the Tier 1 SKU to be eligible to buy Tier 2. Customers can purchase any tier add-on as needed. However, customers are required to purchase a minimum as follows:

Additional capacity	Account protection (AP)	Purchase protection (PP)	Loss prevention (LP)
Tier 1 add-on overage	< 2M/month	< 500K/month	< 250K/month
Tier 1 pricing (transactions/ tenant/month)	$150/20K	$150/2K	$150/4K
Tier 1 Min req. (units)	None	None	None
Tier 2 add-on overage	>= 2M/month	>= 500K/month	>= 250K/month
Tier 2 pricing (transactions/ tenant/month)	$100/20K	$100/2K	$100/4K
Tier 2 Min req. (units)	100	250	63

3. **Can I mix the tiered add-ons from different SKUs?**
   You can mix different add-ons based on your needs. For instance, you can purchase account protection as a base offer and add Tier 1 purchase protection to complement your overage needs. You can also have a mix of overage SKUs.

4. **My customer has a seasonal business, how does the monthly transaction counts towards the overage limits?**
   The overage transactions are enforced on an annual basis. For example, if you are a retailer and expect that most of your transactions actualize in the last quarter of the year, you can calculate the annual number of

transactions and divide by 12 to assess the number of SKUs.

5. **How do I calculate the number of add-on SKUs needed?**
   See this example for account protection (AP):

Quarter	Q1	Q2	Q3	Q4
Account protection transactions	1M	1M	2M	8M

   - Total annual transactions: 12M
   - Monthly transactions: 1M
   - Since you are entitled with 100K AP transaction with the base offer, you will need 900K transactions overage
   - Account protection Tier 1 overage limit is <2M transactions. Each Tier 1 SKU gives you 20K transactions: 900K / 20K = 45 SKUs
   - Final pricing (overage only): 45 x $150 = $6.750 / month

   Note: To leverage Tier 2 discounted pricing ($100/20k), customer would be required to purchase a minimum of 2M AP transactions.

Intelligent Order Management

Tuesday, September 21, 2021   2:21 PM

1. **What capacity entitlements are included with a Dynamics 365 Intelligent Order Management subscription license?**
   Intelligent Order Management is licensed per tenant, and it comes with 1K order lines and 100K Power Platform requests per month. If you need additional capacity, you can buy multiple units of the same license. For more information please see Power Platform Licensing Guide.

2. **Do customers get additional Power Platform requests when they purchase additional IOM licenses?**
   Yes. If customers purchase additional IOM licenses, they will receive additional Power Platform Request capacity.

3. **My customer has a seasonal business, how do the monthly transactions count towards the overage limits?**
   The overage limits are enforced on an annual basis. For example, if you are a retailer and expect most of your transactions to actualize in the last quarter of the year, you can calculate your annual number of transactions and then divide by 12, to assess the number of units required.

4. **How do I assign individual licenses to IOM users?**
   Customers must purchase a "zero-dollar" SKU to assign a (no-cost) user license to those individuals who need access to IOM at the tenant level.

   (Field ONLY)
   For high-volume transaction customers that require more than 500K order lines, these customers may be eligible to purchase the lead status SKU option. For more information visit EmpGuide.

Marketing

1. **How do you define a Marketing Contact?**
   A Marketing Contact is any entity (such as a contact, lead, account, or Customer Insights profile) engaged in a marketing interaction. Contacts that are stored, but not marketed to using Dynamics 365 Marketing do not count towards the Marketing Contacts quota. After an Interaction (see below) is logged for a Contact, it does not matter how many Marketing Interactions that Contact performs, the Marketing Contact is still counted just once.

2. **What are Marketing Interactions?**
   A Marketing Interaction is an outbound message sent to any Marketing Contact using Dynamics 365 Marketing. The message can be sent through out-of-box channels available in Dynamics 365 Marketing (e.g., email, push notifications), other Microsoft channels (e.g., ACS), or third-party systems integrated with Dynamics 365 Marketing (e.g., other SMS providers).

3. **Will the customer's marketing activities be monitored?**
   Dynamics 365 Marketing tracks all usage of Marketing Contacts and Interactions.

4. **If a Marketing Contact has not been engaged in a Marketing Interaction for some time, does that contact still count towards the Marketing Contacts quota?**
   Marketing Contacts that are not marketed to for 12 months will become regular contact and will no longer count towards the Marketing Contacts quota. Once you engage a contact in any Marketing Interaction, that contact counts against the Marketing Contact quota from that point forward, unless 12 months have passed with no Marketing Interaction with that Marketing Contact.

5. **Will the customers interaction flow be stopped if the maximum is exceeded?**
   Yes, for example, if a customer has 15K Contacts they are entitled to 10*15K=150K Interactions each month. If they exceed 150K Interactions in a month, the flow will be stopped.

6. **How does a customer increase or reduce the number of Marketing Contacts or Interactions that they are licensed for?**
   Customers can increase their number of Contacts or Interactions at any time during their subscription; however, reductions can only be made on the date of their anniversary. They would follow the standard rules for their selected licensing program (e.g., EA, SCE, CSP), please refer to Commercial Licensing for further information: https://www.microsoft.com/en-us/licensing/default.

7. **How can I buy additional environments for the Marketing application?**
   Customers can purchase the Marketing Additional Application subscription to add additional production environments, and the Marketing Additional Non-Production subscription to add additional non-production environments.

8. **How can I purchase the Marketing application or additional Contacts/Interactions, if I am still using Dynamics 365 Plan or Customer Engagement Plan?**
   For customers with 10 or more seats of the retired Dynamics 365 Plan or Customer Engagement Plan, they receive the Marketing application with 2K Contacts/20K Interactions as a part of their Plan. If the customer needs additional Contacts or Interactions, they must first purchase the Marketing Additional Contacts (8K) license, which also includes 80K Interactions. After that is purchased, and they have licensed 10K Contacts/100K Interactions capacity for their tenant, they are then eligible to purchase any Tier of additional Marketing Contacts (with 10x Interactions included) or Interactions (subject to minimum pack purchase requirements for Tiers #3-5).

9. **Does a customer need to purchase the Marketing Tier 1 Additional Contacts/Interactions subscription before purchasing a higher Tier?**
   No. The lower Tiers are not pre-requisites to purchasing the higher Tiers. The higher Tiers are there to provide a discount for customers adding a larger number of Contacts/Interactions to their tenant. However, customers must purchase the minimum number of packs required for the higher Tiers #3-5. Note for Dynamics 365 Plan and Customer Engagement Plan legacy customers, see question# 7 above.

Additional Contact Packs	Contacts	Interactions	Number of packs	Included	Price/Month

(with 10x Interactions INCLUDED)	per pack	per pack	required	Contacts/Interactions	
Additional Contacts Tier 1	5K	50K	N/A	5K / 50K	$250
Additional Contacts Tier 2	50K	500K	N/A	50K / 500K	$1,500
Additional Contacts Tier 3	50K	500K	Minimum 2 Packs	100K / 1M	$1,250
Additional Contacts Tier 4	50K	500K	Minimum 5 Packs	250K / 2.5M	$750
Additional Contacts Tier 5	50K	500K	Minimum 10 Packs	500K / 5M	$500

Additional Interaction Packs(Interactions ONLY)	Interactions per pack	Number of packs required	Included Interactions	Price/Month
Additional Interactions Tier 1	50K	N/A	50K	$225
Additional Interactions Tier 2	500K	N/A	500K	$1,350
Additional Interactions Tier 3	500K	Minimum 2 Packs	1M	$1,125
Additional Interactions Tier 4	500K	Minimum 5 Packs	2.5M	$675
Additional Interactions Tier 5	500K	Minimum 10 Packs	5M	$450

10. **Customer Scenario: Dynamics 365 Marketing with 315K Marketing Contacts**

Customer Profile (existing Dynamics 365 CE Plan customer): Direct Marketing company wants to purchase Dynamics 365 Marketing and will require a minimum of 315K Marketing Contacts. They also need a non-production instance to test the features before launching the app.

Item	License	Contacts	Interactions	SKU Price	License Qty	Price/Month
Marketing Application	D365 Marketing (standalone)	10K (seeded capacity)	100K (seeded capacity)	$1,500	1	$1,500
Additional Marketing Contacts*	D365 Marketing Additional Contacts T4 (50K)	350K	3.5M	$750	7	$5,250
Additional Marketing Application (non-production instance)	D365 Marketing Non-Production	-	-	$250	1	$250
Total		**360K**	**3.6M**			**$7,000**

*INCORRECT TIER: Quantity 5 meets the minimum number of units required for the deeper discounted Tier 4 license ($750/pack).

Additional Marketing Contacts	D365 Marketing Additional Contacts T3 (50K)	350K	3.5M	$1,250	7	$8,750

*NO MIX AND MATCH: Customers cannot mix and match multiple Tiers within a single purchase order.

Additional Marketing Contacts	D365 Marketing Additional Contacts T4 (50K)	300K	3M	$750	6	$4,500
Additional Marketing Contacts	D365 Marketing Additional Contacts T1 (5K)	5K	50K	$250	1	$250

11. **Customer Scenario: Dynamics 365 CE Plan + Additional Contacts/Interactions**

Customer Profile (existing Dynamics 365 CE Plan customer): Contoso Coffee Machines has licensed 50 employees with the Customer Engagement Plan, but was not using the Marketing application. Now they want to launch events and email marketing campaigns to an estimated 30K contacts, that will result in 400K marketing interactions.

Item	License	Contacts	Interactions	SKU Price	License Qty	Price/Month
D365 Customer Engagement Plan	D365 CE Plan	-	-	$115	50	$5,750
Marketing Application	D365 Marketing (included in D365 CE Plan)	2K (seeded capacity)	20K (seeded capacity)	-	-	-

Marketing Additional Contacts (8K)	D365 Marketing Additional Contacts T1 *(8K for Plans Only)*	8K	80K	$600	1	$600
Additional 20K Contacts	D365 Marketing Additional Contacts T1 (5K)	20K	200K	$250	4	$1,000
Marketing Additional Interactions	D365 Marketing Additional Interactions T1 (50K)	-	100K	$225	2	$500
Total		**30K**	**400K**			**$7,850**

12. **Customer Scenario: Dynamics 365 CE Plan + Marketing Renewal**

Customer Profile (D365 CE Plan + Marketing renewal): Contoso Pet Shop has licensed 20 employees with the Customer Engagement Plan and currently utilizes the Marketing application to manage 5K marketing contacts. Their current CE Plan subscription will expire September 30, 2022 and will need to renew for the same user profile and mitigate impact in pricing.

How would the customer renew their licenses?

User profile prior to October 2019	License	Contacts	Interactions	SKU Price	License Qty	Price/Month
20 Sales and Customer Service users	D365 CE Plan	-	-	$115	20	$2,300
Marketing Application	D365 Marketing *(included in D365 CE Plan)*	2K *(seeded capacity)*	20K *(seeded capacity)*	-	-	-
Additional 8K Marketing Contacts/80K Interactions	D365 Marketing Additional Contacts T1 *(8K for Plans Only)*	8K	80K	$600	1	$600
Total		**10K**	**100K**			**$2,900**

User profile September 2022 renewal	License	Contacts	Interactions	SKU Price	License Qty	Price/Month
20 Sales Ent users	D365 Sales Enterprise	-	-	$95	20	$1,900
20 Customer Service Ent users	D365 Customer Service Enterprise	-	-	$20	20	$400
Marketing Application	D365 Marketing Attach	10K *(seeded capacity)*	100K *(seeded capacity)*	$750	1	$750
Total		**10K**	**100K**			**$3,050**

13. **Do Sales Professional or Customer Service Professional subscriptions qualify a customer to purchase the Marketing Attach subscription?**
Yes, Professional licenses (10 seat minimum) will entitle a customer to purchase Marketing Attach. For more information on Dynamics 365 license prerequisites, please visit: Commercial Licensing Product Terms.

14. **My customer is licensed through Volume Licensing or CSP, how do they add the zero-dollar Marketing User?**
Regardless of licensing program, these will need to be added through the Microsoft 365 admin center.

Cross application licensing - assigned

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Device licenses

Sales Device, Customer Service Device, Field Service Device

1. **Can a Sales Device license perform Customer Service device functions?**
   No, the Sales Device has the same use rights as the Sales Full user.

2. **Do Professional license have device rights?**
   Sales Professional and Customer Service Professional SKUs are user SL only, there are no device licenses.

Operations - Device

1. **Does the Operations – Device entitle the device to perform Team Members functions in other workloads?**
   Dynamics 365 Operations - Device SKU does not include team members use rights and/or the ability to access the other workloads.

2. **Are existing customer with Operations - Device licenses eligible to the same CSU entitlements as new customers?**
   Customers who purchased Dynamics 365 Operations - Device licenses prior to Feb 1, 2020 are eligible to provision:
   - 1 additional Basic Scale Unit for every 65 licensed Operations - Devices
   - 1 additional Standard Scale Unit for every 225 licensed Operations - Devices
   - 1 additional Premium Scale Unit for every 500 licensed Operations - Devices

   These entitlements are valid for the duration of the subscription agreement under which the eligible Operations - Device licenses were purchased and Operations - Device licenses purchased after Feb 1, 2020 are not eligible.

Operations - Activity

Wednesday, September 30, 2020   2:03 PM

1. **Are Activity and Team Members user rights included in the full user licenses?**
    Activity and Team Members use rights are included in the full user licenses and those rights are cross-application. A Finance user has Activity level access to Supply Chain Management and Retail and Team Members level access to those workloads as well as Sales, Customer Service, Field Service, and Project Operations.

    More details about which license is required for each action item see Dynamics 365 Licensing Guide Appendix D: Operations - Activity Approval Privileges.

Team Members

Dynamics 365 Business Central Team Members

1. **Is there a difference between Team Members on-premises and Team Members in the cloud?**
   Team Members on-premises and Team Members online services (cloud) license are very different and grant access to different capabilities. It is important to understand the differences especially when the customer transitions from on-premises to the online services. ISVs who want to offer additional functionality for Team Members should familiarize themselves with the differences before developing the solution. This underline document helps understanding these differences.

2. **Can additional tables for an ISV solution be used together with a Team Members license?**
   Yes, it is possible to use additional tables for an ISV solution, currently it is allowed to extend the Team Members license with access to 15 additional tables (entities).

Dynamics 365 Team Members

1. **Where can I find more information on the Team Members Grandfathering rights?**
   - Field: Licensing Hub > Grandfathering > Team Members
   - Partner: PartnerSource Business Center (PSBC) > Grandfathering > Team Members

2. **Where can I find more information on Team Members technical enforcement?**
   - Field: Technical enforcement Webinar Deck (2020)
   - Partner: Technical enforcement Webinar Deck (2020)

3. **What is the purpose of the Dynamics 365 Team Members license?**
   The Dynamics 365 Team Members (hereinafter written as Team Members) license enables efficient collaboration across the organization by providing employees with data insights as well as the ability to access a limited set of scenarios related to Dynamics 365 applications.

   Team Members licensed users do not have administrative privileges and can only access specific Dynamics 365 functionality as defined in the Dynamics 365 Licensing Guide

4. **What scenarios are Team Members license designed to address?**
   This license entitles the user to light weight access through designated scenarios built into team member experience. The team members subscription is not intended to access custom application or scenarios not listed in designated scenarios listed below. The Team Members User SL may read Dynamics 365 data from Dynamics 365 applications. Full access to these applications is governed through Dynamics 365 application user subscription, as described above.

   As more Dynamics 365 applications are adopted across an organization, users previously licensed with Team Members subscription would be licensed to some aspects of those additional applications.

5. **Is a Team Members license meant to provide user access to custom, standalone applications?**
   Previously, Team Members licenses were used for custom application development because of a lack of a clear platform licensing options. The Team Members license was not designed to be a platform license, or a full license that would give access to all the platform offerings. Team Members is meant to provide lightweight access to our first-party Dynamics 365 applications with limited customization pertaining to specified Team Members scenarios.

   May 2018, Microsoft Power Apps introduced the option to build model-driven applications, in addition to the existing canvas-driven applications. With this change, Power Apps becomes the platform powering Dynamics 365 and custom applications alike. Therefore, custom applications should be built and licensed using the appropriate Power Apps licenses.

6. **How is the Team Members SKU licensed?**
   Team Members (cloud) is licensed by named user and has a base price of $8/user per month. A named user with a

Team Members license can access all the various Team Members applications. For more details, see the Dynamics 365 Licensing Guide.

7. **Which products/workloads have Team Members license?**
   - Commerce
   - Customer Service
   - Field Service
   - Finance
   - Human Resources
   - Project Operations
   - Sales
   - Supply Chain Management

8. **Are there products that the Team Members SKU do not apply to, and why?**
   Team Members license do not apply to any application that is licensed by organization, rather than by user, such as Dynamics 365 Marketing.

9. **Can Team Members be used as lightweight or read-only access for a custom Power Apps?**
   No, Team Members license are meant for lightweight scenarios with the specified first-party Dynamics 365 applications. However, Team Members do have the ability to read custom entities as part of the first-party Team Members experience.

10. **Is there an updated restricted entity list?**
    An updated list of restricted entities is being worked on. We will communicate an update once we know more.

11. **Will the new Team Members SKU be based on the base and attach license only?**
    No. The new Team Members SKU is independent of changes to the Plan SKUs that were communicated in October 2019. Customers on the Customer Engagement Plan SKU or those on individual app SKUs will be impacted by this change if they have the new Team Members SKU.

Activity vs. Team Members

1. **Can Team Members users approve Purchase Orders?**
   Team Members may approve only what they can create/edit. An Operations – Activity license is required to create, edit and approve purchase orders. More details about which license is required for each action item see Dynamics 365 Licensing Guide Appendix D: Operations - Activity Approval Privileges.

2. **Do Team Members have the right to update inventory based on use rights granted through custom amendments?**
   Team Members use rights will be technically enforced, full user license will be required to update inventory.

3. **Are Operations field service users licensed with Team Members able to update service orders after visiting customers?**
   No, an Activity license is required for Field Service updates to service orders. More details about which license is required for each action item see Dynamics 365 Licensing Guide Appendix D: Operations - Activity Approval Privileges

Cross application licensing - unassigned

Operations - Order Lines

1. **What is Operations - Order Lines?**
   Operations – Order Lines is an add-on SKU that gives customers the option to license indirect access to the Finance, Supply Chain Management, or Commerce applications through integration, automation, external users etc., based on the number of order lines processed by the system.

2. **Currently only 5 types of order lines are counted for the usage. Will the list expand in the future to include more types of order lines?**
   Additional order line types may be added over time as we identify indirect access scenarios not covered by the existing order line types

3. **How can we help customers determine which option is better for them: user-based vs. order-line-based?**
   For indirect access scenarios, customers can choose between the current user-based and the new order-line-based licensing. Customers make the choice depending on which model is more cost effective given their expected usage.

4. **What happens if customers under or over buys Order Lines?**
   Customer usage of order lines is monitored. If customers use more than their entitlement, they will be notified that additional order line entitlement are required to maintain licensing compliance. Customers also have access to the self-service dashboard to monitor their order line usage. They can work with Microsoft account team or partners to purchase additional order line entitlements at any time. Customers may reduce the quantity of order line SKUs on their anniversary.

5. **Are existing online customers able to convert from user-based SKUs to Order Lines SKU?**
   If a customer determines that the Order Lines SKU would be more cost effective than their current user or device licensing, they may reduce their user/device licenses and add the Order Lines SKU, on anniversary/renewal (EA) or renewal (MPSA/CSP).

6. **Is Order Lines available for existing on-premises customers (dual use rights)?**
   Order lines licensing is only available in our cloud offering. On-premises licensing remains unchanged.

7. **How does a customer know if they need to purchase the Order Lines SKU?**
   Order Lines guidelines and licensing requirements can be found in the Dynamics 365 Licensing Guide on the pricing page of the Dynamics 365 website. Customers will have access to their usage report through Dynamics Lifecycle Services.

8. **Is Order Lines SKU applicable for outbound integration?**
   Order lines SKU is not applicable for outbound integration. The operations accounted are Create and Update operations. Additional entity records that are both required to support and are directly referenced by an order line may also be created or updated with the order line.

9. **Do customers buy the Order Lines SKU upfront or after the fact in true-up?**
   Customers need to buy the Order Lines SKU upfront based on their estimated usage.

10. **How do Order Lines apply to Retail where the data is ingested from a 3rd party point of sale (POS) where high volume retail sales are to be ingested into Dynamics 365 from multiple stores?**
    Order lines can be used if it is only updating the supported order line types through OData or DIXF, even if it is retail. In most 3rd party retail scenarios integrations are not through OData or DIXF and as a result, it is currently not supported.

11. **Are customers required to license Reps with Finance, Supply Chain Management, or Commerce (whichever is applicable) and Sales if their product flows from between the applications?**
This is a multiplexing scenario and they do need to be appropriately licensed for the applications that are applicable – that said, this sounds like a scenario that would potentially be a good fit for order lines, so they probably don't need user licensing.

12. **When the customer's information flows between Sales and Commerce applications is the data being checked?**
Yes, as sales information is not supported in Retail, if both are needed, the customer would license Order Lines and Sales.

13. **Is indirect usage of Order Lines, originating from users that are already licensed with USL, tracked and counted against the order line total?**
All lines will be counted as order like SKU lines, it's the method of import which determines what gets counted (e.g. all ODATA and Data entity order line creations, all "creates" through the data entity).

14. **Are external users who indirectly create order lines also tracked and counted if customer opts in to the Order lines model?**
Yes, all indirect qualifying Order Lines are tracked if a customer opts-in to the model.

15. **What if the customer has seasonal business and an only needs Order Lines for the summer months?**
Order Lines limits are enforced annually. For each Order Lines SKU purchased, the customer gets 1.2M Order Lines a year which can be consumed at any point in the year. Partial year subscriptions and subscriptions for fewer than 1.2M Order Lines per year are not available.

Operations Sandbox Tier 1

Monday, October 26, 2020   9:40 AM

1. **Why can't I purchase the 'Sandbox: Develop & Test (Tier 1) Add-on' anymore and how do I get the functionality that was provided by that SKU now?**
   Microsoft is removing the use of Remote Desktop Protocol (RDP) to access environments managed by Microsoft and as a result no additional 'Sandbox: Develop & Test (Tier 1) Add-on' purchases will be permitted after November 1, 2020, as these environments require RDP access.

   Going forward customers will be required to develop using a Cloud Hosted Environment or download a local "Virtual Hard Disk" (VHD) within Lifecycle Services. <u>Cloud Hosted Environments</u> will allow customers to manage the compute, size, and cost of these environments. This infrastructure change will ensure that customers decouple development tools vs operational environments.

2. **What happens to my existing 'Sandbox: Develop & Test (Tier 1) Add-on' environments?**
   Existing 'Sandbox: Develop & Test (Tier 1)' environments are going to be removed per the timeline below:
   - November 1, 2020: Empty 'Sandbox: Develop & Test (Tier 1)' slot in LCS will be removed
   - December 1, 2020: RDP access will be removed for 'Sandbox: Develop & Test (Tier 1)' environments that are managed by Microsoft
   - January 30, 2021: Communication will be sent regarding deallocating and deleting of existing 'Sandbox: Develop & Test (Tier 1)' environments.

   Customers who had access to 'Sandbox: Develop & Test (Tier 1)' environments in the Microsoft Managed subscription as of November 1, 2020 will receive monthly Azure credits for up to 12 months for any add-on's purchased. Customers will also receive monthly Azure credits for the term of their contract for the Tier 1 Sandbox included in the base subscription. The term of the contract is based on how the customer purchased the subscriptions, via Cloud Solution Provider (CSP) or Enterprise Agreement (EA).

3. **Where can I find more information?**
   See this resource <u>web page</u> for more information.