

# Microsoft Dynamics 365 Pricing and Licensing FAQ

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## Contents

- What’s new..... 1
  - Microsoft Dynamics 365 for Marketing..... 1
  - Microsoft Dynamics 365 Business Central.....2
  - Microsoft Dynamics 365 for Sales Professional .....4
- Microsoft Power Apps ..... 8
- Microsoft Relationship Sales solution ..... 8
- Dynamics 365 Licensing Overview ..... 9
- Dynamics 365 Pricing..... 11
- Dynamics 365 Use Rights..... 12
- Dynamics 365 Device Licensing..... 13
- Dynamics 365 Default and additional capacity ..... 14
- Microsoft Dynamics CRM Online capabilities – Marketing, Parature, and Social Engagement..... 15
- PowerApps ..... 17
- Power BI Licensing in Dynamics ..... 17
- Purchasing Dynamics 365 ..... 17
- Dynamics 365 Support Plans ..... 18
- Resources..... 19

# What's new

## What are the net new Dynamics 365 applications being released in Spring 2018?

We have two new applications becoming available in Spring:

- **Microsoft Dynamics 365 for Marketing** is a marketing automation solution for organizations needing more than basic email marketing tools, as a front end for sales, to turn prospects into business relationships. For additional info you can use the assets in Infopedia page such as BDM pitch deck, FAQ, and the availability plan.
- **Microsoft Dynamics 365 Business Central** is the new version of Dynamics 365 for Finance and Operations, Business edition – with full NAV capabilities. Formerly code name "Tenerife," Dynamics 365 Business Central is a comprehensive business management solution connecting people and processes.

## When will Dynamics 365 new applications become available?

The Spring 2018 update of Dynamics 365 will be generally available April 2018.

## Where can I find out more about the Dynamics 365 Roadmap?

Detailed roadmap of features for Dynamics 365 is available here - <https://roadmap.dynamics.com/>

## Microsoft Dynamics 365 for Marketing

### What does Dynamics 365 for Marketing include?

Microsoft Dynamics 365 for Marketing is expected to include email marketing, customer journey management, event management, landing pages, lead management and scoring. For additional details see Dynamics [Hub](#) Infopedia.

### Where is Dynamics 365 for Marketing available?

Dynamics 365 for Marketing currently is available in 11 countries and 8 languages, click [here](#) for details. Please DO NOT order the SKUs outside the listed markets. No change to MDM customers availability. Existing MDM customers, irrespective of country, may transition to Dynamics 365 for Marketing with the transition offers.

### How many contacts are included?

The base package for Marketing includes one instance of the Application module and 10K contacts. Only one base package may be purchased

### What if a customer exceeds the 10K contact limit?

Customers must buy the additional contact pack if they exceed 10K contacts. One unit provides 5K additional contacts so based on the customers contact base, they may purchase multiple units.

### Will Marketing be included in Customer Engagement Plan?

Yes, the Marketing application with 2K entitlement is included if the customer meets the Customer Engagement or Dynamics 365 Plan 10 seat minimum. If the customer wants additional contacts, they will have a SKU to enable the path forward in Q4 FY18. Stay tuned for more information.

### Can Dynamics CRM online customer license Marketing?

Yes, if they are on version CRM Online 9.0 or higher. The offer they license will depend on whether the additional entitlements are required (Microsoft Social Engagement, VOC, etc.).

**What if customer buys the Marketing Application Attach SKU and later meets the plan 10-seat minimum?**

At renewal or anniversary, the customer may perform a true-down, removing the Marketing Application Attach SKU and replacing it with the Marketing Plan Attach SKU. Note that additional contacts may be required as the plan application only include 2K contacts.

**Adobe was positioned as the marketing service for Dynamics 365, with the release of Dynamics 365 for Marketing, will we now compete with Adobe?**

No. We will continue to partner with Adobe. Microsoft sellers should continue to lead with Adobe Marketing cloud when customers need an end to end marketing solution to transform their customer engagement across all stages of the customer lifecycle.

Based upon customer’s disqualification of the Adobe solution, sellers should drive the Dynamics 365 for Marketing for customers looking for marketing solutions as a front end of their sales cycle.

**Can Enterprise customers buy Dynamics 365 for Marketing?**

Yes. Organizations of any size are eligible to purchase Dynamics 365 for Marketing, based on the level of capabilities and capacity they need to meet their specific needs. For MDM customers, please see respective [section](#) in this FAQ document.

## Microsoft Dynamics 365 Business Central

**How will the new Dynamics 365 applications in Spring release support Midsize Businesses?**

Microsoft Dynamics 365 Business Central fits the needs of Midsize Businesses with core business needs. It helps organizations connect their financials, sales, service, and operations. For organizations of any size that have more sophisticated needs, Dynamics 365 offers a variety of applications including Marketing, Sales, Service, Finance, Operations, and Talent.

**How is Dynamics 365 Business Central packaged?**

DYNAMICS 365 BUSINESS CENTRAL	
Business Central	<b>Team Members</b> \$8 <ul style="list-style-type: none"><li>• Read and Approve</li><li>• Run all reports</li><li>• Employee Self Serve</li></ul>
	<b>Essential</b> \$70 <ul style="list-style-type: none"><li>• Invoicing</li><li>• Purchasing</li><li>• Opportunity Management</li><li>• Budgets</li><li>• Finance</li><li>• Fixed Assets</li><li>• Purchasing Order Management</li><li>• Resource Management</li><li>• Workflow</li><li>• Contact Management</li><li>• Simple Inventory</li><li>• Advanced Sales (SO)</li><li>• Advanced Inventory (stock)</li><li>• Distribution</li></ul>
	<b>Premium</b> \$100 <ul style="list-style-type: none"><li>• Service Management</li><li>• Manufacturing</li></ul>

### What is the pricing for Dynamics 365 Business Central users?

All pricing subject to change, please consult price list for actual pricing.

Users	Price
Premium	\$100
Essential	\$70
Team Member	\$8

### Will Dynamics 365 for Finance and Operations, Business edition customers have transition pricing for Dynamics 365 Business Central?

Yes, transition pricing is available for customers renewing into Dynamics 365 for Business Central. All pricing subject to change, please consult price list for actual pricing.

Current License	Dynamics 365 Business Central	Offer Name	Per user per month	Discount
Dynamics 365 Finance and Operations Business edition	Premium \$100	Dynamics 365 Business Central Premium from DPL or Bus Ed (Qualified Offer)	\$60	40%
	Essential \$70	Dynamics 365 Business Central Essential from DPL or Bus Ed (Qualified Offer)	\$42	40%
	Team Members \$8	Dynamics 365 Business Central Team Member from DPL or Bus Ed (Qualified Offer)	\$4.80	40%

### Will customers be allowed to transition from on-premises Dynamics Price List (DPL) solutions to Dynamics 365 Business Central?

Yes, transitions will be allowed. All pricing subject to change, please consult price list for actual pricing.

Current License	Dynamics 365 Business Central	Offer Name	Per user per month	Discount
Dynamics AX Dynamics GP Dynamics NAV Dynamics SL Dynamics POS Dynamics RMS Dynamics C5 Dynamics XAL	Premium \$100	Dynamics 365 Business Central Premium from DPL or Bus Ed (Qualified Offer)	\$60	40%
	Essential \$70	Dynamics 365 Business Central Essential from DPL or Bus Ed (Qualified Offer)	\$42	40%
	Team Members \$8	Dynamics 365 Business Central Team Member from DPL or Bus Ed (Qualified Offer)	\$4.80	40%

### How long will the transition offers be available?

The transition offers will be available until June 30, 2020.

### What is included in the Essential user versus Premium user?

The Premium user has the same functionality as the Essential user with the additional premium capabilities for Customer Management and Manufacturing.

### Can I mix and match Essential and Premium users?

No, user types must be licensed at the organization level.

### Are there any additional add-ons for Dynamics 365 Business Central?

There are currently no add-ons.

### Are sandboxes available for Dynamics 365 Business Central?

Sandboxes are not available for April 2, 2018 launch. More information coming soon!

### **Is there a minimum user requirement?**

No.

### **In which countries will Dynamics 365 Business Central be available?**

Dynamics 365 Business Central will be generally available on April 2, 2018 in 14 countries – United States, Canada, United Kingdom, Denmark, Netherlands, Germany, Spain, Italy, France, Austria, Switzerland, Belgium, Sweden, and Finland.

### **Are there plans to release Dynamics 365 Business Central in locations outside of the 14 launch countries?**

TBD

### **In what channels will Dynamics 365 Business Central be available?**

This is available to customers through partners only in CSP. It will not be sold directly by Microsoft.

### **What happens to Dynamics 365 for Finance and Operations, Business edition?**

Effective April 2, 2018, Dynamics 365 for Finance and Operations, Business edition becomes Dynamics 365 Business Central.

#### New Customers

Effective April 2, 2018, Dynamics 365 Finance and Operations, Business edition SKUs will not be available for new customers.

#### Existing Customers

Effective April 2, 2018 through June 30, 2018, existing Dynamics 365 Finance and Operations, Business edition customers have two options;

1. Add or replace their subscription the new Dynamics 365 Business Central SKUs
2. Add Dynamics 365 Business edition seats or renew their existing Dynamics 365 Business edition SKUs

Effective July 1, 2018, Dynamics 365 Finance and Operations, Business edition SKUs will no longer be available for existing customers, including but not limited to, purchase, renewal, or adding subscriptions.

### **Will quotes based on Dynamics 365 for Finance and Operations, Business edition pricing be honored by Microsoft?**

New customers purchasing after April 1, 2018 will only be able to license Dynamics 365 Business Central. Partner quotes are at partner discretion.

## **Microsoft Dynamics 365 for Sales Professional**

### **What is the new Dynamics 365 for Sales Professional SKU?**

We are introducing a new Professional SKU for Dynamics 365 for Sales, which provides streamlined Sales Force Automation (SFA) for sales teams of any size.

**Dynamics 365 for Sales Professional SKU (new):** Enables sales organizations to manage opportunities, sales planning and performance.

**Dynamics 365 for Sales Enterprise SKU (currently in market):** Allows organizations to go beyond sales force automation, meeting the needs of more complex sales processes. Dynamics 365 for Sales Enterprise provides advanced customization, extensibility and embedded intelligence, in addition to all the functionality available in the Professional SKU.

### Why are you offering this?

Instead of offering separate editions (e.g. "Business edition" and "Enterprise edition"), Dynamics 365 will offer Enterprise and Professional SKUs, so any organization may choose the capabilities and price points based on their specific business requirements.

### What is the pricing for Dynamics 365 for Sales Professional SKU?

Dynamics 365 for Sales Professional will be priced at \$65 per user per month. All pricing subject to change, please consult price list for actual pricing.

Relationship Sales	\$135-\$97
Sales Enterprise	\$95
Sales Professional	\$65
Team Members	\$8

### Is tenant level mix and match allowed when licensing Sales Enterprise and Sales Professional users?

Sales Professional licenses can be mixed and matched. However, users can access only the application they are licensed for. A user with Sales Professional license cannot access an instance with a service they are not licensed for. Therefore, if a user is licensed for Sales Professional, the user is not allowed to access directly or indirectly another instance.

### Do Sales Professional users have access to Sales Enterprise use rights?

The offers are nested. Therefore, the higher license has all rights included in the lower license. For instance, Sales Professional user has all use rights included with Team Member (associated with the Sales Application). Sales Enterprise user has access to Sales Professional instance and use rights associated with Professional and Team Licenses.

### Do Sales Enterprise and Sales 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.

### Can Sales Professional and Customer Service Enterprise be deployed on the same instance?

Yes, Sales Professional and Customer Service Enterprise can be deployed on the same instance. However, the restrictions for Sales Professional continue to apply and the user must only have access to the rights associated with the assigned license.

### Are customers with Sales Professional eligible to purchase the Marketing Application Attach SKU?

Yes, but these users are not entitled the entitlements included with the Dynamics Customer Engagement applications (Microsoft Social Engagement, Voice of Customer for Microsoft Dynamics 365, portals, non-production/production instances, or storage). When purchasing Dynamics 365 for Marketing in combination with Dynamics 365 for Sales Professional, customers should consider the Dynamics 365 for Marketing standalone application, which includes the default entitlements, as it may be more economical.

### Are Sales Professional users able to increase their customizations limits?

No, these customers would need to step-up to Sales Enterprise. These step-up SKUs will be available May 1, 2018.

## Are there any additional add-ons for Dynamics 365 for Sales Professional SKU?

	Dynamics 365 for Sales Enterprise	Dynamics 365 for Sales Professional
Production Instance	1 included	1 included
Non-Production Instance	1 included	NA*
Portal	1 included (5 Enterprise users minimum)	NA*
Dual User Rights	Dynamics 365 (on-premises)	NA
Subscription Licenses	Named users and devices	Named users

\*Additional Non-Production Instance and additional Portal Add-ons available today may be purchased

All included items are per tenant

## In which countries will Dynamics 365 for Sales Professional SKU be available in Spring 2018?

Dynamics 365 for Sales Professional SKU will be available in the same countries as Sales Enterprise SKU.

## In what channels will Dynamics 365 for Sales Professional SKU be available?

The Dynamics 365 for Sales Professional SKU will be available via Enterprise Agreement (EA), Microsoft Products and Services Agreement (MPSA), Cloud Solution Provider (CSP) Program and in Web Direct (MOSP) channel.

## Can I step down from Dynamics 365 for Sales Enterprise SKU to Professional SKU?

In EA/EAS you may reduce the quantity of licenses for the Enterprise SKU and purchase Professional SKUs 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 1-year subscription term to move users from the Enterprise to the Professional SKU.

## Can I step up from Dynamics 365 for Team Members to Dynamics 365 for Sales Professional SKU?

Yes, SKUs and details coming in May 1, 2018.

## What happens to Dynamics 365 SMB offer?

Effective April 1, 2018, Dynamics 365 SMB offer retires:

- New customers: May no longer purchase Dynamics 365 SMB offer SKUs effective April 1, 2018
- Existing customers: May continue to use their SMB offer subscriptions

Customers may renew their subscriptions until 2019, per offer terms. Existing customers may continue to add or reduce seats to their subscriptions, up to the limit of users, according to SMB offer terms. More details about the SMB offer are available in Dynamics Pricing and Licensing [Hub](#) Licensing.

## Will quotes based on Dynamics 365 SMB offer be honored by Microsoft?

New customers purchasing after April 1, 2018 will only be able to license Dynamics 365 offers, including new Dynamics 365 for Sales Professional SKU. Partner quotes are at partner discretion. expertise

### How may Dynamics 365 SMB offer customers transition to Dynamics 365 online SKUs?

Yes, transitions will be allowed. All pricing subject to change, please consult price list for actual pricing.

Current License	Transition License	Customer Needs
Dynamics 365 for Sales \$40	Dynamics 365 Customer Engagement Plan \$115-\$60	Full Sales functionality or other enterprise features
	Dynamics 365 for Sales Enterprise \$95	Advanced sales functionality (goals, hierarchy, et.) or other enterprise features
	Dynamics 365 for Sales Professional \$65	Simple sales and values cases or simple sales only
Dynamics 365 for Sales and Customer Services \$65	Dynamics 365 Customer Engagement Plan \$115-\$60	Full Customer Services or other enterprise features
	Dynamics 365 for Sales Professional \$65	Cases

All pricing subject to change please consult price list for actual pricing

### How may Dynamics CRM online customers transition to Dynamics 365 online SKUs?

Yes, transitions will be allowed. All pricing subject to change, please consult price list for actual pricing.

Current License	Dynamics 365 License	EA No-Level Price	
		Transition Price	Discount
Enterprise \$200	Customer Engagement Plan \$115-\$60		
Professional \$65	Customer Engagement Plan \$115-\$60	\$86	25%
	Sales Enterprise \$95	\$76	20%
	Customer Service \$95	\$76	20%
Basic \$30	Customer Engagement Plan \$115-\$60	\$57	50%
	Sales Professional \$65	\$50	23%
	Customer Service \$95	\$50	47%
Essential \$15	Team Members \$8	\$8	0%
Employee Self Service \$3			

### How may CRM on-premises customer transition to Dynamics 365 online SKUs?

Yes, transitions will be allowed. All pricing subject to change, please consult price list for actual pricing.

Current License	Dynamics 365 License	EA No-Level Price		
		From SA per month	Cloud Add-on per month	Discount
Professional \$31	Customer Engagement Plan \$115	\$69	\$49+SA/EP	40%
Basic \$11	Customer Engagement Plan \$115	\$40	\$33+SA/EP	65%
	Sales Professional \$65	\$35	\$28+SA/EP	46%
	Customer Service \$95	\$35	\$28+SA/EP	63%
Essential \$15	Team Members \$8	\$4.80	\$3.25+SA/EP	40%



# Microsoft Power Apps

## **What is the Common Data Service and what role does it play with Dynamics 365?**

The Common Data Service is an application platform and database that uses the Common Data Model to define standard business entities spanning both business process (Dynamics 365) and productivity (Office 365). The standardization and consistency of schema enables partners to build innovative applications and to automate business processes spanning the entire business process spectrum with confidence their solutions can be easily deployed and used across Microsoft's entire customer base.

## **What new features are being added to the Common Data Service**

CDS is getting a major upgrade with new capabilities that include support for server side logic, business process modeling and new security capabilities. Sales, Marketing and Customer Service data will now be natively available in CDS without the need for data sync. CDS will also support multiple workloads running on a single instance, for example, Sales, Marketing, Customer Service and PowerApps could all run on a single CDS instance.

## **What new features are being added to PowerApps?**

In addition to the existing canvas application style, PowerApps makers will now be able to create a new model driven application based on entity forms, business process and server-side logic. Model driven apps will be familiar to anyone that has ever customized Dynamics 365.

## **Is PowerApps the new development platform for Dynamics 365?**

Yes. This is noteworthy. Using PowerApps as the development platform for Dynamics 365 is a key strategic decision for us as we build PowerApps out to be a single platform that stretches Dynamics 365 and Office 365. The investments in enabling the creation of Model Driven apps from within PowerApps and updates to the customization experience in Sales are the first steps in realizing this vision.

## **Is xRM going away?**

No, the xRM platform is not going away, but going forward the platform for Sales, Marketing and Customer Service will be referred to as the Common Data Service, and we are making significant engineering investments in performance, stability and adding new features to the Common Data Service.

# Microsoft Relationship Sales solution

## **What is included in the Microsoft Relationship Sales solution?**

Microsoft Relationships Sales solution includes Dynamics 365 for Sales Enterprise and LinkedIn Sales Navigator Enterprise edition. A list of features included with Dynamics 365 for Sales Enterprise can be found [here](#) and a list of features included with LinkedIn Sales Navigator, Enterprise edition can be found [here](#).

## **Will Microsoft Relationship Sales solution users get Case Management?**

On 4/1 any offer that includes Sales Application will get Case management included as part of the use rights.

## **How long is this offer valid for?**

This promotional offer of Microsoft Relationship Sales solution, which include Dynamics 365 for Sales, Enterprise edition, and LinkedIn Sales Navigator, Enterprise edition, will be available from July 1, 2017 through June 30, 2018.

### **In what channels is Microsoft Relationship Sales solution available?**

Microsoft Relationship Sales solution is available to transact only through Enterprise Agreement (EA).

### **Do customers receive discount when licensing Microsoft Relationship Sales solution?**

Discounting is not allowed for Microsoft Relationship Sales solution. The EA price waterfall will also not apply for Microsoft Relationship Sales solution.

### **How do existing Dynamics 365 for Sales customers take advantage of this new offering?**

Existing Dynamics 365 Sales application customers may replace Dynamics 365 for Sales seats with Microsoft Relationship Sales at the EA anniversary date. Sales Navigator add-on to Sales application offering is available to support customers already licensed for Dynamics 365 for Sales and needing Sales Navigator functionality.

### **Are Microsoft Relationship Sales solution users allowed to add Sales Navigator to Plan 1 if needed?**

Sales Navigator add-on to Plan 1 offering is available to support customers needing full Plan 1 and Sales Navigator functionality.

### **What is the difference between the two Add-On SKUs for Team and Enterprise?**

The two add-on SKUs represent the two possible Sales Navigator plans that can be added on to Plan 1, Enterprise (offering more functionality) and Teams (less functionality).

### **How are the Add-on SKUs transacted?**

Add-on SKUs are available in Lead Status in the EA. Those licenses require an amendment and therefore require LSS support. MSFT field does not get paid on the add-on. Therefore, it should only be used in situations where a customer needs Customer Engagement Plan, in which case the Microsoft Relationship solution SKU is not an option.

## Dynamics 365 Licensing Overview

### **How is Dynamics 365 licensed?**

Dynamics 365 simplifies licensing of business applications. The primary licensing is by named user subscription. The Dynamics 365 user subscriptions classify users into two types. One user type is a "full user" and the other is a "additional user".

Full users are the users whose work requires use of the feature rich business applications functionality. Examples of full users are sales people, customer service representatives, finance employees, controllers and supply chain managers. These users have also been referred to in the past as Pro users or Power Users. These full users are licensed with a Dynamics 365 Plan, or Dynamics 365 application subscription (not including Dynamics 365 for Talent).

Additional users often represent a large percentage of users in an organization and may consume data or reports from line of business systems, complete light tasks like time or expense entry and HR record updates or be heavier users of the system, but not require full user capabilities. These other users are licensed with Microsoft Dynamics 365 for Team Members, Microsoft Dynamics 365 for Operations Activity or Microsoft Dynamics 365 for Talent subscriptions.

There is also device licensing available for shared device scenarios. [\(See below for Device Licensing FAQs\)](#)

### **What are Dynamics 365 Plan subscriptions?**

With one single user subscription, a Plan subscription is the most cost-effective option to provide ultimate flexibility for a user to have access to any Dynamics 365 functionality to get their job done. Plan

subscriptions provide users rights to use functionality across any of the respective Plan applications as well as use of Microsoft PowerApps, the mobile application platform service.

### **What are Dynamics 365 Application subscriptions?**

Application subscriptions are named user subscriptions where a user is licensed only for one individual application. This is largely how business applications have traditionally been licensed. Application subscriptions also include use rights to PowerApps for mobile application creation and use against Dynamics 365 data. Dynamics 365 includes the following applications: PowerApps, Dynamics 365 for Sales, Dynamics 365 for Field Service, Dynamics 365 for Customer Service, Dynamics 365 for Project Service Automation, Dynamics 365 for Finance and Operations, Dynamics 365 for Retail and Dynamics 365 for Talent.

### **What is Dynamics 365 for Team Members subscription?**

The Microsoft Dynamics 365 for Team Members subscription is a named user subscription designed for users who are not tied to a particular function, but who require basic Dynamics 365 functionality. This license includes read access as well as some write access for select light tasks across all Dynamics 365 applications for a given tenant. As a result, as more Dynamics 365 applications are adopted across an organization, any user previously licensed with Team Members subscription would be licensed already to access those additional applications.

The Team Members SL user may access Dynamics 365 data from Dynamics 365 for Unified Operations Plan and Dynamics 365 Customer Engagement Plan Applications. Note, at least one Full user must be assigned to the tenant to administer and configure the service. A Plan subscription is the most cost-effective option to provide ultimate flexibility for a user to administer and configure more than one Dynamics 365 application.

### **Can I purchase a combination of Plan, Applications, and or Dynamics 365 for Team Member subscriptions as part of my Dynamics solution?**

Yes, the subscriptions are at the user level and having users with different needs is in fact the most likely scenario. Some users will benefit from plan subscriptions, while others need just one application subscription, and many other users would benefit from Dynamics 365 for Team Members subscriptions.

### **To buy an Application or a Plan subscription, do you first need the user to have a Dynamics 365 for Team Members subscription?**

No. Application and Plan subscriptions do not require Dynamics 365 for Team Members subscriptions. Application and Plan subscriptions include the Dynamics 365 for Team Members use rights to help reduce need to "double license" users.

### **To use the Dynamics 365 for Team Members subscription, do you first need to purchase an Application or Plan subscription?**

Yes. Dynamics 365 for Team Members do need to purchase an application or plan to administer and configure the subscription.

### **What are Dynamics 365 Modular Applications?**

Dynamics 365 Modular Applications allows customers to take advantage of Dynamics 365 Application capabilities in a lighter weight, more targeted solution. Modular applications represent a subset of the capabilities in their respective Dynamics 365 Applications but are fully functional standalone experiences that can also integrate with and extend Microsoft and third-party business applications.

### **What are these Dynamics 365 Modular Applications?**

Two Talent modular applications are available:

- Talent: Attract
- Talent: Onboard

The Talent Attract and Onboard applications are sold individually or together as a discounted bundle. Pricing is per user per month with a one-year minimum commitment and there is no minimum purchase requirement. These applications are only available for direct purchase and are licensed under the Microsoft Online Subscription Program (MOSP).

## Dynamics 365 Pricing

### **What are the prices for Dynamics 365 services?**

The below pricing information is estimated retail pricing. Specific pricing for customers will vary with program and discount level.

The Dynamics 365 SKUs and packaging is intended to provide simplicity and flexibility. First, users only need to be licensed once to get what they need. Second, the Team Members subscription and price point helps enable many more users to participate more easily in business processes. With applications and plans Dynamics 365 provides customers ability to start small and grow over time.

Plan subscription price includes use of all applications contained in the respective plan, dual use rights to any on-premises software where applicable, and PowerApps use across any data type, and Dynamics 365 for Team Members use rights.

The application subscription price includes use of that application, dual use rights of the on-premises software where applicable, PowerApps platform capabilities and common data model for Dynamics 365 data, and the Dynamics 365 for Team Members use rights for light engagement with any other Dynamics 365 application.

The price of the Dynamics 365 for Team Members subscription for other users includes read access to any Dynamics 365 application data, portal, knowledge management, light task management across applications, and PowerApps in application Dynamics 365 data.

Below represents estimated retail pricing (per named user per month). All pricing subject to change please consult price list for actual pricing.

Plans	DYNAMICS 365 PLAN \$210					
	CUSTOMER ENGAGEMENT PLAN \$115-\$60			UNIFIED OPERATIONS PLAN 20 seat min \$190		
Full Users	SALES \$95	CUSTOMER SERVICE \$95	POWERAPPS \$40	RETAIL 20 seat min \$170	FINANCE AND OPERATIONS	POWERAPPS \$40
	MARKETING 2K contacts Included with 10 seats of Customer Engagement Plan	FIELD SERVICE \$95	PROJECT SERVICE AUTOMATION \$95	TALENT 5 seat min \$40	Included with Unified Operations Plan	
Additional Users	TEAM MEMBERS \$8					
	DEVICE 50 seat min \$75					
	ACTIVITY \$50					

### Where can I find Dynamics 365 pricelists?

- EA, VL other: <https://vlpo-prod-web.cloudapp.net/> and MS Explorer
- CSP and Web Direct: <http://commoffertool/> and Partner Center

### Where can I find the SKU mapping for existing customer transition pricing to Dynamics 365?

- Field: <https://microsoft.sharepoint.com/sites/infopedia/pages/layouts/kcdoc.aspx?k=G01KC-1-18561>
- Partners: <https://mbs.microsoft.com/partnersource/northamerica/pricing-ordering/licensing-policies/Dyn365PricingandLicensing>

### Will there be a special price point for users with Office 365, like the Dynamics CRM Online Professional Add-on to O365?

At this time, there will not be a different price point for users purchasing with Office 365.

## Dynamics 365 Use Rights

### Where do I find detailed information about functionality licensed via Applications, Plans, and Dynamics 365 for Team Members subscriptions?

Specific licensing details are available in the in the appendix section of the licensing guide. Additional technical documents will provide functionality specifics.

### Do the Dynamics 365 subscriptions have on-premises use rights?

Dynamics 365 subscriptions with an equivalent on-premise solution include dual use rights allowing use of respective on-premises software. For details on dual use rights, see licensing guide.

### Do I need to purchase a Dynamics AX, Dynamics CRM, or Dynamics 365 server separately to make use of Dual Use Rights?

With Microsoft Dynamics 365 the server license is included with the SLs. For the Unified Operations Plan and applicable Unified Operations applications, this is the Microsoft Dynamics 365 for Operations Server and for the Customer Engagement Plan Business Applications this is the Microsoft Dynamics 365 On-premises Server. Customers may use downgrade rights to deploy an earlier version of a server, however,

for Microsoft Dynamics 365 for Operations Server, downgrade rights are limited to Dynamics AX 2012 R3 Server. Licenses for all supporting servers (e.g., Windows Server and CAL(s)) must be obtained separately.

#### **Are there any changes in the multiplexing licensing terms?**

There are no changes to multiplexing terms. Multiplexing refers to the use of hardware or software that a customer uses to pool connections, reroute information, or reduce the number of devices or users that directly access or use the Microsoft Dynamics 365 service. Multiplexing does NOT reduce the number of SLs of any type required to access the Microsoft Dynamics 365 service. Any user or device that accesses the Microsoft Dynamics 365 service—whether directly or indirectly—must be properly licensed.

The Dynamics 365 for Team Members subscription is intended to simplify licensing of multiplexing scenarios by allowing users to be licensed just once with read access and light write access to any Dynamics 365 application. The Dynamics 365 Plans are ideal for users who may, through multiplexing, create or change data in multiple Dynamics 365 services.

#### **Are there any changes in the definition of internal or external users and license requirements?**

There are no changes to the definition of internal users or the related licensing requirements.

#### **Are there a minimum number of users required for the Dynamics 365 subscriptions?**

Dynamics 365 Plan and the Unified Operations Plan have a minimum seat requirement of 20 users. Dynamics 365 for Retail has a minimum seat requirement of 20 users and Dynamics 365 for Talent has a minimum seat requirement of 5 users.

No minimums apply for commercial customers for Dynamics 365 Customer Engagement Plan and Dynamics 365 Customer Engagement Plan applications or Dynamics 365 for Team Members. Microsoft Relationship Sales requires a minimum of 10 seats.

Minimums may apply for non-profit or academic customers.

## Dynamics 365 Device Licensing

#### **Are device licenses available as part of the Dynamics 365?**

There are four device licenses available:

1. Dynamics 365 for Operations device
2. Dynamics 365 for Sales device
3. Dynamics 365 for Field Service device
4. Dynamics 365 for Customer Service device

#### **When is a device subscription more appropriate than a user subscription?**

A device subscription supports shared device scenarios where many individuals access the service using the same device. If a user accesses the service using more than one device, license with a user subscription. The User subscription is a named user so that user can use any device without the need any additional license.

Dynamics 365 for Customer Engagement applications device license allows any number of individuals to access the service using the same device, logging in through a shared device ID such as kiosk1@microsoft.com. Accessing via shared device means the user will not be individually tracked or auditable. Thus, this will make more sense for customers who don't need to track a particular user, or who are in a scenario with shared equipment.

With Dynamics 365 for Operations Device subscriptions, any number of individuals to access the service using the same device, logging in through a shared device with individual user IDs.

## **Do Dynamics 365 for Sales, Dynamics 365 for Customer Service, Dynamics 365 for Field Service, and Dynamics 365 for Operations device subscriptions have different use rights than the equivalent user subscriptions?**

With the Dynamics 365 for Sales, Dynamics 365 for Customer Service and Dynamics 365 for Field Service device licenses, multiple users can access the application through a shared device login. The use rights are equal to the that of the User SL, except that access is limited to only the licensed device.

Note there is no Dynamics 365 Customer Engagement Plan device license.

With the Dynamics 365 for Operations Device license, multiple users can access through a device to operate a point of sale device, shop floor device, warehouse device or store manager device. Dynamics 365 for Operations Device SL use rights are also available to Dynamics 365 for Operations Activity users.

For more detailed information refer to the Microsoft Dynamics Licensing Guide.

## **Are there device-based Plan(s) subscriptions?**

No, there is no device-based licensing for plans.

# Dynamics 365 Default and additional capacity

## **How many production instances are included?**

The Customer Engagement Plan Business Application subscriptions offer one production instance per tenant, shared across all Customer Engagement Plan Business Applications. Each Dynamics 365 for Unified Operations Plan subscription offers one production instance per tenant.

## **Are non-production instances included?**

The Customer Engagement Plan Business Application subscriptions offer one non-production instance per tenant, shared across all Customer Engagement Plan Business Applications.

The Dynamics 365 for Unified Operations Plan and Dynamics 365 for Retail Application will come with one Sandbox Tier 1 and one Sandbox Tier 2 environment per customer. Additional non-production instances can be purchased.

## **Is portal included?**

One portal is included with any Dynamics 365 Customer Engagement Plan Business Application subscription, per tenant, shared across all Customer Engagement Plan Business Applications. A Customer Engagement Plan Business Application subscription is required to administer and configure the portal. Each portal may only be associated with one instance.

Starting August 1, 2017, access to the first included portal for the tenant, customers are required to purchase a minimum of 5 Full User licenses of Dynamics 365 Customer Engagement Plan, stand-alone Dynamics 365 Applications (Sales, Customer Service, Field Service or Project Service Automation) or a combination. Existing customers will not be impacted with this change until renewal. New customers who need to purchase less than 5 users, may purchase the Portal "Add-on" (see "Microsoft Dynamics 365 Add-ons section" below). Please note: Team Member Licenses will not contribute to the minimum user requirement.

## **What type of file storage is included?**

Each Dynamics 365 for Unified Operations Plan or Dynamics 365 for Retail application customer will receive 100 GB of file/Azure Binary Large Objects (BLOBs) cloud storage for files and binary data. Additional file storage if required can be purchased separately.

The Dynamics 365 Customer Engagement Plan applications do not include any file storage.

### **How much database storage is provided by default?**

The tenant for Customer Engagement Plan Business Application subscriptions includes by default 10 GB database storage as long as at least one instance of the tenant is on v8.2. Additional storage capacity is granted at no charge as an organization increases the number of full users and is accrued at the rate of 5GB for every 20 full users.

The tenant for the Dynamics 365 for Unified Operations Plan and Dynamics 365 for Retail Application subscriptions includes by default 10 GB database storage. Additional storage capacity is granted at no charge as an organization increases the number of full users and is accrued at the rate of 5GB for every 20 Dynamics 365 for Unified Operations Plan, Dynamics 365 Plan or Dynamics 365 for Retail users.

The Customer Engagement Plan applications storage and the Dynamics 365 for Unified Operations Plan storage are not shared.

### **Do I get this default storage if I am still on Dynamics CRM Online, or Microsoft Dynamics AX?**

Only Dynamics 365 licenses will accrue with the above storage allocation. Dynamics CRM Online or Microsoft Dynamics AX (online) licenses will continue to accrue storage at their existing rates.

### **What type of add-ons are available for Dynamics 365 Customer Engagement Plan Applications?**

There are several infrastructure add-ons such as Production and non-production instances, additional portals and incremental database storage. In addition, there are two consumption add-ons for Dynamics 365 Customer Engagement Plan Applications: additional social posts and additional portal page views.

### **What type of add-ons are available for the Dynamics 365 for Unified Operations Applications?**

There are five non-production environments that will vary by the type of testing that can be provided, for example Sandbox 1 is a developer instance, Sandbox 2 and 3 are for Acceptance testing and Sandbox 4 and 5 are for Performance testing. In addition to the non-production instances we will also have add-ons for storage both Database and File Storage.

Dynamics 365 for Finance and Operations and Dynamics 365 for Retail sandbox and database storage add-ons are not compatible with Talent. Additional instances cannot be added at this time, but file and database storage can be extended by purchasing additional storage through the PowerApps subscription that is included with the Dynamics 365 for Talent SKU.

## Microsoft Dynamics CRM Online capabilities – Marketing, Parature, and Social Engagement

### **Are Microsoft Dynamics Marketing, Social Engagement, and Parature part of Dynamics 365?**

Microsoft Social Engagement Enterprise functionality will no longer be available stand-alone but is included within each of the Dynamics 365 Customer Engagement Plans and the Dynamics 365 Customer Engagement Plan business applications. Microsoft Dynamics Marketing, Microsoft Parature, and Microsoft Dynamics Marketing Sales Collaboration will not be part of the Dynamics 365 service.

### **What do I do if I used to purchase Microsoft Dynamics Marketing (MDM)?**

Microsoft Dynamics Marketing was not included in the Microsoft Dynamics 365 solution set and is no longer sold to new customers as of November 1, 2016. We continue to innovate and will be releasing Microsoft Dynamics 365 for Marketing.



- The price of existing MDM SKUs was reduced to \$0 in October 2017
- Customers who prepaid any portion of their subscription fee will be provided a prorated credit for the period between the MDM SKU being reduced to \$0 and the earlier of their anniversary or renewal date
- Effective February 1, 2018, Microsoft Dynamics 365 for Marketing application will be available to MDM customers via lead status SKUs
- MDM customers have until May 15, 2018 to take advantage of this transition offer
- The base package includes 10K contacts and is \$0 per organization. If the customer has more than 10K contacts they will need to purchase the appropriate number of Additional Contacts per organization

Lead Status Offer	Lead Status Offer Name	Definition	Contacts	Price
KEU-00001	Dyn365EforMktg ShrdSvr ALNG SubsVL MVL MDMTTrnstnOnly	Base Application Package	10K	\$0
KEW-00001	Dyn365EforMktgAddlCntcts ShrdSvr ALNG SubsVL MVL	Additional Contacts	5K	\$250

For more information and FAQ, refer to [Microsoft Dynamics Marketing Infopedia resource page](#).

### What do I do if I used to purchase Microsoft Social Engagement licenses?

Microsoft Social Engagement, sold standalone at \$125 per user was retired. The full functionality of this service is included in the Dynamics 365 for Sales, Customer Service, Field Service, and Project Service Automation licenses, at \$95, or in the plan licenses. Customers purchasing Microsoft Social Engagement should purchase these offers at renewal.

### What happens to Microsoft Parature?

Parature, from Microsoft (Parature) is no longer available to new customers as of November 1, 2016. We continue to innovate and invest heavily in Dynamics 365 for Customer Service, and to transition the capabilities of Parature to Dynamics 365 for Customer Service.

- The cost of their existing Parature SKU was reduced to \$0
- Customers who prepaid any portion of their subscription fee will be provided a prorated credit for the period between Parature SKU being reduced to \$0 and the earlier of their anniversary or renewal date
- A Dynamics 365 for Customer Service 50% off promo SKU is available for all customers
- The transition offer is valid for the remainder of their agreement

Promo Offer SKU	Lead Status Offer SKU Name	Type	Price
DDW-00016	Dyn365EForCustmrSrv ShrdSvr ALNG SubsVL MVL Promo PerDvc Parature	Device	\$70.32
DDW-00017	Dyn365EForCustmrSrv ShrdSvr ALNG SubsVL MVL Promo PerUsr Parature	User	\$46.07

For more information and answers to common questions please refer to [Parature EOL FAQ](#) and [migration support portal](#).

# PowerApps

## **Which PowerApps capabilities are included with Dynamics 365 applications and Plans?**

PowerApps and Microsoft Flow capabilities are included in all the Dynamics 365 applications and Team Members subscriptions so that users can create, modify and use mobile applications based on Dynamics 365 data. Dynamics 365 Plans include PowerApps P2, which provides users full create and run capabilities across data sources including the ability to model business data in the Common Data Model (CDM).

## **My users have PowerApps and Flow use rights via Dynamics applications. When would I need to also license them with standalone P1 or P2 licenses?**

Dynamics applications include PowerApps and Flow use rights that are limited to the data sources associated with these services plus the 'standard connectors' for common cloud services. If you need users to run applications that access data outside this scope (ex. Salesforce, the Common Data Model, SAP, etc.) these users will need a PowerApps P1 license. If you need users to run applications that access data outside the scope of Dynamics applications and need the ability to model business data in the Common Data Model or perform administrative tasks such as viewing usage and setting policy they will need a PowerApps P2 license which is also included in the Dynamics 365 Plans.

## **Is it possible to license what has in the past been referred to as XRM (Dynamics CRM Online) or Dynamics AX native extensibility?**

The Dynamics 365 applications will continue to provide their native extensibility within the application itself. That extensibility can be licensed by licensing the applications for those users. For scenarios that bring together data across applications, PowerApps is the extensibility solution and is available in the applications, plans, and can be purchased separately.

# Power BI Licensing in Dynamics

## **What are the Power BI rights included with Dynamics 365 for Unified Operations and Dynamics 365 Plan?**

Dynamics 365 for Unified Operations and Dynamics 365 Plan users are not provided with any standalone or general-purpose Power BI license or use rights. Customers who require Power BI Pro will need to license and pay for it separately.

Dynamics 365 for Unified Operations Plan and applications may embed Power BI content within the service User Interfaces. This is simply a product feature, and no Power BI licensing is required to access this content.

## **What are the Power BI rights included with Dynamics 365 Customer Engagement Plan?**

Dynamics 365 Customer Engagement Plan and Customer Engagement Plan Business Application subscriptions include an option to embed Power BI content as a product feature but require users to subscribe to Power BI (free user or Power BI Pro depending on content) separately to configure access to this content. See Power BI FAQ for more details.

# Purchasing Dynamics 365

## **When and which geographies will Dynamics 365 be available?**

For Country, language, and localization availability for Dynamics 365 please refer to the Microsoft Dynamics 365 International Availability [deck](#).

### **In which licensing programs will the Dynamics 365 be available?**

The Dynamics 365 is available via Enterprise Agreement (EA), Microsoft Products and Services Agreement (MPSA), and the Cloud Solution Provider (CSP) Program. In addition,

- Dynamics 365 Customer Engagement Plan and Dynamics 365 Customer Engagement Plan applications is also available through the Direct (MOSP) channel
- Dynamics 365 Plan, Dynamics 365 for Unified Operations Plan, and Dynamics 365 for Unified Operations Plan applications are not available via Direct (MOSP) channel.
- Dynamics 365 is not available in Open. Customers purchasing in those channels should work with their partners to purchase via the CSP Program. Guidance on moving from Open to the CSP program is available for Partners here: <http://aka.ms/prepaidtocspguidance>

### **Is it possible to license Dynamics 365 cloud services via the Dynamics Price List?**

No, Dynamics 365 applications are NOT available on the Dynamics Price List.

### **Is Government and Academic pricing available?**

Government and Academic pricing is available on most offers in most channels.

### **Is Nos-Profit pricing available?**

Non-profit pricing is available on Dynamics 365 Customer Engagement Plan and Dynamics 365 Customer Engagement Plan applications in the web-direct channel. The Unified Operations applications and Dynamics 365 Plan are not available for charity pricing.

### **Is Dynamics 365 available in the United States Government Community Cloud (GCC)?**

Only Dynamics 365 Customer Engagement Plan and Dynamics 365 Customer Engagement Plan applications are available in GCC. However, all features of these licenses may not be available.

## Dynamics 365 Support Plans

### **Are there basic support benefits included with a subscription?**

Yes. For customers who have purchased through MOSP and Volume Licensing channels, basic technical break/fix support is included for customers, with a response time of next business day, during local business hours only.

### **What other support options are available to customers directly from Microsoft?**

Customers purchasing through MOSP and Volume Licensing have the following options:

- Enhanced Support
- Professional Direct Support
- Premier Support

More information about the support options available to customers is [here](#).

### **If a customer purchases through a Cloud Solution Provider (CSP) partner, what are the support options available to them?**

Support for customers who purchase through a CSP Partner is provided through the partner. More information on the support requirements for the Cloud Solution Provider Program is [here](#).

### **What if the customer already has a Premier agreement within their organization and they purchase through a CSP Partner? Can they still get direct support from Microsoft?**

Yes. If your customer has a Premier contract, the customer may use their Premier contract to contact Microsoft directly for support. The CSP Partner is obligated to provide support to the customer for their IP.

# Resources

## What additional licensing materials are available?

The documents that are specific to Dynamics 365 are:

- Microsoft Dynamics Offer Term Sheets (Field [link](#)) (Partner [link](#))
- Microsoft Product Terms ([link](#))
- Microsoft Online Services Terms (OST) ([link](#))
- Microsoft Service Level Agreements for Microsoft Online Services (SLA) ([link](#))
- Microsoft Dynamics 365 Enterprise edition Licensing Guide (Field [link](#)) (Partner [link](#))
- Microsoft Dynamics 365 Business edition Licensing Guide (Field [link](#)) (Partner [link](#))
- Microsoft Dynamics 365 (on-premises) Enterprise edition Licensing Guide (Field [link](#)) (Partner [link](#))
- Microsoft Dynamics 365 for Operations on-premises, Enterprise edition Licensing Guide (Field [link](#)) (Partner [link](#))
- Microsoft Dynamics 365 Existing Customer Transition Guide (Field [link](#)) (Partner [link](#))
- Microsoft Dynamics 365 Existing customer Transition Toolkit (Field [link](#)) (Partner [link](#))

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