

Microsoft Technology for Social Impact (TSI) Dynamics 365 Sales Enterprise Grant Sunset

Frequently Asked Questions for Nonprofit Partners

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**Please direct any media inquiries regarding the Dynamics 365 Sales Enterprise Grant Sunset to:
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Summary

Ten years after we launched the first Office 365 Nonprofit cloud grant for the nonprofit sector, Microsoft Philanthropies remains committed to doubling the number of nonprofits that we support with the Microsoft Cloud. To ensure that we're maximizing the number of nonprofits that we can support with granted technology, we're refreshing our grant strategy and updating our grant portfolio with these changes:

- **Our Dynamics 365 Sales Enterprise grants will no longer be available.** If customers currently have a grant for Dynamics 365 Sales Enterprise, at their next subscription renewal, the subscription will automatically expire unless the customer moves to a different Dynamics 365 Sales Enterprise SKU.
- **Customers are encouraged to move to the current Dynamics 365 Sales Enterprise discounted offer as soon as possible to avoid disruption and data loss.**

Dynamics 365 Grant Sunset FAQs

Q: What happens if the customer takes no action before the subscription renewal?

Customers that do not change their current grant subscription of Dynamics 365 Sales Enterprise before their renewal date will have their subscription move into an expired state. For 90 days after expiration, customer administrators can access subscription data for export purposes, but users will no longer have access to Dynamics 365 Sales Enterprise services or data. After the 90-day period, the limited access will be revoked, and the data deleted.

Q: Wasn't this grant going to be retired on October 1 and customers moved to a discounted offer?

We retired the Dynamics 365 Sales Enterprise grant to stop automatic renewals for the legacy grant at the time of the customer's next subscription renewal on or after October 1, 2023. Unfortunately, due to a bug in the catalog system, some customers were able to renew the retired Dynamics 365 Sales Enterprise grant offer instead of being transitioned to the current Dynamics 365 Sales Enterprise discounted offer. To successfully retire this legacy grant offer, Microsoft will be updating all active subscriptions of the Dynamics 365 Sales Enterprise grant offer to turn off auto-renewal. Any customers that renewed the grant between October 1, 2023, and December 18, 2023, will be allowed to continue the legacy grant and will have until the end of their new subscription period to transition to a different offer.

Q: These granted licenses are critical for my customer's operations. Can customers get an exception/special grant of licenses?

We are unable to provide an extension or special grant for Dynamics 365 Sales Enterprise, and the subscription will expire at the customer's next renewal.

Q: Can I downgrade a customer's Dynamics 365 Sales Enterprise licenses to the cheaper Dynamics 365 Sale Professional licenses?

Yes, customers can [move from Sales Enterprise to Professional](#).

However, please be advised Dynamics 365 Sales Professional is targeted at organizations that have simpler needs and do not require full capabilities. See the page about the [different Dynamics 365 Sales offerings](#) for more information.

Q: Why is Microsoft ending this grant when Salesforce still offers 10 free subscriptions?

Microsoft Philanthropies is committed to doubling the number of nonprofits that we support with the Microsoft Cloud. Microsoft Philanthropies regularly assess our grant portfolio to ensure alignment between philanthropic goals and program sustainability. To ensure we are maximizing the number of nonprofits that we can support with granted technology, we are refreshing our grant strategy and updating our grant portfolio to sunset the Dynamics 365 Sales Enterprise grant.