Microsoft Cloud for Nonprofit Business Model Evolution

Frequently Asked Questions for Nonprofit Partners

Last updated November 30, 2023

Please direct any media inquiries regarding the Evolving the Microsoft Cloud for Nonprofit subscription and packaging model to: rapidresponse@we-worldwide.com

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Summary

What's changing?

- The Microsoft Cloud for Nonprofit Basic Add-On is being renamed to "Fundraising and Engagement" across all audience price lists; excluding Government customers.
- Capabilities and benefits that were previously gated behind the Standard P1 and P2 Paid plans for Charity, Academic, and Corporate agreements will now be available for no additional cost within the renamed "Fundraising and Engagement" offer. This includes:
    - Constituent Marketing Journeys
    - Program Impact Dashboard
    - Technical support, including unlimited 24/7 access to technical resources.
- Microsoft Cloud for Nonprofit Standard P1 and P2 for Charity, Academic, and corporate agreements will be flagged as "End of Sale" and no longer available for new customer purchase.
- The prices for Government customers remain the same.

When will the changes take place?

- The above changes will be reflected on the public price list beginning January 1, 2024.

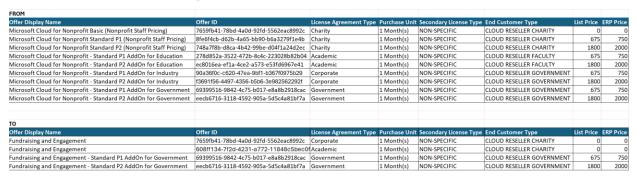### When will Microsoft disclose this change externally?

- Microsoft does not broadly announce price changes.
- Our website (Microsoft.com/nonprofit) and all marketing content will reflect the Fundraising and Engagement SKU as of January 1, 2024.

When can I disclose this to customers?

- Partners can discuss with Customers after December 1st if preparing for a new or renewing contract.

Microsoft Cloud for Nonprofit Industry Cloud Subscription and Packaging Model update

1. What will the offer changes look like on the CSP Price List?

FROM

Offer Display Name	Offer ID	License Agreement Type	Purchase Unit	Secondary License Type	End Customer Type	List Price	ERP Price
Microsoft Cloud for Nonprofit Basic (Nonprofit Staff Pricing)	7659fb41-78bd-4a0d-92fd-5562eac8992c	Charity	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER CHARITY	0	0
Microsoft Cloud for Nonprofit Standard P1 (Nonprofit Staff Pricing)	8fe6f4cb-d62b-4a65-bb90-b6a3279f1e4b	Charity	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER CHARITY	675	750
Microsoft Cloud for Nonprofit Standard P2 (Nonprofit Staff Pricing)	748a7f8b-d8ca-4b42-99be-d04f1a24d2ec	Charity	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER CHARITY	1800	2000
Microsoft Cloud for Nonprofit - Standard P1 AddOn for Education	278d852a-3522-472b-8c4c-223028b82b04	Academic	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER FACULTY	675	750
Microsoft Cloud for Nonprofit - Standard P2 AddOn for Education	ec8016ea-ef1a-4ce2-a573-e53fd6967e41	Academic	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER FACULTY	1800	2000
Microsoft Cloud for Nonprofit - Standard P1 AddOn for Industry	90a36f0c-c620-47ea-9bf1-b367f0975b29	Corporate	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER GOVERNMENT	675	750
Microsoft Cloud for Nonprofit - Standard P2 AddOn for Industry	f3691f56-4497-4356-b5b6-3e982562292f	Corporate	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER GOVERNMENT	1800	2000
Microsoft Cloud for Nonprofit - Standard P1 AddOn for Government	69399516-9842-4c75-b017-e8a8b2918cac	Government	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER GOVERNMENT	675	750
Microsoft Cloud for Nonprofit - Standard P2 AddOn for Government	eecb6716-3118-4592-905a-5d5c4a81bf7a	Government	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER GOVERNMENT	1800	2000

TO

Offer Display Name	Offer ID	License Agreement Type	Purchase Unit	Secondary License Type	End Customer Type	List Price	ERP Price
Fundraising and Engagement	7659fb41-78bd-4a0d-92fd-5562eac8992c	Corporate	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER CHARITY	0	0
Fundraising and Engagement	608ff134-7f2d-4231-a772-11848c5bec0f	Academic	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER CHARITY	0	0
Fundraising and Engagement - Standard P1 AddOn for Government	69399516-9842-4c75-b017-e8a8b2918cac	Government	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER GOVERNMENT	675	750
Fundraising and Engagement - Standard P2 AddOn for Government	eecb6716-3118-4592-905a-5d5c4a81bf7a	Government	1 Month(s)	NON-SPECIFIC	CLOUD RESELLER GOVERNMENT	1800	2000

Note: The "Corporate" License Agreement Type will work in a nonprofit tenant. Since the offer ID and price are the same across Corporate, Academic, and Charity only one Offer needs to exist vs one per audience.

2. Do Microsoft Cloud for Nonprofit Basic Customers need to do anything?

- No, no action is required.

3. What happens to existing Microsoft Cloud for Nonprofit Standard P1 and P2 customers transacting through Direct or CSP?

- Existing customers will be able to adopt this new packaging model starting at their next billing period. The existing Cloud for Nonprofit Standard P1 and Standard P2 Offers will be flagged as "end of sale" and not available to renew, therefore customers will need to proactively add the "Fundraising and Engagement" offer to continue using the solution at no cost.
- On CSP, customers should work with their Partner to do this.
- On Direct, here are the steps Customers should take:
  1. "Purchase" the Fundraising and Engagement $0 subscription through the Microsoft 365 admin center.
  2. Confirm the licenses are present in your tenant.
  3. Replace the licenses, by selecting all of your users with a Microsoft Cloud for Nonprofit Standard P1 or P2 license and choose to replace these users' licenses with Fundraising and Engagement.
  4. Select your Microsoft Cloud for Nonprofit Standard P1 or P2 subscription and choose to cancel the subscription.
  5. More guidance about how to manually change Microsoft licenses can be found in this support article: Change Microsoft 365 for business plans manually | Microsoft Learn

4. How will customers and partners access Industry IP?

- Customers and Partners will continue to obtain the Fundraising and Engagement license (which has a $0 cost) similar to how they previously procured Microsoft Cloud for Nonprofit.
- They will then download solutions from Solution Center.

5. Does this mean all customers with the new Fundraising and Engagement license have access to Microsoft Technical Support, which was previously only available to Standard Plan 1 and Plan 2 customers?

- Yes. Customers can submit technical support requests through the standard processes, as noted here. Get Help + Support in Power Platform - Power Platform | Microsoft Learn.

Our Commitment and Learn More

1. Does this packaging model evolution change our commitment to Microsoft Cloud for Nonprofit?

- No, this decision is solely focused on aligning to company strategy and optimizing our packaging to accelerate adoption for our customers and partners. We are committed to Microsoft Industry Clouds and will continue to invest in the Industry Cloud Intellectual Property (IP), product roadmap, and life cycle commitments.

2. Where can I learn more about the July announcement for the other Industry Clouds? Empowering your business: The latest from Microsoft Cloud for Industry - Microsoft Industry Blogs