



December 07, 2023

Dear Valued Partner:

As we previously shared in our community posts from [July 2023](#) and [September 2023](#), we updated our grant portfolio to sunset the Dynamics 365 Sales Enterprise grant. We notified customers through direct communication and requested that Partners prepare their nonprofit customers to transition to a different offer.

**Unfortunately, due to a bug in the catalog system, customers have been 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 legacy grant after October 1, 2023, will be allowed to continue on the legacy grant and will have until the end of their new subscription period to transition to a different offer.

Customers that do not migrate to a new subscription for Dynamics 365 Sales Enterprise before their next 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 the Dynamics 365 Sales Enterprise services or data.
- After the 90-day period, the limited access will be revoked, and the data deleted.

Customers are encouraged to move to the current Dynamics 365 Sales Enterprise discounted offer as soon as possible to avoid disruption and data loss.

**CALL to ACTION:** Please proactively reach out to your nonprofit customers to support their move to a different SKU and to assist them in any technology needs they may have.