

Licensing Dynamics 365 Commerce

Dynamics 365 Commerce unifies the back-office, in-store, call center, and e-commerce experiences to personalize customer engagement, increase employee productivity, and optimize store operations.

Dynamics 365 Commerce licensing overview

Commerce

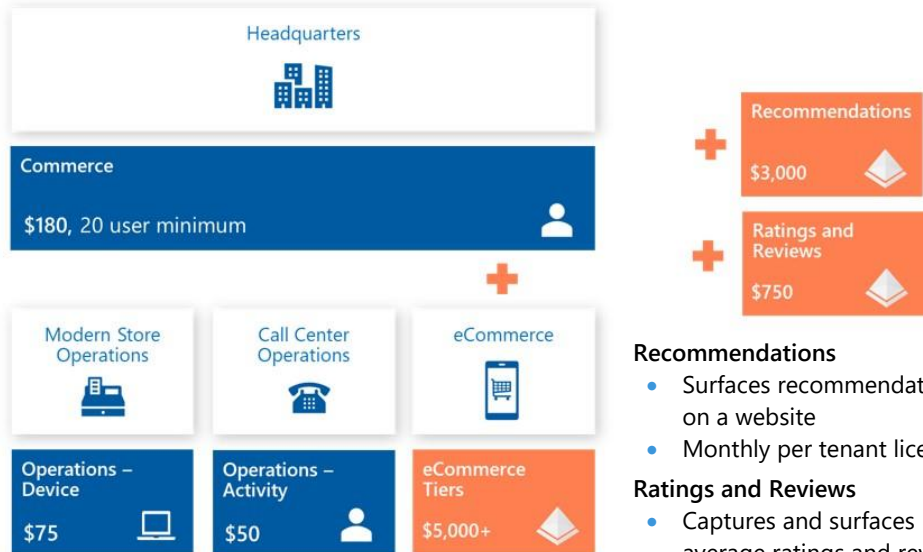
- Used to license the users at the head office of a retail operation

Operations – Device

- Used to license devices in stores
- Allows multiple users to use a licensed device to operate a point-of-sale device, shop floor device, warehouse device, or store manager device

Operations – Activity

- Used to license call center staff
- Includes the functionality in the Operations – Device license as well as functionality related to warehousing, receiving, shipping, orders, vendor maintenance, and budgets



Recommendations

- Surfaces recommendations on a website
- Monthly per tenant license

Ratings and Reviews

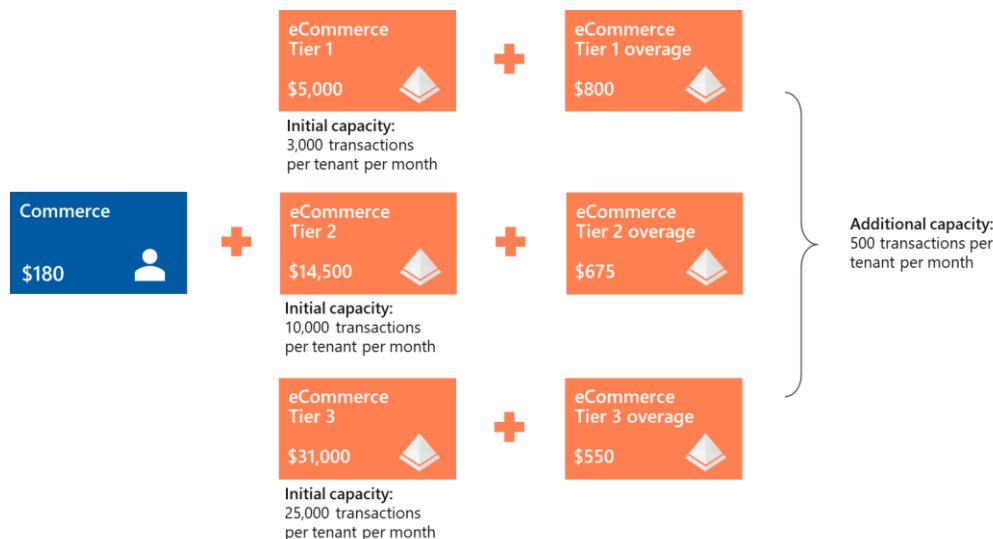
- Captures and surfaces average ratings and review information across a website
- Monthly per tenant license

eCommerce Tiers

- Used to license eCommerce transactions
- See below for further details

Licenses in orange have the Commerce licenses as a pre-requisite

Dynamic 365 eCommerce Tiers



Licensing eCommerce transactions

The Dynamics 365 eCommerce solution is licensed based on the expected number of e-commerce transactions in a year. Customers estimate the total annual transactions and then divide by 12 to calculate what they should purchase each month.

They then choose an eCommerce Tier with the closest number of included transactions, and add overage SKUs as required. Note that Tier 1 overage SKUs must be added to an eCommerce Tier 1 license etc.

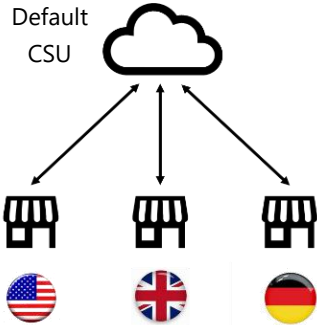
For example: a customer who expects 10,000 transactions for each of the first 3 months, 5,000 transactions for each of the next 6 months, and 4,000 transactions for each of the final 3 months, has an annual estimate of 72,000 transactions, and a monthly estimate of 6,000 transactions.

They would purchase 1 x eCommerce Tier 1 + 6 x eCommerce Tier 1 overage SKUs each month, licensing the required 6,000 transactions per month.

Dynamics 365 Commerce Scale Units - Cloud

A Default Commerce Scale Unit is provisioned when the minimum Commerce user count is met and:

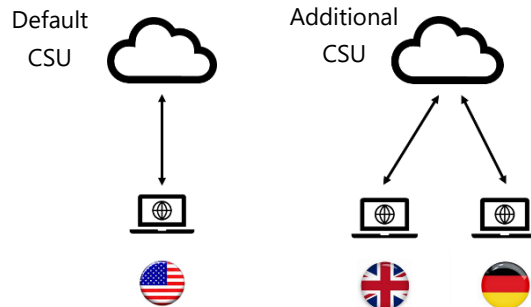
- One or more Operations – Device licenses are purchased, or
- An eCommerce Tier is purchased



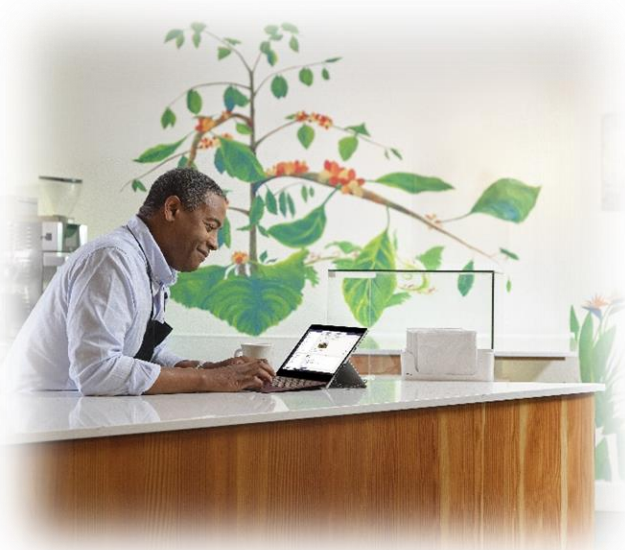
For example: a single Commerce instance supporting all of an organization’s stores



Customers can acquire additional Commerce Scale Units when they want additional cloud environments of the commerce service for co-location, performance, additional redundancy, or customization purposes.



For example: an additional Commerce instance supporting local regulations in Europe



Licensing Dynamics 365 Commerce Scale Units

Additional Commerce Scale Units may only be applied to support eCommerce transactions OR Commerce Devices – a single unit may not support both.

	+	Commerce Scale Unit – Basic \$6,000
		Commerce Scale Unit – Standard \$17,000
		Commerce Scale Unit – Premium \$37,000

Capacity: 3,000 eCommerce transactions OR 65 devices per tenant per month

Capacity: 10,000 eCommerce transactions OR 225 devices per tenant per month

Capacity: 25,000 eCommerce transactions OR 500 devices per tenant per month