

Business Ready Enhancement Plan for Microsoft Dynamics Customer FAQ

The Business Ready Enhancement Plan (hereafter the Enhancement Plan) is a maintenance plan available to customers of Microsoft Dynamics® AX, Microsoft® C5, Microsoft Dynamics® CRM, Microsoft Dynamics® GP, Microsoft Dynamics® Mobile, Microsoft Dynamics® NAV and Microsoft Dynamics® SL worldwide. Designed to maximise the value of your Microsoft Dynamics solution, Business Ready Enhancement Plan will equip you with tools and resources to help you get maximum value and protection for your investment and enhance employee productivity.

This document includes information on the following areas:

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General Information

1. Overview of Business Ready Enhancement Plan

What is the Business Ready Enhancement Plan?

The Business Ready Enhancement Plan is a maintenance plan for Microsoft Dynamics Financial Management and Supply Chain Management customers around the globe. The Enhancement Plan is designed to empower you to realise the full potential every step of the way as you plan, deploy, use, and transition your Microsoft Dynamics solution.

Who can enrol in the Enhancement Plan?

The Enhancement Plan is available to new and existing customers with the following products or previous versions:

- Microsoft Dynamics AX
- Microsoft Dynamics CRM
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics SL
- Microsoft C5

Why should I enrol in the Enhancement Plan?

The Enhancement Plan will help you with support, tools, and resources, maximise your solution value, protect your investment, and enhance employee productivity. For more details on the benefits, please see the following sections.

How is the Enhancement Plan related to Deluxe Support Services or other service offerings such as Business Ready Advantage Plan or Business Ready Advantage Plus?

The Enhancement Plan is the foundation for all other Microsoft Dynamics customer service plans. Your enrolment in the Enhancement Plan is required in order to purchase any additional service plans.

Will I benefit from the Enhancement Plan as a CRM customer?

Yes. If you are enrolled in Software Assurance for Microsoft Dynamics CRM, you can take advantage of specific features that are offered as part of the Enhancement Plan. For example, you will receive access to around the clock, unlimited access to E-Learning, training materials, learning plans, and many more.

2. Pricing and Policies

How much does it cost to enrol in the Enhancement Plan?

Please contact your partner for a quote for enrolment in the Enhancement Plan on your Microsoft Dynamics solution.

How long is the validity of Enhancement Plan contracts?

The standard contract length for the Enhancement Plan is 365 days.

Can I purchase a multi-year contract? Do I receive any incentive to do so?

We offer a 3-year enrolment option with discounted price quotes for customers in limited regions. Consult with your Microsoft Certified partner about your possible enrolment in a 3-year enrolment contract.

How can I enrol in the Enhancement Plan? How about renewing?

Please consult with your Microsoft Certified partner to enrol in or renew your Enhancement Plan. Customers in North America can renew your service plan online at CustomerSource.

Do I receive a service contract when I purchase the Enhancement Plan?

Yes. The service agreement will be delivered to you as part of the confirmation e-mail upon enrolment. No signature will be required. Terms and conditions can be found for download on CustomerSource.

Is the first year of Enhancement Plan enrolment mandatory?

Yes. Microsoft requires enrolment in the Enhancement Plan upon purchase of your licence during our first year with your Microsoft Dynamics solution. Enrolment requirements may vary by country. Enrolment begins on the date Microsoft invoices you and your Microsoft partner for the Enhancement Plan.

I used to be on the Enhancement Plan and now it has expired. Can I get product upgrades that were released when I was current on the Enhancement Plan?

No. Customers have access to product updates and upgrades for their purchased product during the time of their Enhancement Plan enrolment.

If I agree to enrol in the Enhancement Plan, can I wait to make my payment and still get the benefits?

No. Customers must have paid for the Enhancement Plan in order to receive benefits such as product releases and CustomerSource access.

3. Re-Enrolment Pricing and Policies

I have allowed my Enhancement Plan to lapse, and now I'd like to re-enrol. How much does it cost to re-enrol in the Enhancement Plan?

For a quote on your re-enrolment, please contact your Microsoft Partner.

When calculating my re-enrolment price, do I base my re-enrolment on the current list price or Protected List Price from when I was enrolled in the Enhancement Plan?

Your re-enrolment will be based on the current list price at the time of re-enrolment. Protected List Price feature is valid only as long as you remain current on the Enhancement Plan.

What is the grace period?

You have a grace period of 30 days from the date your Enhancement Plan expires to renew your Enhancement Plan. If you renew during this period, your re-enrolment fee will be waived. However, any order placed during the last three days of the grace period may be subject to re-enrolment pricing.

Who should I contact if I have questions regarding re-enrolment in the Enhancement Plan?

Please consult with your Microsoft Certified partner.

Benefits of the Enhancement Plan

4. Overview of the Benefits

What are some of the benefits of enrolling in the Enhancement Plan?

Some of the key benefits of the Enhancement Plan are:

- CustomerSource (See section 5)
 - Up-to-date information on your Microsoft Dynamics product and services
 - Unlimited access to online training and certification information
 - Downloadable training materials and learning plans
 - Access to the technical support Knowledge Base and newsgroups
- Microsoft Support Lifecycle Policy (See section 6)
- Protected List Price (See section 7)
- Transition Investment Credit (See section 8)
- Additional Modules, Licences, and Systems (See section 9)

Please refer to the following sections as they describe each benefit with more details.

How long are the benefits granted to me?

The benefits of the Enhancement Plan are granted for as long as you are enrolled and remain current on the Enhancement Plan.

Is customer feedback incorporated into the Enhancement Plan?

Yes. Microsoft welcomes and values the voices of the customers as they help bring improvements to the products and services we provide.

<https://mbs.microsoft.com/partnersource/resources/services/serviceplans/enhancementprogram/customercommunication/PLPpolicies.htm>

Can I take advantage of the Enhancement Plan right away?

When you enrol in the Enhancement Plan, you will receive a confirmation e-mail that contains instructions on how to access CustomerSource. CustomerSource will serve as the gateway to access many of the benefits including online training, Knowledge Base, product downloads, and much more.

5. CustomerSource

What is CustomerSource?

CustomerSource is a password-protected website available to customers who are current in the Enhancement Plan. CustomerSource provides resources and self-support tools that help improve your productivity with your Microsoft Dynamics business management solutions.

What are some of the features of CustomerSource?

Your access to CustomerSource will provide you with:

- Up-to-date information on your Microsoft Dynamics product and services
- Unlimited access to online training and certification information
- Downloadable training materials and learning plans
- Access to the technical support Knowledge Base and newsgroups
- And much more

Is CustomerSource only available in English?

Is the information relevant to where my company does business?

CustomerSource is available in 33 local-language country/region sites in 23 languages. In addition, anyone with access to CustomerSource can view the Global English site for each Microsoft Dynamics product line.

The local sites offer the most relevant information for each country. You can set your site preference and language preference by going to My Account in CustomerSource.

Do I have to be enrolled in the Enhancement Plan to get access to CustomerSource?

Yes. CustomerSource access is provided only to customers who remain current on the Enhancement Plan. To view the demo and learn even more about CustomerSource, please visit http://www.microsoft.com/dynamics/customersource_article.msp.

6. Support Lifecycle Policy

What is the Support Lifecycle Policy for Microsoft Dynamics?

Support Lifecycle Policy provides you with clear and predictable support information for all Microsoft products including your Microsoft Dynamics solution. With this policy, you can plan more effectively for your future software requirements based on long-term awareness of the support cycle for Microsoft products.

How long am I protected by Support Lifecycle Policy?

For customers current on Enhancement, Microsoft will offer a minimum of five years of mainstream support from the date of a product's general availability. Mainstream support includes:

- Security updates
- Hotfixes
- Tax and regulatory releases
- Access to online product information and Knowledge Base

Extended Support will be available for selected Microsoft Dynamics products, providing a minimum of 10 years of support from Microsoft.

Information regarding end of support timelines and extended support is available online for included Microsoft Business Solutions products on the [Microsoft Support Lifecycle](#) Web site. For your convenience, support end-dates for products released prior to the Support Lifecycle policy effective date are also listed on this site.

For customers enrolled in the Enhancement Plan, Microsoft offers a 5-year minimum mainstream support for all Microsoft Dynamics products released in 2005 and later. Mainstream support includes:

- Security updates
- Hotfixes
- Tax and regulatory releases
- Access to online product information and Knowledge Base

How can I find out the Support Lifecycle Policy of my Microsoft Dynamics solution?

Visit the Select a Product for Lifecycle Information site (products listed by Product Family) or the Support Lifecycle Index site (products listed alphabetically) to find the support timelines for your solution. If the product is not listed, check for Lifecycle information on the Additional Products page and/or the Obsolete Products page. Click here: [Support Lifecycle](#).

7. Protected List Price

What is Protected List Price?

Protected List Price is established by Microsoft by recording the recommended system list price at the time of your Microsoft Dynamics Licence purchase. This list price is protected and becomes the basis upon which your future Enhancement Plan renewals are calculated.

What benefits will Protected List Price bring to me?

Protected List Price allows you to budget more predictably for your Enhancement Plan renewal year after year. Protected List Price will only change if you conduct an activity outlined in the policies, so the renewal amount can be predicted based on your actions.

To view Protected List Price policies, go to:

<https://mbs.microsoft.com/customersource/productservices/service/enhancement/plppolicies.htm>.

8. Transition Investment Credit

General Information

What is Transition Investment Credit? How do I benefit from it?

Transition Investment Credit gives you the flexibility and security in your Microsoft Dynamics solution choice; should your needs change, you have access to any of the other Microsoft Dynamics solutions that will best fit your new needs.

You may make any of the following types of transitions:

- **Product Line Transition:**
Any move from one product line code base to a different product line code base
- **Edition Transition:**
Any edition change within the same product line and licensing model
- **Licence Model Transitions:**
Any move from Module Based Licensing model to the Business Ready Licensing mode, remaining within the same product line

You can also apply your Microsoft Dynamics licence credit within a product family, from one package to another (Standard to Professional), if using the same packaging method.

Do I need to enrol in the Enhancement Plan after I make a move?

Yes. Regardless of the type of transition, you are required to take out a 1-year enrolment in the Enhancement Plan after the transition.

If I have extra credit, can I use the balance to purchase additional functionality?

Yes. If the credit amount you receive from the current Licence the entire cost of the transition, you may use the balance towards more functionality and/or users at the time of transition. However, the balance cannot be:

- Refunded
- Reserved for future Licence purchases
- Used for Enhancement Plan, support, training, or any other service offering

How often can I make a transition?

You are allowed to make one transition, as long as you are current on the Enhancement Plan, every 12 months.

Will my remaining credit on support or training be carried over to my next solution?

Yes. Regardless of the type of transition, your credit for any support and/or training value remaining on the current plan will be applicable to any service offering plan for your next solution at the time of transition.

If I make a move, does my Enhancement Plan transfer over to the next product or version too?

How is my credit calculated?

Yes. The Enhancement Plan credit will be prorated based on the value of the Enhancement Plan amount and the number of days remaining on your Enhancement Plan. Your Microsoft Partner can provide you with a quote on how much credit you will receive upon your move.

Can I use the credit I received for my support to purchase additional functionality?

No. Your credit from support and/or training can be applied only to your new Enhancement Plan, new support, and/or training at the time of transition.

Product Line Transition and Edition Transition

Who is eligible to make a Product Line Transition and/or Edition Transition?

In order to make a Product Line Transition and/or Edition transition, you will need to currently license one of the following products:

- Microsoft Dynamics AX
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics SL
- Microsoft C5

In addition, your enrolment in the Enhancement Plan on the product must be current.

How much is the Enhancement Plan going to be for my new product or version?

The Enhancement Plan on your new solution or version will be calculated off the new licence suggested list price. It will use the Enhancement Plan percentage for the new product line or edition. Please contact your Microsoft Partner for a quote.

Licence Model Transition

Who is eligible to make a licence model transition?

The licence model transition policy applies to customers on Module Based Licensing on the following products:

- Microsoft Dynamics AX
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics SL

Customers of the above products also need to:

- Be enrolled and remain current on the Enhancement Plan
- Be on the most current version of the product

In addition, if your transition involves Microsoft Dynamics AX or Microsoft Dynamics NAV, the following add-ons must be upgraded prior to the transition in order for them to work with the latest version:

- The Industry Builder modules for Microsoft Dynamics AX
- The Microsoft Dynamics NAV Add-ons

How much is the Enhancement Plan going to be for the Business Ready Licensing?

When you make a Licence Model Transition, your Enhancement Plan percentage will be 16% of the system list price. This percentage is subject to change upon notice.

Will my current discount rate for volume purchase options be carried over after a Licence Model transition?

Yes. Your rate will apply to additional users, granules, and/or modules. However, the VPO discount cannot be applied to the Licence Model Transition Fee.

Will my Protected List Price apply to Licence Model Transition?

Yes. You will transition to the Business Ready Licensing model at your current Protected List Price value. The Protected List Price used as the basis for calculating the price of the Enhancement Plan will not change.

Is there a fee to make a Licence Model Transition?

Yes. There is a one-time Licence model transition fee. The volume purchase options discount rate cannot be applied to the Licence Model Transition fee.

Will I receive the benefits of the Enhancement Plan if I pay Business Ready Licensing price?

Yes. The packaged approach to Business Ready Licensing automatically gives you more value from the Enhancement Plan. You will receive the functionality included in new product release through Business Ready Licensing as long as you remain current on the Enhancement Plan.

9. Additional Modules, Licences, and Systems

What happens to my Enhancement Plan price if I add a module or user to my solution?

If you are enrolled in an Enhancement Plan and purchase additional functionality or use Licences during the time of your enrolment, the Enhancement Plan covering these additional modules/users will be prorated to the day to match the anniversary date of the rest of your Enhancement Plan for Microsoft Dynamics. Your Microsoft Dynamics Partner can help you with the process and provide you with the quote.

Do I have to be enrolled in the Enhancement Plan to purchase additional modules or system user licences?

Enrolment in the Enhancement Plan is required if you are using one of the following:

- Microsoft Dynamics GP
- Microsoft Dynamics SL

However, enrolment in the Enhancement Plan is not required if you are using one of the following:

- Microsoft Dynamics AX
- Microsoft Dynamics NAV

Can I purchase additional functionality or user Licences for unsupported products?

You may choose to purchase licences for unsupported products. However, by definition, Microsoft will not support these licences. For a list of Microsoft Dynamics products that are currently supported, go to the Support Lifecycle Web site at <http://support.microsoft.com/lifecycle>.

10. Unlimited Online Training

What does unlimited online training access bring to the overall value of the Enhancement Plan?

By opening access to online training, we are making products more familiar and better, preparing customers like you to upgrade your systems. This also removes cost barriers and makes “just in time training” easier for you. Both aspects positively impact end-user productivity and assist managers in using scarce training funds wisely. Microsoft’s goal is to provide training access to more users through the Enhancement Plan.

With unlimited online training available now, why should I go through a Learning Solutions partners for training?

Training is the heart of the Certified Partners for Learning Solutions. Customers will consistently find quality learning with an in-depth understanding of adult learning theories and other important learning issues to deliver on the total training solution. They consistently deliver a quality customer experience:

- Customers benefit from receiving Learning Solutions from a Learning Solutions partner because they provide a single, comprehensive source for affordable training, covering:
 - Product revisions
 - Hands-on experience
 - Specialised expertise addressing real-world scenarios
 - Flexible learning options: instructor led; online (live); online (on demand); mentored customised curriculum development to fit the specific needs of their companies.
- Content delivered by Microsoft Certified Trainers is the cornerstone of the Microsoft Learning Solutions partner training experience. Using Microsoft Learning Products (MLP) and Microsoft Dynamics courseware, Learning Solutions partners adhere to a standard of excellence recognised worldwide.
- Training delivered by proven Microsoft Certified Trainers helps guarantee that customers receive training by qualified Microsoft professionals. The Microsoft Certified Trainers credential ensures trainers have successfully demonstrated to Microsoft that they have:
 - Superior instructional skills
 - Technical competence through premier certification

- Record of satisfaction - 100% satisfaction guarantee: All Learning Solutions partners' offer 100% guarantee of student satisfaction or the students' money will be refunded. As a Learning Solutions partner, this guarantee is a mark of differentiation.
- Quality facilities that include comfortable, state-of-the-art classrooms equipped to maximise the learning experience, attracting qualified, professional Microsoft Certified Trainers to the Learning Solutions partner's training centre

How much online training content is available? How can I access it?

There are hundreds of learning and training material titles; many are offered in multiple languages. The inventory is constantly being updated with new training materials that support new product versions and revisions. This content can be accessed through CustomerSource.

Why isn't instructor-led classroom training included in the Enhancement Plan?

Because instructor-led training is delivered through Microsoft Certified Partners for Learning Solutions and is not purchased directly through Microsoft. Microsoft Certified Partners for Learning Solutions are the only organisations authorised by Microsoft to deliver instructor-led training on Microsoft Products and Technologies. These partners charge a fee for their instructor-led training services.

How do I order printed courseware training manuals?

You can order printed training materials through a Microsoft Certified Partner or a Microsoft Certified Partner for Learning Solutions. To find a Microsoft Certified Partner for learning solutions visit the Microsoft Resource Directory at <http://directory.microsoft.com>.

In what format are the online training materials available? Can I customise the manuals?

The training materials are in PDF format. The materials may be customised by the partners and distributed to the customers.

Contact Information

Where can I send my questions about the Enhancement Plan?

Please contact your Microsoft Certified partner with questions and concerns about your Microsoft Dynamics solution and its support plans or e-mail mbsservo@microsoft.com.