

**FAQ for Nonprofit Offerings in CSP**  
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## Partner Capabilities

### **Do partners need to go through any special certification to sell to nonprofits?**

Partners who sell through CSP can sell nonprofit SKUs to qualified nonprofit organizations. There is no special training or certification needed by a partner. Note, the nonprofit organization needs to qualify for nonprofit pricing and you can find additional details below on who qualifies and what the process is in the 'Nonprofit criteria and eligibility' section below.

### **Do partners need to establish a relationship with the customer in Partner Center to sell to nonprofits?**

Yes. Partners need to complete the relationship request process in Partner Center in order to sell at the nonprofit discount.

### **Is the relationship request process different for nonprofit then for Commercial?**

No, it is the same.

### **Will there be any API changes necessary to place nonprofit orders?**

No, the ordering process will be the same as it is for commercial.

## Nonprofit criteria and eligibility

### **What is the eligibility criteria for a customer to qualify for nonprofit offers?**

Eligibility criteria for nonprofit offers is posted here: <https://www.microsoft.com/en-us/nonprofits/eligibility>. You can share this link externally.

### **What is the process for a customer to qualify for nonprofit offers?**

Customers must be registered with Microsoft and validated as an eligible organization in order to qualify. Registration includes the creation of a Microsoft account with Office 365, which is utilized on the backend to show the nonprofit catalog in Partner Center. If your customer needs to register, please direct the customer to [Get Started \(https://nonprofit.microsoft.com/#/register\)](https://nonprofit.microsoft.com/#/register) to complete registration. Once eligibility validation is complete, the customer will receive an email notification from Microsoft with the validation result. While waiting for validation to complete, the customer can track his/her status in the [Nonprofit Portal](#).

**Is there a detailed walk through of the entire process?**

Yes. Please see the Nonprofit in CSP PowerPoint deck. Current version is titled "Nonprofit in CSP v1.2". [This](#) file should not be shared externally with customers.

**Can I complete registration for a customer?**

No, not currently. We will be working in FY19 to enable the capability for a partner to complete registration on behalf of the customer.

**Does the partner get an email once validation is complete?**

No, not currently. Only the customer receives the auto-notification via email with the validation result. We will be working in FY19 to enable the capability for a partner to complete registration on behalf of the customer, which includes enabling the partner to receive the auto-notification in addition to the customer.

**How do I know if my customer is already qualified or not?**

The partner will need to ask the customer if he/she has already registered with Microsoft directly and has an Office 365 Nonprofit account. If the customer is unsure, you can direct the customer to login to the Nonprofit Portal here: <https://nonprofit.microsoft.com/#/signin>.

- If the customer cannot login, it is highly likely that the customer needs to register. Send customer to [Get Started](#) to register. You should ask the customer to notify you once he/she receives the validation outcome email from Microsoft.
- If the customer can successfully login and see that their eligibility validation is either pending or eligible, the customer has an existing O365 Nonprofit tenant. The partner just needs to establish a relationship with the customer in Partner Center in order to see the nonprofit offers available to the customer.

**My customer has a TechSoup token. Do they still need to register?**

Yes. Having a TechSoup token does not equate to being eligible for Microsoft nonprofit offers. Customers must be registered with Microsoft directly and validated as an eligible organization in order to qualify. Registration includes the creation of a Microsoft account with Office 365, which is utilized on the backend to show the nonprofit catalog in Partner Center.

**How long does it take to receive the eligibility validation result?**

Eligibility validation can take up to 20 business days. That said, typical turnaround times in countries with established charity registrations are 2 to 5 business days.

**Why is the validation process so long? Can I escalate for validation to be completed faster?**

The validation process goes beyond simple review of legal charity registration. To ensure compliance with our eligibility criteria, some components require manual review, which takes time. Also, the validation process can be delayed if our validation partner needs more information to complete validation, reaches out to the customer, and the customer is not timely in responding.

We understand the need for quick turnaround times, and we actively monitor and manage turnaround times with our validation partner. There is not an escalation process to prioritize one validation request over another.

**My customer was deemed ineligible and believes this was a mistake. Can we appeal this validation outcome?**

Yes. The customer can submit an appeal if denied here: [www.techsoup.org/go/microsoft-help](http://www.techsoup.org/go/microsoft-help).

**My customer just received an email stating they are now ineligible. Can Microsoft just change their eligibility validation without advance notice?**

Yes. Microsoft reserves the right to grant or deny an organizations application or participation at any time, for any reason, and to supplement or amend these eligibility guidelines at any time without notice. Selections are made at Microsoft's sole discretion and are not subject to external review. This information is also publicly disclosed on our eligibility page: <https://www.microsoft.com/en-us/nonprofits/eligibility>.

**Are qualified nonprofit organizations sent automatic emails when they lose qualification?**

Yes. Customers will receive an email notification if there is a change in their eligibility status.

**Are qualified nonprofit organizations sent automatic emails when they need to renew their validation?**

Yes. When it is time for a customer's eligibility validation to be re-checked, the customer will receive email notification(s) to take the action required for the re-check.

**If customer loses nonprofit eligibility, what will happen to the customer tenant? Will they need to create a new one for commercial?**

Currently, if the customer loses nonprofit eligibility the charity tag is removed from the tenant. The partner will still be able to access the commercial catalog in Partner Center for that tenant.

## Tenant management

**How does the customer get a tenant for nonprofit offers?**

Customers must be registered with Microsoft and validated as an eligible organization in order to qualify. Registration includes the creation of a Microsoft account with Office 365, which is utilized on the backend to show the nonprofit catalog in Partner Center.

**My customer needs to qualify but registration looks to force the customer to create a new tenant when the customer already has an existing tenant. Can the customer just use his/her existing tenant?**

We are in the process of developing a manual workaround. The process will be documented and distributed by April 16<sup>th</sup>.

**Can I complete the manual workaround for a customer wanting to keep his/her existing tenant?**

No, not currently. We will be working in FY19 to enable the capability for a partner to complete this action on behalf of the customer.

## Nonprofit pricing and offers

**What are the nonprofit offers available in CSP?**

Nonprofit offers include: Office 365, Power BI, EMS, Dynamics 365, M365, and Windows. For a full SKU and price list please refer to your normal pricing channels. Note Dynamics 365 will be available April

11<sup>th</sup>, EMS and Power BI will be available at the end of April, and Microsoft 365 E5 will be available in Q3 CY18.

**How does nonprofit pricing match up with other programs that have nonprofit offerings?**

Nonprofit offers in the CSP channel are priced 10% below Web Direct (MOSP) pricing, allowing for partner margin.

**Will we be able to license volunteers via CSP?**

Volunteers don't qualify for nonprofit /charity pricing in CSP. Volunteers, members and beneficiaries of the nonprofit are NOT eligible for nonprofit licenses and subscriptions. For volunteers, you can utilize discounted volunteer offers available through the Microsoft Enterprise Agreement.

**Is there a nonprofit SKU for Azure?**

Currently we do not have a nonprofit offer available for Azure in CSP. We are working to enable an Azure offer in CSP in FY19. Qualified customers can receive a \$5,000 USD credit for an Azure subscription direct by logging into the [Nonprofit Portal](#) to access the offer. Information on this offer is posted here: <https://www.microsoft.com/en-us/nonprofits/azure>.

**Is there anything in the pipeline for Dynamics 365 Customer Engagement for nonprofit?**

Currently, for March preview, planned for April release, this is the only D365 Customer Engagement plan SKU for NP: Dynamics 365 Ent edition Customer Engagement Plan - Tier 1 (1-99 users).

**How do I purchase refurbished surfaces for a nonprofit? Can I do this through CSP?**

Currently we do not have a nonprofit offer available for hardware in CSP. We are working to enable a hardware offer for partners in FY19. Qualified customers can receive a discount for a Surface hardware direct by logging into the [Nonprofit Portal](#) to access the offer. This offer is available in 10 markets: US, Canada, Australia, United Kingdom, Germany, France, Sweden, Switzerland, Belgium, and the Netherlands. Information on this offer is posted here: <https://www.microsoft.com/en-us/nonprofits/surface>.

**Since the charity priced offer selection is limited compared with the corporate offers selection, it is possible that a non-profit customer may want to purchase some offers at corporate pricing in CSP. Can corporate offers be provisioned on the same charity flagged tenant or would the customer need two tenants in this situation, one for charity & one for commercial?**

Yes, a nonprofit customer can purchase nonprofit offers and corporate offers on the same tenant.