

Pricing Guide: Microsoft Cloud for Retail



Microsoft Cloud for Retail Add-On

\$20k USD *per tenant, per month*



Unified retail templates and workflows



Retail channel churn predictive model*



Retail configurations, customizations, UI, and apps



Cloud Benefits and Trials

Cloud Solution Architects

Solution Architects to enable and accelerate Industry cloud solutions deployment by providing architectural support and technical advisory

Technical support

Less than one-hour response to your most critical cases, available 24x7 from industry specialized technical experts

Only pay for what you don't already own. The Retail Cloud Add-On SKU empowers Unified customer profile with the retail channel churn model, supported by D365 Customer Insights.

Customer Scenarios	D365 Commerce	D365 Connected Spaces	D365 Fraud Protection	Omnichannel for Customer Service	D365 Customer Insights	D365 Marketing	Power Virtual Agent	Promote IQ	Microsoft Advertising	Microsoft Clarity	Azure Cognitive Search	Intelligent Recomm.	Azure Synapse
	Per user	Public Preview	Per transaction	Per user	Per profile (tenant)	Per contact (tenant)	Per session	Ad rev sharing	Pay per click	Free	Metered	Metered	Metered
Unified customer profile					●								
Shopper and operations analytics					●					●			●
Intelligent fraud prevention			●										
Retail media								●					
Intelligent stores		●											
Unified commerce	●										●		
Real-time personalization						●					●	●	
Digital advertising solutions									●				
Seamless Customer Service	●			●			●						

Legend: ● Capability – Product mapping

*For the retail channel churn predictive model, customers in Hong Kong, India, Italy, Mexico, and New Zealand can choose to use a European Union data center.

PCI DSS compliance status for Microsoft Cloud for Retail solution not automatically translate to PCI DSS certification for the services that customers build or host on these platforms. Additionally, Microsoft Cloud for Retail does not offer payment card processing as a service and thus does not use an acquirer. Customers are responsible for ensuring that they achieve compliance with PCI DSS requirements.



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Customer Scenarios	M365 Teams for Frontline Worker	M365 Teams	D365 Commerce	D365 Intelligent Order Mgmt.	D365 Supply Chain Mgmt.	D365 Supply Chain Insights	Viva Connections	Viva Insights	Viva Learning
	Per user	Per user	Per user	Per order line	Per user	(Preview)	Per user	Per user	Per user
Real-time store communications and collaboration	●						●		
Retail workforce management	●								
Process automation and career development							●	●	●
Demand planning and optimization		●			●				
Supply chain visibility		●		●	●	●			
Flexible fulfillment	●		◆	●	●				

● Capability – Product mapping ◆ Recommended



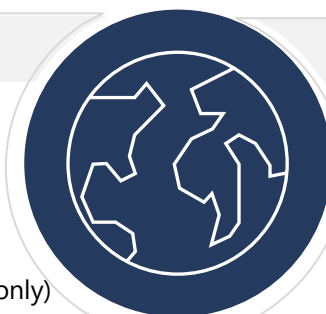
Localization and Regional Availability

Languages

English
Italian
Spanish
Japanese
German (Switzerland only)

Swedish
Dutch
Traditional Chinese
French (Canada only)

Brazilian Portuguese



Available Regions

Australia
Brazil
Canada
Hong Kong
India

Italy
Japan
Mexico
Netherlands
New Zealand

Singapore
Sweden
Switzerland

Prerequisite pricing information

[Microsoft 365](#)[Microsoft Power Platform](#)[Microsoft Dynamics 365](#)[Microsoft Azure](#)

Get started with Microsoft Cloud for Retail Add-On today!

- Contact your sales representative or account team to determine your unique licensing needs.
- For more information about the Microsoft Cloud for Retail, download the datasheet.
- For additional Microsoft Cloud for Retail pricing information, visit: <http://aka.ms/cloudforretail>

Legal notice

The Microsoft Cloud for Retail Add-on Service Specific Terms explains your rights and obligations as well as Microsoft's with respect to regulatory compliance standards for Customer data and Non-Microsoft Product data. The regulatory compliance standards that are applicable to the Microsoft Cloud for Retail Add-On features can be found on the compliance dashboard. You can learn more about Microsoft's commitments to data protection and privacy and the Microsoft Cloud for Retail Add-On by visiting our [Trust Center](#).

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