

# Microsoft Dynamics 365 for Finance and Operations, Business edition

CAPABILITIES GUIDE

# Microsoft Dynamics 365 for Finance and Operations

THE BETTER WAY TO CONNECT YOUR BUSINESS

**Microsoft Dynamics 365 for Finance and Operations** is a business management solution that's connecting people and processes like never before. From day one, it makes ordering, selling, invoicing, and reporting easier and faster. Turn your multiple disconnected systems into one. Boost efficiency with automated tasks and workflows—all from within familiar Office tools like Outlook, Word, and Excel. Get a complete picture of your business and make better business decisions, with built-in intelligence when and where you need it. With your business running in the cloud, it's easy to change and adapt at your own pace without involving IT. Start with what you need, quickly and easily, then be ready for growth.



Financial  
Management



Sales



Purchasing

Microsoft  
Dynamics 365  
for Finance and  
Operations



Inventory  
Management



Project Management

# Microsoft Dynamics 365 for Finance and Operations

## FUNCTIONALITY OVERVIEW



### FINANCIAL MANAGEMENT

- General Ledger
- Account Receivables
- Account Payables
- Budgets
- Account Schedules
- Bank Reconciliation

- Cash Flow Forecast
- Check Writing
- Electronic Payment
- Deferrals
- Fixed Assets



### INVENTORY MANAGEMENT

- Inventory
- Item Substitutions
- Returns and Cancellations

- Alternative Ship-to Addresses
- Shipping Agents
- Drop Shipments
- Non-Stock Items



### SALES

- Sales Invoicing
- Sales Order Management
- Pricing and Discounting
- Contact Management
- Opportunity Management
- Interaction Management

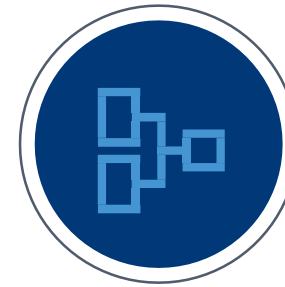
- Sales Tax
- Outlook Client Integration
- Contact Classification
- Mail Logging for MS Exchange
- Dynamics 365 for Sales Integration



### PURCHASING

- Purchase Order Management
- Vendor Management
- Vendor Item Catalog

- Purchase Line Pricing
- Purchase Invoice Discounts
- Purchase Line Discounting



### PROJECT MANAGEMENT

- Job Management
- Capacity Management
- Budgets/Estimates

- Basic Resources



### ADDITIONAL CAPABILITIES

- Multiple Currencies
- Dimensions
- Document Reporting

- Workflow
- Import Online Currency Rate
- PayPal Integration
- Audit Trail
- Document Management, Capture, and OCR
- Outlook Add-in
- Data Migration



## General Ledger

Create your own chart of accounts relevant for your company. Map general ledger accounts to categories personalized to the structure of your financial statements.

- Get reporting with the flexibility to meet both real-time and monthly financial needs
- Set up your G/L, including invoice posting details and actions like additional reporting currency
- Add categories and subcategories to general ledger accounts for easier reporting

## Account Receivables

Apply incoming payments to related customer or vendor ledger entries and close the related sales invoices or purchase credit memos as paid. When all payments are applied, you can reconcile the bank account.

- Perform online reconciliation of bank transactions with bank feed integration
- Choose direct bank feed imports or automated feeds using Yodlee
- Update customer payments automatically based on data from bank information

## Account Payables

Generate vendor payments prioritized by payment discounts and overdue penalties. Export payments directly to a bank file when posting.

- Take advantage of credit terms without missing discounts or incurring penalties
- Pay using purchasing cards, ACH transactions, or checks—including positive pay



## Budgets

Improve your organization's flexibility to develop, modify, and control budgets so you don't get overextended.

- Focus on business performance through better revenue and expense accountability
- Reach goals more quickly with estimating tools that provide income and expense reporting by prospective jobs
- Track budget versus actuals and stop over-spend before it's an issue

## Account Schedules

Use account schedules to define row and column structures, conduct analysis in-page or on screen, and export to Excel to analyze and compare general ledger entries to budget.

- Easily create your own key performance indicators
- Use account schedules to generate charts and graphs on your home page
- Calculate profit margins on departments, product lines, or customer groups

## Bank Reconciliation

Import a bank statement file or feed to quickly register payments. Automatically apply credits to open ledger entries.

- Get real-time bank information from your bank and credit card feeds
- Access accounts from thousands of financial institutions around the world using simplified Yodlee bank feeds
- Quickly identify differences with more frequent reconciliation

# Inventory Management



## Inventory

Perform basic inventory tasks quicker within receiving, selling, and calculating the cost of items.

- Search for items by range of fields, including SKUs, manufacturer's part number, categories, or product attributes
- Manage inventory and sales forecast using Cortana Intelligence, to accurately predict future sales and avoid inventory shortage
- Set up automated reordering based on pre-determined stock levels

## Item Substitutions

Link items with the same or similar features so that if a customer orders an item that is unavailable, you can suggest a substitute item.

- Offer substitute items quickly and avoid lost sales
- Provide extra service to customers by offering cost-effective alternatives
- Create a hierarchy of item categories and assign item attributes to each item category for easy filtering and navigation across related items

## Returns and Cancellations

Post sales credit memos and have visibility to manage customer refunds.

- Reverse and record customer refunds
- Integrate sales, G/L, inventory, and cash disbursement transactions
- Eliminate recalculations for local currency conversions



## Sales Invoicing

Post sales right from Outlook, then email your invoices as PDF attachments that include a PayPal link to expedite payments.

- Minimize data entry by automatically converting quotes to sales invoices when approved
- Prepare quotes in Dynamics 365 for Finance and Operations, then easily create a professional-looking document using Word forms
- Easily correct or cancel a posted sales invoice and satisfy last-minute customer changes

## Sales Order Management

Manage the sales cycle end-to-end, from quote generation to invoicing. Create and manage sales order quotes and sales orders, plus handle invoices for multiple shipments.

- Manage partial shipments more effectively
- Define multiple ship-to and bill-to addresses per customer
- Ship and invoice separately, including direct shipments and direct invoicing

## Pricing and Discounting

Manage special agreements with individual customers and customer groups that include discount structures based on minimum quantities, units of measure, currencies, and time periods.

- Set up invoice discounts for customers based upon defined criteria
- Automatically calculate best unit price by sales line when an order meets specified conditions



## Contact Management

Create contacts and groups to support your business relationships with prospects, customers, and vendors.

- Manage your contacts within Outlook or integrate with Microsoft Dynamics 365 for Sales for deeper contact management capabilities
- Automatically synchronize contacts within Outlook for faster customer communication
- Combine sales and CRM data in one system to target products to specific customers

## Opportunity Management

Prioritize leads based upon revenue potential and opportunities to close throughout the entire sales cycle.

- Drive leads through the sales funnel using your predefined steps
- Generate sales documents within Outlook and respond to prospects faster
- Integrate with Dynamics 365 for Sales for advanced sales management capabilities

## Interaction Management

Set up templates to record, view, and manage customer interactions to improve sales, order fulfillment, marketing, and service calls.

- Get a complete overview of interactions and know current customer status, from email to order to invoice
- Easily set up interaction tracking by entering your credentials into Outlook
- Track interaction costs and determine the most cost-effective way to convert prospects into sales





## Purchase Order Management

Record costs and track accounts payable. Minimize inventory costs and provide better customer service through dynamically updated inventory levels.

- Monitor and control your purchasing process with automated workflows
- Implement approvals for internal controls, preventing unnecessary or fraudulent purchases
- Easily modify a posted purchase invoice in your financial records and record the corrective credit memo for your audit trail

## Vendor Management

Automate tasks for vendors to record your agreements concerning discounts, prices, and payment methods.

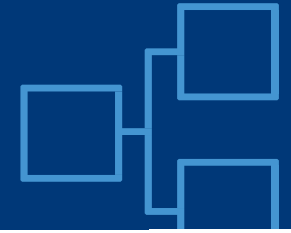
- Record and manage vendor credit terms and pricing
- Easily access agreements concerning discounts, prices, and payment methods to improve profitability

## Vendor Item Catalog

Precisely identify ordered items using vendor numbers linked to your company's internal numbers. Quickly cross-reference information plus access and store universal product codes (UPCs).

- Reduce data duplication by preserving the items list to only internal numbers
- Link multiple vendor numbers to your own internal item catalog
- Designate default vendors to specific items to auto-populate as suggested items

# Project Management



## Job Management

Create, manage, and track customer projects with sophisticated job costing and reporting capabilities.

- Track costs against budgets, sales orders, or quotes to minimize cost overruns
- Estimate time frames more accurately for customers and internal use
- Schedule employees, inventory items, and tasks related to specific jobs

## Capacity Management

Plan capacity and sales, and manage usage statistics and profitability of resources.

- Create your plan in a calendar system with the level of detail and time period you need
- Monitor resource usage and get a complete overview of your capacity for each resource
- Get insight into availability and planned cost on quotes and orders

## Budgets/Estimates

Improve your organization's flexibility to develop, modify, and control budgets to avoid over-expenditure.

- Focus business performance through better revenue and expense accountability
- Reach goals quicker with estimating tools that provide income and expense reporting by prospective jobs
- Track budget versus actuals to avoid over-expenditure

# Additional Capabilities



## Multiple Currency

Manage receivables and payables in the currencies needed, and record G/L transactions in different currencies.

- Be ready for global businesses with automated currency posting, translation, and reporting
- Ease or eliminate the calculations to present invoices and receive payments in local currency
- Allow managers to do business in local languages and currency while managing in a single currency

## Dimensions

Add tags to entries for quicker categorization and analysis, giving you rich analysis of your data.

- Identify where a project, job, location, department, or profit center entry originated
- Report on data the way you need it without the time-consuming chart of accounts
- Eliminate separate general ledger accounts for each department and project

## Document Reporting

Create/edit/modify the report layout in a Microsoft Word document using a WYSIWYG editing experience.

- Start with pre-built templates for basic reports or create custom report layouts
- Create Word reports as templates to use within email body
- Use document layout to select customer-specific templates

# About Microsoft Dynamics 365

TAKE THE NEXT STEP

**Microsoft Dynamics 365** is the next generation of intelligent business applications that enable organizations to grow, evolve, and transform. To help get you up and running quickly, Microsoft Dynamics 365 for Finance and Operations is sold by a network of reselling partners that offers both technical know-how and industry expertise. Whether you prefer a partner located near your business or one with specific industry knowledge, we can help get you started.

Start a free trial of Microsoft Dynamics 365 for Finance and Operations, or contact a Microsoft sales representative to answer your questions or help you locate a partner.

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