

Microsoft Dynamics 365 Business edition

CAPABILITIES GUIDE | May 2018



Microsoft Dynamics 365 Business Central

THE BETTER WAY TO CONNECT YOUR BUSINESS | FUNCTIONALITY OVERVIEW

Microsoft Dynamics 365 Business Central 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

- 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

Financial Management

Manage your financials

Make informed decisions

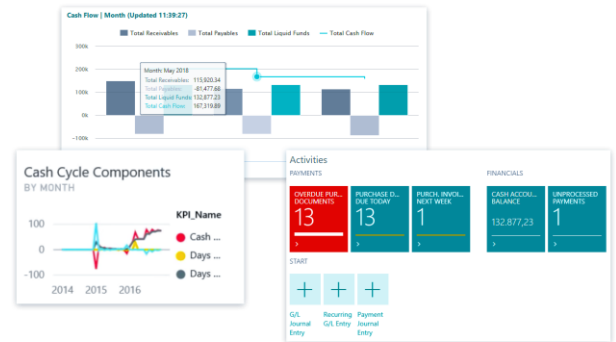
Connect data across accounting, sales, purchasing, inventory, and customer interactions to get an end-to-end view of your business. Chart financial performance in real time with built-in Power BI dashboards.

Accelerate financial close and reporting

Streamline accounts receivables and payables, and automatically reconcile accounts to close and report on financials quickly and accurately, while maintaining compliance.

Improve forecast accuracy

Refine financial forecasts by modeling and analyzing data across multiple dimensions. Customize reports using seamless Microsoft Excel integration.



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



Financial Management

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

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



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



Inventory Management

Automate and secure your supply chain

Optimize inventory levels

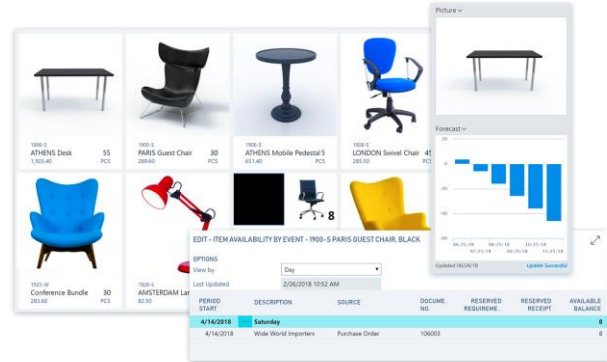
Use built-in intelligence to predict when and what to replenish. Purchase only what you need with dynamically updated inventory levels.

Avoid lost sales and reduce shortages

Maintain the right amount of inventory by automatically calculating stock levels, lead times, and reorder points. Suggest substitutes when requested items are out of stock.

Maximize profitability

Get recommendations on when to pay vendors to use vendor discounts or avoid overdue penalties. Prevent unnecessary or fraudulent purchases through approval workflows.



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

Sell smarter and improve customer service

Deliver value at every touch point

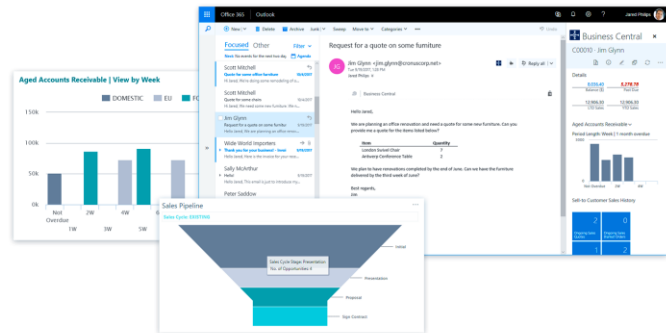
Prioritize sales leads based on revenue potential. Keep track of all customer interactions and get guidance on best upsell, cross-sell, and renewal opportunities throughout your sales cycle.

Boost sales productivity

Accelerate the quote to cash process. Act quickly on sales - related inquiries, manage service requests, and process payments — all from within Outlook.

Maximize profitability

Gain a comprehensive overview of your service tasks, workloads, and employee skills to effectively assign resources and accelerate case resolution.



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

Sales

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

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

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



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



Purchasing

Purchase Order

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



The screenshot displays the Dynamics 365 Business Central interface. The main window is titled "NEW - WAREHOUSE SHIPMENT - SH000005". It shows a "General" tab with fields for No. (SH000005), Location Code (WHTE), Zone Code (SHP), Bin Code (W-09-0001), and Document Status (Open). Below this is a "Lines" table with columns for SOURCE DOCUMENT, SOURCE NO., ITEM NO., and QTY. The table contains three rows of sales orders.

Overlaid on the main window is a smaller window titled "EDIT - ITEM AVAILABILITY BY BOM LEVEL". It has an "OPTION" section with "Item Filter" set to 1000, "Location Filter", and "Demand Date" set to 3/1/2018. There are checkboxes for "Calculated" and "Show Total Availability".

Below the "EDIT" window is a table showing item availability by BOM level:

NO.	DESCRIPTION	WAR.	BO.	QTY. PER PARENT	UNIT OF MEASURE	REPLEN. SYSTEM	AVAILABLE QUANTITY	NEEDED BY DATE
1000	Bicycle			12	PCS	Prod. Order		3/1/2018
1100	Front Wheel			34	PCS	Prod. Order		3/1/2018
1110	Rim			44	PCS	Purchase		2/15/2018
1120	Spokes			55	PCS	Purchase		2/15/2018
1150	Front Hub			100	PCS	Prod. Order		2/15/2018
1151	Axle Front Wheel			25	PCS	Purchase		2/15/2018
1155	Socket Front			67	PCS	Purchase		2/15/2018
1160	Tire			10	PCS	Purchase		2/15/2018
1170	Tube			89	PCS	Purchase		2/15/2018
1200	Back Wheel			50	PCS	Prod. Order		3/1/2018
1110	Rim			46	PCS	Purchase		3/1/2018
1120	Spokes			122	PCS	Purchase		3/1/2018

On the right side of the screenshot, there are two product images: a blue office chair labeled "Swivel Chair 45 PCS" and a yellow office chair labeled "Chair, yellow 100 PCS".

Project Management

Keep projects on time and under budget

Stay on budget

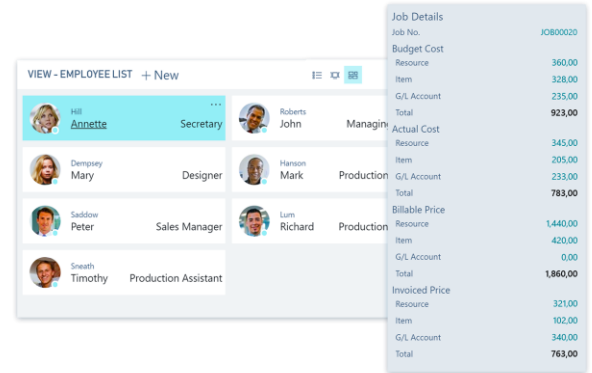
Create, manage, and track customer projects using timesheets along with advanced job costing and reporting capabilities. Develop, modify, and control budgets to ensure project profitability.

Plan with precision

Manage resource levels by planning capacity and sales. Track invoicing for customers against planned costs on orders and quotes.

Analyze project performance

Make effective decisions with real-time insight on project status, profitability, and resource-usage metrics.



The image shows a screenshot of the Dynamics 365 interface. On the left, there is a 'VIEW - EMPLOYEE LIST + New' window displaying a grid of employee cards. Each card includes a profile picture, name, and role. The employees listed are: Annette Hill (Secretary), Mary Dempsey (Designer), Peter Seddow (Sales Manager), Timothy Swath (Production Assistant), John Roberts (Manager), Mark Hanson (Production), and Richard Lum (Production). On the right, a 'Job Details' window is open for Job No. JOB000020. It displays a summary of costs and prices for the job.

Job Details	
Job No.	JOB000020
Budget Cost	
Resource	360.00
Item	328.00
G/L Account	235.00
Total	923.00
Actual Cost	
Resource	345.00
Item	205.00
G/L Account	233.00
Total	783.00
Billable Price	
Resource	1,440.00
Item	420.00
G/L Account	0.00
Total	1,860.00
Invoiced Price	
Resource	321.00
Item	102.00
G/L Account	340.00
Total	763.00

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

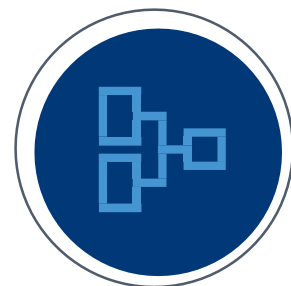
Plan capacity and sales, and manage usage statistics and profitability of resources.

- 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

Optimize your operations

Manage forecasting to fulfillment

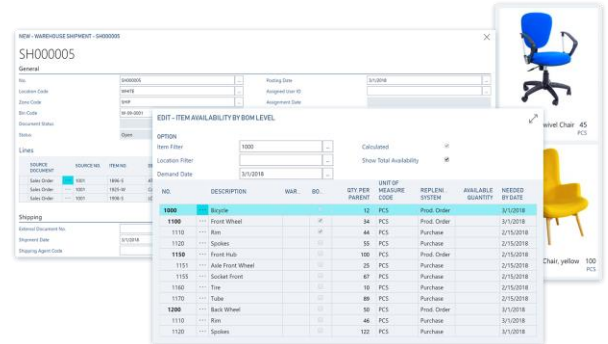
Use sales forecasts and expected stock-outs to automatically generate production plans and create purchase orders.

Run your warehousing efficiently

Get a holistic view of inventory for efficient order fulfillment. Track every item transaction and movement by setting up bins based on warehouse layout and storage unit dimensions.

Reach optimal output levels

Calculate and optimize manufacturing capacity and resources to improve production schedules and meet customer demands.



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.

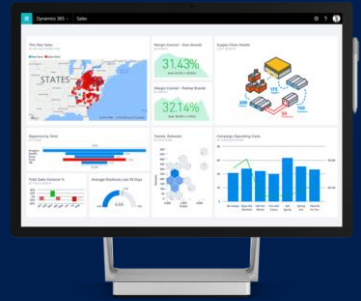
- Identify where a project, job, location, department, or profit center entry originated
- Report on data the way you need it without the time-consuming chart of accounts
- Eliminate separate general ledger accounts for each department and project

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

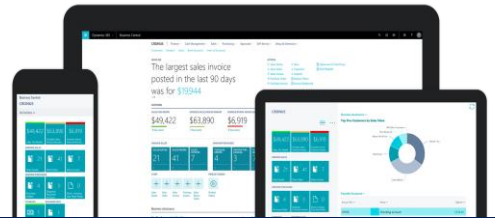




Microsoft Dynamics 365 is the next generation of intelligent business applications that enable organizations to grow, evolve, and transform. To help get you up and running quickly, Microsoft Dynamics 365 Business Central is sold by a network of reselling partners that offers both technical know-how and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

Next Steps

With flexibility at the core of your business, start with what you need now and easily adapt as your business needs change. Learn more about **Dynamics 365 Business Central**, take a test drive of the solutions, and find a partner that fits your business.



A Rewarded Partner you can trust

TMC has completed over 1,500 ERP implementations since it was founded in 1984.

Currently serving over 300 Microsoft Dynamics ERP clients, the TMC team has a combined 500 years of consulting expertise.

TMC has been a Gold Certified Microsoft partner for more than 17 years and in both 2016 & 2017, we were named to the famed INC 5000 Fastest Growing Businesses. In addition, TMC has been a Microsoft President's Club member and included in Bob Scott's & Accounting Today's Top 100 VAR Awards for 8 years running.

We concentrate exclusively on Microsoft Dynamics ERP so you can concentrate on everything else.

TMC specializes in the implementation of financial and business management systems, helping our customers streamline their processes and maximize productivity.

As a Microsoft Gold Partner, we are recognized for exceptional customer service, training and support. Combined with our proactive customer service, we've built our reputation as the premier Microsoft Dynamics Partner in Southern California, while also serving companies nationally and globally.



Technology Management Concepts

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