

Course 80439:

**Introduction in
Microsoft Dynamics® NAV 2013**

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We created this additional Table of Contents to assist you in quickly finding out the areas that are new and, or changed from the Microsoft Dynamics NAV earlier version for this course. These areas are identified with this icon  throughout the training material.

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INTRODUCTION

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Microsoft Dynamics courseware contains labs and quick interactions. These help

Lab

Within the Microsoft Dynamics training materials, you will find labs. These labs are typically offered in two levels to accommodate each student's variety of knowledge and expertise. We suggest that you try the High level steps first. If you need help completing the task, look to the information in the Detailed steps.


High level steps

High levels steps are the most challenging. These steps are designed for the experienced student who requires little instruction to complete the required task.

Detailed steps

Detailed steps are geared toward new users who require detailed instructions and explanations to complete the lab. Detailed steps guide you through the whole task. This includes navigation.

What's New Icon

This training material might include content for new features that is specific to this software version, and to any updated features. To assist in finding the content for the new features, an icon () is placed next to the heading. The icon identifies areas that are new and, or changed from the earlier version. However, it is important to review all content to make sure there is a thorough understanding of this information.

Student Objectives

What do you hope to learn by participating in this course?

List three main objectives here.

1.

2.

3.

MODULE 1: MICROSOFT DYNAMICS NAV 2013 AS AN ERP SYSTEM

Module Overview

To help students understand why Microsoft Dynamics NAV 2013 can be classified as an enterprise resource planning (ERP) system, this module provides an overview of ERP and Microsoft Dynamics NAV 2013.

Objectives

The objectives are:

- Explain the concept of ERP and Microsoft Dynamics NAV 2013.
- Describe the most important features of ERP and Microsoft Dynamics NAV 2013.

ERP System

Common Database

The main objective of enterprise resource planning, or ERP, is to integrate all departments and functions across a company into a single system by using a common database, and so to have only one correct set of data.

One of the challenges that companies face is access to timely and correct information. This is very important in making appropriate business decisions. Frequently, corporate information is located in several databases. For example, records about inventory levels may be found in one database, whereas customer information may be found in its own separate database. Additionally, these databases may be "island systems" (operating independently from one another and having no integration with other databases).

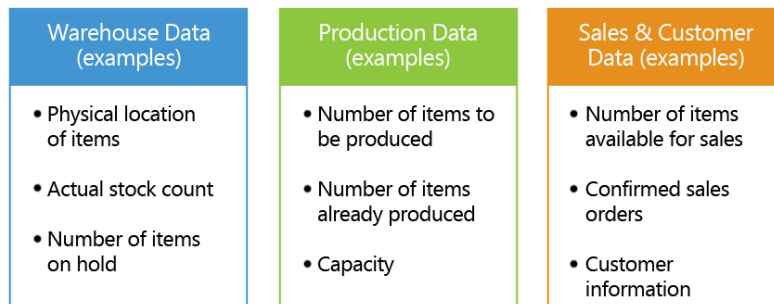


FIGURE 1.1: ISLAND SYSTEMS

As shown in the figure, Island Systems, information about warehousing, production, sales, and customer data is found in several databases across the enterprise. Because this information is not shared, extracting relevant information becomes difficult.

Module 1: Microsoft Dynamics NAV 2013 as an ERP System

For example, John, a customer who usually buys on credit, wants to triple his standard order and have it delivered within the month. Jane, the sales representative, must verify the following to make sure she can comply with the order:

- **Authorization** – Does the sales representative need her manager's approval to approve the order?
- **Credit limit** – How much can the customer order from the company based only on credit?
- **Inventory levels** – Is there enough stock to comply with the order?
- **Shipping** – Can the items be delivered on time?

If the sales representative cannot get this information in a timely manner, she may be unable to close the sale. Or, if she agrees to complete this order without performing the necessary background check, she runs the risk of not meeting the order, and more important, losing a customer.

ERP systems do not have this limitation because all information is found in one common database. For example, even though a warehouse supervisor enters information into the system by using the warehousing module, that information is visible across the enterprise.

Therefore, when a sales representative takes an order from a customer, all information that is required to fulfill that order is immediately available (for example, customer credit history, inventory levels, shipping availability).



FIGURE 1.2: AN ERP SYSTEM

Real Time

Another typical problem is that information entered in a legacy system is frequently not available in real-time. This means that records may be updated only at certain intervals during a period (hour, day, week, or month) usually done as a batch job. The advantage of an ERP system is that as soon as data is entered into the system, it becomes instantly available. The disadvantage is that incorrectly entered data will be seen also. Users must be cautious when they enter data into the system. It is very important that only correct data reside in an ERP system.

Tied to Company's Business Process

With an ERP system, companies can process activity beyond accounting. For example, ERP systems can support distribution, service, and manufacturing. Frequently, an ERP system is configured to match a company's business process. Although companies in a particular industry may share common business processes, each company may have its own certain and specific business processes. Accordingly, an ERP system is modified and configured to meet a company's requirements.

Job Roles and Authorization

Although information in an ERP system is readily available, proper authorization is required. Access to data is frequently determined by one's job role and responsibilities within the organization. For example, a sales order processor is authorized to create, view, and modify sales quotes and orders, but cannot process the sales invoices.

In some cases, authorization to access information in the system may be granted in a time-limited way. For example, a production supervisor may authorize a subordinate to create and release production orders on his behalf while he is away on vacation. This makes sure that data cannot be accessed by unauthorized personnel.

The ERP System

Microsoft Dynamics NAV 2013 is a fully integrated relational database system that lets you enter and maintain financial and other business activities in one place. This includes the following:

- General ledger
- Inventory
- Sales and receivables
- Purchases and payables
- Resources
- Manufacturing
- Jobs
- Service management
- Human resources

Therefore, it is categorized as an enterprise resource planning (ERP) system.

The business functionality is displayed in a graphical user interface that provides the following benefits:

1. All work on the screen is performed in windows.
2. Many windows can be open at the same time.
3. One key stroke or mouse click can choose, select, and execute various functions.

With the application's general functions, you can do the following:

- Organize daily routines
- Locate information quickly
- Manage business information
- Analyze data
- Report information

Getting Help

Microsoft Dynamics NAV 2013 offers the following types of documentation:

- Online Help
- User manuals
- Training material
- Technical white papers
- CustomerSource

Online Help

You can access Online Help directly from the application by pressing F1 or by clicking the **Microsoft Dynamics NAV Help** button. Help is context-sensitive. Therefore, it mainly provides specific functionality information instead of the broad overviews provided in the other types of documentation.

Module 1: Microsoft Dynamics NAV 2013 as an ERP System

The main window of the Help system has tabs for **Contents**, **Index**, **Search**, and **Favorites**.

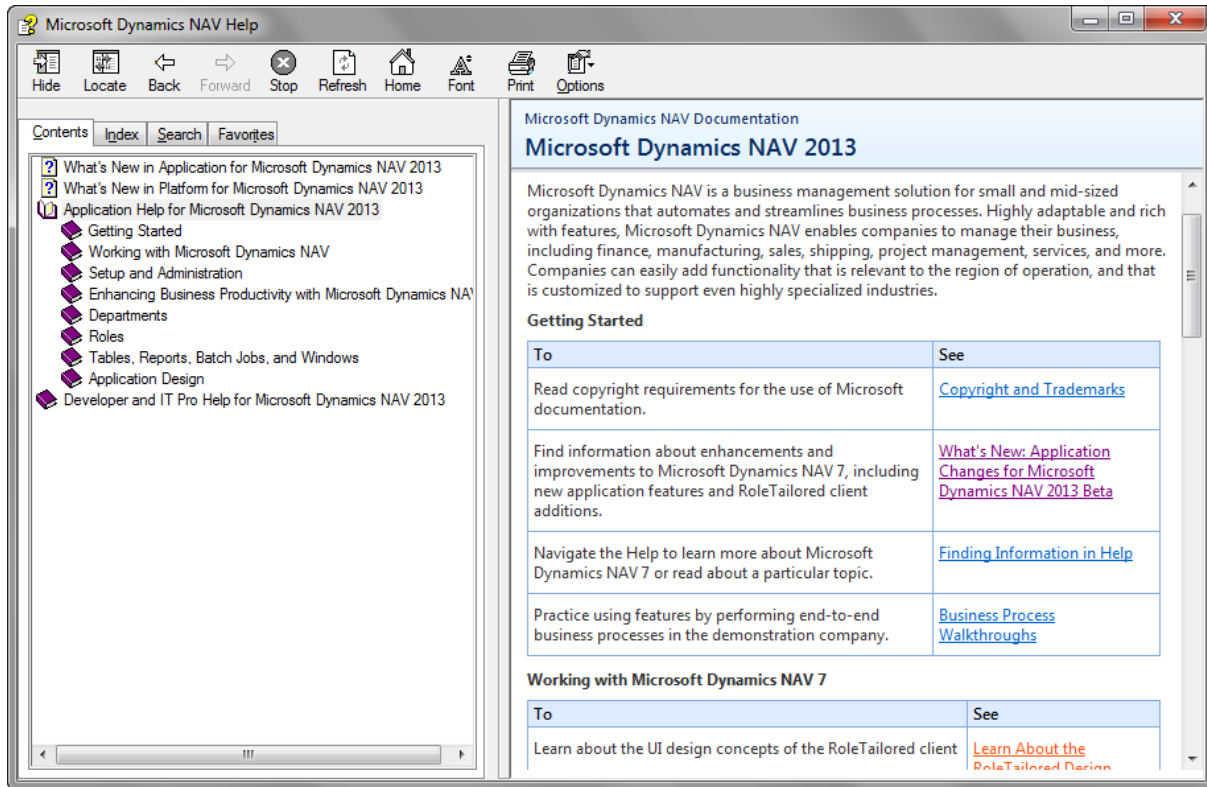


FIGURE 1.3: ONLINE HELP WINDOW

The **Contents** tab displays a table of contents for all topics and includes subfolders for every application area. Within each application area, you can find help to assist you with procedures and provide information on tables and reports.

User Manuals

User manuals are delivered as .pdf files together with the product software. They cover only technical usage such as installation and system configuration. No user manuals exist for application areas. User manuals are intended to familiarize the novice with the software in the following ways:

- Specific instructions on setup and initial usage.
- Reference for when the user is uncertain about what to do in Microsoft Dynamics NAV 2013.

For application areas such as Finance and Inventory, the training manuals can be used as reference guides.

Training Material

An extensive offering of training materials - for application and technology - is available for partners and customers on dedicated download centers or through instructor-led training sessions organized by Microsoft Solutions Learning Centers. Training offerings include the following:

- Training manuals
- E-Learning
- Certification exams

Technical White Papers

Technical white papers are intended mainly for expert audiences among Microsoft partner staff and serve to explain selected product subjects of particular importance or complexity.



Note: For Microsoft Dynamics NAV 2013, the technical white papers are available through the Help system.

CustomerSource

CustomerSource is a Microsoft website where Microsoft Dynamics customers can find lots of information. This includes the following:

- Online training
- Self-support resources
- Access to a Microsoft Dynamics user community

CustomerSource also provides access to software downloads and updates.

Things to Notice

Before you begin to use the program, take special note of the following elements:

- Microsoft Windows
- Granules
- User interface (UI) access
- Objects
- Database behavior

Module 1: Microsoft Dynamics NAV 2013 as an ERP System

Microsoft Windows

Microsoft Dynamics NAV 2013 works within Microsoft Windows, or Microsoft® SQL Server®. All Windows functionality and characteristics are present in Microsoft Dynamics NAV 2013.

Granules

Application areas are the submenus found on the navigation pane, such as Financial Management or Manufacturing. The individual application areas consist of even smaller units called granules. A granule is a group of features packed together, making it easier to configure a license.

UI Access

UI objects for displaying information are granule-specific and granule-dependent. Therefore, users have different access to the UI, and this defines their interaction with the system when they input and use information.

Objects

The application areas are constructed of small independent units called objects. This structure makes it possible to change a specific object without affecting the other objects.

Database Behavior

Because Microsoft Dynamics NAV 2013 is a database system, be aware that entered data is written (committed) directly to the database. Therefore, no Save action is required. Any entered and unposted data can be edited or deleted from the database. Posted data cannot be deleted as they are considered binding financial transactions.

Lab: Open Microsoft Dynamics NAV 2013

Scenario

Susan started working as an order processor at CRONUS International Ltd. recently. She asks her colleague Alicia about the different ways to open Microsoft Dynamics NAV 2013.

Alicia explains that you can open the application in different ways. This includes the following:

- Use the **Start** button to select the program.
- Create a desktop shortcut.
- Pin the program to the taskbar.

Susan tries these different ways to open Microsoft Dynamics NAV 2013.

Exercise 1: Open Microsoft Dynamics NAV 2013

Task 1: Open Microsoft Dynamics NAV 2013 by using the Start Button

High Level Steps

1. Open Microsoft Dynamics NAV 2013 Using the **Start** button.

Detailed Steps

1. Open Microsoft Dynamics NAV 2013 Using the **Start** button.
 - a. In Microsoft Windows, click **Start**.
 - b. On the **Start** menu, click **All Programs**.
 - c. Locate and then click **Microsoft Dynamics 2013**.

Task 2: Create a Desktop Shortcut to Open Microsoft Dynamics NAV 2013

High Level Steps

1. Create a desktop shortcut to open Microsoft Dynamics NAV 2013.

Detailed Steps

1. Create a desktop shortcut to open Microsoft Dynamics NAV 2013.
 - a. In Microsoft Windows, click **Start**.
 - b. In the **Start** menu, click **All Programs**.
 - c. Locate and right-click **Microsoft Dynamics 2013**.
 - d. In the shortcut menu, click **Send to**.
 - e. In the submenu, click **Desktop (create shortcut)**.
 - f. Move to your desktop.
 - g. Locate and double-click the Microsoft Dynamics NAV 2013 shortcut.

Task 3: Pin Microsoft Dynamics NAV 2013 to the taskbar

High Level Steps

1. Pin Microsoft Dynamics NAV 2013 to the Taskbar.

Detailed Steps

1. Pin Microsoft Dynamics NAV 2013 to the Taskbar.
 - a. In Microsoft Windows, click **Start**.
 - b. In the **Start** menu, click **All Programs**.
 - c. Locate and right-click **Microsoft Dynamics 2013**.
 - d. In the shortcut menu, click **Pin to Taskbar**.
 - e. Locate and then click the pinned taskbar button for Microsoft Dynamics NAV 2013 shortcut.

Module Review

Module Review and Takeaways

A general understanding of ERP is important for any user who works with the system. Microsoft Dynamics NAV 2013 is a fully integrated ERP system that uses a common database. It contains a Help function that includes many forms of documentation.

MODULE 2: USER INTERFACE

Module Overview

This module introduces the general concepts of the user interface design in Microsoft Dynamics® NAV 2013. With the user interface, you can focus, prioritize, and apply your expertise. Key data is visualized so that you better understand your business.

The user interface has different components, which are discussed in this module.

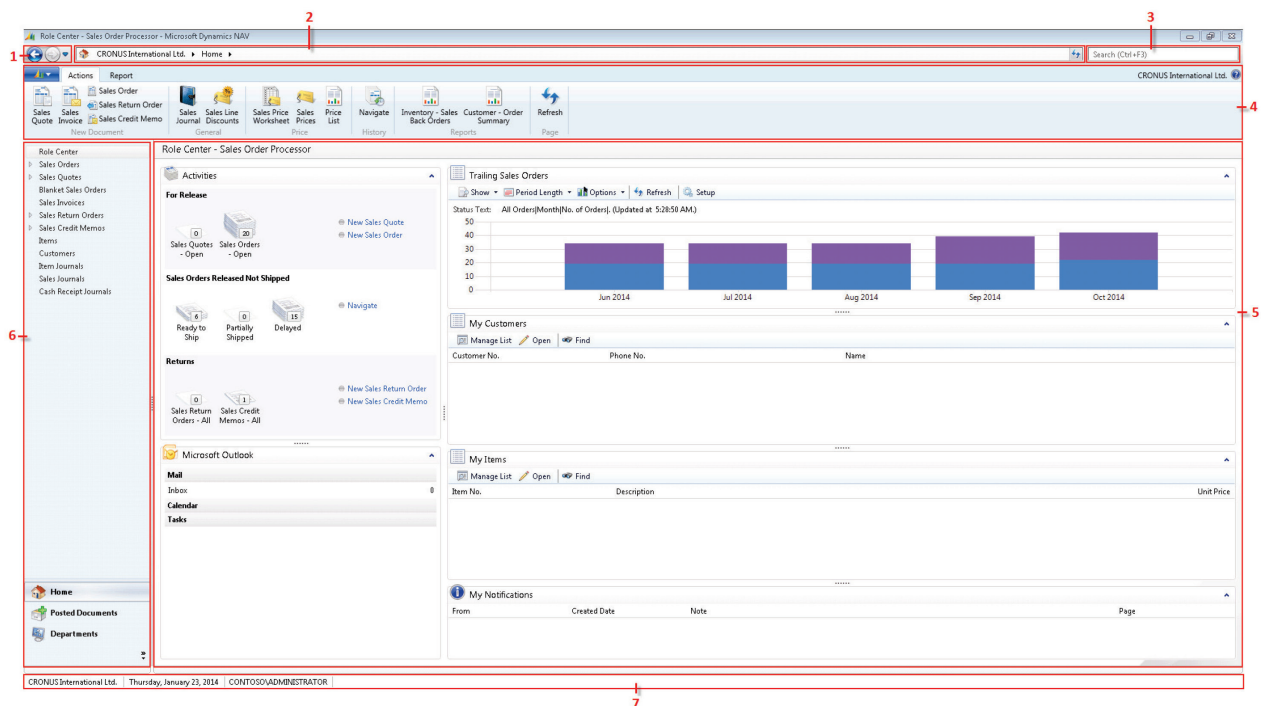


FIGURE 2.1: THE MICROSOFT DYNAMICS NAV 2013 USER INTERFACE

The Microsoft Dynamics NAV 2013 User Interface image shows the following components of the user interface:

1. **Back** and **Forward** buttons
2. Address bar
3. Search
4. Ribbon
5. Role Center page
6. Navigation pane
7. Status bar

Objectives

The objectives are:

- Explain the **Back** and **Forward** button, the address bar, and search.
- Explain the concept of the ribbon.
- Explain the different components of the ribbon.
- Show how to use the ribbon.
- Explore the navigation pane.
- List the information that is available on the status bar.
- Explain how to use the list page.
- Explain how to use the card page.
- Explore the Role Center.

Back and Forward Button, Address Bar, Search

At the top the user interface, you can see the following components:

- **Back** and **Forward** buttons
- Address Bar
- Search

Back and Forward Button

Back and forward buttons on the controls of Microsoft Dynamics NAV to the left of the address bar enable you to move through pages that you have previously visited.

When you use these buttons, you can see the path in the address bar changing.

If you click the drop-down button, at the right side of the **Forward** button, you see the travel history. It shows you a list of previously visited pages, and it makes it easy to return to a specific one.

Address Bar

The address bar shows the path of your present page. You can also move within Microsoft Dynamics NAV 2013 by clicking the name or arrow buttons and making your selection.

At the right side of the address bar, you can find the refresh button.



Note: To update the active window, you can also use the keyboard shortcut *F5*.

Search

You can find any page, report, or view present on the **Departments** page of your installation by using the **Search** field in the upper-right corner of the address bar.

When you start to type characters in the **Search** field, a drop-down list shows page names that contain the characters that you type. The drop-down list changes as you type more characters, and you can select the correct page from the list when it is displayed. The second column in the drop-down list shows the navigation paths to the found pages, and it is sorted by the structure of the **Departments** page.

The Ribbon

A ribbon is a command bar that organizes a program's features into a series of tabs at the top of a window. Using a ribbon increases discoverability of features and functions, enables quicker learning of the program, and makes users feel more in control of their experience. A ribbon can replace both the traditional menu bar and toolbars.

In Microsoft Dynamics NAV 2013, the ribbon is available on most pages and visible by default.

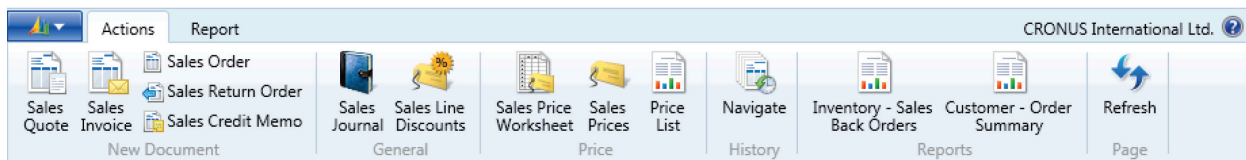


FIGURE 2.2: MICROSOFT DYNAMICS NAV 2013 RIBBON

Press CTRL+F1 to toggle between collapsing and expanding the ribbon. This creates more space for the current page to display. To move in the ribbon, you can either use the mouse or keyboard shortcuts. Press the ALT key to display keyboard shortcuts in the ribbon.

From all pages where the ribbon is visible, the ribbon can be customized to help you be more productive. The "User Personalization" module discusses this.

Microsoft Dynamics Application Menu

At the upper-left side of the ribbon, you can find the **Application** menu. If you click this button, you see a drop-down menu with several options.

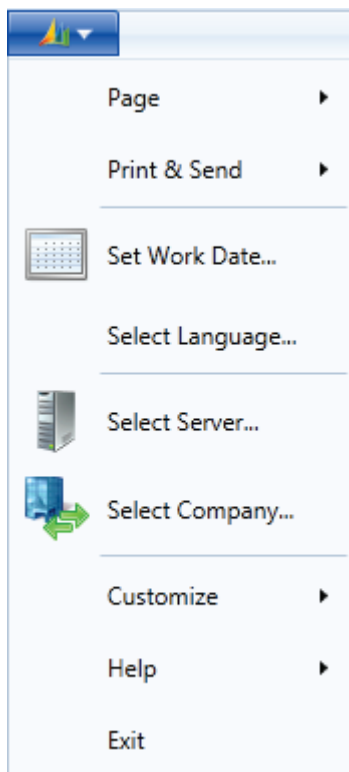


FIGURE 2.3: MICROSOFT DYNAMICS APPLICATION MENU

Name	Description
Page	<p>When you click on Page, you see a submenu with the following options:</p> <ul style="list-style-type: none">• Open in New Window – Opens the page in a new window. This means that you can toggle between the different pages.• Copy Link to Page – Copies the link of the active page to the clipboard. You can paste the link to, for example, Microsoft Word. From there, you can then run the page. <p>These options are not available on the Role Center page.</p>

Name	Description
Print & Send	<p>The Print & Send function has following options:</p> <ul style="list-style-type: none"> • Email as Attachment – Creates an HTML file of the active page. The file is attached to a new email message. • Microsoft Word – Exports your data to Microsoft Word. • Microsoft Excel – Exports your data to Microsoft Excel. • Print Page – Prints the active page. <p>These options are not available on the Role Center page.</p>
Set Work Date	<p>The default work date is the date that is specified in the Date and Time dialog box in Control Panel. To perform tasks such as completing transactions for a date that is not the current date, you may have to temporarily change the work date.</p> <p>Use this function to change the work date.</p>
Select Language	<p>Microsoft Dynamics NAV is multilanguage enabled. If other languages are installed, with this option, you can change the language that the application uses.</p>
Select Server	<p>Use this function to select the server.</p> <p>If you want to select a company that is stored in a different database, then you must select the server before you can open the company.</p>
Select Company	<p>You may have to change the company that you are working with. The companies that you work with can be stored in the same database or in different databases.</p> <p>Use this option to select a company.</p> <p>You can also open the Select Company window by selecting the company name in the status bar at the bottom of the program window or by pressing CTRL+O.</p>
Customize	<p>When you click Customize, you see a submenu with different customize options that you can use to change the layout of the user interface.</p> <p>The different customize options are explained in the "User Personalization" module.</p>

Name	Description
Help	<p>When you click Help, you see a submenu with the following options:</p> <ul style="list-style-type: none"> • Microsoft Dynamics NAV Help – The goal of the Help for Microsoft Dynamics NAV is to provide the information you need quickly and efficiently. • Page Notes - You can set up Microsoft Dynamics NAV to work with Microsoft OneNote 2010. With this option, you can open the notes of the active page in Microsoft OneNote 2010. • About this Page – Use this function to see more information about a page. This function shows all the fields for the current record in the table on which the page is based. For example, if you open a sales order page, click Help, and then click About This Page, the About This Page: Sales Order window opens. The About This Page window shows the following FastTabs: <ul style="list-style-type: none"> ○ Page Information ○ Table Fields, sorted first by key fields, and then alphabetically ○ Source Expressions ○ FlowFilter Fields ○ Filters • About Microsoft Dynamics NAV – Displays version, license, and copyright information about Microsoft Dynamics NAV.
Exit	Use this function to exit Microsoft Dynamics NAV 2013.

About Multilingual Functionality

Microsoft Dynamics NAV is multilingual enabled. This means that a localized version of Microsoft Dynamics NAV can present itself in different languages. The user can change the language that is used to display texts. The client prompts the user and restarts automatically for the language change to take effect.

Do not confuse the multilingual capability with localized versions. A localized version of Microsoft Dynamics NAV is one that is adapted to a local market. This means that all texts presented to the user are translated into the local language. However, it also means that functional areas are adapted to the requirements of the local market.

A multilingual version of Microsoft Dynamics NAV is a localized version that you can run in different languages while all other local adaptations remain the same. For example, you can run the Swiss version of Microsoft Dynamics NAV in German, French, and Italian. However, it is still a Swiss version of Microsoft Dynamics NAV in all other ways. It differs from, say, a French version of Microsoft Dynamics NAV.

Be aware of the difference between changing the language of Microsoft Dynamics NAV and changing the language of the data that is stored in Microsoft Dynamics NAV. You can address the first issue by enabling the multilingual features. These features let the user change the language of all the texts displayed by the application in captions for text boxes, on command buttons, in menus, and in various other features of the user interface.

Changing the texts that are stored as application data is not part of the multilingual capability. This is an application design issue. Examples of such texts are the names of items in the inventory or the comments for a customer. In other words, these types of texts are not translated.

In addition, the profiles are also multilingual. The profiles included in the North America (NA) version contain captions in the following four languages: en-US, en-CA, fr-CA and es-MX. All other local builds have bilingual profiles only. For example, the German build has en-US and de-DE. A user can personalize a caption or action group in one language. However, be aware that when the profile is viewed in another language, this caption is not translated as it is part of a personalization or a configuration. If the user wants the new caption to be in the new language, the user can rename the caption or action group. The profile is then bilingual.

Demonstration: Set the Work Date

Scenario: Phyllis, the accounting manager at CRONUS International Ltd., wants to use the general journal to enter some year-end transactions for fiscal year 2013.

To have the system suggest the posting date of 31 December, 2013, she changes the work date to 12/31/2013.

Demonstration Steps

1. Change the work date to 12/31/2013.
 - a. Click the **Application** menu, and then click **Set Work Date**.
 - b. In the **Work Date** field, enter 12/31/2013.

Or, you can change the work date as follows:

- a. Click the **Application** menu > **Set Work Date**.
- b. In the **Work Date** field, click the drop-down arrow.
- c. To change the year, click the year currently shown (for example, 2013).
- d. Select a year from the list, or click the forward or backward arrows to find a particular year.
- e. To change the month, click the month currently shown (for example, December) or click the forward or backward arrows to move from one year to the next.
- f. Select a date (for example, 31).
- g. Click **OK**.

Select a Server

In Microsoft Dynamics NAV, you may have to change the company that you are working with sometimes. The companies that you work with can be stored in the same database or in different databases. If the company is stored in a different database, you must select the server before you open the company.

To select a server and open a company, follow these steps:

1. Click the **Application** menu > **Select Server**.
2. In the **Server Address** field, enter the URL of the server to which you want to connect. Make sure that the URL follows this format: *servername/DynamicsNAV*, where *servername* is the name of the computer on which the service is installed.
3. Press TAB or click in the **Available Companies** field to continue.
4. In the **Available Companies** field, select the company that you want to open.
5. Click **OK**.



Note: Use the **Select Server** option with the current default to quickly restart the system.

Select a Company

To select or change a company, follow these steps:

1. Click the **Application** menu > **Select Company**.
2. Click the drop-down arrow from the **Company** field, and select a company.
3. Click **OK**.

The Ribbon Structure

The ribbon consists of the following components:

- Tabs
- Groups
- Actions

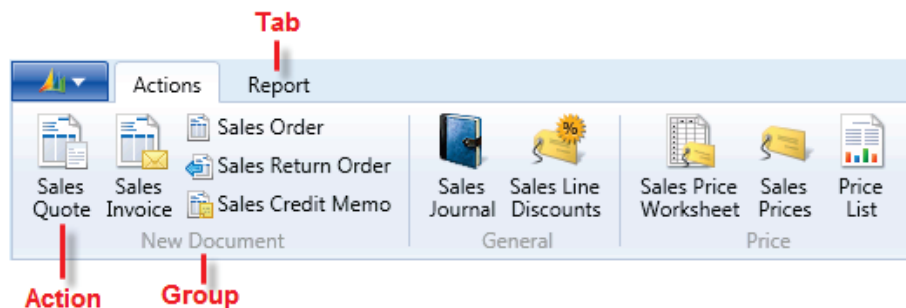


FIGURE 2.4: RIBBON STRUCTURE

Tabs

The ribbon organizes a program's features into a series of tabs at the top of a window. In Microsoft Dynamics NAV 2013 the following tabs are generally used:

- **Home** - Contains the most frequently used actions, navigation options, and reports related to the active page. If available, it is always the first tab.
- **Actions** – Contains the full set of actions related to the active page.
- **Navigate** – Contains the full set of navigation options related to the active page. With these options, you can retrieve additional information on the records of the active pages, such as ledger entries and statistics.
- **Report** – Contains the full set of reports related to the active page. For example, the customer list page shows reports such as the **Customer – Top 10 List** on the **Report** tab of the ribbon.

Groups

Dividing commands into groups structures the commands into related sets. The group label explains the common purpose of its commands.

Examples of groups typically used in Microsoft Dynamics NAV 2013 are as follows:

- New
- Manage
- Process
- Report
- View
- Functions

Actions

The actions on the ribbon give you single-click access to functions and data.



Note: You can change the existing layout of the ribbon by creating new tabs and groups, or by adding or removing actions from existing groups and tabs.

The “User Personalization” module of this course explains how to customize the ribbon.

The Navigation Pane

The navigation pane appears on the left side of the user interface. You use the navigation pane to switch between different menus, such as **Home** and **Departments**.

From the navigation pane, you can open list places. An example of a list place is the customer list. From a list place, you can open individual cards or documents. The navigation pane displays one menu at a time. Use the activity buttons at the bottom of the pane to change from one menu to another.

At a minimum, the navigation pane contains the following menus:

- **Home**
- **Departments**

Introduction in Microsoft Dynamics® NAV 2013

Depending on your user profile, various activity buttons may be available, such as the following:

- **Posted Documents** - The **Posted Documents** menu contains the posted documents that are most frequently used by your user role.
- **Other** - Your navigation pane may also contain custom-made activity buttons that are made especially for your user role.

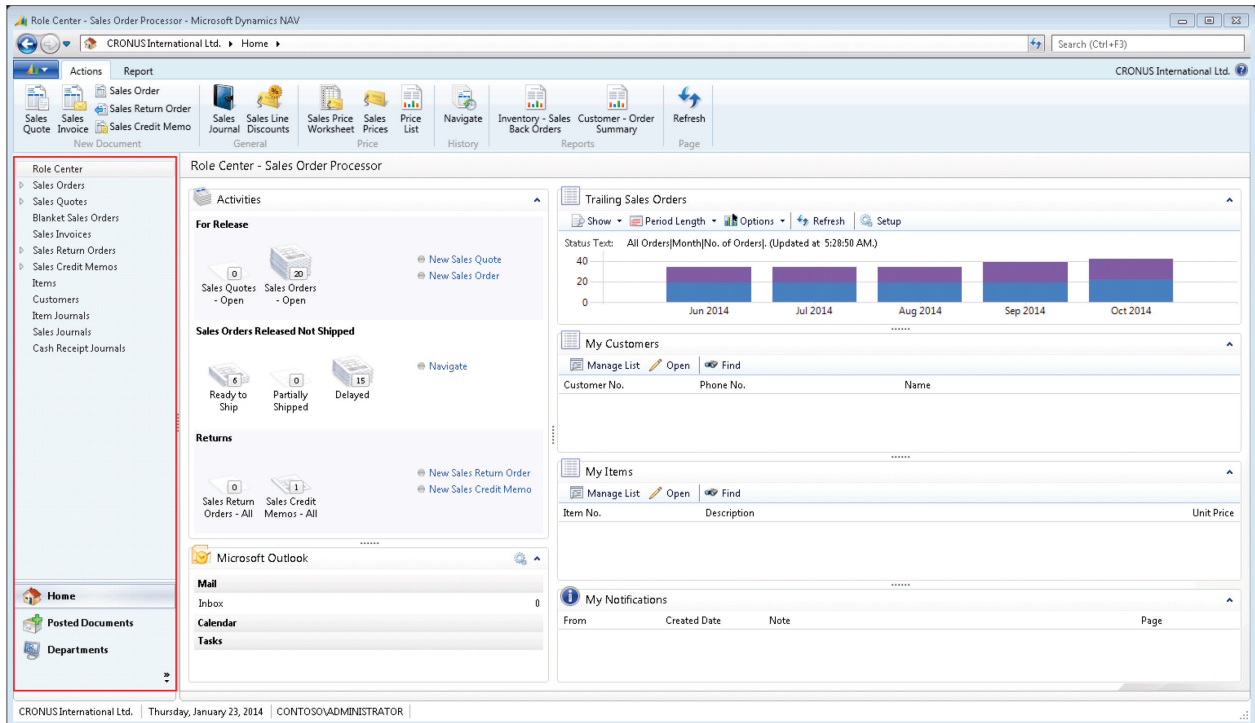


FIGURE 2.5: MICROSOFT DYNAMICS NAV 2013 USER INTERFACE WITH NAVIGATION PANE

The Home Menu

The **Home** menu is a default activity button in navigation pane of the Windows client that displays items that link to List Places. The **Home** menu is designed for your user role. It contains your Role Center, plus all the list places that are most frequently used in your role in addition to relevant views of list places.

If you are running the CRONUS International Ltd. demo database, the default Role Center is the **Order Processor** Role Center.

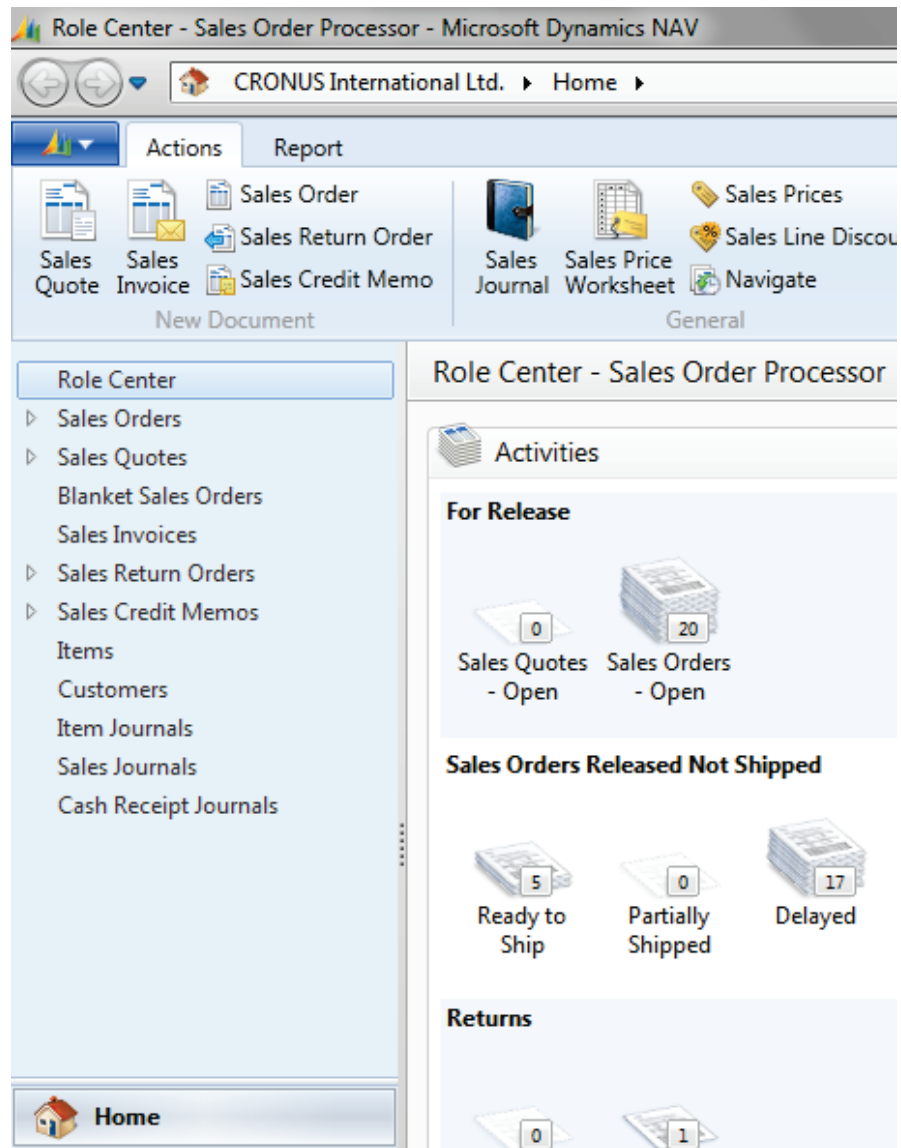


FIGURE 2.6: THE SALES ORDER PROCESSOR HOME MENU

You can customize the **Home** menu by adding and hiding items. The "User Personalization module" explains how to customize the navigation pane.

The Departments Page

From the **Departments** page, you can access all the areas of the application for which you have permissions. If you find a useful link in **Departments**, you can copy it to your Role Center or **Home** activity button.

Every user is assigned a job-related profile by the administrator. Your profile gives you a Role Center and one or more activity buttons that you can use to access the tasks, lists, reports, and documents that you use most frequently. In addition, users typically have access to the **Departments** page.

From the **Departments** page, you can browse to everything in Microsoft Dynamics NAV to which you have access, including setup and configuration pages.

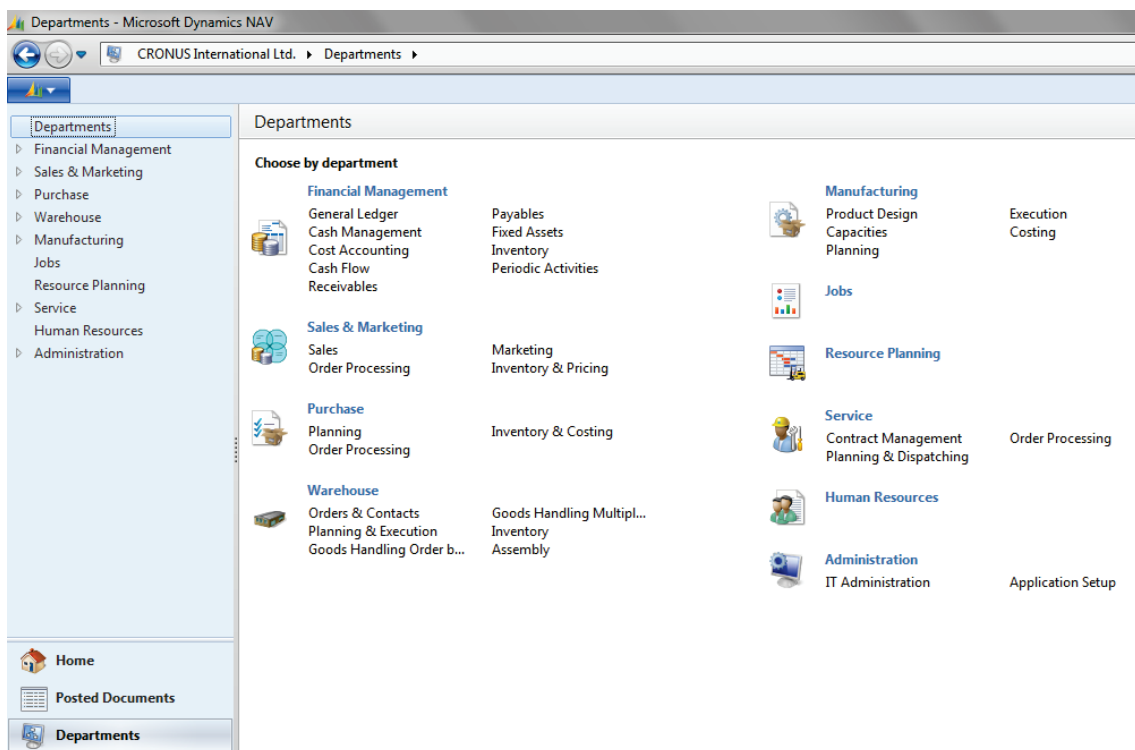


FIGURE 2.7: THE DEPARTMENTS PAGE

When you click a department, you have different navigation options available. You can browse to other departments. For example, from financial management, you can browse to general ledger.

You can also make a selection by one of the following categories:

- Lists
- Tasks
- Reports and Analysis

- Documents
- History
- Administration

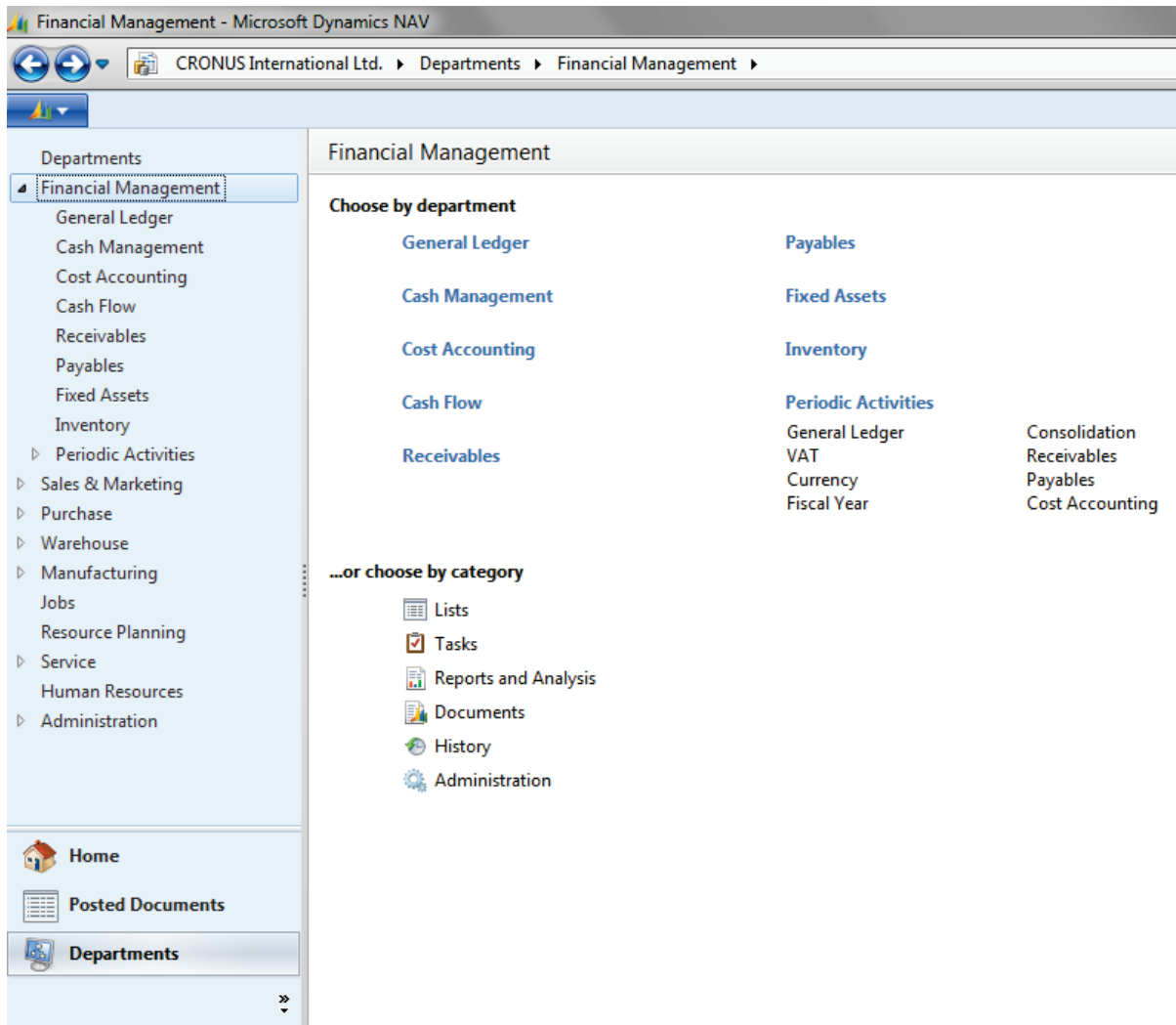


FIGURE 2.8: THE DEPARTMENTS PAGE – FINANCIAL MANAGEMENT



Note: You can hide the **Departments** menu for a user or a profile. Refer to the "User Personalization" module for more information about how to hide the **Departments** menu.

Additional Navigation Pane Activity Buttons

In addition to the **Home** and **Departments** activity buttons, you can also reach several other navigation pane activity buttons. These additional buttons can be predefined in your user profile, but you can also create new activity buttons. An example of a regularly used additional button is the **Posted Documents** menu, in which you can find an overview of posted sales and purchase documents.

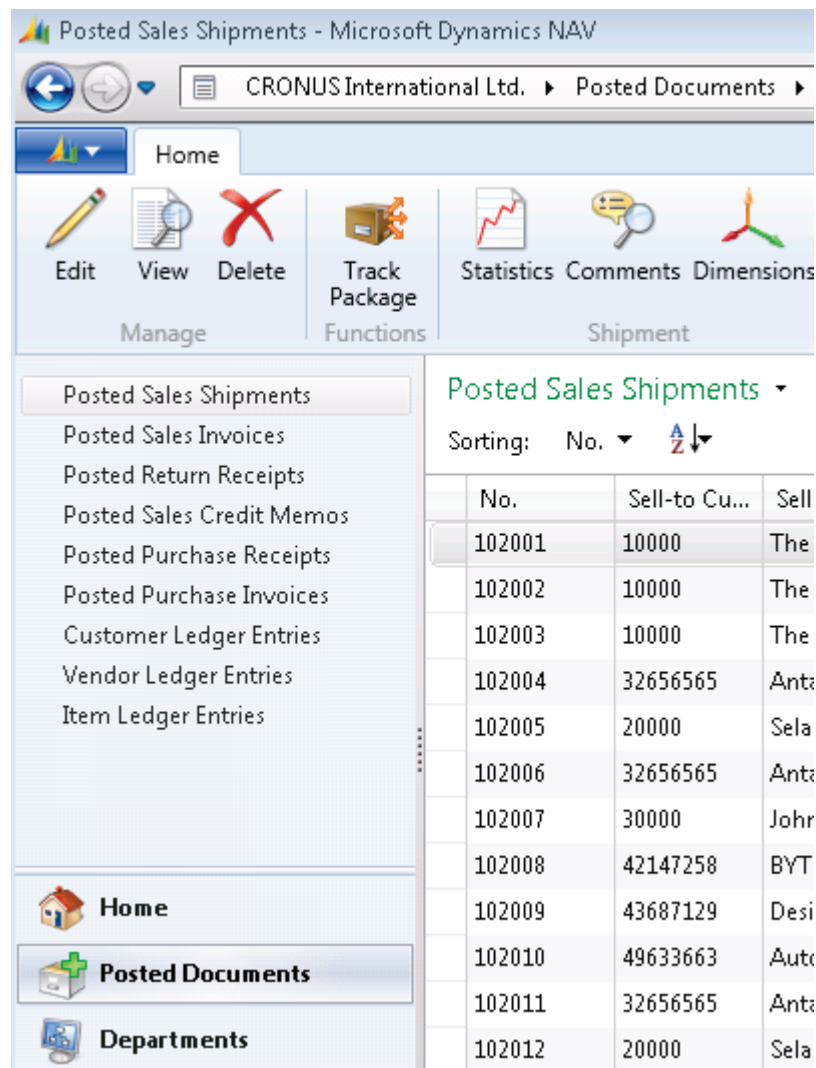


FIGURE 2.9: THE POSTED DOCUMENTS ACTIVITY BUTTON



Note: The "User Personalization" module explains how to create new navigation pane buttons.

The Status Bar

The status bar at the bottom of the program window shows the following information:

- The name of the active company
- The work date
- The current user ID

You can change the active company by double-clicking the company name in the status bar. This opens the **Select Company** window, where you can switch to another company name.

Similarly, you can change the work date by double-clicking the work date in the status bar. The **Set Work Date** window opens so you can change the work date.

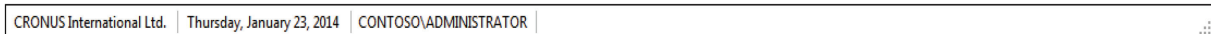


FIGURE 2.10: THE STATUS BAR

Pages

In Microsoft Dynamics NAV 2013, pages are the main way to display and organize data. Pages offer a visual experience closely aligned to Microsoft Office and Windows.

In the Windows client, every user has a Role Center page, customized to the individual needs and tasks that each user performs. Other types of pages, such as list pages might display lists of customers or sales orders, whereas others such as document pages, focus on user tasks.

The following page types are available:

- Card
- List
- Role Center
- Card Part
- List Part
- Document
- Worksheet
- Confirmation Dialog
- List Plus
- Navigate Page (Wizard)
- Standard Dialog

Introduction in Microsoft Dynamics® NAV 2013

This lesson explains how to use two of the most used page types: the list page and the card page.

List Page

A list page displays content from a table in a list format. List pages can be displayed as list places (as part of the navigation layer) or in task pages.

Most records in the database are presented first in list places, one for each record type, such as Sales Orders, Items, Cash Receipt Journals, and Posted Sales Shipments. List places may be filtered by default configuration, such as Sales Orders, Partially Shipped, and you can set your own filters to limit the number of records shown.

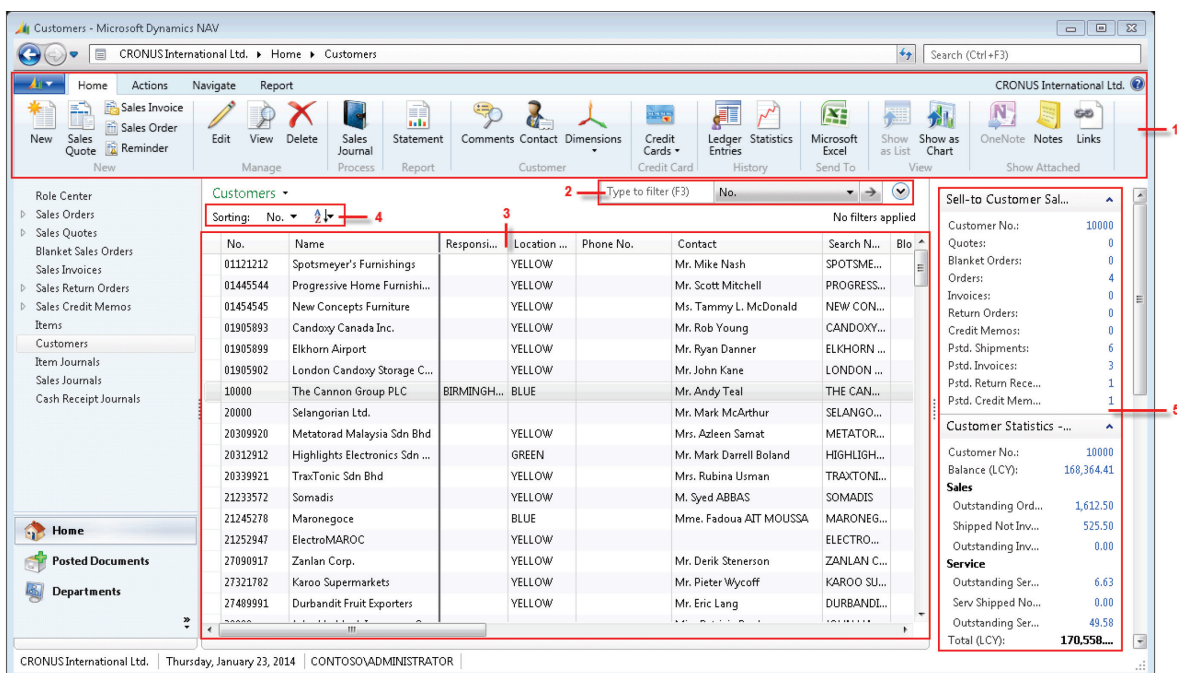


FIGURE 2.11: CUSTOMERS LIST PAGE

A list page has the following components:

1. Ribbon
2. Filter pane
3. List
4. Sorting pane
5. FactBox pane

If you double-click (or press ENTER) on a line in the list, the record opens in a new window in the default mode (Edit, View, or New) of that particular record, for example **View** mode if it is a posted document.

Filter Pane

You use filters to display certain accounts, customers, entries, or other records by specifying criteria for fields in a table. You can use the filter pane on a page to specify a single field filter.

If you want to filter on more than one field, then you must use the **Advanced Filter** function on the filter pane.

The filter pane in list pages can also be used to create Views at the navigation pane. When a filter is defined and you expect to use it again, you can streamline your work by using the **Save View As** function.



Note: The "Basic Functionalities" module explains how to filter information in Microsoft Dynamics NAV 2013.

FactBox

FactBoxes on list places and task pages give you additional information about the selected record. This means that you can quickly find related information about, for example, an order or a customer. This helps you make solid business decisions in a timely manner.

For example, on the **Customers** list place, you can use the **Customer Sales History** FactBox for a quick overview of a customer's sales statistics without opening the customer card. The FactBox includes a count and links to sales orders, quotes, invoices, and other information so that you can drill-down to the document that you want.

You can specify which FactBoxes you want to display on a page. You can also show and hide FactBox fields. You can add FactBoxes from the list available, but you can only add various charts to what can be selected. The "User Personalization" module explains how to customize FactBoxes.

Card Page

You use a card page to view and edit one record or entity from a table. The card page displays selected fields from the table. An example of how to use a card page is for editing a customer.

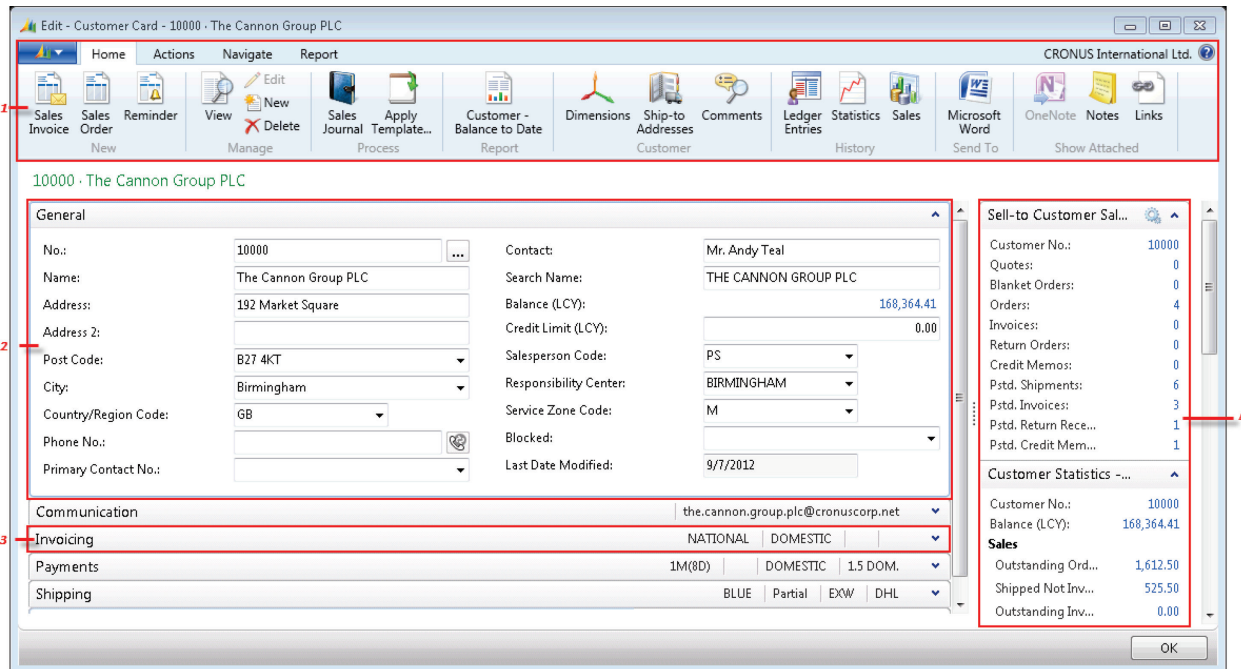


FIGURE 2.12: CUSTOMER CARD PAGE

A card page has the following components:

1. Ribbon
2. Expanded FastTab
3. Collapsed FastTab
4. FactBox pane

FastTab

FastTabs organize data in separate groups on a page. You can expand and collapse FastTabs so that you can control how much information you see at one time. To expand or collapse a FastTab, click the small arrow on the far right of the band.

You can promote fields from a FastTab to show on the FastTab header when the band is collapsed. This enables you to view important summary information without expanding the FastTab.

The "User Personalization" module explains how to promote fields and how to display or hide fields on a FastTab.

The Role Center

The Role Center is the central point for all information and actions that you perform in Microsoft Dynamics NAV 2013. It provides a quick overview of tasks and transactions related to your job role. Additionally, Microsoft® Outlook® is integrated within the interface. This provides flexibility in being able to work with Microsoft Dynamics 2013 and Outlook at the same time.

Microsoft Dynamics NAV provides several different Role Centers for users who have different jobs in a company. Your administrator assigns you a user profile and can customize the Role Center to make sure that it presents the information that you need for your job. Then you can make additional adjustments to make the user interface fit your work habits.

The Role Center can include the following parts:

- Activities
- Outlook
- Charts
- My Notifications
- Lists
- Online information

Activities

The **Activities** part contains stacks of documents. These are known as Cues. Select a Cue to open the corresponding list or journal.

The **Activities** part also shows the default activities that people can perform based on their job role. For example, the order processor activities that can be performed include creating a new sales order and creating a new sales quote.

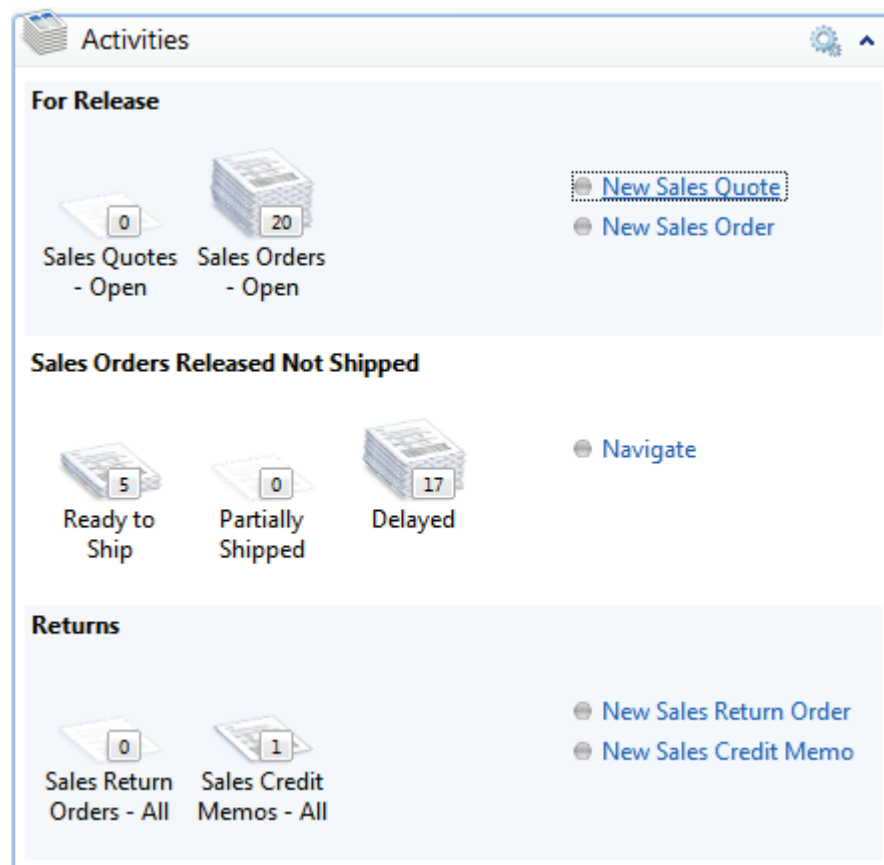


FIGURE 2.13: ORDER PROCESSOR ACTIVITIES PART

Outlook

The Outlook part provides an overview of your email messages, calendar, and Outlook tasks. You can click an item to open the corresponding folder, email message, or appointment in Outlook.

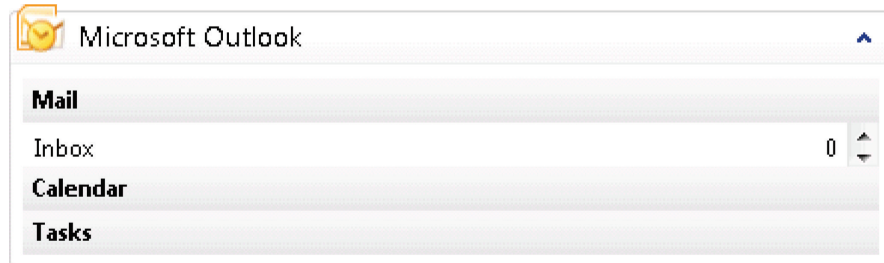


FIGURE 2.14: OUTLOOK PART

Charts

Your Role Center may contain one or more graphs that display information that is relevant to your work. Rest the pointer over a part of the chart to see the related data in text. If you click a part of a chart, you see a list of the records on which the part of the chart is based.

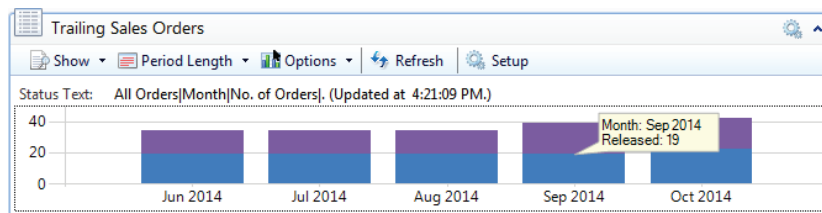


FIGURE 2.15: TRAILING SALES ORDERS CHART PART



Note: The "User Personalization" module explains how to customize charts and chart parts.

My Notifications

In the My Notifications part, you can see notes that your colleagues have sent to you. You can click a note to open the document that is related to the message.

From the **Actions** button, you have the following options:

- **Open Page** – Open the record that is related to the notification.
- **View Notification** – View the full text in a note.
- **Remove Notification** – Delete a notification.

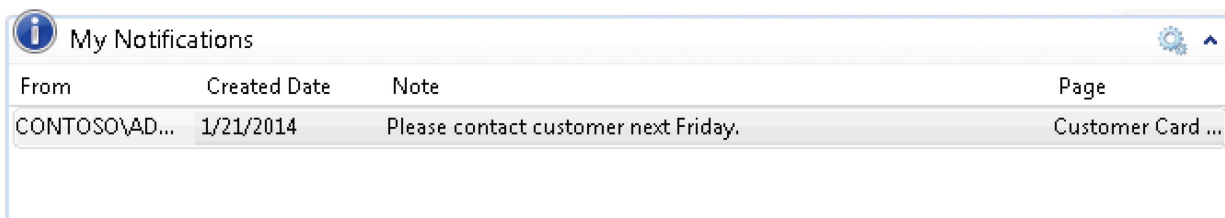


FIGURE 2.16: MY NOTIFICATIONS PART

On list places and tasks pages, you can add and use notes much like on a Role Center.

Lists

Your Role Center may contain one or more lists with customers, vendors, or items. You can decide which customers, vendors, or items to include on the list. By selecting a line and clicking **Open**, you can open the card for the customer, vendor, or item.

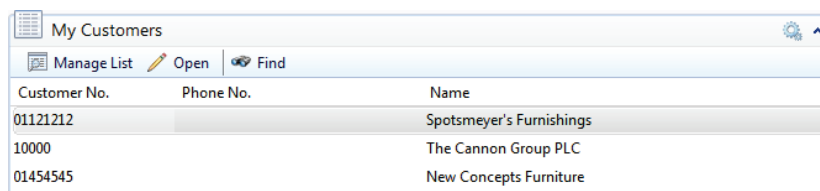


FIGURE 2.17: MY CUSTOMERS LIST PART

Your user profile defines which lists are available in your Role Center. For example, the order processor profile has the **My Customers** and **My Items** lists available, but it does not contain the **My Vendors** list.

Online Information

You can have live product and business information displayed as a continuous slide show on your Role Center with links that you can select to open a website and read the full content.

The content is automatically filtered according to your role or according to your logon to the Microsoft Dynamics Online Community service.

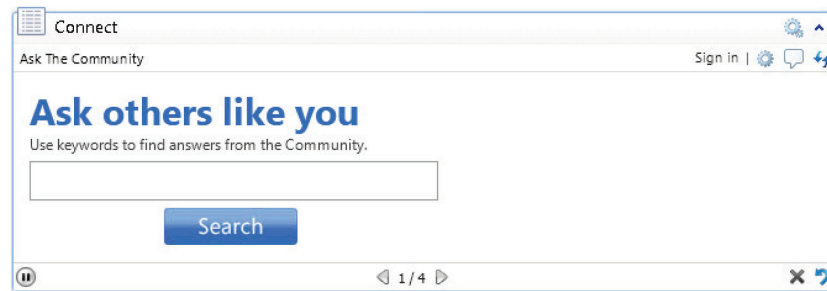


FIGURE 2.18: CONNECT PART

Default Role Center

Role Centers are associated with user profiles to provide only the information and activities that a profile is generally interested in. You can customize a Role Center to include or remove additional information and activities related to a profile.

If a user has no user profile assigned, then the default Role Center is applied for that user. You can also change the default Role Center that opens when you open the Windows client for Microsoft Dynamics NAV 2013.

Lab: Assign a Role Center

Scenario

You are the accounting manager at CRONUS International Ltd., and uses the default Role Center (Sales Order Processor). However, this Role Center is not aligned with your daily activities. Therefore you are advised to use the accounting manager profile.

Assign the accounting manager profile to your user account.

High Level Steps

1. Open your **User Personalization** card.
2. Assign the ACCOUNTING MANAGER profile.

Detailed Steps

1. Open your **User Personalization** card.
 - a. In the **Search** box, enter **User Personalization**, and click the related link.
 - b. Double-click the line with your user ID to open the **User Personalization** card.



Note: You can find your user account on the status bar.

2. Assign the ACCOUNTING MANAGER profile.
 - a. In the **Profile ID** field, click the drop-down, and select the ACCOUNTING MANAGER profile ID.
 - b. Click **OK**.



Note: The new Role Center takes effect the next time that you start Microsoft Dynamics NAV 2013 with your Windows user account.

Module Review

Module Review and Takeaways

The Microsoft Dynamics NAV 2013 user interface gives you a quick overview of the information relevant to your job and lets you focus on your own tasks. Having a general understanding of the different components, such as the Role Center, the ribbon, the navigation pane, and the pages, is important to start exploring the personalization options of the user interface.

Test Your Knowledge

Test your knowledge with the following questions.

1. What can you use the **Search** box for?
 - () To find any page, report, or view present on the Departments page.
 - () To find any page, report, or form present on the Departments page.
 - () To find any page or report present on the Departments page.
 - () To find any page, report, or view present on the Home page.
2. Name some of the advantages of the ribbon?

3. Which of the following statements about the navigation pane is true?
 - () You can remove the Home menu.
 - () You cannot remove the Departments menu.
 - () At a minimum, the navigation pane contains the Home and the Departments menu.

Test Your Knowledge Solutions

Module Review and Takeaways

1. What can you use the **Search** box for?
 - ☒ (√) To find any page, report, or view present on the Departments page.
 - ☐ () To find any page, report, or form present on the Departments page.
 - ☐ () To find any page or report present on the Departments page.
 - ☐ () To find any page, report, or view present on the Home page.

2. Name some of the advantages of the ribbon?

MODEL ANSWER:

Using a ribbon increases discoverability of features and functions, enables quicker learning of the program, and makes users feel more in control of their experience. A ribbon can replace both the traditional menu bar and toolbars.

3. Which of the following statements about the navigation pane is true?
 - ☒ (√) You can remove the Home menu.
 - ☐ () You cannot remove the Departments menu.
 - ☐ () At a minimum, the navigation pane contains the Home and the Departments menu.

MODULE 3: USER PERSONALIZATION

Module Overview

This module introduces the general concepts of the user interface design in Microsoft Dynamics® NAV 2013. New users learn how to move from the Role Center and navigation panes, and also how to perform simple customizations of their windows and personal menu.

It is helpful for users to become familiar with how to perform simple customizations of their windows and personal menus. For anyone learning to use Microsoft Dynamics NAV 2013, it is a natural first step to learn the basic functions and how to move between windows to make the processes within the ERP system smoother.

Objectives

The objectives are:

- Explain how to Customize Microsoft Dynamics NAV 2013 user interface (UI).
- Browse and customize the list places.
- Change the look of windows in the program.

Personalization and Configuration

End-users perform *personalization* when they resize columns, customize the navigation pane, and add or remove FactBoxes.

An administrator, SUPER user, or Microsoft Certified Partner performs *configuration* tasks. This person configures the Role Center for a specific role and then assigns users to the Role Center. For example, when Susan, an order processor, uses the Windows client, she sees the Order Processor Role Center. This is customized to help her perform her daily tasks. In configuring Susan's Role Center, the administrator has added or removed UI elements, including items in the navigation pane, page parts, and FactBoxes.



Note: Because the configuration of the Role Center is an administrator's task, it is covered in detail in the course Installation and Configuration in Microsoft Dynamics NAV 2013.

Customize the Ribbon

The actions shown in the ribbon depend on the page that is currently active. You can add, delete, or move actions on the ribbon.

You can customize the ribbons on all pages to fit the user's needs.

To create new tabs and groups in the ribbon, follow these steps:

1. Click the Microsoft Dynamics NAV **Application** menu > **Customize > Customize Ribbon**. You can also right-click the ribbon, and select **Customize Ribbon**.
2. Click **Create Tab**, and then type "Customize" as the new tab name.
3. Click **Create Group**, and then type "Personalization".
4. Click **OK**.



Note: You must create at least one group before you can add actions to a tab on the ribbon. If there are no actions in a group, the group is not shown.

You can also personalize the ribbon by using the following options in the **Customize Ribbon** page:

- **Add** – add available actions to the ribbon actions.
- **Move Up / Move Down** – change the order of actions in the ribbon.



Note: You can add actions to the Role Center ribbon by right-clicking tasks or reports in the **Departments** menu, and then selecting **Add to Actions on Role Center Ribbon**.

Customize the Navigation Pane

You use the navigation pane to open list places that are designed for your user role.

From a list place, you can open individual cards or documents. The navigation pane displays one menu at a time. You use the activity buttons at the bottom of the pane to change from one menu to another.

The list places are grouped by the activity to which they belong. **Home** is the group of list places you use most frequently. You can create a new group, and place the relevant list places in that group.

Add and Arrange a Navigation Pane Button

To add and arrange a navigation pane button, follow these steps:

1. Click the **Application** menu, click **Customize**, and then click **Customize Navigation Pane**.
2. Click **New**.
3. In the **Name** field, enter Favorites.

4. Select an icon from the list.
5. Click **OK**.

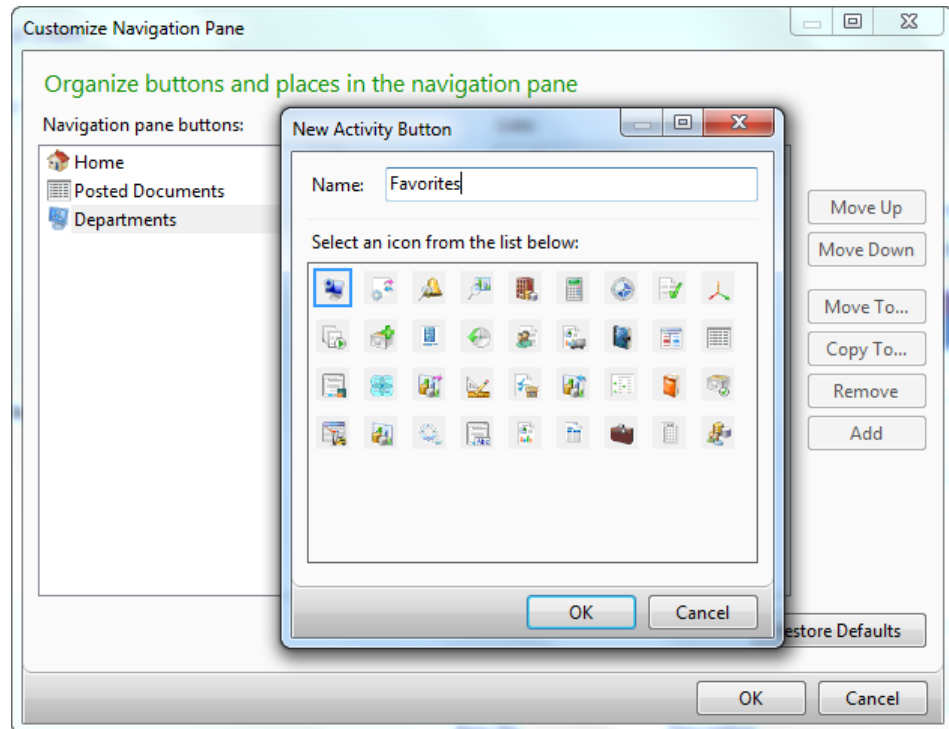


FIGURE 3.1: CUSTOMIZE NAVIGATION PANE – ADD BUTTON

6. Click **OK**.
7. Click the **Move Down** button.
8. To add a list place, click **Add**.
9. Expand **Financial Management**, and then expand **General Ledger**.
10. Select **Chart of Accounts**, and then click **OK**.
11. Click **OK**.
12. Restart the program by clicking **Yes**.



Note: The new navigation pane button is not visible until at least one list is added.



Note: You cannot rename, move, or remove the **Home** buttons.

Remove a Navigation Pane Button

To remove the **Favorites** navigation pane button, follow these steps:

1. Click the **Application** menu > **Customize** > **Customize Navigation Pane**.
2. Select the Favorites icon.
3. Click **Remove**.
4. Click **OK**.
5. Restart the program by clicking **Yes**.

Restore Defaults

You use the **Restore Defaults** function to delete all personalization settings. If you use this function on a configured page, your personalization settings are deleted, and the page is reverted to the configured version.

You can use the **Restore Defaults** function from every customize page.



Note: *If you want to restore a configured page of a specific profile to the default page object, you must open that profile in configuration mode and then use the **Restore Defaults** function for that page.*

To reinstate the default settings, follow these steps:

1. Click the **Application** menu > **Customize** > **Customize Navigation Pane**.
2. Click **Restore Defaults**.
3. Click **OK**.
4. Restart the program by clicking **Yes**.

Lab 3.1: Add a List Place to the Navigation Pane

Scenario

As the order processor at CRONUS International Ltd., you generally perform tasks in the sales order processes. Your profile has provided you with the corresponding available activity buttons in the navigation pane.

However, sometimes you have to perform some tasks outside your usual job description. You want to perform the following tasks from the navigation pane:

- Send out mailing lists, by using the **Segments** and **Contacts** of the Marketing application area.
- Process a **Purchase Order**, for the supply of office material or a specific order related to a sales order.
- Process and follow up on Approval Request Entries and Approval Entries.

High Level Steps

1. Open the **Customize Navigation Pane** page, and add the required list places to the **Home** group.

Detailed Steps

1. Open the **Customize Navigation Pane** page, and add the required list places to the **Home** group.
 - a. Click the **Application** menu > **Customize** > **Customize Navigation Pane**.
 - b. In the navigation pane, click **Home**.
 - c. Click **Add**.
 - d. Click **Sales Marketing** > **Marketing** > **Segments**, and then click **OK**.
 - e. Click **Add**.
 - f. Click **Sales Marketing** > **Marketing** > **Contacts**, and then click **OK**.
 - g. Click **Add**.
 - h. Click **Purchase** > **Order Processing** > **Purchase Orders**, and then click **OK**.
 - i. Click **Add**.

- j. Select **Sales Marketing > Order Processing > Approval Entries**, and then click **OK**.
- k. Click **Add**.
- l. **Sales Marketing > Order Processing > Approval Request Entries**, and then click **OK**.
- m. Click **OK** to close the **Customize Navigation Pane** page.
- n. Click **Yes** to restart the client.

When the client has restarted, you see the new list places available on the **Home** navigation pane button.

Customize This Page

Depending on the type of page from which the **Customize This Page** function was accessed, the following options are available:

- Starting from the **Role Center** page:
 - Add and remove parts on the Role Center.
 - Customize a part on the Role Center.
- Starting from a list page:
 - Display options
 - Arrange by
 - Choose columns
 - Add and remove FactBoxes
 - Customize a FactBox
 - Customize the ribbon
- Starting from a card page:
 - Display options
 - Add and remove FastTabs
 - Customize a FastTab
 - Add and remove FactBoxes
 - Customize a FactBox
 - Customize the ribbon

Display Options

To access the **Customize This Page** functionality from the **Customers** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Click the **Application** menu > **Customize** > **Customize This Page**.
3. Click **Display Options**.

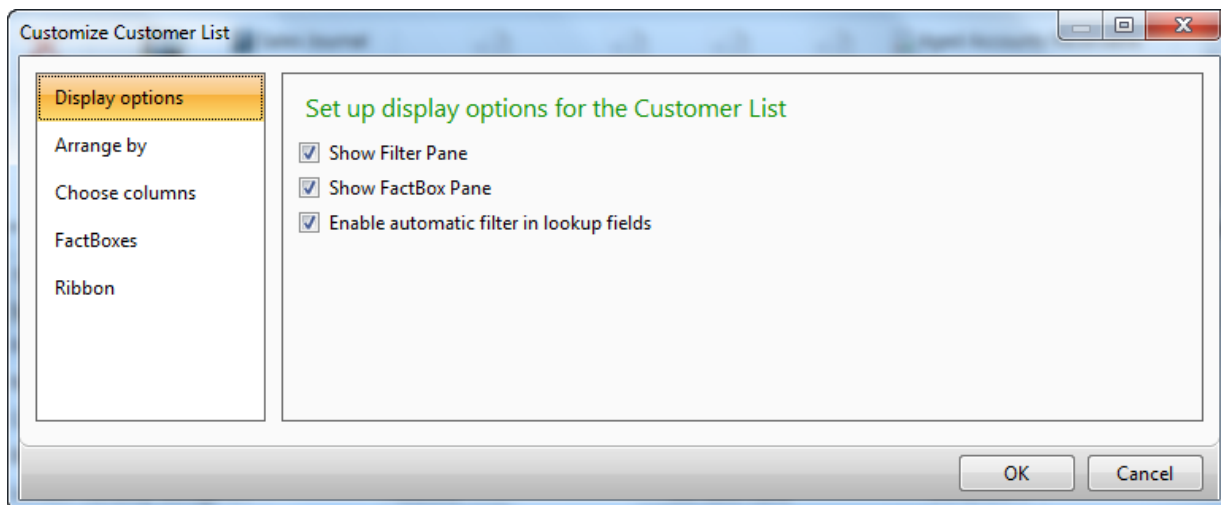


FIGURE 3.2: CUSTOMIZE THIS PAGE – DISPLAY OPTIONS

The following display options can be set up:

- **Show Filter Pane** – When this is selected, the Filter pane is available at the top of the page.
 - On list pages, the **Filter** pane shows the **Customer** button, a filter option, and sorting option. When you expand it, the advanced filter options are available.

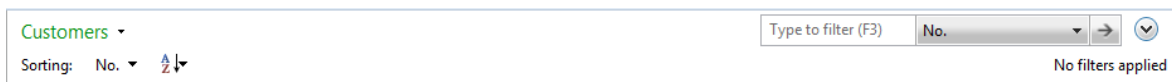


FIGURE 3.3: CUSTOMERS PAGE – FILTER PANE

- On card pages the **Filter** pane shows the **Limit Totals To** filter option.

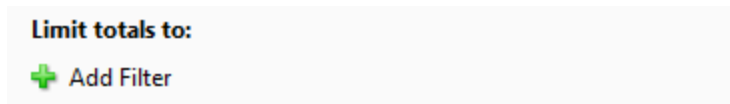


FIGURE 3.4: CUSTOMER CARD PAGE – FILTER PANE



Note: The module "Basic Functionalities" of this course discusses how to filter.

- **Show FactBox Pane** – When this is selected, the **FactBox** pane is available on the right side of the page. To determine which FactBoxes and to customize them, use the **FactBoxes** option of the **Customize This Page** function.
- **Enable automatic filter in lookup fields** – When this is selected, the lookup fields provide a list based on only the information already typed by the user. For example, when you enter a post code on the customer card and the user types "US", the lookup field shows only a list of post codes starting with US.

01121212 - Spotsmeyer's Furnishings

Limit totals to:
+ Add Filter

General

No.: 01121212
Name: Spotsmeyer's Furnishings
Address: 612 South Sunset Drive
Address 2:
Post Code: US
City:

Code	City	Search City	Country/...	County
US-AL 35242	Birmingham	BIRMINGH...	US	
US-FL 37125	Miami	MIAMI	US	
US-GA 31772	Atlanta	ATLANTA	US	
US-IL 61236	Chicago	CHICAGO	US	
US-NY 11010	New York	NEW YORK	US	
US-SC 27136	Columbia	COLUMBIA	US	

Country/Region Code: US-AL 35242
Phone No.:
Primary Contact No.:
Communication: US-NY 11010
Invoicing: US-SC 27136
Payments:
Shipping:
Foreign Trade:

Contact: Mr. Mike Nash
Search Name: SPOTSMYER'S FURNISHINGS
Balance (LCY): 0.00
Credit Limit (LCY): 0.00
Salesperson Code: JR

Customer Statistics - ...

Customer No.: 01121212
Balance (LCY): 0.00
Sales
Outstanding Ord... 0.00
Shipped Not Inv... 0.00
Outstanding Inv... 0.00
Service
Outstanding Ser... 0.00
Serv Shipped No... 0.00
Outstanding Ser... 0.00
Total (LCY): 0.00

FIGURE 3.5: CUSTOMER CARD PAGE – POST CODE LOOKUP FIELD WITH AUTOMATIC FILTER

4. Click **OK** to apply the changes and to close the **Customize This Page** page.

Choose Columns on List Pages

You can select which columns are displayed in a list page. To access the **Choose Columns** functionality from the **Customers** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Click the **Application** menu > **Customize** > **Customize This Page**.
3. Click **Choose columns**.

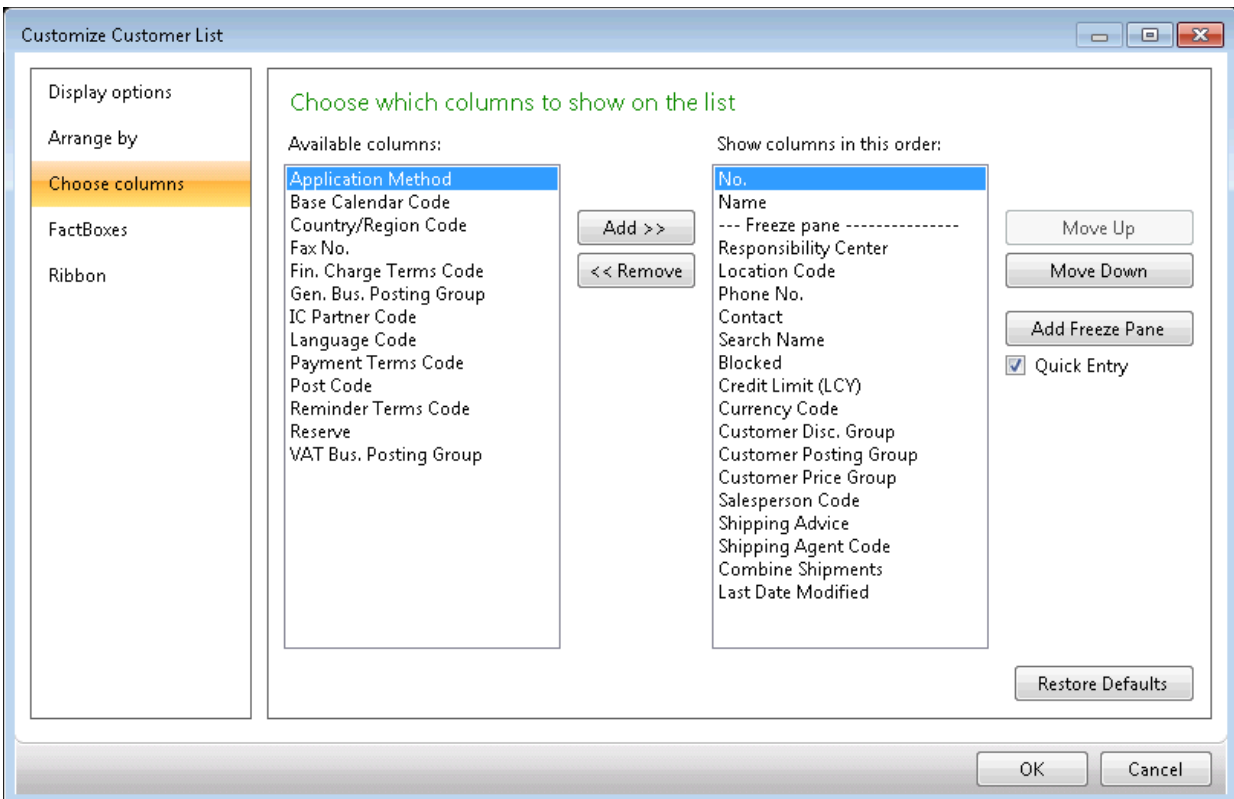


FIGURE 3.6: CUSTOMIZE THIS PAGE – CHOOSE COLUMNS

4. Select **Country/Region Code** from the **Available columns** list.
5. Click **Add**.
6. Use the **Move Up** and **Move Down** buttons to place the column in the correct position.
7. Select **Country/Region Code** from the **Show columns in this order** list.
8. Click **Add Freeze Pane**. When scrolling from left to right on the List page, the columns before the **Freeze** pane remain fixed.
9. Select **Quick Entry** on columns that you want to be part of the enter sequence, when you enter data. Clear **Quick Entry** for those columns that you want to skip in the enter sequence.

- Click **OK** to apply the changes and to close the **Customize This Page** page.

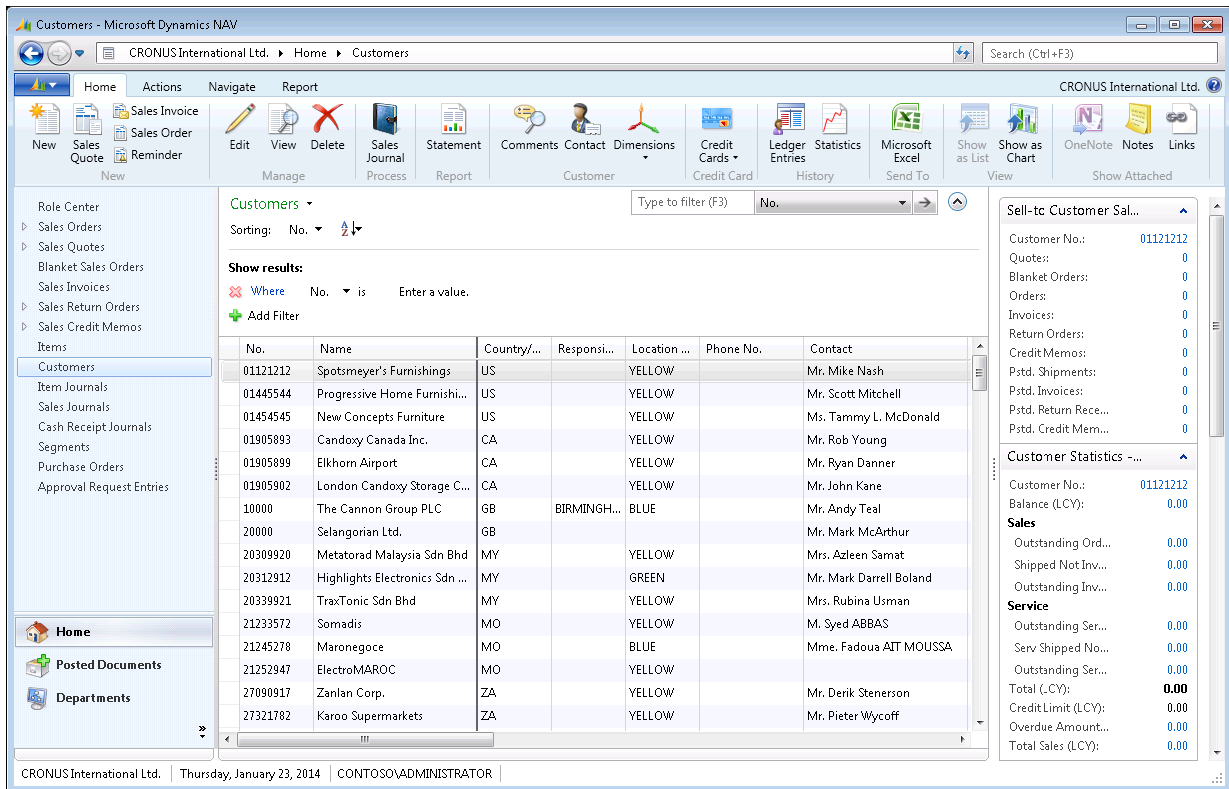


FIGURE 3.7: CUSTOMERS PAGE – NEW COLUMN LAYOUT

In addition to determining which columns are viewed, the user can also determine the width of a column and the height of the header.

To change the width of a column, for example on the **Customers** page, follow these steps:

- On the navigation pane, click **Home** and then click **Customers**.
- Place the pointer on the vertical line separating the columns **No.** and **Name** in the column header. (The pointer is displayed as a vertical line with an arrow through it.)
- Hold the left mouse button and drag the column separator to the desired width.
- Release the mouse button when satisfied with the width.

To change the header height, for example, on the **Customers** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Place the pointer in the column header and then right-click the mouse button.
3. Click **Choose Header Height**.
4. Select between one, two, or three lines in the header. The change appears immediately on the current page.
5. If you want this header height on all List pages, repeat steps 2-3 and then click **Apply To All Lists**.
6. Click **Yes**.

Add and Remove a FactBox from the FactBox Pane

To access the **Customize This Page** functionality from the **Customers** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Click the **Application** menu > **Customize** > **Customize This Page**.
3. Click **FactBoxes**.

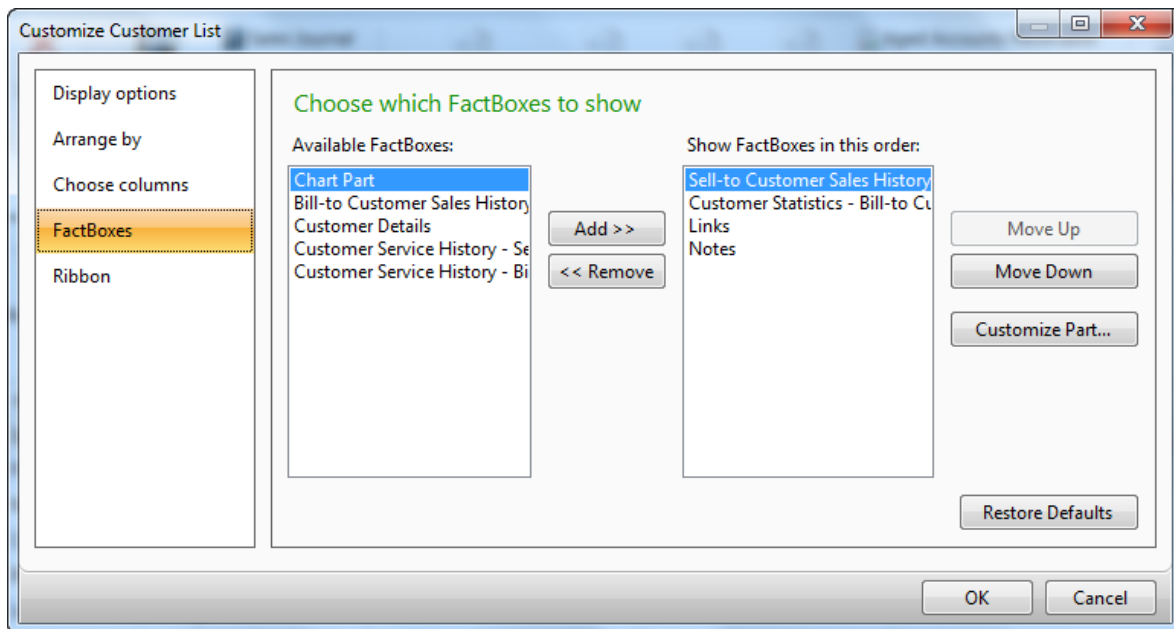


FIGURE 3.8: CUSTOMIZE THIS PAGE - FACTBOXES

4. Select a FactBox from the **Available FastBoxes** list, and then click **Add**.
5. By selecting a FastBox from the **Show FastBoxes in this order** list, you can remove a FastBox, by clicking **Remove**, or you can change the order of the FastBoxes, by clicking **Move Up** and **Move Down**.

- Click **OK** to apply the changes, and close the **Customize This Page** page.

The screenshot shows the Microsoft Dynamics CRM interface. On the left is a navigation pane with a 'Home' button and a 'Departments' button. The main area displays a list of customers under the 'Customers' tab. The list has columns for No., Name, Country/..., Responsi..., Location ..., Phone No., and Contact. The first customer is 01121212, Spotsmeyer's Furnishings, located in the US, with contact Mr. Mike Nash. On the right, there is a 'Notes' section and a 'Customer Details' section showing information for the selected customer, including Customer No., Phone No., E-Mail, Fax No., Credit Limit (LCY), Available Credit (...), Payment Terms C..., and Contact.

No.	Name	Country/...	Responsi...	Location ...	Phone No.	Contact
01121212	Spotsmeyer's Furnishings	US		YELLOW		Mr. Mike Nash
01445544	Progressive Home Furnishings	US		YELLOW		Mr. Scott Mitchell
01454545	New Concepts Furniture	US		YELLOW		Ms. Tammy L. McDonal
01905893	Candoxy Canada Inc.	CA		YELLOW		Mr. Rob Young
01905899	Elkhorn Airport	CA		YELLOW		Mr. Ryan Danner
01905902	London Candoxy Storage Campus	CA		YELLOW		Mr. John Kane
10000	The Cannon Group PLC	GB	BIRMINGH...	BLUE		Mr. Andy Teal
20000	Selangorian Ltd.	GB				Mr. Mark McArthur
20309920	Metatorad Malaysia Sdn Bhd	MY		YELLOW		Mrs. Azleen Samat
20312912	Highlights Electronics Sdn Bhd	MY		GREEN		Mr. Mark Darrell Boland
20339921	TraxTonic Sdn Bhd	MY		YELLOW		Mrs. Rubina Usman
21233572	Somadis	MO		YELLOW		M. Syed ABBAS
21245278	Maronegoce	MO		BLUE		Mme. Fadous AIT MOU
21252947	ElectroMAROC	MO		YELLOW		
27090917	Zanlan Corp.	ZA		YELLOW		Mr. Denik Stenerson

FIGURE 3.9: CUSTOMERS PAGE – NEW FACTBOX

Add and Remove a FastTab on Card Pages

To access the **Customize This Page** functionality from the **Customer Card** page, follow these steps:

- On the navigation pane, click **Home**, and then click **Customers**.
- Select any customer, and then click **Edit**.
- Click the **Application** menu > **Customize** > **Customize This Page**.

4. Click **FastTabs**.

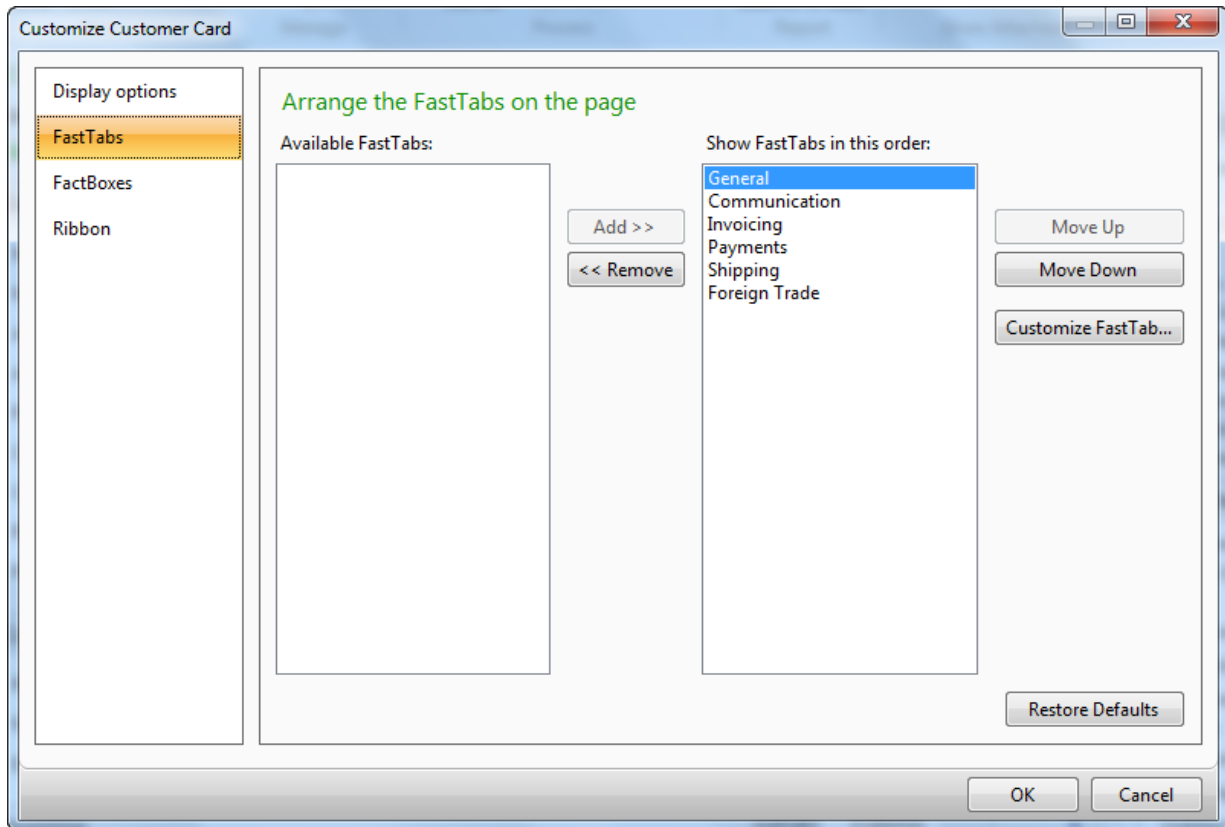


FIGURE 3.10: CUSTOMIZE THIS PAGE - FASTTABS

5. By selecting a FastTab from the **Available FastTabs** list, you can add a FastTab, by clicking **Add**.
6. By selecting a FastTab from the **Show FastTabs in this order** list, you can remove a FastTab, by clicking **Remove**, or you can change the order of the FastTabs, by clicking **Move Up** and **Move Down**.
7. Click **OK** to apply the changes and close the **Customize This Page** page.
8. Click **OK** to close the **Customer Card** page.

Customize a FactBox

To customize a FactBox on a List page, for example, the **Customers** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Click the **Application** menu > **Customize** > **Customize This Page**.
3. Click **FactBoxes**.
4. Select the **Sell-To Customer Sales History** FactBox from the **Show FactBoxes in this order** list.

5. Click **Customize Part**.

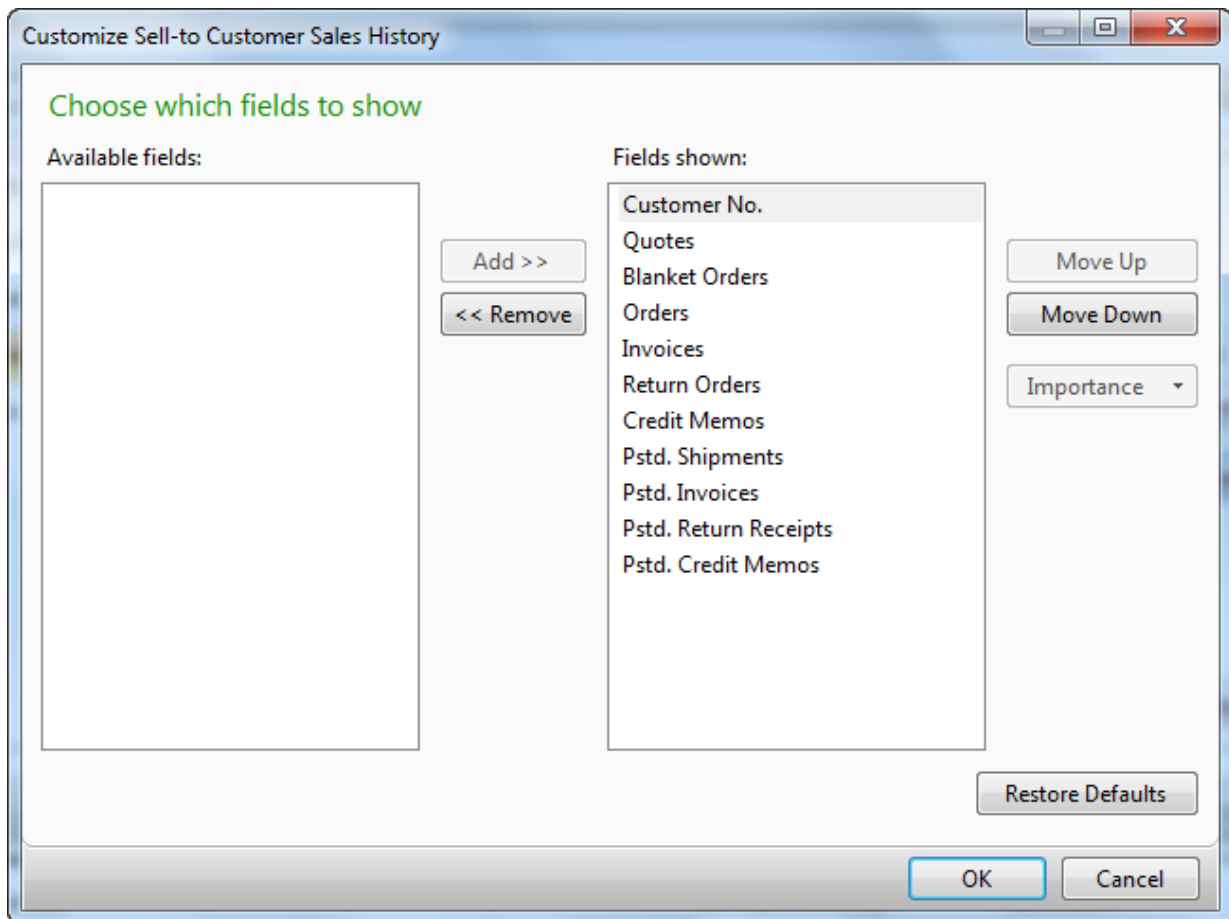
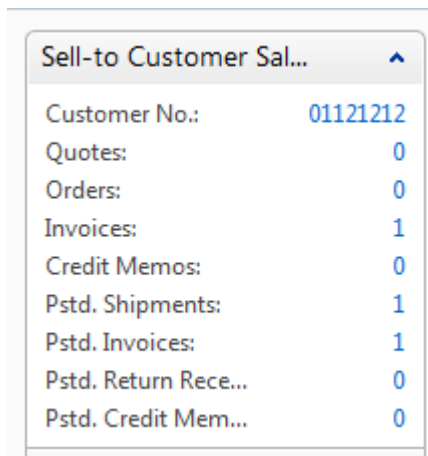


FIGURE 3.11: CUSTOMERS PAGE – CUSTOMIZED SELL-TO CUSTOMER SALES HISTORY FACTBOX

6. By selecting a field from the **Available fields** list, you can add a field, by clicking **Add**.
7. By selecting a field from the Fields shown list, you can remove a field, by clicking **Remove**, or you can change the order of the fields, by clicking **Move Up** and **Move Down**.
8. Click **OK** to apply the changes and close the **Customize FastTab** page.

9. Click **OK** to close the **Customize This Page** page.



Sell-to Customer Sal...	
Customer No.:	01121212
Quotes:	0
Orders:	0
Invoices:	1
Credit Memos:	0
Pstd. Shipments:	1
Pstd. Invoices:	1
Pstd. Return Rece...	0
Pstd. Credit Mem...	0

FIGURE 3.12: CUSTOMERS PAGE – CUSTOMIZED SELL-TO CUSTOMER SALES HISTORY FACTBOX

Customize a FastTab

To access the **Customize This Page** functionality from the **Customers** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select any customer and then click **Edit**.
3. Click the **Application** menu > **Customize** > **Customize This Page**.
4. Click **FastTabs**.
5. Select the **General** FastTab (or any other FastTab), from the **Show FastTabs in this order** list.

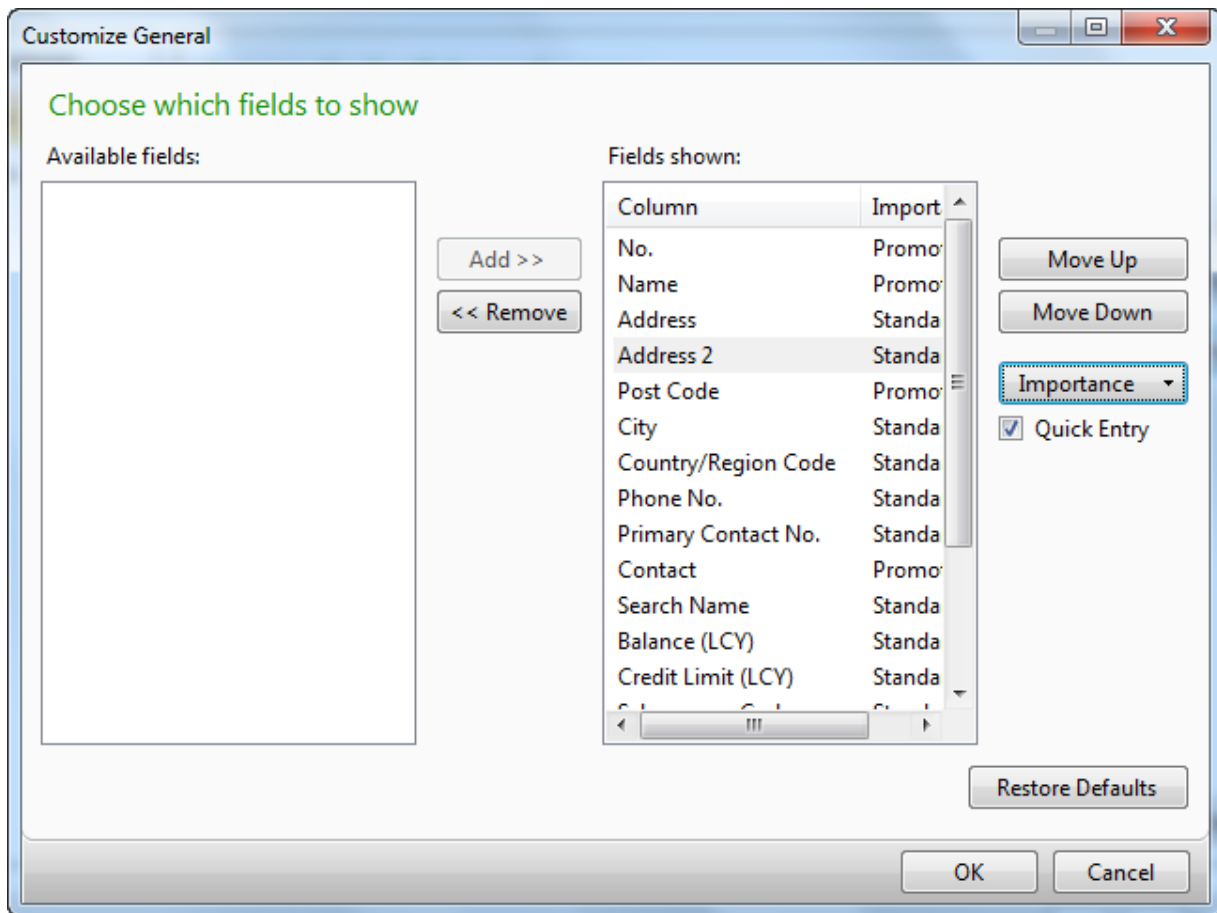
6. Click **Customize FastTab**.


FIGURE 3.13: CUSTOMIZE FASTTAB

7. By selecting a field from the **Available fields** list, you can add a field, by clicking **Add**.
8. By selecting a field from the **Fields shown** list, you can remove a field, by clicking **Remove**, or you can change the order of the fields, by clicking **Move Up** and **Move Down**.

For each field shown, you can specify its **Importance** with the following options:

- **Standard** – When the FastTab is expanded, the field is shown.
 - **Promoted** – When the FastTab is collapsed, the value of the field is shown in the FastTab's header.
 - **Additional** – When the FastTab is expanded, the field is only shown when you click **Show more fields**. By clicking **Show fewer fields**, the additional fields are hidden.
9. Set the **Importance** of the following fields to **Additional**: **Address 2**, **Primary Contact No.**, **Responsibility Center**, and **Service Zone Code**.

10. Select **Quick Entry** to determine whether a field should be part of the data entry sequence. The cursor will move to the next field that has Quick Entry selected when you enter data.
11. Click **OK** to apply the changes and close the **Customize FastTab** page.
12. Click **OK** to close the **Customize This Page** page.

FIGURE 3.14: CUSTOMER CARD PAGE – NEW GENERAL FASTTAB

13. Click **OK** to close the **Customer Card** page.

Customize a Chart

Pages, such as the **Customers**, **Items**, and **Vendors** pages, have the action called **Show as Chart** available. This chart can be set up according to your specific reporting needs, through the **Customize Chart** function. According to the requirements, the X-, Y- and Z-axes of the chart can be selected, in addition to the graph type (for example, pie, columns, lines, or points).

You can open the **Customize Chart** page from the **Application** menu, or from the shortcut menu on the content section of the chart (right-click in the chart area).

Demonstration: Customize a Chart on the Customers Page

As the order processor you want an overview of customers' open balance per country.

Demonstration Steps

1. Set up the chart on the **Customers** page.
 - a. On the navigation pane, click **Home**, and then click **Customers**.
 - b. Click **Show as Chart** on the **Home** tab in the ribbon.
 - c. Click the Application menu > **Customize** > **Customize Chart**.
 - d. Expand the **Measures (Y-Axis)** FastTab.
 - e. For the **Required Measure**, enter **Balance (LCY)** in the **Data Column** field, enter **Sum** in the **Aggregation** field, and enter **Balance (LCY)** in the **Caption** field.
 - f. Expand the **Dimensions (X- and Z-axes)** FastTab.
 - g. In the **X-Axis** field, enter **Country/Region Code**.
 - h. In the **Z-Axis** field, enter **No**.
 - i. The **Preview Part** FastTab shows an example of the chart that results as you fill in the fields in the **Generic Chart Customization** page.

Customize Parts on the Role Center Page

When you access the **Customize This Page** functionality from the **Role Center** page, the following options are available:

- Add and remove parts on the Role Center.
- Customize a part on the Role Center.

To add and remove parts from the **Role Center** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Role Center**.
2. Click the **Application** menu > **Customize** > **Customize This Page**.

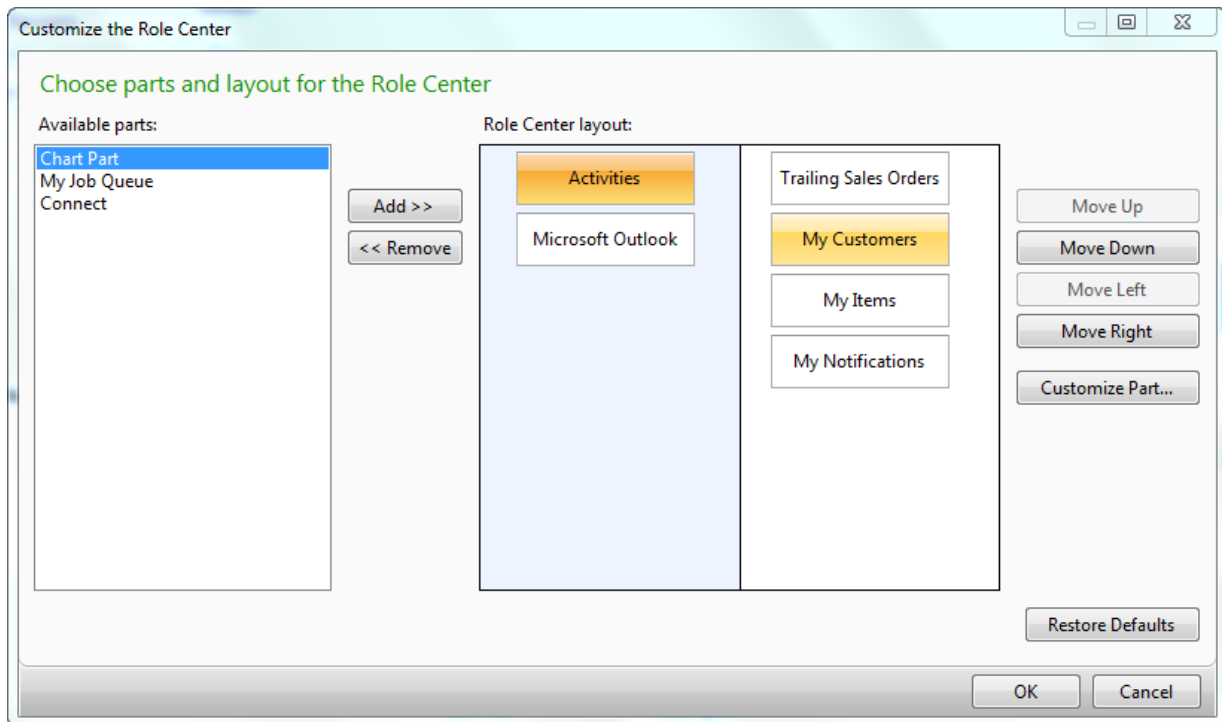


FIGURE 3.15: CUSTOMIZE ROLE CENTER PAGE

3. By selecting a part from the **Available Parts** list, you can add a part by clicking **Add**.
4. Select the **Chart Part** part, and then click **Add**.
5. By selecting a part from the **Role Center layout** list, you can remove a part by clicking **Remove**, or you can change the position of the part by clicking **Move Up**, **Move Down**, **Move Left**, and **Move Right**.

- Click **OK** to apply the changes and close the **Customize This Page** page.

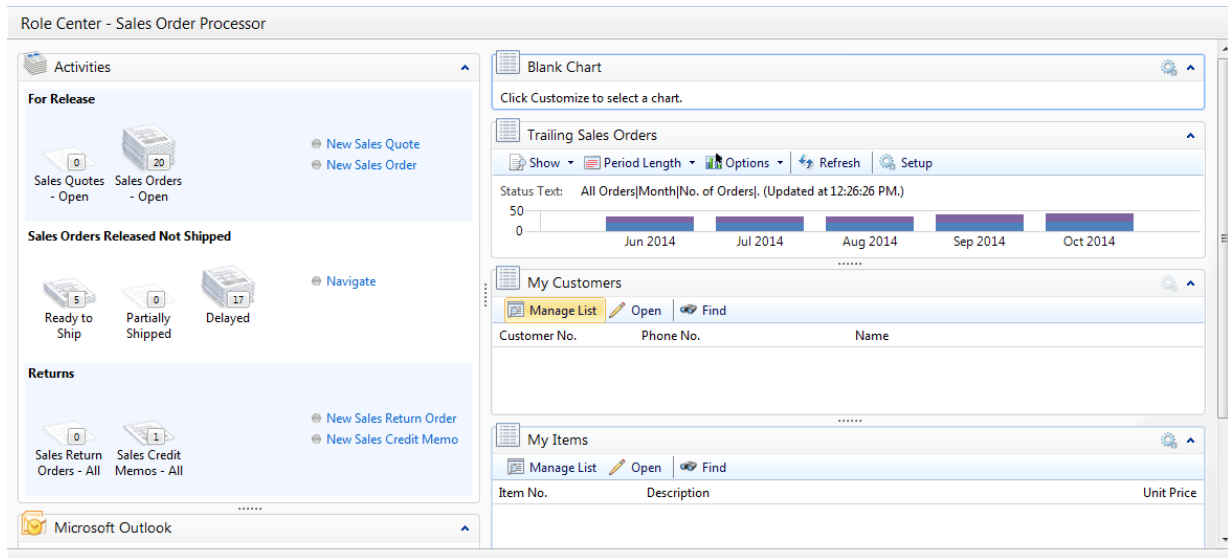


FIGURE 3.16: NEW ROLE CENTER PAGE LAYOUT

Customize the Activities Part

To customize the **Activities** part, follow these steps:

- On the navigation pane, click **Home** and then click **Role Center**.
- Click the **Application** menu > **Customize** > **Customize This Page**.
- Select the **Activities** part from the **Role Center layout** list.

4. Click **Customize Part**.

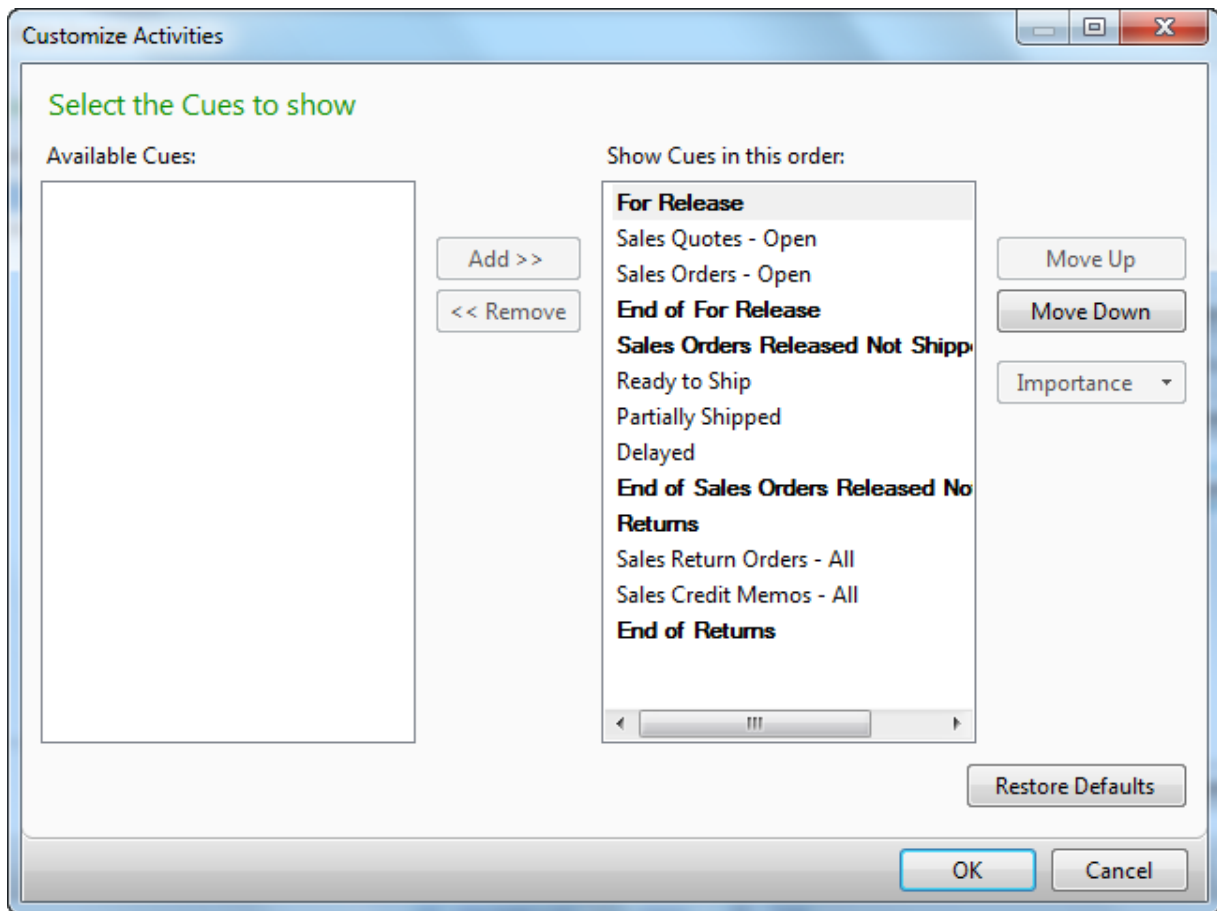


FIGURE 3.17: CUSTOMIZE ACTIVITIES PART

5. By selecting a Cue from the **Available Cues** list, you can add a Cue, by clicking **Add**.
6. By selecting a Cue from the **Show Cues in this order** list, you can remove a Cue, by clicking **Remove**, or you can change the order of the Cues, by clicking **Move Up** and **Move Down**.
7. Remove the Sales Return Orders – All cue.
8. Click **OK** to apply the changes and close the **Customize Part Page** page.

9. Click **OK** to close the **Customize This Page** page.

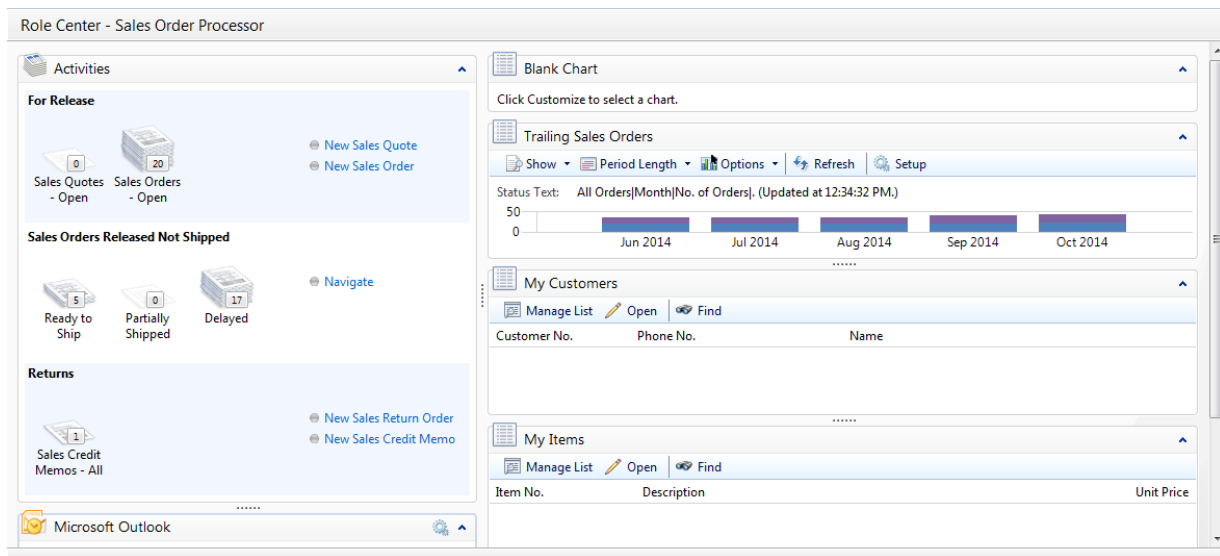


FIGURE 3.18: CUSTOMIZE ACTIVITIES PANE

Customize the Microsoft Outlook Part

To customize the **Microsoft Outlook** part, follow these steps:

1. On the navigation pane, click **Home** and then click **Role Center**.
2. Click the **Application** menu > **Customize** > **Customize This Page**.
3. Select the **Microsoft Outlook** part from the **Role Center layout** list.

4. Click **Customize Part**.

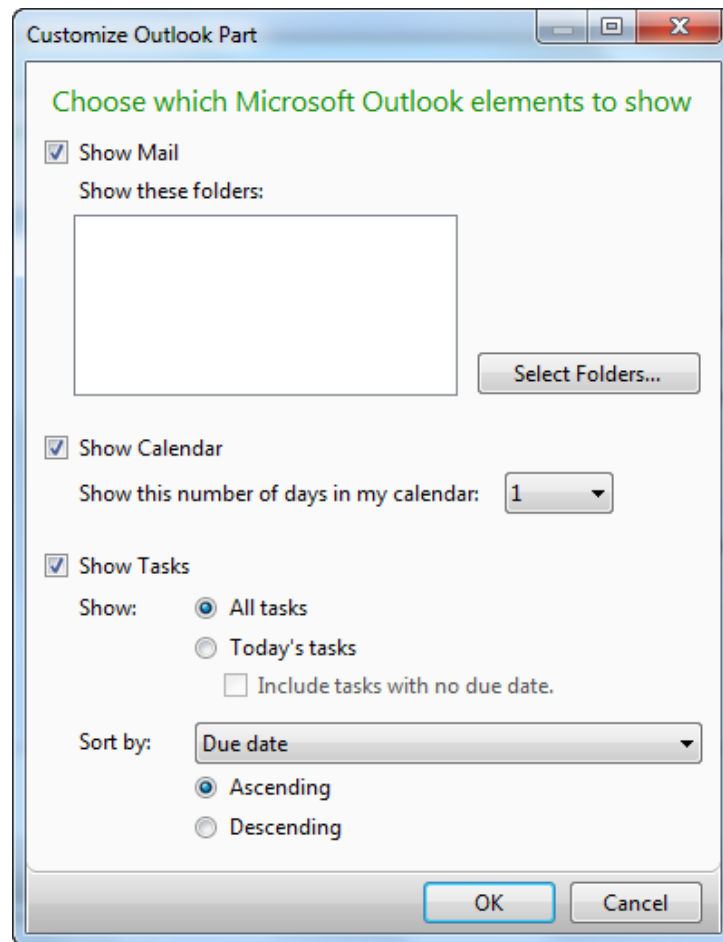


FIGURE 3.19: CUSTOMIZE MICROSOFT OUTLOOK PART

5. Select the **Show Mail** check box, if you want the **Microsoft Outlook** part to show the folders and corresponding number of new messages.
6. Click **Select Folders** to specify which Microsoft Outlook folders to show, select the desired folders, and then click **OK**.
7. Select the **Show Calendar** check box, if you want the **Microsoft Outlook** part to show your appointments.
8. Click the **Show this number of days in my calendar** field to select the number of days to be presented by the **Microsoft Outlook** part.
9. Select the **Show Tasks** check box, if you want the **Microsoft Outlook** part to show your tasks.
10. Specify whether to show **All tasks** or **Today's tasks**, and select or clear the **Include tasks with no due date** check box.
11. Specify how the tasks should be sorted – **None**, **Importance**, or **Due Date** – and how it should be organized – **Ascending** or **Descending**.
12. Click **OK** to apply the changes and to close the **Customize Outlook Part** page.

Customize My Customers Part

You can assemble a list of your most important customers. To manage this list, follow these steps:

1. On the navigation pane, click **Home** and then click **Role Center**.
2. On the **My Customers** part, click **Manage List**.
3. In the **Customer No.** field, enter the customer that you want to add to the list, by either entering the number or clicking the lookup arrow.
4. Add as many customers as you want.
5. Click **OK** to close the **Edit – My Customers** page.

Customize My Notifications Part

In Microsoft Dynamics NAV 2013, you can enter notifications to other users or yourself, through the **Notes** FactBox which can be viewed or added to many pages. The **My Notifications** part on the **Role Center** page provides an overview of all notifications that are addressed to you and lets you open the corresponding page and read and remove the notification.

To enter a notification on the **Customer Card** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select any customer, and then click **Edit**.
3. On the **Notes** FactBox, click **Actions**, and then click **New**.
4. Enter a new note.
5. In the **To** field, select the user for whom the note is intended.
6. Select the **Notify** check box if you want the note to appear in the **My Notifications** part of the selected user.

To access the **My Notifications** part, follow these steps:

1. On the navigation pane, click **Home** and then click **Role Center**.
2. On the **My Notifications** part, click **Actions**. The options are as follows:
 - **Open Page** – This action opens the page on which the note was entered.
 - **View Notification** – This action opens the note.
 - **Remove Notification** – This action removes the notification, but not the corresponding note.

Customize a Blank Chart

Several predefined charts were created to be shown on the **Role Center** page. After you add the **Chart** part to the **Role Center** page, you must select which chart you want to see.

Follow these steps:

1. On the navigation pane, click **Home** and then click **Role Center**.
2. Click the **Application** menu > **Customize** > **Customize This Page**.
3. In the available parts section, select **Chart Part**, and click **Add**.
4. Select the **Blank Chart** part from the **Role Center layout** list.
5. Click **Customize Part**.

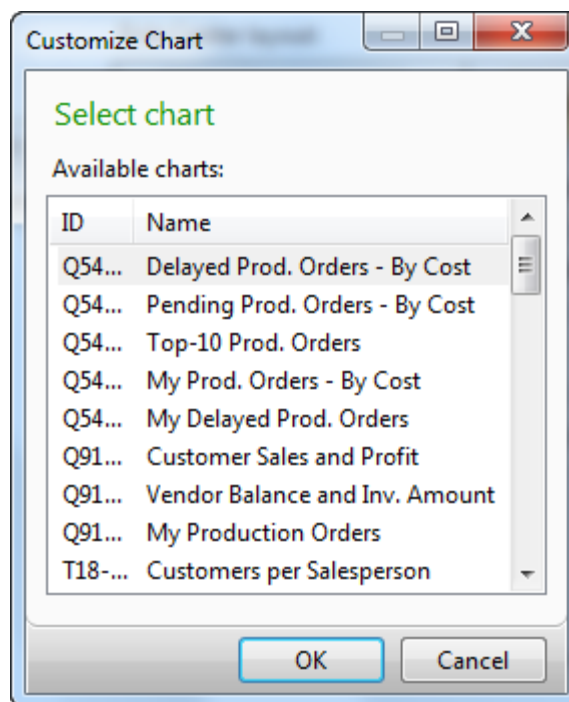


FIGURE 3.20: CUSTOMIZE BLANK CHART PART

6. Select Customers per Salesperson.
7. Click **OK** to close the **Customize Chart** page.
8. Click **OK** to close the **Customize This Page** page.



Note: These predefined generic charts can be customized (type "Charts" in the **Search** box and then open the **Generic Chart Setup** card page) similar to the steps explained in the "Customize a Chart" lesson of this module.



Note: In addition to generic charts, Microsoft Dynamics NAV includes several specific charts that you cannot create from scratch, but that you can edit to varying degrees.

*Some specific charts, such as **Trailing Sales Orders**, offer only options to change how the predefined source data is displayed in the chart.*

*In more advanced specific charts, such as **Finance Performance**, you can edit existing charts or set up new variations by combining account schedule lines and columns in multiple ways to provide many different financial performance indicators. This is discussed in more detail in the Finance Advanced in Microsoft Dynamics NAV 2013 course.*

*These specific charts are available only through some Role Center pages connected to profiles such as the **PRESIDENT-SMALL BUSINESS** profile.*

Change the Profile and Role Center

The Role Center is like your personal home page in Microsoft Dynamics NAV. For the Windows client, Microsoft Dynamics NAV 2013 includes predefined Role Centers and profiles to fit many of the fundamental roles in companies. Creating or modifying Role Centers is a development task, but the creation and assignment of profiles is a setup task that is performed by an administrator. Typically profiles are created and then the appropriate Role Center is assigned. As soon as users are set up, they are assigned to a Role Center through the profile. Then, you can make additional adjustments to make the UI fit your work habits.

For example, when Alicia the purchasing agent opens the Windows client, she sees the Purchasing Agent Role Center, which is configured to help her perform her daily tasks. This Role Center was assigned to her logon through the Purchasing Agent profile.



Note: *When assigning profiles, users first must be set up with the correct security access to the corresponding Role Center page and to the list places that can be found in the Home section on the navigation pane.*

Users who are not individually assigned to a profile, and therefore to a Role Center, receive the default Role Center. An administrator can change their Role Center in two ways:

- Change the profile assigned to their user ID.
- Change the default Role Center.

Change the User Profile

To change the user's profile, follow these steps:

1. On the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Role Tailored Client**, and then click **User Personalization**.
4. Select your user ID, and then click **Edit**.
5. In the **Profile ID** field, enter the desired profile.
6. Click **OK** to close the **User Personalization Card** page.
7. Restart Microsoft Dynamics NAV 2013 by closing and opening it. The selected profile is now applied.



Note: *Different profiles for different companies cannot be set up within one database. If it is necessary, the user must switch profiles manually when switching companies.*

Change the Default Role Center

To change the **Default Role Center**, follow these steps:

1. On the navigation pane, click **Departments**.
2. Click **Administration**, and then click **Application Setup**.
3. On the **Application Setup** page, click **Role Tailored Client**, and then click **Profiles**. The **Default Role Center** is currently set to Sales Order Processor.
4. Select the profile that you want to use, and then click **Edit**.
5. Select the **Default Role Center** check box.
6. Click **OK** to close the **Profile Card** page. This automatically clears the **Default Role Center** check box of the Sales Order Processor profile.
7. Restart Microsoft Dynamics NAV 2013 by closing and opening it. The selected profile appears.



Note: *Any change to the default Role Center affects all users who do not have an individually assigned user profile.*

Lab 3.2: Add a Chart to the Role Center

Scenario

As the sales order (SO) processor you want to adjust your Role Center by adding the following charts:

- Customer Sales and Profit (generic)
- SO per location (generic)

High Level Steps

1. Customize the Role Center page according to the scenario.

Detailed Steps

1. Customize the Role Center page according to the scenario.
 - a. On the navigation pane, click **Home** and then click **Role Center**.
 - b. Click the **Application** menu > **Customize** > **Customize This Page**.
 - c. Select **Chart Part** from the **Available parts** list.
 - d. Click **Add**.
 - e. Select the **Blank Chart** part from the Role Center layout list.
 - f. Click **Customize Part**.
 - g. Select **Customer Sales and Profit**.
 - h. Click **OK** to close the **Customize Chart** page.
 - i. Select **Chart Part** from the **Available parts** list.
 - j. Click **Add**.
 - k. Select the **Blank Chart** part from the Role Center layout list.
 - l. Click **Customize Part**.
 - m. Select **SO per location**.
 - n. Click **OK** to close the **Customize Chart** page.
 - o. Click **OK** to close the **Customize the Role Center** page.

Module Review

Module Review and Takeaways

A general overview of the personalization options in Microsoft Dynamics NAV 2013 helps you work efficiently with the system.

You can customize the Microsoft Dynamics NAV 2013 user interface with user personalization functions such as **Customize This Page**, **Choose Columns**, and **Customize Ribbon**. This lets you customize the user experience to your daily tasks and operations.

You can visualize key figures by adding charts in your Role Center, or by showing list places as a chart.

MODULE 4: BASIC FUNCTIONALITIES

Module Overview

This module outlines all general functions in Microsoft Dynamics NAV 2013, including how to edit, view, delete, and extract information. For anyone learning to use Microsoft Dynamics NAV 2013, it is a natural first step that they know the basic functions and how to move between pages, to make the processes within the ERP system smoother.

There are several features in Microsoft Dynamics NAV 2013 that help you collect the information that you must have, whether the purpose is to analyze it within Microsoft Dynamics NAV 2013 or to extract it to another program or as a printout. The following features are available to extract and display information from Microsoft Dynamics NAV 2013:

- Drill down - from a calculated quantity or amount (displayed in FlowFields) to open another window that displays the individual entries that make up the calculated value.
- Filters - to limit the scope of the information that appears in a page or report with one of these three filter types:
 - Field
 - Table
 - FlowFilter
- Sorting - to organize information in a way that makes it easier to analyze.
- Statistics - to view a summary of relevant figures for each record and drill into details.
- The **Navigate** page - to find, view, and print all related database records from one place.
- FactBoxes - for displaying related information.
- Reports - to view and print filtered information with many different standard reports for typical business needs.
- Generic charting – to view information on a chart on the Role Center.
- Integration to Microsoft Office products - to manage information in Word, Excel, or another product.

Objectives

The objectives are:

- Use function keys and basic keyboard shortcuts.
- Enter and edit information.
- Obtain selected information from Microsoft Dynamics NAV 2013, by using zoom, reports, sorting, search, filters, FactBoxes, and navigation functions.
- Integrate Microsoft Dynamics NAV with other Microsoft Office products, such as OneNote, Word, and Excel.
- Describe the posting process within Microsoft Dynamics NAV.

Use Keyboard Shortcuts

When you want to choose a command, or do anything else in Microsoft Dynamics NAV 2013, you can use either the mouse or the keyboard. Because it is more intuitive to use a mouse, all actions in this course are described according to mouse usage. However, as soon as you learn how, it can be more efficient to use the keyboard.

Basic Keyboard Shortcuts

The following table lists how to perform certain actions with the mouse and the keyboard.

Goal	Mouse	Keyboard
Select field contents.	Double-click field or drag move cursor over field.	Use the TAB or arrow keys to move the cursor to the field that you want. The contents will be highlighted.
Execute a function on the contents of a selected field.	Select the text and start the function by clicking it on the ribbon, a button on the page, or in the shortcut menu.	Select the text. If the function is available in the ribbon, press ALT. Press the letter of the tab name, and then press the letter of the function name. If the function is a button on the page, move the cursor to the button, and press ENTER to enable the selected button or command. If the function is available in the shortcut menu, right-click the field's value, select the button in the menu, and press ENTER.
Enter content in an empty field.	Click the field, type your content, and then click outside the field to save.	Move the cursor to the field using ENTER, TAB, or the arrow keys, and then type your content. Press ENTER to save what you have entered.
Choose a button on the page.	Click the button that you want to enable.	Press ALT and then the underlined letter on the button. Press ENTER to enable it.

Goal	Mouse	Keyboard
Go to first record.	Not applicable	Press CTRL+HOME.
Go to last record.	Not applicable	Press CTRL + END.
Go to next record.	Not applicable	Press PAGE DOWN.
Go to previous record.	Not applicable	Press PAGE UP.

Keyboard Shortcuts

Some actions can be performed by using keyboard shortcuts, shown in the following table. For the list of all available keyboard shortcuts, see the Keyboard Shortcut help topic located at "Working with Microsoft Dynamics NAV/Work with Data."

Keyboard shortcut	Action
ALT	Key tips on ribbon
ALT + A	Launch Actions tab
ALT + M	Launch Microsoft Dynamics NAV button
ALT + N	Launch Navigate tab
ALT + R	Launch Report tab
CTRL + N	Insert new line (in a grid)
CTRL + SHIFT + E	Edit
CTRL + SHIFT + G	Go to
CTRL + SHIFT + K	Edit list
CTRL + SHIFT + L	View list
CTRL + SHIFT + V	View
CTRL + SHIFT + W	Open in new window (list)
ENTER (DOUBLE-CLICK)	Open
CTRL + A	Select (copy) all
CTRL + C	Copy
CTRL + E	Export to Excel
CTRL + F	Find
CTRL + L	Linked files

Keyboard shortcut	Action
CTRL + O	Open company
CTRL + P	Print
CTRL + V	Paste
CTRL + W	Export to Word
CTRL + X	Cut
CTRL + Z	Undo
DELETE	Clear selected text or line
CTRL + SHIFT + Q	Expand/collapse tree in grid
CTRL + ALT + F1	Zoom

Enter and Edit Information

The way to add and edit information in fields depends on the type of field.

Field Types

When you enter information into fields, Microsoft Dynamics NAV 2013 provides the format for the type of information that you enter in the following types of fields:

- Date fields - accept only date parameters.
- Number fields - accept only numbers.
- Text fields - accept information in any format.
- Code fields –accept only predefined codes.
- FlowFields – display amounts and quantities calculated by Microsoft Dynamics NAV 2013, for example the **Balance** field for G/L accounts.

Enter Dates

Microsoft Dynamics NAV 2013 provides flexibility when you enter dates. The following table shows valid entries in a date field.

User Input	Result
w	Work date entered in Tools>Work Date
t	Today's date
c	Closing date
#	Number of the day in the current work month

User Input	Result
Month-day-year	122502, 12 25 02, 12-25-02, 12/25/02
Weekday-weeknumber-year	Fr5202, fr 52 02, fr-52-02, fr/52/02

You can also enter abbreviations for the weekday and Microsoft Dynamics NAV 2013 will then enter the date for that weekday based on the work date, as shown in the following table.

User Input	Result
m	Monday
tu	Tuesday
we	Wednesday
th	Thursday
f	Friday
sa	Saturday
su	Sunday

When you enter a date, take special note of the following:

- Start-day of the week is Monday.
- Date fields accept incorrect year numbers such as 9008.
- The work date year is added automatically if you enter day/month.
- The work date month/year is added automatically if you enter day.
- Microsoft Dynamics NAV 2013 supports default Windows date ranges.

Enter Quantities and Amounts

Quantities and amounts are entered in special number fields that have a built-in mathematical function so that you can enter calculations such as 13.50 * 2 - 12. The four basic mathematical operators are as follows:

- + (plus)
- - (minus)
- * (multiply)
- / (divide)



Note: The calculated amount, but not the formula, is stored in the field.

Enter Codes

A code identifies a record such as a vendor number or customer number. Codes are also values that are used for sorting information on the screen and in reports. Numbers and letters can be used to identify codes.

When you have to enter a code in a field, look up (press F4) to select from the list of codes related to the field.

Instead of selecting a code, you can type it in the field. In that case, you only have to enter the first letter(s) in the code name. For example, type "y" for YELLOW.

Edit Fields

To edit information in a field, press the F2 key. This works like a word processor in that the left and right arrow keys move through the text without changing it. Press F2 again to save the changes and make the fields ready to be moved away from.

Insert and Delete

To insert a line or a record in Microsoft Dynamics NAV 2013, put your cursor on a line, right-click, and select **New Line**. The new line is inserted above the line where you position your cursor. To delete a line or a record, press CTRL+D or click **Delete**. Both functions can also be accessed from the ribbon by clicking **New** or **Delete**.

For this exercise, you add and delete a new line in an open sales order.

1. On the navigation pane, click **Home** and then click **Sales Orders**.
2. Select sales order number **101017** (Selangorian Ltd.), and then click **Edit**.
3. From the **Lines** FastTab, put the cursor on the column header.
4. Right-click and select **New Line** (CTRL+INS).
5. The **Type** field is automatically populated with **Item**. Leave this.
6. In the **No.** field, enter 1976-W.
7. To delete the new line, make sure that your cursor is placed on the new line that you have just created.
8. Right-click and select **Delete Line** (CTRL+DEL).
9. Click **Yes**.
10. Click **OK** to close the **Sales Order** page.

FlowFields

All FlowFields have a drill-down (CTRL+F8) option. By clicking the value of the FlowField, you can open a separate page. For example, when you click the **Balance** FlowField on a G/L account, the **General Ledger Entries** page opens. It shows the entries included in the calculation.

FlowFields also have the following characteristics:

1. The contents of FlowFields are calculated every time that they are displayed. This means that a FlowField is always 100 percent updated and displays the newest figures.
2. You can limit the number of entries included in the calculation by setting Limit Totals Filters on the field.

To view the balance of customer 10000 (the Cannon Group Ltd.), follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select customer 10000 (the Cannon Group Ltd.), and then click **Edit**.
3. On the **General** FastTab, click the value in the **Balance (LCY)** field. Notice the **Customer Ledger Entries** page, listing all open customer ledger entries of customer 10000. These entries make up total balance of 13.591,89 LCY.
4. Click **Close** to close the **Customer Ledger Entries** page.
5. Click **OK** to close the **Customer Card** page.

Zoom

A page is merely a selected view on a database table. Therefore, more fields may be available than shown on the page or on the different FastTabs. Some of those fields can be added through the Customize This Page functionality, other fields cannot.

To view all available fields and their values, you can zoom in on the page.

To zoom in on customer 10000 page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select customer 10000.
3. Click the **Application** menu > **Help** > **About This Page**.
4. Expand the **Table Fields** FastTab to view all fields and values for customer 10000.



Note: You cannot make any changes to field values from this page.

5. Close the **About This Page** page.
6. Click **OK** to close the **Customer Card** page.

Add OneNote to a Record

You can set up Microsoft Dynamics NAV 2013 to work with Microsoft OneNote 2010. For example, you can use OneNote integration to synchronize notes from a mobile OneNote installation with Microsoft Dynamics NAV. You can also use OneNote to share pictures, recordings, and other instructions across a company.

When you set up OneNote integration, you can enable adding notes to a particular record or to a complete page.



Note: OneNote integration is set up for a group of users, through the Profiles. How to set up Profiles and the fields related to OneNote integration is covered in the course Application Setup for Microsoft Dynamics NAV 2013.

Add Notes to a Record

You can add notes to a page or a specific record. You can make these notes for yourself or for other users. If this is the case, you might like to notify the user that you have created a note for him or her. You might also like to notify yourself, for example, when the note is to remind yourself of a follow-up task or to-do.

Add notes either through the **Notes** FactBox, when made available on the page, or through the **Notes** function in the ribbon.



Note: How to enter a note or notification was already explained in the module, "User Personalization" of this course, in the topic "Customize My Notifications Pane."

Add Links to a Record

With Microsoft Dynamics NAV 2013, you can link to a file (such as file name types doc, tif, or jpg), folder, or website. For example, you may want to link an invoice to a sales quote. This gives you the flexibility to access relevant information quickly.

To link to a document, folder, or website, follow these steps:

1. On the navigation pane, click **Home** and then click **Sales Orders**.
2. Check that the **Links** FactBox is displayed. If not, follow these steps:
 - a. Click the **Application** menu > **Customize** > **Customize This Page**.
 - b. Click **Factboxes**.
 - c. Select the **Links** FactBox from the Available Factboxes list, and then click **Add**.
 - d. Click **OK** to close the **Customize This Page** page.
3. Select any sales order, for example 101017, and then click **Edit**.
4. On the **Home** tab in the ribbon, click **Links**.
5. Click **Actions**, and then click **New**.
6. In the **Link Address** field, type "http://www.microsoft.com".
7. In the **Description** field, type "Microsoft".
8. Click **Save**.
9. Click **OK** to close the **Sales Order** page.
10. On the **Sales Orders** page, with the order still selected, notice that in the **Links** FactBox, the link that you have just created is displayed.

Send to Word and Excel

Any page can be exported to a Word or Excel, by using style sheets. The demonstration database contains default style sheets, but other style sheets can be imported and applied to a specific page.

For example, for the customer card, a style sheet can be set up that contains a default letter, with the address of the customer automatically filled in together with some default sentences.

To send a sales order to Word, follow these steps:

1. On the navigation pane, click **Home** and then click **Sales Orders**.
2. Select any sales order, for example, 101017, and then click **Edit**.
3. Click **Microsoft Dynamics NAV > Print&Send > Microsoft Word**.
A Word document opens, according to the default layout/style sheet that was set up. In this case, an overview of all FastTabs and available fields with their value is shown.
4. **Close** the Word document.
5. Click **OK** to close the **Sales Order** page.

Send to Email as Attachment

Any page can be sent to email as an attachment by using style sheets. The style sheet used is the one for Internet Explorer as an HTML-formatted page is generated. The same style sheet is used when the "print page" action is invoked. The demonstration database contains default style sheets, but other style sheets can be imported and applied to a specific page.

For example, for the customer card, a style sheet can be set up that contains a default letter, with the address of the customer automatically filled in together with some default sentences.

To send a sales order to email as an attachment, follow these steps:

1. On the navigation pane, click **Home** and then click **Sales Orders**.
2. Select any sales order, for example, 101017, and then click **Edit**.
3. Click **Microsoft Dynamics NAV > Print&Send > Email as Attachment**.
4. Your default mail program opens. It displays a mail message generated with the name of the page as the subject. It will also include an HTML-formatted document attached according to the default layout/style sheet that was set up. In this case, an overview of all FastTabs and available fields with their value is shown.

Print Reports and Documents

Microsoft Dynamics NAV 2013 contains several standard reports that relate to business processes. For each application area, all relevant reports are included in the respective Reports menu folder in the navigation pane.

When you have selected a report, a card page called a report request page opens. Here you can specify which information the report must include and how it must be included.

Report request pages typically have two FastTabs. On the first FastTab, which is named after the table that provides the information, you can set filters to define which field information to include. The second FastTab, the **Options** FastTab, has varying setup fields that have relevant options to define how the report must be created.

When you have defined the report contents, you can process it in the following ways:

- Click **Preview** to view a **Print Preview** page.
- Click **Print**. The following options are available:
 - Print
 - PDF
 - Microsoft Word
 - Microsoft Excel
- Click **Print** to send it to your printer.
- Select the **Print to Excel** field in the **Options** FastTab to also create an Excel Worksheet when the document is printing. This is available only on selected reports. The following are examples:
 - **Trial Balance**
 - **Customer/Item Sales**
 - **Inventory Cost and Price List**
 - **Aged Accounts Receivables**
 - **Customer - Order Detail**



Note: The only difference between the **Microsoft Excel** option and **Print to Excel** is formatting.

Print Preview

CRONUS International Ltd.

Customer - Order Summary

1 of 1 | 100% | Find | Next

Customer - Order Summary
CRONUS International Ltd.

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Outstanding Orders

Customer No.	Name	...before	01/31/14 02/27/14	02/28/14 03/27/14	03/28/14 04/27/14	after...	Total
01454545	New Concepts Furniture	1,280.54	0.00	0.00	0.00	0.00	1,280.54
10000	The Cannon Group PLC	1,290.00	0.00	0.00	0.00	0.00	1,290.00
20000	Selangorian Ltd.	7,481.07	0.00	0.00	0.00	0.00	210.00
30000	John Haddock Insurance Co.	2,880.00	4,741.73	0.00	0.00	0.00	948.00
31987987	Candoxy Nederland BV	2,424.57	0.00	0.00	0.00	0.00	3.92
32789456	Lovaina Contractors	4,804.75	0.00	0.00	0.00	0.00	4,804.75
38128456	MEMA Ljubljana d.o.o.	387,776.83	671,826.80	0.00	0.00	41,276,448.28	2,081,165.45
40000	Deerfield Graphics Company	4,142.00	0.00	0.00	0.00	0.00	832.00
43687129	Designstudio Gmunden	2,916.50	0.00	0.00	0.00	204,407.06	0.00
46897889	Englunds Kontorsmöbler AB	7,299.36	0.00	0.00	0.00	0.00	3,361.32
49525252	Beef House	0.00	0.00	0.00	0.00	31,800.90	23.14
49633683	Autohaus Mielberg KG	20,145.27	0.00	0.00	0.00	112,747.82	6,572.20
60000	Blanemark Hifi Shop	12,520.00	0.00	0.00	0.00	0.00	5,688.00
61000	Fairway Sound	352.00	1,318.00	0.00	0.00	0.00	528.00
62000	The Device Shop	180.00	3,854.00	0.00	0.00	0.00	1,770.00
Total (LCY)		52,001.95	11,650.03	0.00	0.00	359,709.68	25,883.50

FIGURE 4.1: CUSTOMER – ORDER SUMMARY REPORT – PRINT PREVIEW

Sort Information

With the sorting functionality in Microsoft Dynamics NAV 2013, you can decide the order in which information is displayed. For example, if you have many customer ledger entries, you can choose to order them by one of the following methods:

- Entry number only
- Customer number first, then by posting date
- Document type first, then by document number
- Document number first, then by customer number

The sorting options are predefined, and there are many for each table in Microsoft Dynamics NAV 2013. Each sorting option (or combination of sorting options) is called a key. You can see all the keys for a page through the **Customize This Page** functionality or by clicking the drop-down arrow next to the **Sorting** field in the page header.

By choosing a different sorting option, you can view the lines in a different order.

Procedure - Change the Sorting Order

To change the sorting order of a list of vendor ledger entries, follow these steps:

1. On the navigation pane, click **Departments**.
2. Click **Purchase > Planning > Vendors**.
3. Select vendor 10000 (London Postmaster).
4. On the **Navigate** tab, click **Ledger Entries**.
5. Click **Microsoft Dynamics NAV > Customize > Customize This Page**.
6. Click **Arrange by**.
7. Click the drop-down arrow next to the **Sort Items by** field. The list of possible sorting options appears.
8. Select Vendor No., Posting Date, Currency Code.
9. Select the **Sort descending** option.

10. Click **OK** to close the **Customize This Page** page.
11. On the **Vendor Ledger Entries** page, the vendor ledger entries for London Postmaster are now sorted based on your chosen criteria.

Posting Date	Document No.	Document No.	External Document No.	Vendor No.	Description	Currency	Original Amount	Amount	Remaining Amount
12/31/2013	Invoice	5437	5437	10000	Opening Entries, Vendors		-72,470.91	-72,470.91	0.00
12/31/2013	Invoice	5578	5578	10000	Opening Entries, Vendors		-24,156.97	-24,156.97	-24,156.97
12/31/2013	Invoice	5672	5672	10000	Opening Entries, Vendors		-57,976.72	-57,976.72	-57,976.72
1/1/2014	Invoice	108018	23047	10000	Order 106002		-8,132.00	-8,132.00	-8,132.00
1/4/2014	Invoice	108019	23587	10000	Order 106003		-8,245.76	-8,245.76	-8,245.76
1/8/2014	Payment	2593		10000	London Postmaster		72,470.91	72,470.91	0.00
1/15/2014	Invoice	108023	24521	10000	Order 106006		-15,846.00	-15,846.00	-15,846.00

FIGURE 4.2: VENDOR LEDGER ENTRIES PAGE – NEW SORTING

Sorting Order

As soon as you have chosen a sorting key, Microsoft Dynamics NAV 2013 sorts the field contents of the selected columns according to the following order:

1. Numbers only without blank spaces or special characters.
2. Letters only.
3. Numbers and letters combined.

When numbers and letters are combined, the field contents are checked character by character from left to right. The sorting priority is as follows:

- Blank spaces come before characters.
- Letters come before numbers.
- Numbers come before special characters.

The sorting priority results in the sorted list shown in the following table.

Order	Reason
1	Numbers without blank spaces or special characters come before letters or combinations of numbers and letters, and Microsoft Dynamics NAV 2013 counts in ascending order.
11	
12	
111	
A 1	This is a combination of letters and numbers. It comes before other such combinations because the blank space between A and 1 comes before anything else.
ABC	Letters come after blank spaces (so ABC comes after A 1 above).
AB1	Letters come before numbers in letter/number combinations (so ABC comes before AB1).
A1	Numbers are sorted after letters (so A1 comes after AB).
D S B	D comes after A, and blank spaces come before a character.
D1	Numbers are sorted after letters (so D1 comes after D S B).
D.S.B.	Special characters come after numbers.
1A	A number at the start of a combination of letters comes next to last in the sorting order.
+A1	Special characters come last in a sorting.

You must be familiar with sorting rules so that filters can be entered correctly. For example, the filter A100..110 does not result in any data being found because the interval cannot exist. The result of an incorrectly used filter can be incorrect or even no information.



Note: Filtering options are discussed in the next lesson of this module.

To make sure that numbers are sorted correctly, follow these principles:

- Always use a numeric series of a fixed length (100 to 999).
- Never use a numeric series such as 1 to 999 in code or text fields.
- Never use a numeric series such as 001 to 999 in code or text fields.

The SQL Server Option for Microsoft Dynamics NAV 2013 sorts numbers as if they were text, as illustrated in the following table.

Numeric Sorting	Text Sorting
1	1
2	10
3	100
4	2
10	3
100	4

To avoid the mentioned issues of different sorting logic in SQL, follow these guidelines:

- Use a numeric series that has a fixed length by specifying a numeric series that has either a predefined number of digits or starts with a number other than zero.
- Manually follow the numbering principles and use a fixed number of digits.

Search Information

In a live ERP system, your database will have thousands of entries. Being able to search through this data or limit the data by filtering it is important so that you can continue with your work.



When you look for a specific record in a list, for example, a customer for which you know the name, you can easily use the **Find** function.

In this example, we look for customer Pilatus AG. Follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Press CTRL+F to open the **Find** dialog box.
3. In the **Find row where** field, click the drop-down arrow. You receive a selected number of fields to search. Select **Name**.

4. In the **matches** field, type "pilatus". The search function is not case-sensitive and searches the whole field.
5. The **Find** dialog indicates that one instance was found, and the customer is automatically selected in the customer list.
6. Click **Close** to close the **Find** dialog box.

Go To

When you are looking for a record having a certain value in a field on a card page, for example, a customer resides in a specific city or has a specific salesperson, you can easily use the **Go To** function.

In this example, we look for customers in London. Follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select any customer, and then click **Edit**.
3. Select the **City** field.
4. Press CTRL + G to open the **Go To** dialog box.
5. In the **Matches** field, type "London". The search function is not case-sensitive and searches the whole field.
6. Use **Go To Next** or **Go To Previous** to browse through records.
7. Click **Close** to close the **Go To** dialog box.

Use Filters

A quick filter or an advanced filter can be used to limit the number of records displayed on a list page or the number of records to examine starting from a card page. You can set a filter by specifying criteria for one or several fields in a table. Microsoft Dynamics NAV 2013 then tests all records, and only records that match the criteria pass through the filter. If criteria are specified for several fields at the same time, records must match all criteria to pass through the filter.

These filters are page-dependent. If you set a filter on a table in a page and then see the same table in a different page, the filter is not in effect there. On the other hand, the filter will remain in effect in the page where you set it until you remove it or until you close the page.

A third filter option is the Limit totals filter, which is used to limit the contents of FlowFields that display amounts or quantities.

Demonstration: Quick Filter

Use a single filter to display all sales order for customer Fairway Sound.

Demonstration Steps

1. Use a single filter.
 - a. On the navigation pane, click **Home** and then click **Sales Orders**.
 - b. Press F3 to move the focus to the Quickfilter. Click the drop-down arrow of the filter field and select **Sell-to Customer Name**.
 - c. In the text field on the left, type "fairway" and press ENTER.
 - d. The **Sales Orders** page is now limited to three sales orders, all for Fairway Sound.
 - e. Select sales order 104015, and then click **Edit**.
 - f. Browse the different sales orders, by clicking the **Previous** and **Next** on the **Actions** tab in the ribbon. Notice that you see the filtered sales orders.
 - g. Click **OK** to close the **Sales Order** page. The list of sales orders remains filtered.
 - h. To remove the filter from the **Sales Orders** page, click the Delete button (black **X** icon) next to the filter field.

Demonstration: Advanced Filter

Use an advanced filter to display all items with the following characteristics:

- No bill of materials.
- No adjusted cost.
- Vendor no. 20000.
- Unit price of 125.10 LCY.

Demonstration Steps

1. Use an advanced filter.
 - a. On the navigation pane, click **Home** and then click **Items**.
 - b. In the filter pane, click **Expand** to make the advanced filter options available.
 - c. Click the drop-down arrow of the **Where** field, and then select **Assembly BOM**.
 - d. Click the drop-down arrow to enter a value, and then select **No**.
 - e. Click **Add Filter**.
 - f. Click the drop-down arrow of the **Where** field, and then select **Cost is Adjusted**.

- g. Click the drop-down arrow to enter a value, and then select **No**.
- h. Click **Add Filter**.
- i. Click the drop-down arrow of the **Where** field, and then select **Vendor No**.
- j. Click the drop-down arrow to enter a value, and then select 20000.
- k. Click **Add Filter**.
- l. Click the drop-down arrow of the **Where** field, and then select **Unit Price**.
- m. Type "125.10" as the value, and then press ENTER. The **Items** page is now limited to five items that meet all filter criteria.
- n. To delete the filter, click all Delete buttons (red **X** icons) in the expanded Filter pane.

Demonstration: Limit Totals

Use the Limit totals filter to display the net change amounts of the chart of account for January 2014.

Demonstration Steps

1. Use the Limit totals filter.
 - a. On the navigation pane, click **Departments**.
 - b. Click **Financial Management > General Ledger > Chart of Accounts**.
 - c. Expand the Filter pane to display the Limit totals section.
 - d. In the **Limit Totals to** section of the Filter pane, click the drop-down arrow of the **Where** field, and then select **Date Filter**.
 - e. Enter 01/01/14..01/31/14, and then press ENTER.
 - f. Notice that the chart of accounts is adjusted so that the net change of all accounts displays only the total of the month January 2014.
 - g. To remove the Limit totals filter, click the **Delete** button (red **X** icons) in the Filter pane.

Enter Criteria in Filters


When you enter criteria, you can use all the numbers and letters that you typically use in the field. In addition, you can use some special symbols or mathematical expressions. The following table shows the available formats.

Symbol	Meaning	Sample Expression	Records Displayed
=	Equal to	377	Number 37

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Symbol	Meaning	Sample Expression	Records Displayed
		BLUE	Those with the BLUE code, for example, the BLUE warehouse code.
		22	A datetime: from 22-current month-current year 0:00:00 to 22-current month-current year 22:59:59
		22 10	An exact datetime: 22-01-01 10:00:00
..	Interval	1100..2100	Numbers 1100 through 2100
		..2500	Up to and including 2500
		..12 31 00	Dates up to and including 12 31 00
		P8..	Information for accounting period 8 and thereafter
		..23	From the beginning of time until 23-current month-current year 23:59:59
		23..	From 23-current month-current year 0:00:00 until the end of time
		22..23	From 22-current month-current year 0:00:00 until 23-current month-current year 23:59:59
	Either/or	1200 1300	Those with number 1200 or 1300
&	And	<2000&>1000	Numbers that are less than 2000 and greater than 1000. The ampersand (&) cannot be used by itself with numbers because no record can have two numbers.
<>	Not equal to	<>0	All numbers except 0 With the SQL Server option, you can combine this symbol with a wildcard expression. For example, <>A* meaning not equal to any texts that begin with A.

Symbol	Meaning	Sample Expression	Records Displayed
>	Greater than	>1200	Numbers greater than 1200
>=	Greater than or equal to	>=1200	Numbers greater than or equal to 1200
<	Less than	<1200	Numbers less than 1200
<=	Less than or equal to	<=1200	Numbers less than or equal to 1200
*	An indefinite number of unknown characters	*Co*	Texts that contain Co
		*Co	Texts that end with Co
		Co*	Texts that begin with Co
?	One unknown character	Hans?n	Texts such as Hansen or Hanson
	Calculate before rest	30 (->=10&<=20)	Those with number 30 or with a number from 10 through 20 (the result of the calculation within the parentheses)
@	Ignore case (either uppercase or lowercase allowed)	@location	Texts such as LOCATION, location, or Location

Symbol	Meaning	Sample Expression	Records Displayed
"	Blank	"	<p>All records with a blank value in the field for which the criteria is used, for example, the Contact Person field on the customer card, to view all customers without a contact person.</p> <hr/> <p> Note: The criteria consist of two single quotation marks, not one double quotation mark.</p> <hr/>

You can also combine the various format expressions shown in the following table.

5999 8100..8490	Include any records with the number 5999 or a number from the interval 8100 through 8490.
..1299 1400..	Include records with a number less than or equal to 1299 or a number equal to 1400 or greater (all numbers except 1300 through 1399).
>50&<100	Include records with numbers that are greater than 50 and less than 100 (numbers 51 through 99).
C&*&D*	Include texts that contain both C and D.
@*co?*	<p>Include texts that contain co, CO, Co, cO, such as cot, cope, and incorporated.</p> <p>The text CO, cO, Co, or co must be present, followed by at least one character, but there can be an indefinite number of characters before and after these, and case is unimportant.</p>

Enter only meaningful filters. For example, you can specify an interval that does not exist, and Microsoft Dynamics NAV 2013 cannot check this for you. You must know the sorting rules followed by this program to enter meaningful filters.

Demonstration: Use Filter Criteria

Scenario: Make a list of all domestic vendors without a contact person.

Demonstration Steps

1. Use filter criteria.
 - a. On the navigation pane, click **Departments**.
 - b. Click **Purchase > Planning > Vendors**.
 - c. Expand the Filter pane.
 - d. Click the drop-down arrow of the **Where** field, and then select **Country/Region Code** (through All Columns).
 - e. Click the drop-down arrow to enter a value, select GB, and then press ENTER.
 - f. Click **Add Filter**.
 - g. Click the drop-down arrow of the **Where** field, and then select **Contact**.
 - h. Enter " (two single quotation marks) as the value, and then press ENTER.

The **Vendors** page is now limited to three vendors that meet all filter criteria.

Demonstration: Use a Variable in a Filter Criteria and Save a Filtered View

Scenario: Make a list of all sales orders for My Customers.

Demonstration Steps

1. Enter some customers in the **My Customers** part on the Role Center.
 - a. On the navigation pane, click **Home** and then click **Role Center**.
 - b. Click **Manage List** on the **My Customers** part.
 - c. In the **Customer No.** field, enter 10000 and then press ENTER.
 - d. In the **Customer No.** field, enter 20000 and then press ENTER.
 - e. In the **Customer No.** field, enter 30000 and then press ENTER.
 - f. Click **OK** to close the **Edit – My Customers** page.

2. Make a list of all sales orders for My Customers.
 - a. On the navigation pane, click **Home** and then click **Sales Orders**.
 - b. Press F3 to move the focus to the Quickfilter.
 - c. Click the drop-down arrow of the **Where** field, and then select **Sell-to-Customer No.**
 - d. As the value, enter %MYCUSTOMERS".
 - e. Press ENTER.

The value of the quickfilter changes to 10000|20000|30000.

The **Sales Orders** page is now limited to orders from the customers listed in the **My Customers** part in the Role Center.

3. Save the view.
 - a. Open the advanced filter menu (drop-down arrow next to Sales Orders in the Filter Pane).
 - b. Click **Save View As**.
 - c. In the **Name** field, type "Sales Orders – My Customer".
 - d. Ignore the **Activity Group** field.
 - e. Click **OK**.
 - f. Click **Yes** to restart and see the changes in the navigation pane.
4. Add a customer to the **My Customers** list.
 - a. On the navigation pane, click **Home** and then click **Role Center**.
 - b. Click **Manage List** on the **My Customers** part.
 - c. In the **Customer No.** field, enter 6000 and then press ENTER.
 - d. Click **OK** to close the **Edit – My Customers** page.
5. Reopen the saved view.
 - a. On the navigation pane, click **Home**, click **Sales Orders**, and then click **Sales Orders – My Customers**.
 - b. Notice that newly added customers (or removed customers) are not automatically reflected in the saved view.

Lab 4.1 : Filter the Customer List and Export to Excel

Scenario

Make a list of all foreign customers that have a name that begins with the letter m.

Export the list to Excel.

High Level Steps

1. Filter the customer list.
2. Export the filtered customer list to Excel.

Detailed Steps

1. Filter the customer list.
 - a. On the navigation pane, click **Home** and then click **Customers**.
 - b. Expand the Filter pane.
 - c. Click the drop-down arrow of the **Where** field, and then select **Country/Region Code**.
 - d. Enter <>GB as the value, and then press ENTER.
 - e. Click **Add Filter**.
 - f. Click the drop-down arrow of the **Where** field, and then select **Name**.
 - g. Enter @m* as the value, and then press ENTER.

The **Customers** page is now limited to eight customers that meet all filter criteria.

2. Export the filtered customer list to Excel.
 - a. Click **Microsoft Dynamics NAV > Print&Send > Microsoft Excel** (CTRL + E).

The Excel Worksheet will automatically open. It shows the filtered customer list.

- b. Close the Excel Worksheet.
- c. On the **Customers** page, to delete the filter, click all Delete buttons (red **X** icons) in the expanded Filter pane.

FactBoxes

FactBoxes are available on all pages. Use them to extract more detailed information about the current record. FactBoxes do not only show this information. They provide links that guide you to the detailed information, to review or in some cases even change.

For example, sales documents, such as orders, quotes, and invoices, have FactBoxes available that show all sales-relevant information about the customer (document header) and the item (document line).

Demonstration: Sell-to Customer Sales History FactBox

The **Sell-to Customer Sales History** FactBox lists all open and posted documents for a customer, organized by document types, such as quotes, blanket orders, and posted credit memos.

Some pages in Microsoft Dynamics NAV 2013 represent business documents that are sent to customers, business partners, and internal staff. Examples are as follows:

- Order confirmations - from sales orders.
- Quotes - from sales and purchase quotes.
- Work order - from sales orders.
- Job cards, picking lists - from production orders.

Demonstration Steps

1. Access the **Sell-to Customer Sales History** FactBox.
 - a. On the navigation pane, click **Home** and then click **Customers**.
 - b. Make sure that the **Sell-to Customer Sales History** FactBox is displayed. If not, make it visible through the **Customize This Page** functionality.
 - c. Select customer 10000. Every time another customer is selected, the data in the FactBoxes changes, according to the relevant customer.

The FactBox shows that there are currently four sales orders created for customer 10000.

- d. Click the link, which is the number of sales orders, for a list of these sales orders and to review their status.

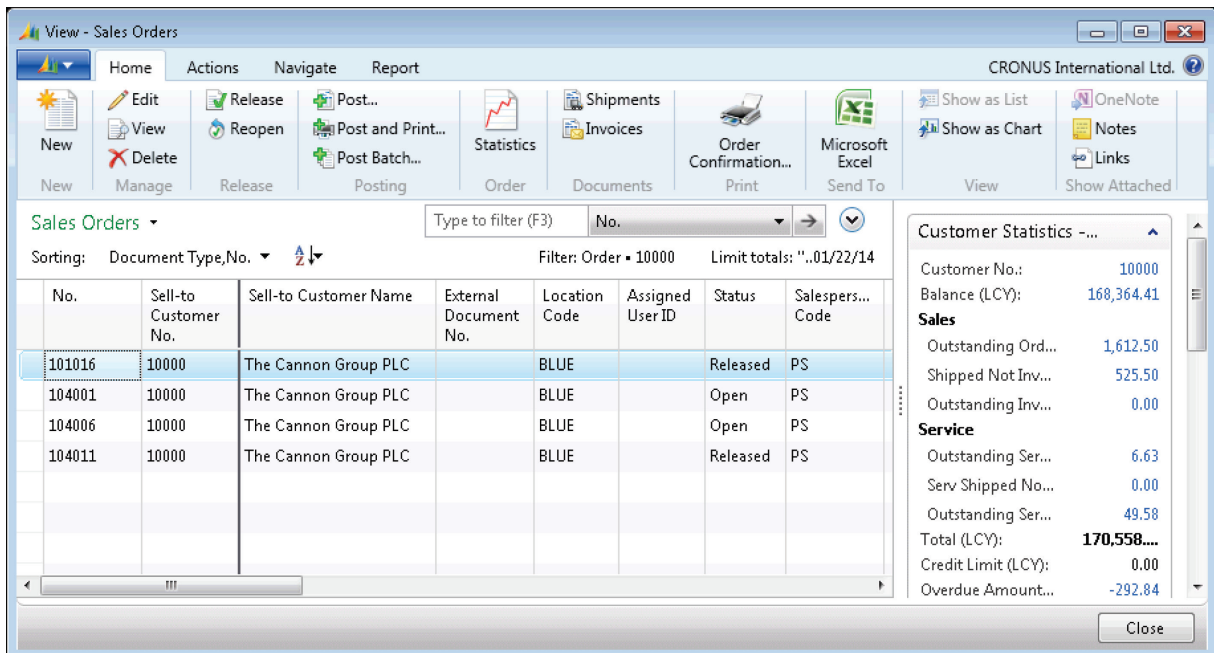


FIGURE 4.3: SELL-TO CUSTOMER SALES HISTORY FACTBOX - ORDERS

- e. Click **Close** to close the **View – Sales Orders** page.

Demonstration: Customer Statistics – Bill-to Customer FactBox

The **Customer Statistics – Bill-to Customer** FactBox displays an overview of all relevant figures. The calculated information is constantly updated based on entry postings for the record in question. You cannot edit information in the FactBox. However, you can view which entries were included in a calculated figure by clicking the field value.

Statistics FactBoxes are available for all central records, including the following:

- Customer
- Vendor
- Item
- Order (sale, purchase, production)



Note: In addition to the statistics FactBox, you can also view the **Statistics** page. This is available from the ribbon.

Demonstration Steps

1. Access the **Customer Statistics – Bill-to Customer** FactBox.
 - a. On the navigation pane, click **Home** and then click **Customers**.
 - b. Make sure that the **Customer Statistics – Bill-to Customer** FactBox is displayed. If not, make visible through the **Customize This Page** functionality.
 - c. Select customer 10000.

The FactBox shows the customer's current outstanding balance.

- d. Click the link for a list of all open customer ledger entries that make up the calculated balance.

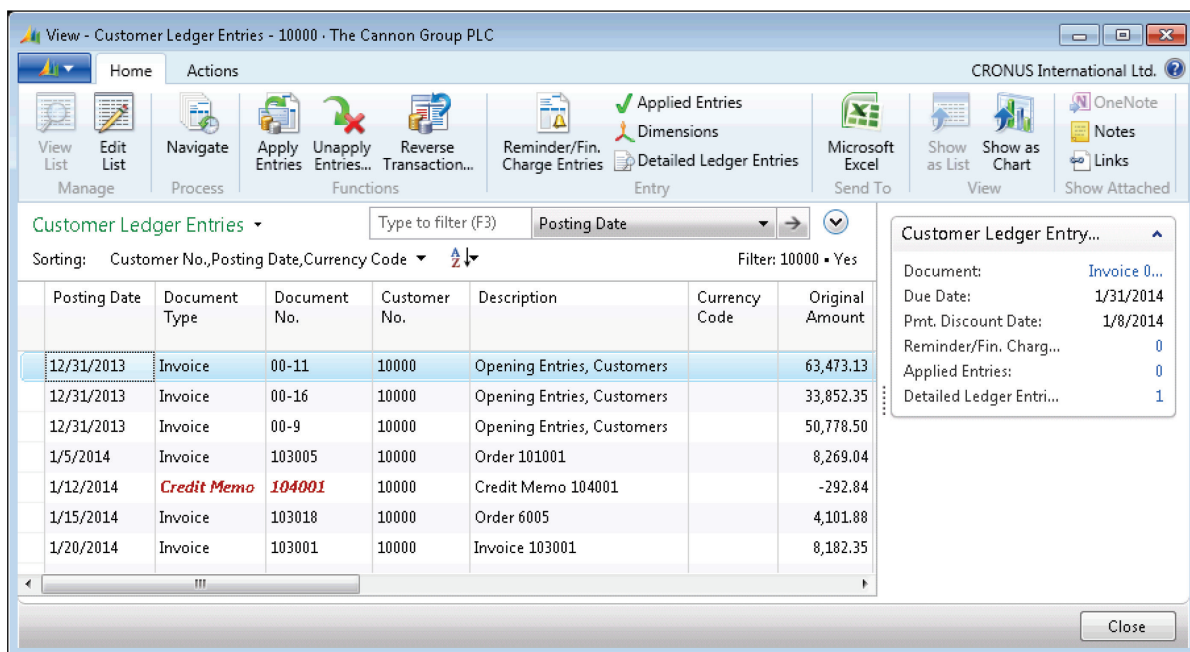


FIGURE 4.4: CUSTOMER STATISTICS – BILL-TO CUSTOMER FACTBOX – BALANCE(LCY)

- e. Click **Close** to close the **Customer Ledger Entries** page.

Post a Document

Unposted vs. Posted Documents

A company's documents are presented as editable document pages that show which users can enter, edit, and process the details of a transaction. These pages always consist of a header (different FastTabs) and lines (Lines FastTab).

As soon as a document is complete, and the data must be processed into the other application areas, the document is posted. The unposted document disappears, and a posted document is created. The posted document can be consulted, but it is not editable.

For example, the sales invoice is a document that contains both billing information for the customer (header) and the details of sold items (lines). As long as this document is not posted, no general ledger entries are created, and the customer balance or the item's stock is not adjusted. When you post the document, the sales invoice disappears and a posted sales invoice is created.

Journals

The use of documents is one way to process data in the Microsoft Dynamics NAV database. However, you can also use journals, which is a wide concept within Microsoft Dynamics NAV. Journals are not only limited to the accounting journals (for example, general journals, sales journals, and purchase journals). Each application area has journals with which users can process transactions in their own domain.

For example, the general journal is used to process accounting transactions that always result in the creation of general ledger entries. These transactions can also create other entries, for example, customer ledger entries and vendor ledger entries.

The item journal is another example in which the posting results in item ledger entries, value ledger entries, and – directly or indirectly – general ledger entries.

Postings

Each posting, either from documents or from journals, creates ledger entries. New records are created in one or more posting tables. Some examples of posting tables are general ledger entries, customer ledger entries, vendor ledger entries, and item ledger entries.

You can view posted ledger entries in many ways, for example, through the **Navigate** tab on the ribbon, through Flowfields on a record, or through links in a FastTab.

For example, on the **Customer Card** page, you can view the history of all customer transactions by clicking **Ledger Entries** on the **Navigate** tab in the ribbon. When a sales invoice is posted, the outstanding balance of the customer is adjusted. Through the **Balance (LCY)** field, either on the **General** FastTab of the **Customer Card** page or on the **Customer Statistics – Bill-to Customer** FactBox, you receive a filtered view of the customer ledger entries. This shows only the open entries that make up the balance.

Navigate

The **Navigate** page helps you analyze business figures across the whole database. The page is available from all tabular pages that display posted entries. You can also reach it directly from the History menu folder for most application areas.

The **Navigate** page can be used as a context-sensitive search, meaning that it contains the information about the line for which it is opened.

To view the **Customer Ledger Entries** page for Customer No. 10000 (The Cannon Group PLC) using the **Navigate** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select or double-click Customer 10000 (The Cannon Group PLC).
3. On the **Navigate** tab, click **Ledger Entries**.
4. With the first line selected, click **Navigate**.

Table Name	No. of Records
G/L Entry	2
Cust. Ledger Entry	1
Detailed Cust. Ledg. Entry	1

FIGURE 4.5: CUSTOMER LEDGER ENTRIES - NAVIGATE

The **Navigate** page results show the first customer ledger entry for customer 10000. The top and middle sections display information about the selected transaction, namely the first sales invoice for customer 10000 on 12/31/13. The lines at the bottom show which and how many entries exist for the transaction. You can drill further into these results by selecting a line and clicking **Show** to view the actual entries.

Search by Document Number

You can use the **Navigate** page as a generic search tool. To see entries with a different document number, enter the document number at the top of the **Navigate** page and then click **Find**.

If you search with only the **Posting Date** field (leaving the **Document No.** field blank), all the entries from the date entered appear, regardless of document number. Similarly, if the **Posting Date** field is blank, all entries with the selected document number appear, regardless of the posting date.

Search by External Document Numbers

If you do not know an internal document number, click the **External** tab, available at the bottom of the page. To locate a document for a vendor, in the **Business Contact Type** field, select Vendor.

Enter the vendor number in the **Business Contact No.** field or enter the vendor's document number in the **Document No.** field. Then, click **Find** to have the program find the entries.

Open the **Navigate** page from ledger entry pages and pages that contain posted shipments and receipts, or from all the History menu folders in the navigation pane. You can use the page to find all entries posted with the same date or document number. The document number may be either a number assigned in a general journal or the number of an invoice or credit memo.

Module Review

Module Review and Takeaways

Anyone who uses Microsoft Dynamics NAV 2013 should know how to move in the Role Center, navigation panes, and different windows and additionally know the basic functions to process data. As soon as you have this knowledge, you can start to learn and use all the Microsoft Dynamics NAV 2013 business functionality .

Test Your Knowledge

Test your knowledge with the following questions.

1. How many employees are there in CRONUS International, Ltd.?
☐ 7
☐ 8
☐ 9
☐ 6
2. Who is the contact at customer 49525252, Beef House?
☐ Carol Philips
☐ Frank Lee
☐ Karin Fleischer
☐ Barry Potter
3. What is the current balance (LCY) on customer 49525252, Beef House?
☐ 6,346.16
☐ 5,951.36
☐ 5,641.36
☐ 5,941.37

4. How many open invoices does customer 49525252, Beef House, have?

☐ 2

☐ 3

☐ 4

☐ 5

5. What is the inventory of item number 70000?

☐ 4,202

☐ 5,202

☐ 4,402

☐ 4,204

6. What is the unit price of item number 70040?

☐ 801.20

☐ 108.20

☐ 108.40

☐ 118.20

7. What keys do you press to delete a customer?

☐ F8

☐ F6

☐ CTRL+DEL

☐ F2

8. What would the following filter expression display: 1100..2100?

☐ Records 1100 through 2100 are displayed.

☐ Records 1100 and 2100 are displayed.

☐ All records but 1100 through 2100 are displayed.

☐ All records but 1100 and 2100 are displayed.

9. From what type of field can you drill down to related entries?

() Calculation field

() FlowField

() Amount field

() Quantity field

Test Your Knowledge Solutions

Module Review and Takeaways

1. How many employees are there in CRONUS International, Ltd.?
☐ 7
☒ 8
☐ 9
☐ 6
2. Who is the contact at customer 49525252, Beef House?
☐ Carol Philips
☐ Frank Lee
☒ Karin Fleischer
☐ Barry Potter
3. What is the current balance (LCY) on customer 49525252, Beef House?
☒ 6,346.16
☐ 5,951.36
☐ 5,641.36
☐ 5,941.37
4. How many open invoices does customer 49525252, Beef House, have?
☐ 2
☐ 3
☒ 4
☐ 5

5. What is the inventory of item number 70000?
- ☒ 4,202
 - ☐ 5,202
 - ☐ 4,402
 - ☐ 4,204
6. What is the unit price of item number 70040?
- ☐ 801.20
 - ☒ 108.20
 - ☐ 108.40
 - ☐ 118.20
7. What keys do you press to delete a customer?
- ☐ F8
 - ☐ F6
 - ☒ CTRL+DEL
 - ☐ F2
8. What would the following filter expression display: 1100..2100?
- ☒ Records 1100 through 2100 are displayed.
 - ☐ Records 1100 and 2100 are displayed.
 - ☐ All records but 1100 through 2100 are displayed.
 - ☐ All records but 1100 and 2100 are displayed.
9. From what type of field can you drill down to related entries?
- ☐ Calculation field
 - ☒ FlowField
 - ☐ Amount field
 - ☐ Quantity field

MODULE 5: MASTER DATA FOR THE SALES AND PURCHASE PROCESS

Module Overview

The financial core of a company is its chart of accounts, a list of the general ledger (G/L) accounts where G/L entries accumulate during a fiscal period. General Ledger entries are automatically created through different business documents, such as purchase invoices, as a result of business transactions. Before these documents can be used correctly, different master data - such as customers, vendors, and items - must be created and maintained.

As one of the central elements of a financial management system, the purpose and functions of the chart of accounts, in addition to the use of master data, is prerequisite knowledge for anyone training to work with Microsoft Dynamics® NAV 2013 at any level.


Objectives

The objectives are:

- Explain how to use G/L account cards.
- Outline the purpose and functions of the **Chart of Accounts** page.
- Explain how to use customer cards.
- Explain how to use vendor cards.
- Explain how to use item cards.

G/L Account Cards

Each line in the chart of accounts is represented by a G/L account card where you define how the related G/L entries for that account are managed.

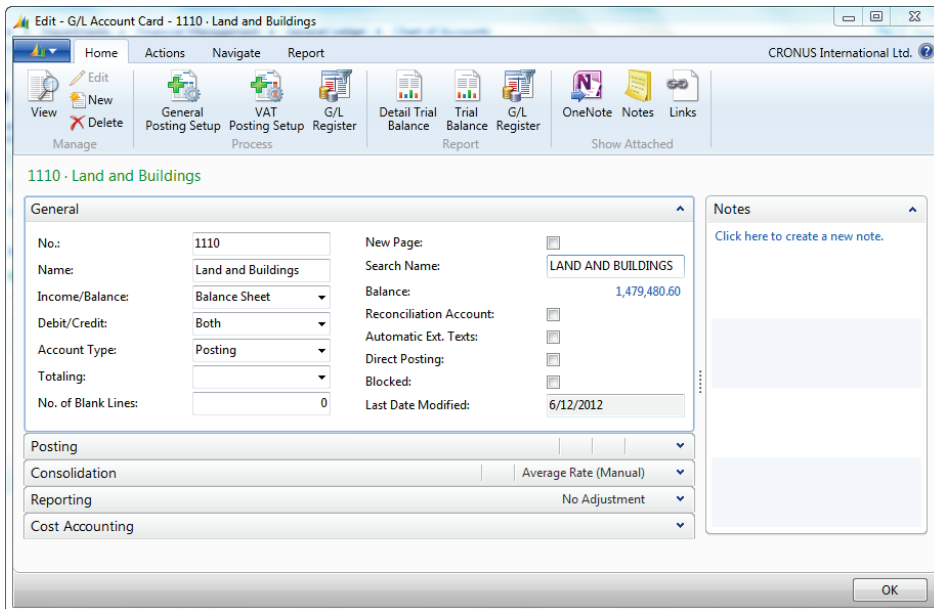
 **Note:** For running companies where a posting setup is in place and a chart of accounts already exists, you might have to create additional G/L accounts occasionally, for example, for transactions from a new type of revenue. To learn how to create new G/L accounts, refer to the Finance Essentials in Microsoft Dynamics NAV 2013 course.

*This lesson introduces the most important fields and buttons on the **G/L Account Card** page.*

You can reach G/L account cards from the **Chart of Accounts** page. This is explained in the next lesson.

To open a G/L account card, follow these steps:

1. On the navigation pane, click **Departments**.
2. Click **Financial Management > General Ledger > Chart of Accounts**.
3. Select the desired G/L account, and then click **Edit** or **View**.





The screenshot displays the 'Edit - G/L Account Card - 1110 - Land and Buildings' window. The interface includes a ribbon with tabs for Home, Actions, Navigate, and Report. The 'Home' tab is active, showing various icons for actions like View, Edit, New, Delete, Manage, General Posting Setup, VAT Posting Setup, G/L Register, Detail Trial Balance, Trial Balance, G/L Register, OneNote, Notes, and Links. The main area is divided into sections: General, Posting, Consolidation, Reporting, and Cost Accounting. The General section contains fields for No. (1110), Name (Land and Buildings), Income/Balance (Balance Sheet), Debit/Credit (Both), Account Type (Posting), Totaling, No. of Blank Lines (0), New Page, Search Name (LAND AND BUILDINGS), Balance (1,479,480.60), Reconciliation Account, Automatic Ext. Texts, Direct Posting, Blocked, and Last Date Modified (6/12/2012). The Posting section includes Consolidation, Reporting, and Cost Accounting. The Consolidation section includes Average Rate (Manual). The Reporting section includes No Adjustment. The Cost Accounting section includes No Adjustment. The Notes section includes a link to create a new note.

FIGURE 5.1: G/L ACCOUNT CARD PAGE – G/L ACCOUNT 1110

General FastTabs

The **General** FastTab contains various fields that define what and how G/L entries are handled in the G/L account.

Field	Description
No.	The number of the G/L account. Notice that number series are not used for G/L accounts so this number is entered manually.
Name	A short description of the G/L account.
Income/Balance	Indicates whether the account is an income or balance sheet account. This field is important in determining what accounts are closed at the fiscal year end.
Debit/Credit	The type of entries that are usually posted to this account. The selection made does not restrict the type of transactions posted to the account. It only enhances the reporting capabilities.
Account Type	<p>The purpose of the account. The options are as follows:</p> <ul style="list-style-type: none"> • Posting - Used to accumulate transactions. • Heading - Used for descriptive purposes only. • Total - Used to total a range of accounts, as specified in the Totaling field. (This option is useful for totaling groups of accounts that are not in the same classification, such as gross income.) • Begin-Total - Used to mark the beginning of an account range. • End-Total - Used to mark the end of the range. Each End-Total account has an account range in the Totaling field. The range can be calculated or entered manually. <hr/> <p> Note: Entries can be posted only on a G/L account of account type Posting.</p> <hr/>
Totaling	Determines which accounts go into a Total or an End-Total account type.

Field	Description
No. of Blank Lines	Determines the number of blank lines before the account is displayed in a report.
New Page	A check box that determines whether a new report page is printed after the account is displayed in the report.
Search Name	Search field for finding a particular account by using text when the account number cannot be recalled.
Balance	The current balance of the account. Drill down from this field to access the General Ledger Entries page.
Reconciliation Account	A check box that determines whether the G/L account is included in the Reconciliation page in the general journals. The Reconciliation page is used before posting to review the effect of posting the accounts in the journal.
Automatic Ext. Texts	A check box that, when selected, automatically adds extended text set up on the account to sales and purchase documents in the Description field. If not selected, extended text can still be set up on the account and added to documents manually. To create the extended text, click Extended Texts on the Navigate tab in the ribbon.
Direct Posting	<p>A check box that, when selected, indicates whether posting is allowed directly into this account from a journal line. This check box is automatically selected when new accounts are created.</p> <hr/> <p> Note: Generally, for accounts that have a subledger (for example, customer, vendor, bank account, item), the Direct Posting check box is cleared.</p> <hr/>
Blocked	A check box that, when selected, prevents entries from posting to this account. G/L accounts can be blocked and reopened as needed.
Last Date Modified	System-generated field that displays the date when the G/L account was last modified.

Posting FastTabs

The **Posting** FastTab contains the fields that determine how the G/L and VAT entries are recorded.

The following table briefly describes the purpose of each field.


Field	Description
Gen. Posting Type	Defines whether the account is used only with a sale or purchase transaction or with both types of transactions. This field is used together with the VAT Bus. Posting Group and VAT Prod. Posting Group fields to find the account that the program posts VAT to. It is only filled in for revenue and expense accounts where VAT is involved.
Gen. Bus. Posting Group	Identifies the default general business posting group for the account. This field indicates whom you sell to or buy from. It is used with the Gen. Prod. Posting Group and Gen. Posting Type fields to find the G/L accounts to post to for sales, purchases, discount amounts, cost of goods sold (COGS), and inventory adjustments.
Gen Prod. Posting Group	Identifies the default general product posting group for the account. This field indicates the type of item sold or purchased. It is used with the Gen. Bus. Posting Group and Gen. Posting Type fields to find the G/L accounts to post to for sales, purchases, discount amounts, COGS, and inventory adjustments.
VAT Bus. Posting Group	Identifies the default VAT business posting group for the account. This field is used with the VAT Prod. Posting Group and Gen. Posting Type fields to determine VAT percent and VAT calculation type and to find the G/L accounts where the program posts VAT.
VAT Prod. Posting Group	Identifies the default VAT product posting group for the account. This field is used with the VAT Bus. Posting Group and Gen. Posting Type fields to determine VAT percent and VAT calculation type and to find the G/L accounts where the program posts VAT.

Field	Description
Default IC Partner G/L Acc. No.	Identifies the default intercompany G/L account number for this G/L account. When you enter this G/L account in the intercompany general journal, the IC G/L account specified in this field is used as the default balancing account number.

After the posting types and the posting group codes are assigned to a G/L account, these codes are automatically inserted in a journal, sales, or purchase line when the G/L account is selected.

Actions Tab


On the **Actions** tab in the ribbon, you can access the **Apply Template** function. This function is available when master templates are prepared with RapidStart Services.

 **Note:** *Setting up a company by using RapidStart Services is covered in the module "Rapid Start" of the course Application Setup in Microsoft Dynamics NAV 2013.*

With master templates for G/L accounts you can do the following:

- Create multiple default G/L account setups for accounts that are frequently created, such as expenses.
- Use these templates as a basis when you create accounts of this type.
- Eliminate repetitive data entry for similar account creation.

When a new G/L account is created in the **G/L Account Card** page, the **Indent Chart of Accounts** function can be run.

 **Note:** *The **Apply Template** function is also available for the other master data discussed in this module: customers, vendors and items.*

Navigate Tab

The **Navigate** tab in the ribbon contains the options shown in the following table.

Account Group

The Account Group of the **Navigate** tab is used to enter and review account related information.

Option	Description
Ledger Entries (CTRL+F7)	Displays all ledger entries for the account.
Comments	Displays or provides a field in which you can enter comments that relate to the account.
Dimensions (CTRL+SHIFT+D)	Displays or provides a field in which you can enter default dimensions for the account.
Extended Texts	Displays or provides a field in which you can enter extended text for the account.
Receivables-Payables	<p>Provides a summary of the following:</p> <ul style="list-style-type: none">• Expected net operational cash flow from customers and vendors over time.• Open customer and vendor ledger entries sorted by their Due Date instead of Posting Date. <p>View this summary by one of the following:</p> <ul style="list-style-type: none">• Period, such as daily, monthly, or quarterly.• Expected cash flow movement for a period by clicking the Net Change option.• Expected net balance of outstanding customer and vendor balances at any date by clicking the Balance at Date option.
Where-Used List	Displays a list of tables where this G/L account is used.

Balance Group

The **Balance** group of the **Navigate** tab displays information about the balances and transaction amounts for one or all G/L accounts. Each page accessed from this tab contains filters to help you view the information more specifically.

Option	Description
G/L Account Balance	Displays the balance or net change for the G/L account over time.
G/L Balance	Displays the balance or net change for all G/L accounts for a specific time period.
G/L Balance by Dimensions	Displays balance or net change information for all accounts. The information displayed in columns and lines can be set to one of the following views: <ul style="list-style-type: none">• G/L account• Period• Global Dimensions 1 and 2

Chart of Accounts Page

The **Chart of Accounts** page contains the same fields as those in the **G/L Account Card** page - only displayed in table format. In addition to the information on the individual account cards, the **Chart of Accounts** page displays current net change and balance figures for each G/L account. In this manner, the page provides continuous and direct insight into the status of company finances.

To view the chart of accounts, follow these steps:

1. On the navigation pane, click **Departments**.
2. Click **Financial Management > General Ledger > Chart of Accounts**.

Module 5: Master Data for the Sales and Purchase Process

Chart of Accounts

Sorting: No. No filters applied

Limit totals to: Add Filter

No.	Name	Balance at Date	Add.-Currency Balance at Date	Balance	Additional-C... Balance	Net Change	Additional-C... Net Change
1000	BALANCE SHEET						
1002	ASSETS						
1003	Fixed Assets						
1005	Tangible Fixed Assets						
1100	Land and Buildings						
1110	Land and Buildings	1,479,480.60	2,653,534.11	1,479,480.60	2,653,534.11	1,479,480.60	2,653,534.1
1120	Increases during the Year	147.73	286.24	147.73	286.24	147.73	286.2
1130	Decreases during the Year						
1140	Accum. Depreciation, Buildings	-526,620.38	-944,524.15	-526,620.38	-944,524.15	-526,620.38	-944,524.1
1190	Land and Buildings, Total	953,007.95	1,709,296.20	953,007.95	1,709,296.20	953,007.95	1,709,296.2
1200	Operating Equipment						
1210	Operating Equipment	582,872.18	1,045,415.00	582,872.18	1,045,415.00	582,872.18	1,045,415.0
1220	Increases during the Year	25,116.00	45,046.99	25,116.00	45,046.99	25,116.00	45,046.9
1230	Decreases during the Year						

Notes

FIGURE 5.2: CHART OF ACCOUNTS PAGE

The ribbon on the **Chart of Accounts** page resembles the ribbon on the **G/L Account Card** page, but with slightly different options.

Actions Tab

The **Actions** tab contains one function: **Indent Chart of Accounts**. This function is used to perform the following:

- Format fields for **Begin-Total** and **End-Total** account types.
- Indent accounts according to a defined hierarchy.

Establish the hierarchy by using the account types **Begin-Total** and **End-Total**. When the **Indent Chart of Accounts** function is executed, the **Totaling** field of **End-Total** accounts is updated with the range of account numbers in the related **Begin-Total** and **End-Total** section.

It is considered best practices to run the **Indent Chart of Accounts** function to indent it according to a hierarchy and recalculate the totals every time that you create a new G/L account.

Navigate Tab

The **Navigate** tab contains the options shown in the following table.

Account Group

Options	Description
Dimensions - Single	Functions exactly like the Dimensions function on the account card.
Dimensions - Multiple	Assigns the same default dimensions to multiple accounts. Because the Chart of Accounts page is a list of accounts, you can assign the same default dimensions to several accounts by selecting the relevant account lines. This reduces the entry time that you need to set up default dimensions.
Ledger Entries, Comments, Extended Texts, Receivables-Payables, Where-Used List	Functions exactly like similarly named options described in the "G/L Account Cards" lesson.

Balance Group

Options	Description
G/L Account Balance, G/L Balance, G/L Balance by Dimension	Functions exactly like similarly named options described in the "G/L Account Cards" lesson.
G/L Account Balance/Budget	Displays the actual and budgeted balance or net change for the G/L account over time.
G/L Balance/Budget	Displays the actual and budgeted balances or net change for all G/L accounts for a specific time period.
Chart of Accounts Overview	Displays the chart of accounts with different levels of detail. Use the Expand and Collapse feature to view only header and footer accounts or all the accounts in between.

Customer Cards

At first, the customers are migrated from pre-existing databases, by using RapidStart Services. However, new customers must also be created. Depending on the different application areas and functions therein that a company is using, different fields of the customer card will become important. This lesson provides an introduction to the most important fields on the **Customer Card** page, that is, those fields necessary for a simple sales process.

Demonstration: Create a Customer

Scenario: As the order processor at CRONUS International Ltd., you are responsible for setting up new customers. A new customer, Paint Outlet, has contacted your company and requested to buy a special paint color, Sunflower Yellow. You must create a card for the customer in the database so that a quote and sale process can start.

To fill in the minimum required fields, follow these steps:

Demonstration Steps

1. Create the new customer in the database.
 - a. On the navigation pane, click **Home** and then click **Customers**.
 - b. Click **New** to open a new **Customer Card** page.
 - c. Expand the **General** FastTab.
 - d. Press ENTER to automatically fill in the next number of the default number series for customers in the **No.** field.
 - e. In the **Name** field, type "Paint Outlet".
 - f. In the **Address** field, type "21 Bahnhofstrasse".
 - g. In the **Post Code** field, type "DE-27624".
 - h. In the **City** field, type "Bederkesa".



Note: Notice that the **City** field did not automatically populate with the city name. This is because the **Post Code** field lets users enter a post code that does not have an assigned city. In this case, users must manually type the city name.

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- i. In the **Country/Region Code** field, enter DE.
- j. In the **Contact** field, enter Martin Illum Lotz.

The screenshot shows the 'New - Customer Card - C00010 - Paint Outlet' window in Microsoft Dynamics NAV 2013. The 'General' FastTab is selected, displaying various fields for customer information. The 'Country/Region Code' is set to 'DE'. The 'Contact' field contains 'Martin Illum Lotz'. The right-hand pane shows 'Sell-to Customer Sales' and 'Customer Statistics'.

Sell-to Customer Sales	
Customer No.:	C00010
Quotes:	0
Blanket Orders:	0
Orders:	0
Invoices:	0
Return Orders:	0
Credit Memos:	0
Pstd. Shipments:	0
Pstd. Invoices:	0
Pstd. Return Rece...	0
Pstd. Credit Mem...	0

Customer Statistics	
Customer No.:	C00010
Balance (LCY):	0.00
Sales	
Outstanding Ord...	0.00
Shipped Not Inv...	0.00
Outstanding Inv...	0.00
Service	
Outstanding Ser...	0.00
Serv Shipped No...	0.00
Outstanding Ser...	0.00
Total (LCY):	0.00
Credit Limit (LCY):	0.00
Overdue Amount...	0.00

FIGURE 5.3: CUSTOMER CARD PAGE – GENERAL FASTTAB

- k. Expand the **Invoicing** FastTab.
- l. Click the drop-down arrow in the **Gen. Bus. Posting Group** field and select EU. The business posting group specifies who is sold to, and will, in combination with the product posting group (determined by the item on the sales document), determine the income statement account to post to.
- m. Click the drop-down arrow in the **VAT Bus. Posting Group** field, and select EU. In combination with the VAT product posting group, the VAT business posting group will determine how VAT is calculated and on which account it is posted.
- n. Click the drop-down arrow in the **Customer Posting Group** field, and select EU. The customer posting group maps the accounts receivable account, payment discount accounts, invoice and application rounding accounts, and interest and fee accounts that relate to customers.

Module 5: Master Data for the Sales and Purchase Process

New - Customer Card - C00010 - Paint Outlet

Limit totals to:
+ Add Filter

General: C00010 | Paint Outlet | DE-27624 | Martin Illum Lotz

Communication

Invoicing

Bill-to Customer No.:
Invoice Copies: 0
Invoice Disc. Code: C00010
Copy Sell-to Addr. to Qte From: Company
Gen. Bus. Posting Group: EU
VAT Bus. Posting Group: EU

Customer Posting Group: EU
Customer Price Group:
Customer Disc. Group:
Allow Line Disc.: ☒
Prices Including VAT: ☐
Prepayment %: 0

Payments: Partial
Shipping: Foreign Trade

Sell-to Customer Sal...
Customer No.: C00010
Quotes: 0
Blanket Orders: 0
Orders: 0
Invoices: 0
Return Orders: 0
Credit Memos: 0
Pstd. Shipments: 0
Pstd. Invoices: 0
Pstd. Return Rece...: 0
Pstd. Credit Mem...: 0

Customer Statistics -...
Customer No.: C00010
Balance (LCY): 0.00
Sales
Outstanding Ord...: 0.00
Shipped Not Inv...: 0.00
Outstanding Inv...: 0.00

OK

FIGURE 5.4: CUSTOMER CARD PAGE – INVOICING FASTTAB

- o. Expand the **Payments** FastTab.
- p. In the **Application Method** field, leave the default of **Manual**.
- q. Click the drop-down arrow of the **Payment Terms Code** field, and select **7 DAYS**.

New - Customer Card - C00010 - Paint Outlet

Limit totals to:
+ Add Filter

General: C00010 | Paint Outlet | DE-27624 | Martin Illum Lotz

Communication

Invoicing: EU | EU

Payments

Application Method: Manual
Payment Terms Code: 7 DAYS
Payment Method Code: Manual
Reminder Terms Code: Manual

Fin. Charge Terms Code: 7 DAYS
Cash Flow Payment Terms Code: Manual
Print Statements: Manual
Last Statement No.: 0
Block Payment Tolerance: Manual

Shipping: Partial
Foreign Trade

Sell-to Customer Sal...
Customer No.: C00010
Quotes: 0
Blanket Orders: 0
Orders: 0
Invoices: 0
Return Orders: 0
Credit Memos: 0
Pstd. Shipments: 0
Pstd. Invoices: 0
Pstd. Return Rece...: 0
Pstd. Credit Mem...: 0

Customer Statistics -...
Customer No.: C00010
Balance (LCY): 0.00
Sales
Outstanding Ord...: 0.00
Shipped Not Inv...: 0.00
Outstanding Inv...: 0.00

OK

FIGURE 5.5: CUSTOMER CARD PAGE – PAYMENTS FASTTAB

- r. Expand the **Foreign Trade** FastTab.

- s. Click the drop-down arrow of the **Currency Code** field, and select EUR.

The screenshot shows the 'New - Customer Card - C00010 - Paint Outlet' window. The 'Foreign Trade' FastTab is selected, displaying the 'Currency Code' field with a dropdown arrow and the 'VAT Registration No.' field. The right-hand pane shows 'Sell-to Customer Statistics' and 'Customer Statistics'.

Sell-to Customer Statistics	
Customer No.:	C00010
Quotes:	0
Blanket Orders:	0
Orders:	0
Invoices:	0
Return Orders:	0
Credit Memos:	0
Pstd. Shipments:	0
Pstd. Invoices:	0
Pstd. Return Receivables:	0
Pstd. Credit Memos:	0

Customer Statistics	
Customer No.:	C00010
Balance (LCY):	0.00
Sales	
Outstanding Orders:	0.00
Shipped Not Invoiced:	0.00
Outstanding Invoices:	0.00
Service	

FIGURE 5.6: CUSTOMER CARD PAGE – FOREIGN TRADE FASTTAB

- t. The **Shipping** FastTab must be filled only if you have special needs for warehouse location or shipping method.
- u. Click **OK** to close the **Customer Card** page.

The new customer, Paint outlet, is now created and ready for business.



Note: You do not have to look up and select data from the setup pages. If you know the value to be filled in, you can type it directly.

Vendor Cards

At first, the vendors are migrated from pre-existing databases, by using RapidStart Services. However, new vendors must also be created. Depending on the different application areas and functions therein that a company is using, different fields of the vendor card will become important. This lesson provides an introduction to the most important fields on the **Vendor Card** page, that is, those fields necessary for a simple purchase process.

Demonstration: Create a Vendor

Scenario: As the purchasing agent at CRONUS International Ltd., you are responsible for setting up new vendors. A new customer has asked for a special paint that the company does not sell. You have to add a new vendor to the database from whom you can purchase the color Sunflower Yellow. (This new item will be created in the next lesson of this module.)

Demonstration Steps

1. Create the new vendor in the database.
 - a. On the navigation pane, click **Departments**.
 - b. Click **Purchase > Planning > Vendors**.
 - c. Click **New** to open a new **Vendor Card** page.
 - d. Expand the **General** FastTab.
 - e. Press ENTER to automatically fill in the next number of the default number series for vendors in the **No.** field.
 - f. In the **Name** field, type "XY Paint Supply".
 - g. In the **Address** field, type "200 Bay Drive".
 - h. In the **Post Code** field, type "NL-1009 AG".



Note: Notice that the city field is now filled with Amsterdam. A combination of post code and city is predefined in the system so that you can type (or lookup and select) either in the **Post Code** or **City** field, and the other field is then filled in automatically.

- i. In the **Country/Region** field, type "NL".
 - j. In the **Contact** field, type "Laura Owen".



Note: A code is automatically set up in the **Primary Contact No.** field.

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The screenshot displays the 'New - Vendor Card - V00010 - XY Paint Supply' window. The 'General' FastTab is active, showing fields for 'No.' (V00010), 'Name' (XY Paint Supply), 'Address' (200 Bay Drive), 'Post Code' (NL-1009 AG), 'Country/Region Code' (NL), 'Phone No.', 'Primary Contact No.' (CT000145), 'Contact' (Laura Owen), 'City' (Amsterdam), 'Search Name' (XY PAINT SUPPLY), 'Balance (LCY)' (0.00), 'Purchaser Code', 'Responsibility Center', 'Blocked', and 'Last Date Modified' (10/15/2012). The 'Vendor Statistics' section on the right lists metrics like 'Vendor No.', 'Balance (LCY)', 'Outstanding Ord...', 'Amt. Rcd. Not Inv...', 'Outstanding Invo...', 'Total (LCY)', and 'Overdue Amount...'. The 'Buy-from Vendor Hi...' section shows counts for 'Vendor No.', 'Quotes', 'Blanket Orders', 'Orders', 'Invoices', 'Return Orders', 'Credit Memos', 'Pstd. Return Ship...', 'Pstd. Receipts', and 'Pstd. Invoices'.

FIGURE 5.7: VENDOR CARD PAGE – GENERAL FASTTAB

- k. Expand the **Invoicing** FastTab.
- l. Click the drop-down arrow in the **Gen. Bus. Posting Group** field, and select EU.

The business posting group specifies who is sold from, and will, in combination with the product posting group (determined by the item on the sales document), determine the income statement account to post to.

- m. Click the drop-down arrow in the **VAT Bus. Posting Group** field, and select EU. In combination with the VAT product posting group, the VAT business posting group will determine how VAT is calculated and on which account it is posted.
- n. Click the drop-down arrow in the **Vendor Posting Group** field, and select EU. The vendor posting group maps the accounts payable account, payment discount accounts, invoice and application rounding accounts, and interest and fee accounts that relate to vendors.
- o. Expand the **Payments** FastTab.

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- p. In the **Application Method** field, leave the default of **Manual**. This is where you select how the program applies entries for this vendor. Manual means that the program applies payments only if a document is specified. The other option, **Apply to Oldest**, means that if a document is not specified for the payment to be applied to, the program applies the payment to the oldest of the vendor's open entries.
- q. Click the drop-down arrow in the **Payment Terms Code** field, and select **7 DAYS**. The payment terms code, combined with the document date of a purchase document, determines when the vendor expects payment.
- r. The **Receiving** and **Foreign Trade** FastTabs must be filled only if you have special needs for warehouse location or shipping method, or if this vendor has a currency or language different than your company.
- s. Click **OK** to close the **Vendor Card** page.

The new vendor, XY Paint Supply, is now created and ready for business.

Lab 5.1: Create a New Office Furniture Vendor

Scenario

Your company is preparing to resell item 70062, Antwerp Conference Chairs. Create a new vendor with the following information:

- Lewis Home Furniture XY, Ltd.

89 Radcroft Road

GB-IB7 7VN Gainsborough
- Phone number: 23159799
- Contact person: Katie Jordan
- Payment must be completed within 1 month, but a payment discount is given when paid within 8 days.
- Payment is performed through checks.
- All items sold from this vendor will be delivered in the BLUE warehouse.
- All items are delivered according to the CIF (Cost, Insurance, and Freight) shipment method .

High Level Steps

1. Create a new vendor card.
2. Fill in the **General** FastTab.
3. Fill in the **Invoicing** FastTab.
4. Fill in the **Payments** FastTab.
5. Fill in the **Receiving** FastTab.

Detailed Steps

1. Create a new vendor card.
 - a. On the navigation pane, click **Departments**.
 - b. Click **Purchase > Planning > Vendors**.
 - c. Click **New** to create a new **Vendor Card** page.
2. Fill in the **General** FastTab.
 - a. Expand the **General** FastTab.
 - b. Press ENTER so that the **No.** field is automatically populated.
 - c. In the **Name** field, type "Lewis Home Furniture XY, LTD".
 - d. In the **Address** field, type "89 Radcroft Road".
 - e. In the **Post Code** field, type "GB-IB7 7VN".
 - f. In the **City** field, enter Gainsborough.

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- g. In the **Country/Region Code** field, enter GB.
 - h. In the **Phone No.** field, type "23159799".
 - i. In the **Contact** field, type "Katie Jordan".
- 3. Fill in the **Invoicing** FastTab.
 - a. Expand the **Invoicing FastTabs**.
 - b. If you receive a system message that states that there are duplicate records, click **Yes**.
 - c. In the **Gen. Bus. Posting Group** field, enter NATIONAL.
 - d. In the **VAT Bus. Posting Group** field, enter NATIONAL.
 - e. In the **Vendor Posting Group** field, enter DOMESTIC.
- 4. Fill in the **Payments** FastTab.
 - a. Expand the **Payments** FastTab.
 - b. In the **Application Method** field, leave the default of Manual.
 - c. In the **Payment Terms Code** field, select 1M(8D).
 - d. In the **Payment Method Code** field, select CHECK.
- 5. Fill in the **Receiving** FastTab.
 - a. Expand the **Receiving** FastTab.
 - b. In the **Location Code** field, enter BLUE.
 - c. In the **Shipment Method Code** field, enter CIF.
 - d. Click **OK** to close the **Vendor Card** page.

Item Cards

Before buying and selling items, you must set up information and policies that the program uses in item transactions. All this item-specific information is entered and maintained in one central place: the item card.

When you create document lines for a specific item, the relevant information from the item card is entered in most of the fields on the lines and the line amount is calculated according to the quantity you enter.

To open the **Item Card** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Items**.
2. Click **New** to open a new **Item Card** page.

When you set up a new item on an item card, there are fields that must always be filled in, fields that can be filled in as needed, and fields in which you cannot enter anything because they are maintained by the program.

The tables in the following topics explain all the fields on each item card FastTab to give you direction on how to fill in the fields. The following codes in the **Fill In** column indicate whether the field must be filled in:

man = Mandatory

opt = Optional


aut = Automatic


General FastTab

The following table explains every field on the **General** FastTab and gives directions on how to fill it in.

Field	Fill in	Instruction
No.	man	The program is predefined with automatic numbering using generic number series. You should use this predefined setup.
Description	opt	Enter the name of the item.

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Field	Fill in	Instruction
Base Unit of Measure	man	Drill-down to the Item Units of Measure page and select the unit type in which you want to keep the item. You may have to create a base unit of measure if what you want is not included on the default list.
Assembly BOM	aut	<p>This field indicates if the item has the function of a sales bill of material (BOM).</p> <hr/> <p> Note: The assembly BOM is not related to the production BOM.</p> <p>For detailed information on the sales BOM, refer to the course <i>Trade in Microsoft Dynamics NAV 2013</i>.</p> <hr/>
Shelf No.	opt	Enter a text value to name the place in inventory where you keep the item. However, this field is not dynamically updated by the system. The shelf number is displayed in the Picking List report.
Automatic Ext. Text	opt	Select this field to make sure that any extended text will be added automatically on sales or purchase documents for this item.

Field	Fill in	Instruction
Created from Nonstock Item	aut	<p>This field indicates that the item card was originally a nonstock item.</p> <hr/> <p> Note: For more information about nonstock items, refer to the course <i>Trade in Microsoft Dynamics NAV 2013</i>.</p> <hr/>
Item Category Code	opt	<p>Look up and select from the predefined codes (or define new codes). Item category codes consist of a combination of posting groups (the three fields in the upper-right corner of the Invoicing FastTabs). When you use an item category code, you do not have to enter posting groups every time that you set up an item card.</p>
Product Group Code	opt	<p>Enter the name of a product group to indicate the group of product to which this item belongs, for example, paint, tools, and batteries.</p>
Search Description	opt	<p>The item name that you wrote in the Description field is entered here as a default. However, you can change it if you want to use a different name when you search for the item.</p>
Inventory	aut	<p>This field shows how many units (in the base unit of measure) of the item are on inventory.</p>
Qty. on Purch. Order	aut	<p>This field shows how many units are on purchase orders but are not yet received.</p>

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Field	Fill in	Instruction
Qty. on Sales Order	aut	This field shows how many units are on sales orders but are not yet shipped.
Blocked	opt	Select this field to prevent the program from posting transactions with this item.
Last Date Modified	aut	This field is filled in automatically with the date that a change was last made to any information on the item card.

Invoicing FastTab

The **Invoicing** FastTab holds various figures and options that relate to cost, price, and posting of the item.

The screenshot displays the 'View - Item Card - 70000 - Side Panel' window. The 'Invoicing' FastTab is active, showing the following details:

- General:** Item 70000, PCS, 4,202.
- Costing Method:** FIFO
- Cost is Adjusted:** ☐
- Cost is Posted to G/L:** No
- Standard Cost:** 15.70
- Unit Cost:** 15.70
- Overhead Rate:** 0.00
- Indirect Cost %:** 0
- Last Direct Cost:** 15.70003
- Price/Profit Calculation:** Profit=Price-Cost
- Profit %:** 48.85993
- Unit Price:** 30.70
- Gen. Prod. Posting Group:** RAW MAT
- VAT Prod. Posting Group:** VAT25
- Inventory Posting Group:** RAW MAT
- Net Invoiced Qty.:** 4,202
- Allow Invoice Disc.:** ☒
- Item Disc. Group:** RAW MAT
- Sales Unit of Measure:** PCS

The right sidebar contains a 'Links' section with a table for Link Address and Description, and a 'Notes' section with a link to 'Click here to create a new note.' A 'Close' button is located at the bottom right of the window.

FIGURE 5.8: ITEM CARD 70000 – INVOICING FASTTAB

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The following table explains every field on the **Invoicing** FastTab and gives directions on how to fill it in.

Field	Fill in	Instruction
Costing Method	man	Select the way that the item's cost flow is managed. The most common method is FIFO, which means First-in-First-out. With this method, the items that were purchased first are always sold first. The FIFO costing method values the inventory decrease by using the value of the first inventory increase. The costing method determines how costs are calculated and how inventory is valued. Other options are LIFO, specific, average, and standard.
Cost is adjusted	aut	Select this check box to indicate if the item's unit cost is adjusted for different unit costs between inbound and outbound item transactions over time.
Cost is Posted to G/L	aut	This status field relates to the concept of cost reconciliation.
Standard Cost	opt	For items where the selected Costing Method is Standard, enter the manually calculated standard cost.


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Field	Fill in	Instruction
Unit Cost	aut	When you create a new item, enter the cost for each unit that you expect to pay for the item. Later, the program updates the field so that it contains the item's current (possibly adjusted) cost. This field always reflects the most recent direct unit cost of the item on inbound transactions and related outbound transactions.
Overhead Rate	man	Enter an amount to cover the indirect costs for the item.
Indirect Cost %	man	Enter a percentage that corresponds to the indirect costs (freight and warehouse handling, for example) associated with the purchase of the item.
Last Direct Cost	aut/opt	When you create a new item, enter the cost for each unit that you expect to pay for the item. The value is then automatically inserted in, for example, the Direct Unit Cost Excl. VAT field on a new purchase line.


Field	Fill in	Instruction
Price/Profit Calculation	man	<p>Select one of the profit calculation options:</p> <p><i>Profit = Price - Cost:</i> If you have fixed unit prices, select this option. Profit is calculated as the difference between the unit price and the unit cost.</p> <p><i>Price = Cost + Profit:</i> If you price your resources according to a certain profit margin, select this option. Price is calculated by adding the profit to the unit cost. Profit is calculated from the unit price with the profit percentage you enter.</p> <p><i>No Relationship:</i> Select this feature if you do not want to use the automatic profit calculation features.</p>
Profit %	opt/man	<p>Depending on your choice in the Price/Profit Calculation field, you can enter a percentage (and the program calculates the unit price). Or, you can see the percentage the program has calculated:</p> $\text{Profit\%} = 1 - (\text{Unit Cost} : \text{Unit Price}) \times 100.$

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Field	Fill in	Instruction
Unit Price	opt/man	<p>Depending on the option that you selected in the Price/Profit Calculation field, you can enter a percentage (and the program calculates the Profit %). Or, you can see the percentage the program has calculated: $\text{Unit Price} = \text{Unit Cost} : (1 - \text{Profit})$.</p> <p>The value in this field is carried to sales lines as the Unit Price Excl. VAT field. However, you can always overwrite it if you want to sell at another price.</p>
Gen. Prod. Posting Group	man	<p>Unless you use an item category code, you must look up from this field and select a posting group from the predefined posting groups.</p> <p>When you post transactions that involve this item, the program uses this code in combination with a general business posting group code in the General Posting Setup page to determine the income statement account to post to.</p>
VAT Prod. Posting Group	man	<p>Unless you use an item category code, you must look up from this field and select a posting group from the predefined posting groups.</p> <p>When you post transactions that involve this item, the program uses this code in combination with a VAT business posting group code in the VAT Posting Setup page to determine VAT calculation and which VAT account to post to.</p>


Field	Fill in	Instruction
Inventory Posting Group	man	<p>Unless you use an item category code, you must look up from this field and select a posting group from the predefined posting groups.</p> <p>Inventory posting groups specify the type of inventory and are then combined with location codes in the Inventory Posting Setup page. Each combination is then mapped to the inventory accounts, WIP account, and other variance accounts that relate to inventory in the chart of accounts.</p>
Net Invoiced Qty.	aut	This field shows the quantity of invoiced purchases minus the quantity of invoiced sales.
Allow Invoice Disc.	opt	Select this check box if you want the program to allow an invoice discount when the item is sold.
Item Discount Group	opt	<p>This field relates to the Sales Line Pricing functionality.</p> <hr/> <p> Note: For detailed information, refer to the course <i>Trade in Microsoft Dynamics NAV 2013</i>.</p> <hr/>

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Field	Fill in	Instruction
Sales Unit of Measure	aut/opt	<p>This field contains the unit of measure code the program must use when you sell the item. It is automatically filled in when you fill in the Base Unit of Measure field.</p> <p>Change this field only if you sell the item in units that differ from the code in the Base Unit of Measure field.</p> <hr/> <p> Note: If you do not use the base unit of measure, or if you delete the sales unit of measure on the item card, the Unit of Measure Code field will not be filled in on the sales line.</p> <hr/>

Replenishment FastTab

The **Replenishment** FastTab holds information that the system uses when supplying items, whether by purchase or production.

 **Note:** For detailed information on most of the fields on this tab, refer to the *Manufacturing I in Microsoft Dynamics NAV 2013* course.

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The screenshot displays the 'View - Item Card - 1000 - Bicycle' window in Microsoft Dynamics NAV 2013. The 'Replenishment' fasttab is selected, showing various fields for managing the item's replenishment. The 'Purchase' section includes fields for Vendor No., Vendor Item No., and Purch. Unit of Measure (PCS). The 'Production' section includes fields for Manufacturing Policy (Make-to-Stock), Routing No. (1000), Production BOM No. (1000), Rounding Precision (0.001), Flushing Method (Manual), Scrap % (0), and Lot Size (10). The 'Assembly' section includes the Assembly Policy (Assemble-to-Stock). The right pane shows the 'Links' and 'Notes' sections.


FIGURE 5.9: ITEM CARD 10000 – REPLENISHMENT FASTTAB

The following table explains every field on the **Replenishment FastTab** and gives directions on how to fill it in.

Field	Fill in	Instruction
Replenishment System	man	Select whether your standard way of supplying the item is to buy it (Purchase), produce it (Prod. Order), or assemble it (Assembly).
Vendor No.	opt	For purchased items, select a default supplier of the item. That vendor is then suggested when planning for the item.
Vendor Item No.	opt	For purchased items, select the vendor's own item identification (if different from yours).

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Field	Fill in	Instruction
Purchase Unit of Measure	opt	<p>This field contains the unit of measure code that the program must use when you purchase the item. It is automatically filled in when you fill in the Base Unit of Measure field.</p> <p>Change this field only if you purchase the item in units that differ from the code in the Base Unit of Measure field.</p> <hr/> <p> Note: If you do not use the base unit of measure, or if you delete the purchase unit of measure on the item card, the Unit of Measure Code field will not be filled in on the purchase line.</p> <hr/>
Lead Time Calculation	opt	<p>Enter a date formula in the Lead Time Calculation field to specify the time that is required to replenish this purchased item, such as 1W. The program uses this field in date calculations as follows:</p> <p>Order Date + Default Safety Lead Time + Lead Time Calculation = Planned Receipt Date.</p>

Field	Fill in	Instruction
Manufacturing Policy	man	<p>The available options are Make-to-Stock and Make-to-Order.</p> <p>Select, for example, Make-to-Order to have the program consider all BOM levels during planning.</p> <hr/> <p> Note: <i>If both the parent item and its subassemblies use Make-to-Order, the planning logic will create a production order with subassembly production order lines indented under the parent's order line.</i></p> <hr/>
Routing No.	opt	Look up and select a routing to govern the item's manufacturing process. A specific routing must be set up and certified before it can be used for an item card.
Production BOM	opt	Look up and select a production BOM to govern the product structure of the item. A specific production BOM must be set up and certified before it can be used for an item card.

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Field	Fill in	Instruction
Flushing Method	opt	Select whether consumption of this item in production must be calculated and posted manually, by selecting Manual , or automatically, by selecting one of the following: <ul style="list-style-type: none">· Forward - the program automatically calculates and posts consumption when the production order is released.· Backward - the program automatically calculates and posts consumption when the released production order is finished.
Scrap %	opt	Specify the percentage of the item that you expect to be scrapped in the production process. The program uses this percentage when it calculates unit prices and net requirements.
Lot Size	opt	Specify how many units of the item are usually produced in one production lot (but you can still create orders of a different quantity). The program uses this number to calculate the item's standard cost and to distribute the fixed costs of manufacturing the lot.
Assembly Policy	opt	Specify which default order flow is used to supply this assembly item.

Planning FastTab

The **Planning** FastTab holds information that is used by the automatic materials requirement planning (MRP) system.

The screenshot displays the 'View - Item Card - 1000 - Bicycle' window in Microsoft Dynamics NAV 2013. The interface includes a ribbon with tabs for Home, Actions, and Navigate. The 'Planning' FastTab is active, showing various parameters for the item. The 'General' section at the top indicates the item is '1000 PCS 32'. The 'Invoicing' section shows 'Standard', '4,000.00', 'RETAIL', and 'FINISHED'. The 'Replenishment' section shows 'Prod. Order'. The 'Planning' section is divided into several sub-sections: 'Reordering Policy' (Fixed Reorder Qty.), 'Reserve' (Optional), 'Order Tracking Policy' (None), 'Stockkeeping Unit Exists' (No), 'Dampener Period' (empty), 'Dampener Quantity' (0), 'Critical' (checkbox), 'Safety Lead Time' (empty), and 'Safety Stock Quantity' (0). The 'Lot-for-Lot Parameters' section includes 'Include Inventory' (checked), 'Lot Accumulation Period' (empty), and 'Rescheduling Period' (empty). The 'Reorder-Point Parameters' section shows 'Reorder Point' (0), 'Reorder Quantity' (100), and 'Maximum Inventory' (0). The 'Order Modifiers' section shows 'Minimum Order Quantity' (0), 'Maximum Order Quantity' (0), and 'Order Multiple' (0). A 'Show more fields' button is located below the 'Order Modifiers' section. On the right side, there are 'Links' and 'Notes' sections. The 'Links' section has a table with 'Link Address' and 'Descrip' columns. The 'Notes' section has a link to 'Click here to create a new note.' A 'Close' button is at the bottom right.

Link Address	Descrip
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Click here to create a new note.

FIGURE 5.10: ITEM CARD 10000 – PLANNING FASTTAB

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The following table explains some fields on the **Planning FastTab** and gives directions on how to fill it in.

Field	Fill in	Instruction
Reordering Policy	man – if you use planning opt – if you do not use planning	Select the planning method to be used by the MRP engine.
Reserve	man	Select whether the program will allow reservation for this item. The option that you select here is carried to sales lines for the item and will override a reservation option on the sales header (carried from the customer card). However, if you select Optional in this field and you enter the item on a sales line where the sales header contains Always , the sales line will be assigned the option Always .
Order Tracking Policy	man	Select whether the program must create order tracking links between matching supply and demand. Available options are Tracking Only , Tracking & Action Msg. , and None . Select Tracking Only to have the program create order-tracking entries in two circumstances: <ul style="list-style-type: none">• Dynamically, when it creates any order that can be matched by an existing order directly.• When it creates a supply order specifically for the demand. Select None if the program does not have to create order-tracking entries at all.
Stockkeeping Unit Exists	aut	This field is filled in if the item card has one or more corresponding stock-keeping units (SKUs) for different locations.

Field	Fill in	Instruction
Critical	opt	Select this check box to indicate that the item must be included in the available-to-promise (ATP) calculations of its parent item.

Foreign Trade FastTab


The **Foreign Trade** FastTab holds information that relates to a company's trade with other countries or regions.

The screenshot displays the 'Edit - Item Card - 1896-S - ATHENS Desk' window. The ribbon at the top contains tabs for Home, Actions, and Navigate. The 'Actions' tab is active, showing various icons for item management. The main area shows the '1896-S - ATHENS Desk' item card. The 'Foreign Trade' FastTab is selected, showing fields for 'Tariff No.' (9403 30 11), 'Country/Region of Origin Code', 'Net Weight' (34.6), and 'Gross Weight' (39.79). The right-hand pane contains 'Links' and 'Notes' sections.

FIGURE 5.11: ITEM CARD 1896-S – FOREIGN TRADE FASTTAB

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The following table explains the fields on the **Foreign Trade** FastTab and gives directions on how to fill it in.

Field	Fill in	Instruction
Tariff No.	opt	<p>Enter a code for the item's tariff number. This number is required if you do Intrastat reporting when you make out export and other statements.</p> <hr/> <p> Note: For detailed information about Intrastat, refer to the Finance Advanced in Microsoft Dynamics NAV 2013 course.</p> <hr/>
Country/Region of Origin Code	opt	<p>Enter a code for the country/region in which the item was produced or processed. The field is used for reporting to Intrastat.</p>
Net Weight	opt	<p>Enter the net weight of the item if you want it to complete customs documents, waybills, and so on.</p>
Gross Weight	opt	<p>Enter the gross weight of the item, if you need it to complete, for example, customs documents, waybills.</p>

Item Tracking and Warehouse FastTabs

The last two FastTabs on the item card are for special purposes and are not covered in this training manual, except for the following short overview:

- The **Item Tracking** FastTab governs the use of serial and lot numbers assigned to the item for tracking purposes.
- The **Warehouse** FastTab holds information about how the item is received, stored, and shipped in special warehouse activities.

As soon as an item card is created, the item is ready to be purchased or sold on document lines.

Demonstration: Create a New Item

Scenario: As the product designer at CRONUS International Ltd., you are responsible for setting up new items. A customer has requested a special paint color, Sunflower Yellow that CRONUS does not sell. However, the purchasing agent at CRONUS has located a vendor from whom to purchase this color, and you must now create the new item in the database.

Only the minimum required fields are filled in for this demonstration.

Demonstration Steps

1. Create the new paint item in the database.
 - a. On the navigation pane, click **Home** and then click **Items**.
 - b. Click **New** to open a new **Item Card** page.
 - c. Expand the **General** FastTab.
 - d. Click the **AssistEdit** (...) button next to the **No.** field, to select from which number series the automatic numbering of the item should proceed.

Multiple number series are set up for item numbers to group different items by their item numbers. Notice in the first number series line that both the **Default Nos.** and **Manual Nos.** fields are selected. This means that you can either have a number created automatically (by pressing the ENTER key after you insert a new record) or manually (by typing it) in the **No.** field. With the last four number series, you must type a number manually. The item number must be filled in. After that, it identifies the item in all types of processing with the item. This is also the case for number series in other master data records such as vendor cards and customer cards.

- e. Select the second line, ITEM2 (the paint number series), and then click **OK**.
- f. In the **Description** field, type "Paint, sunflower yellow".
- g. Click the drop-down arrow of the **Base Unit of Measure** field, and then click **New**.
- h. Click the drop-down arrow of the **Code** field, and select CAN.
- i. In the **Qty. per Unit of Measure** field, leave the default value of 1.
- j. Click **OK**.
- k. In the **Shelf No.** field, type "B6" to specify where you want the item placed in the warehouse.
- l. Expand the **Invoicing** FastTab.
- m. In the **Costing Method** field, leave the default of **FIFO**.

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- n. In the **Unit Cost** field, type "1.40".
- o. In the **Last Direct Cost** field, type "1.40".
- p. In the **Unit Price** field, type "2.70".



Note: Notice that the **Profit %** field now shows a calculated profit of approximately 48 percent.

- q. In the **Gen. Prod. Posting Group** field, enter RETAIL.
- r. Notice that the **VAT Prod. Posting Group** field is automatically set to VAT25 percent because of the existing posting setup.
- s. In the **Inventory Posting Group** field, enter RESALE.
- t. Click **OK** to close the **Item Card** page.

You do not have to fill in the remaining FastTabs and fields now. The new item, 70105, Paint, sunflower yellow, is ready for further processing.

Lab 5.2: Create a New Office Furniture Item

Scenario

As the product designer at CRONUS, you are responsible for setting up new items. The vendor of the ANTWERP conference tables has informed you that the matching chairs are now available. CRONUS has decided to take this item into their arrangement.

The new item must be set up, according to the following conditions:

- An automatic item number will be generated according to the same number series as the other furniture (ITEM4 number series).
- The ANTWERP, Conference Chairs will be purchased by pcs at 150,00 LCY.
- The item belongs to the category FURNITURE.
- The costing method must be set to FIFO.

High Level Steps

1. Create the new item card.
2. Fill in the **General** FastTab.
3. Expand the **Invoicing** FastTab.

Detailed Steps

1. Create the new item card.
 - a. On the navigation pane, click **Home** and then click **Items**.
 - b. Click **New** to open a new **Item Card** page.
2. Fill in the **General** FastTab.
 - a. Click the **AssistEdit** (...) button next to the **No.** field, and then select ITEM4.
 - b. In the **Description** field, type "ANTWERP, Conference Chair".
 - c. Click the drop-down arrow of the **Base Unit of Measure** field, and then click **New**.
 - d. Click the drop-down arrow of the **Code** field, and then select PCS.
 - e. In the **Qty. per Unit of Measure** field, leave the default value of 1.
 - f. Click **OK**.
 - g. In the **Item Category Code** field, enter FURNITURE.

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3. Expand the **Invoicing** FastTab.
 - a. In the **Costing Method** field, enter FIFO.
 - b. In the **Unit Cost** field, enter 150.00 LCY.
 - c. In the **Last Direct Cost** field, enter 150.00 LCY.
 - d. Notice the **Gen. Prod. Posting Group**, **VAT Prod. Posting Group**, and **Inventory Posting Group** fields were automatically populated when you filled in the **Item Category Code** field. Leave the provided defaults.
 - e. Click **OK** to close the **Item Card** page.

Module Review

Module Review and Takeaways

Each G/L account can be managed in a **G/L Account Card** page that holds the setup information and links to related entry details. The list of all existing G/L accounts is displayed in the **Chart of Accounts** page, which is the central interface to the company's financial records.

As one of the central elements of a financial management system, the purpose and functions of the chart of accounts and the management of master data is prerequisite knowledge for anyone training to work with Microsoft Dynamics® NAV 2013 at any level.

MODULE 6: PROCESS SALES AND PURCHASES

Module Overview

Microsoft Dynamics® NAV 2013 supports all typical tasks and information that you need to manage sales and receivables, and purchase and payables - two essential business areas in all companies.

This module introduces basic sales and purchase concepts by showing the complete sales and purchase process flows and its integration to other application areas. For detailed information about sales and receivables, and purchase and payables features, refer to the courses *Trade in Microsoft Dynamics NAV 2013* and *Finance Essentials in Microsoft Dynamics NAV 2013*.

After you follow the demonstrations and perform the labs in this module, you are equipped to discuss the program's core sales and purchase functionality and to perform the basic tasks covered.

Objectives

The objectives are:

- Outline a complete sales process and how it connects to other application areas.
- Outline a complete purchase process and how it connects to other application areas.
- Create a purchase order.
- Process the receipt and invoicing of goods.
- Create and process a purchase invoice.
- Create a sales quote, and convert it to a sales order.
- Create, post, and review sales orders.
- Process the shipment and invoicing of goods.

Process Flows

When you want to purchase items, you typically start the purchase process with a purchase order. A sales process frequently starts with a sales quote. Microsoft Dynamics NAV 2013 provides the flexibility to use different types of purchase and sales documents.

The diagrams in this topic provide an overview of a typical purchase and sales process.

Purchase Process Flow

The figure Flow of the Purchase Process and Its Effect on Inventory and G/L shows the process performed in typical purchases and payables tasks and the impact they have on other application areas.

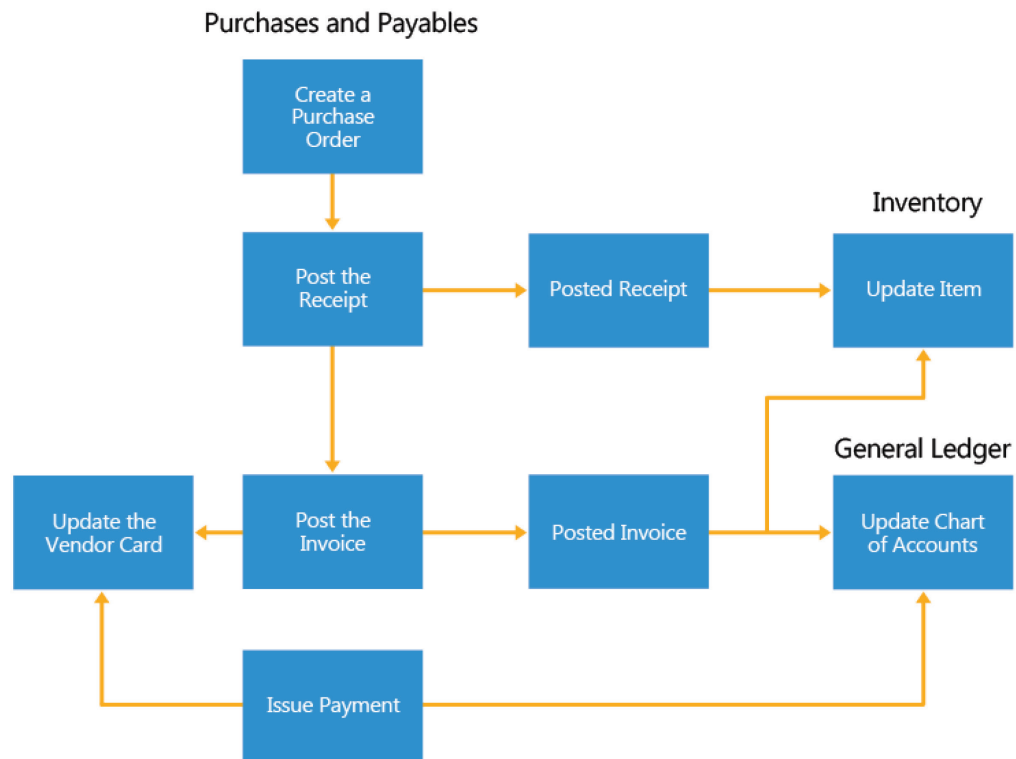


FIGURE 6.1: FLOW OF THE PURCHASE PROCESS AND ITS EFFECT ON INVENTORY AND G/L

The following lessons represent a scenario that is almost an exact representation of the process:

1. Create a purchase order to buy an item from the new vendor.
2. Post a purchase receipt. (This increases the inventory of the item.)
3. Post a purchase invoice. (This updates the vendor card with the liability and updates related G/L accounts.)

How to create basic data, such as vendors, is described in the module "Master Data for the Sales and Purchase Process" of this course.

How to record a vendor payment by using the payments functionality is discussed in the course *Finance Essentials in Microsoft Dynamics NAV 2013*.

Sales Process Flow

The figure Flow of the Sales Process and Its Effect on Inventory and G/L shows the steps performed in typical sales and receivables tasks and the impact they have on other application areas.

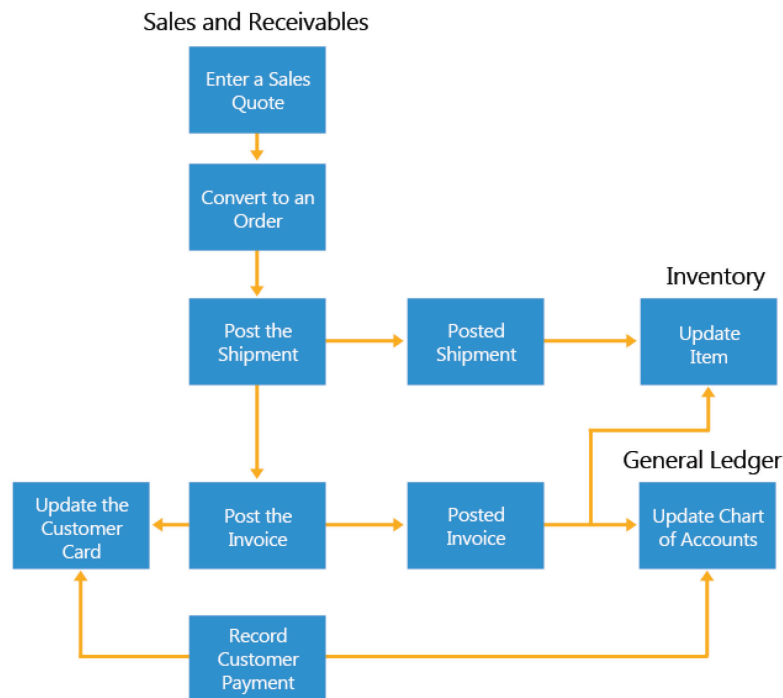


FIGURE 6.2: FLOW OF THE SALES PROCESS AND ITS EFFECT ON INVENTORY AND G/L

The following lessons represent a scenario that is almost an exact representation of the process:

1. Create a sales quote, and convert it to a sales order.
2. Ship the item by posting a shipment from the sales order. (This decreases the inventory of the item.)
3. Post the sales invoice from the sales order. (This updates the customer card with the receivable and updates related G/L accounts.)

How to create basic data, such as customers, is described in the module "Master Data for the Sales and Purchase Process" of this course.

How to record customer payment by using the cash receipt functionality is discussed in the course *Finance Essentials in Microsoft Dynamics NAV 2013*.

From Purchase Order to Purchase Invoice

This lesson describes how you can create and process a purchase order.

The purchase order is a cornerstone of purchase management functionality in the program. In principal, a purchase order can register both a physical and financial transaction. You can create purchase orders manually or generate them from purchase quotes and blanket purchase orders.

Demonstration: Create a Purchase Order

Scenario: As the purchasing agent, you are responsible for making sure that demand is met by timely supply. To fulfill this responsibility, you maintain contacts with the company's vendors and manage purchases through purchase orders. The sales department has asked you to order for 100 cans of sunflower yellow paint to fulfill customer demand.

You decide to order a total of 200 cans to keep some in inventory because you expect additional demand for this item.

Demonstration Steps

1. Create a new purchase order, and complete the purchase header.
 - a. In the **Search** box, type "Purchase Orders", and then click the related link.
 - b. Click **New**.
 - c. Press ENTER to automatically insert a purchase order number in the **No.** field.
 - d. In the **Buy-from Vendor No.** field, enter V00010, vendor XY Paint Supply.

Notice that some fields on the header are now populated with the information that you entered on the vendor card. However, you can change them on the order document. For example, you can change the Buy-from Contact No. field if the person to whom you speak when ordering this product is different than the contact on the vendor card.

Changes that you make in documents do not affect the default settings in the master data record, which in this case is the vendor card.

- e. Expand the **Invoicing** FastTabs, and note the date in the **Due Date** field. The document date and the payment terms code determine the due date. Because this vendor is set up with seven days as payment terms, the due date is seven days after the document date.
2. Fill in the minimum required fields in the purchase order lines.
 - a. Expand the **Lines** FastTab, and go the first line.
 - b. In the **Type** field, enter **Item**.

The other four line types, including Blank, relate to more advanced purchase transactions.

- c. In the **No.** field, enter 70105, item Paint, Sunflower Yellow.

Notice that the **Description** field is now filled with Paint, Sunflower Yellow, which is the description from the item card. You can modify this field as you want.

- d. In the **Quantity** field, enter 200. This is the total number of items being ordered with this purchase order.
- e. In the **Location Code** field, enter BLUE.

The **Location Code** field now specifies that the items must be received and put in BLUE location, which may represent, for example, a certain warehouse.

- f. Notice that the **Direct Unit Cost Excl. VAT** field is filled with the value of the **Last Direct Cost** field on the Item card.
- g. Notice also that the value in the **Line Amount Excl. VAT** field is automatically calculated as the Quantity * Direct Unit Cost Excl. VAT (200 * 1.40).

- h. Notice also that the **Qty. to Receive** and **Qty. to Invoice** fields are updated with the value that you entered in the **Quantity** field, 200.

The screenshot displays the 'Edit - Purchase Order - 106024 - XY Paint Supply' window. The interface includes a ribbon with tabs for Home, Actions, and Navigate. The 'General' section shows fields for No. (106024), Order Date (1/23/2014), Document Date (1/23/2014), and Status (Open). The 'Lines' section contains a table with one line item: 'Paint, sunflower yellow' (Line No. 70105, Quantity 200, Unit Cost 1.40, Line Amount 280.00). The 'Qty. to Receive' and 'Qty. to Invoice' fields are both set to 200. The 'Vendor Statistics' pane on the right shows a balance of 280.00. The 'Purchase Line Details' pane shows item availability of 200.

Type	No.	Description	Location Code	Quantity	Reserved Quantity	Unit of Measure Code	Direct Unit Cost Excl. VAT	Line Amount Excl. VAT	Line Discount %	Qty. to Receive	Quantity Received	Qty. to Invoice
Item	70105	Paint, sunflower yellow	BLUE	200		CAN	1.40	280.00		200		200

FIGURE 6.3: NEW PURCHASE ORDER CREATED

Demonstration: Process a Purchase Order

Scenario: Your new vendor can deliver 100 cans immediately. Therefore, you do a partial receipt of the first 100 cans.

After a month has passed, the last 100 cans of sunflower yellow paint arrive at the BLUE location, together with the invoice from the vendor. You must now post the receipt of the last 100 and at the same time invoice the whole purchase order.

Demonstration Steps

1. Preview the statistics, and then modify the purchase line to receive only 100 of the 200 items.
 - a. On the Navigate tab in the ribbon, click Statistics.

This page provides a quick overview of the quantities that will be invoiced and received on a purchase order by use of the following FastTabs:

- The **General** FastTab displays information about the whole purchase order.
- The **Invoicing** FastTab displays information about the quantity of items to be invoiced.
- The **Shipping** FastTab displays information about the quantity of items to be received.
- The **Prepayment** FastTab displays information about VAT amount and prepayment information
- The Vendor FastTabs displays the vendor's current balance.

- Notice that now all the FastTabs, other than the Vendor FastTab, display the same information.

General	
Amount Excl. V...	280.00
Inv. Discount A...	0.00
Total Excl. VAT:	280.00
VAT Amount:	0.00
Total Incl. VAT:	280.00
Purchase (LCY):	280.00
Quantity:	200
Parcels:	0
Net Weight:	0
Gross Weight:	0
Volume:	0
No. of VAT Lines:	1

Invoicing
Shipping
Prepayment
Vendor

OK

FIGURE 6.4: PURCHASE ORDER STATISTICS PAGE

- Click **OK** to close the **Purchase Order Statistics** page.
- On the **Lines** FastTab, move to the **Qty. to Receive** field, change the value to 100, and press ENTER.
- Notice that the **Qty. to Invoice** field is updated to 100 also. Clear this field.

You will do a partial receipt before you prepare to pay the vendor.

The Qty. to Receive field is used to define how many pieces to post as received when you post the purchase order.

The Qty. to Invoice field is used to determine how many of the items are to be invoiced when you post the purchase order.

Every time that the **Quantity** field is updated and you post an order, the program automatically suggests that you invoice the remaining quantity.



Note: You can never invoice more quantities than you have received.

You can run the two processes, receive and invoice, at the same time if you enter the received quantity in both the **Qty. to Receive** and **Qty. to Invoice** fields and then use the default, **Receive and Invoice** posting method.

Generally, an order is invoiced when you receive the invoice from the vendor. At that time, you have to enter the quantity to invoice into the **Qty. to Invoice** field and then post the order. After the order is fully posted, a posted purchase invoice is created, and this also triggers a payable in the general ledger.

- e. On the **Navigate** tab in the ribbon, click **Statistics**.
- f. Notice that the **General** FastTab still displays the total amounts of the order.
- g. Expand the **Invoicing** FastTab, and notice that there are no values displayed. This is because the **Qty. to Invoice** field was cleared on the order.
- h. Expand the **Shipping** FastTab and notice that the partial receipt amounts are displayed.
- i. Click OK to close the Purchase Order Statistics page.
- j. On the **Actions** tab in the ribbon, click **Post**.
- k. The posting request form appears showing the default option, **Receive and Invoice**. Select the **Receive** option, and then click **OK**.

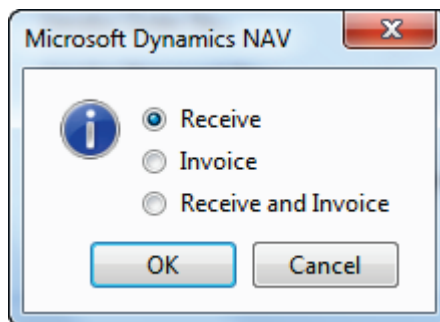


FIGURE 6.5: POSTING REQUEST FORM

The (initial) purchase order posting function is now done, but the purchase order remains open - for the following reasons:

- Only a part of the total order quantity is posted.
- Only the (physical) receipt of items is posted - not the invoicing.

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As long as quantities remain to be received or invoicing has not occurred, a purchase order remains open.

The screenshot displays the 'Edit - Purchase Order - 106024 - XY Paint Supply' window. The ribbon includes tabs for Home, Actions, and Navigate. The 'General' section shows fields for No. (106024), Order Date (1/23/2014), Buy-from Vendor No. (V00010), Document Date (1/23/2014), Buy-from Contact No. (CT000145), Vendor Order No., Buy-from Vendor Name (XY Paint Supply), Vendor Shipment No., Buy-from City (Amsterdam), Vendor Invoice No., Posting Date (1/23/2014), and Status (Released). The 'Lines' section contains a table with columns: Type, No., Location Code, Quantity, Reserved Quantity, Unit of Measure Code, Direct Unit Cost Excl. VAT, Line Amount Excl. VAT, Line Discount %, Qty. to Receive, Quantity Received, and Qty. to Invoice. The table has one row: Item 70105, BLUE, 200, CAN, 1.40, 280.00, 100, 100, 200. The 'Invoicing' section shows V00010, 7 DAYS, 1/30/2014. The 'Shipping' section is empty. The 'Foreign Trade' section is empty. The 'Prepayment' section shows 0, 1/30/2014. The 'Vendor Statistics' section shows Vendor No. V00010, Balance (LCY) 0.00, Outstanding Ord... 140.00, Amt. Rcd. Not Inv... 140.00, Outstanding Invo... 0.00, Total (LCY) 280.00, and Overdue Amount... 0.00. The 'Buy-from Vendor Hi...' section shows Vendor No. V00010, Quotes: 0, Blanket Orders: 0, Orders: 1, Invoices: 0, Return Orders: 0, Credit Memos: 0, Pstd. Return Ship... 0, Pstd. Receipts: 1, Pstd. Invoices: 0, and Pstd. Credit Mem... 0. The 'Purchase Line Details' section shows Item No. 70105, Availability: 200, Purchase Prices: 0, and Purchase Line Dis... 0.

Type	No.	Location Code	Quantity	Reserved Quantity	Unit of Measure Code	Direct Unit Cost Excl. VAT	Line Amount Excl. VAT	Line Discount %	Qty. to Receive	Quantity Received	Qty. to Invoice
Item	70105	BLUE	200		CAN	1.40	280.00		100	100	200

FIGURE 6.6: PARTIALLY POSTED PURCHASE ORDER

In the purchase order for XY Paint Supply, notice the following:

- The **Qty. to Receive** field now shows 100 because only 100 of the 200 are received.
- The **Qty. Received** field shows the 100 items that are now in inventory.

The **Qty. to Invoice** field shows 200 because no items have yet been invoiced by the vendor.

Review the resulting posted purchase receipt and item ledger entries.

The order is now partly received, and a posted purchase receipt is created. On the **Navigate** tab in the ribbon, click **Receipts**. This page provides an overview of all posted purchase receipts for that particular purchase order.

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You can also access the posted purchase receipts through the navigation pane as follows:

- **Posted Documents > Posted Purchase Receipts**
- **Departments > Purchase > History > Posted Purchase Receipts**
 - a. Currently only one receipt is registered for the purchase order. Select that receipt, and then on the **Home** tab in the ribbon, click **View**.

107029 · XY Paint Supply

General

No.: 107029 Document Date: 1/23/2014

Buy-from Vendor No.: V00010 Requested Receipt Date:

Buy-from Contact No.: CT000145 Promised Receipt Date:

Buy-from Vendor Name: XY Paint Supply Quote No.:

Buy-from Address: 200 Bay Drive Order No.: 106024

Buy-from Address 2: Vendor Order No.:

Buy-from City: Amsterdam Vendor Shipment No.:

Buy-from Post Code: NL-1009 AG Order Address Code:

Buy-from Contact: Laura Owen Purchaser Code:

No. Printed: 0 Responsibility Center:

Posting Date: 1/23/2014

Lines

Type	No.	Description	Location Code	Quantity	Unit of Measure Code	Quantity Invoiced	Planned Receipt Date	Ex. Re
Item	70105	Paint, sunflower yellow	BLUE	100	CAN		1/23/2014	1/23/2014

Invoicing V00010

Shipping

Close

FIGURE 6.7: POSTED PURCHASE RECEIPT

- b. Click **Close** to close the **Posted Purchase Receipt** page.

- On the **Purchase Order** page, click **Item No.** 70105 in the **Purchase Line Details** FactBox to open the **Item Card** page.
- Expand the **General** FastTab.
- The **Inventory** field shows a total inventory of 100 cans of Paint, Sunflower Yellow.
- Click the **Inventory** field, or, on the **Navigate** tab in the ribbon, click **Entries**, and then click **Ledger Entries**.

One item ledger entry was created, for the receipt of the 100 cans. The sum of all item ledger entry quantities makes up the item's inventory amount.

- Select the item ledger entry, and then on the **Home** tab in the ribbon, click **Value Entries**.

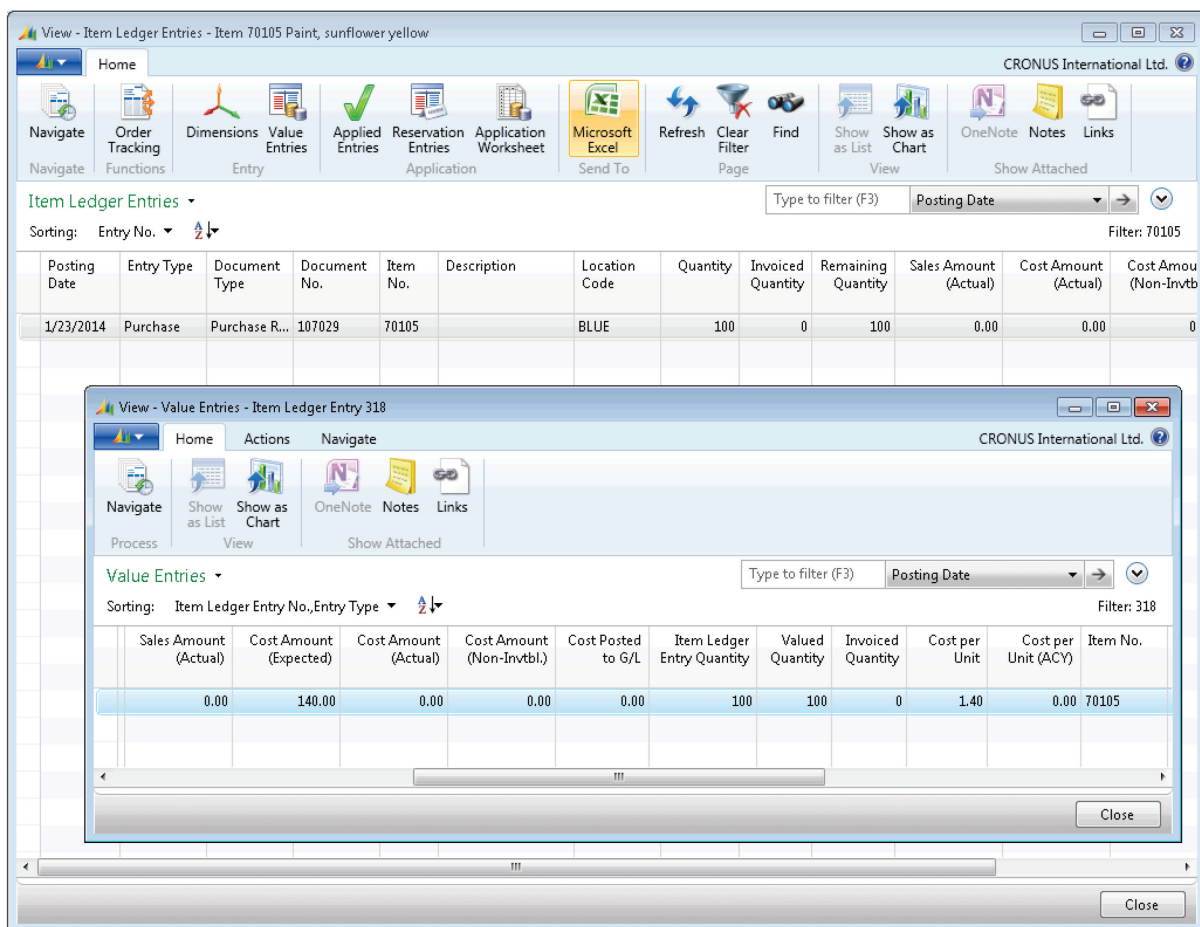


FIGURE 6.8: ITEM LEDGER ENTRIES AND VALUE ENTRIES FOR THE POSTED PURCHASE RECEIPT

Module 6: Process Sales and Purchases

The **Cost Amount (Expected)** field represents the value of the received items as entered on the purchase order. However, because the invoice has not yet been received or processed, the actual cost amount cannot yet be known.

- h. Click **Close** to close the **Value Entries** page.
 - i. Click **Close** to close the **Item Ledger Entries** page.
 - j. Click **Close** to close the **Item Card** page.
 2. Receive the remaining 100 cans, and process the invoice for the full 200 cans.
 - a. On the **Navigate** tab in the ribbon of the **Purchase Order** page, click **Statistics** and notice the following:
 - The **General** FastTab still displays the total amount of the order.
 - The **Invoicing** FastTab matches the values on **General** FastTab because you are invoicing the whole order.
 - The **Shipping** FastTab displays the partial receipt values.
 - b. Click **OK** to close the **Purchase Order Statistics** page.
 - c. Expand the **General** FastTab.
 - d. In the **Posting Date** field, enter 02/28/14.

Because you are receiving and invoicing on a different date than the posting date of the receipt of the first 100 cans, you must change the **Posting Date** field to reflect this.

- e. Notice that the **Document Date** also changed. Remember that the document date determines the due date. Generally, the document date should be the same as the date on the vendor's invoice. Do not change the date for this scenario, but be aware (on the **Invoicing** FastTab) that the **Due Date** is now 3/7/14.
 - f. In the **Vendor Invoice No.** field, type "9467726". This is the vendor's invoice number, typically found on the invoice the vendor sends you. If you select the **Ext. Doc. No. Mandatory** check box in the purchases and payable setup, you cannot post a purchase order for invoicing without a vendor invoice number.
 - g. On the **Actions** tab in the ribbon, click **Post**. Leave the default posting option, **Receive and Invoice**, selected, and then click **OK**.

The order is now fully received and invoiced. Notice that the purchase order disappeared from the list of (open) purchase orders. It has now become two posted documents:

- One posted purchase invoice.
- One posted purchase receipt.

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3. Review the resulting posted purchase invoice and general ledger entries.
 - a. On the navigation pane, click **Posted Documents**, and then click **Posted Purchase Invoices**.
 - b. Select the last posted invoice in the list, and then click **View**.

Posted documents are not editable, but you can print them.

View - Posted Purchase Invoice - 108028 - XY Paint Supply

Home Actions

View Edit Delete Navigate Statistics Comments Dimensions Approvals Print... Email as Attachment Refresh Go to Previous Next OneNote Notes Links

Manage Process Statistics Invoice Print Send To Page Show Attached

108028 - XY Paint Supply

General

No.: 108028 Posting Date: 2/28/2014

Buy-from Vendor No.: V00010 Document Date: 2/28/2014

Buy-from Contact No.: CT000145 Quote No.:

Buy-from Vendor Name: XY Paint Supply Order No.: 106024

Buy-from Address: 200 Bay Drive Pre-Assigned No.:

Buy-from Address 2: Vendor Order No.:

Buy-from Post Code: NL-1009 AG Vendor Invoice No.: 9467726

Buy-from City: Amsterdam Order Address Code:

Buy-from Contact: Laura Owen Purchaser Code:

No. Printed: 0 Responsibility Center:

Lines

Line	Type	No.	Description	Quantity	Unit of Mea...	Direct Unit Cost...
Item		70105	Paint, sunflower yellow	200	CAN	1.40

Invoicing V00010 7 DAYS 3/7/2014

Shipping

Foreign Trade

Close

FIGURE 6.9: POSTED PURCHASE INVOICE

- c. On the **Actions** tab in the ribbon, click **Navigate**.

The **Navigate** page provides an overview of all created entries, related to the posted purchase invoice.

- d. Expand the **Document Entry** FastTab, and select the line for G/L entries.
- e. Click **Show** to view the three G/L entries that were created:
 - One income statement account for the purchase.
 - One VAT account.
 - One balance sheet account for the payable.

- f. Click **Close** to close the **General Ledger Entries** page.
 - g. Click **Close** to close the **Navigate** page.
 - h. Click **Close** to close the **Posted Purchase Invoice** page.
4. Review the resulting vendor ledger entry.
 - a. On the navigation pane, click **Departments**.
 - b. Click **Purchase > Order Processing > Vendors**.
 - c. Select vendor V00010 XY Paint Supply, and then click **View**.
 - d. Expand the **General** FastTab.
 - e. The **Balance (LCY)** field shows a total open debt to the vendor of 280,00 LCY. This is the purchase invoice amount including VAT. Clicking the field only shows you an overview of all open vendor ledger entries.
 - f. On the **Navigate** tab in the ribbon, click **Ledger Entries**.

Posting Date	Document Type	Document No.	External Document No.	Vendor No.	Description	Currency Code	Original Amount	Amount	Remaining Amount	Due Date	Pmt. Discour. Date
2/28/2014	Invoice	108028	9467726	V00010	Order 106024		-280.00	-280.00	-280.00	3/7/2014	2/28/2014

FIGURE 6.10: VENDOR LEDGER ENTRIES

One vendor ledger entry was created for the posted purchase invoice.

The **External Document No.** field contains the vendor invoice number that you entered on the purchase order.

The whole amount of the invoice appears in the **Original Amount, Amount**, and **Remaining Amount** fields. After a full payment is posted and applied, the **Remaining Amount** is 0.

- g. Click **OK** to close the **Vendor Ledger Entries** page.
 - h. Click **Close** to close the **Vendor Card** page.
5. Review the resulting item ledger entry.
- a. On the navigation pane, click **Departments**.
 - b. Click **Purchase > Inventory & Costing > Items**.
 - c. Select item 70105, Paint, Sunflower Yellow, and then click **View**.
 - d. Expand the **Invoicing** FastTab.

The **Unit Cost** field still contains the 1.40 (LCY) that you entered when you create the item because the cost of the item has not changed in any way during the purchase process.

- e. Expand the **General** FastTab.

The **Inventory** field now shows a total inventory of 200 cans.

- f. Click the **Inventory** field, or, on the **Navigate** tab in the ribbon, click **Entries**, and then click **Ledger Entries**.

There are now two item ledger entries.

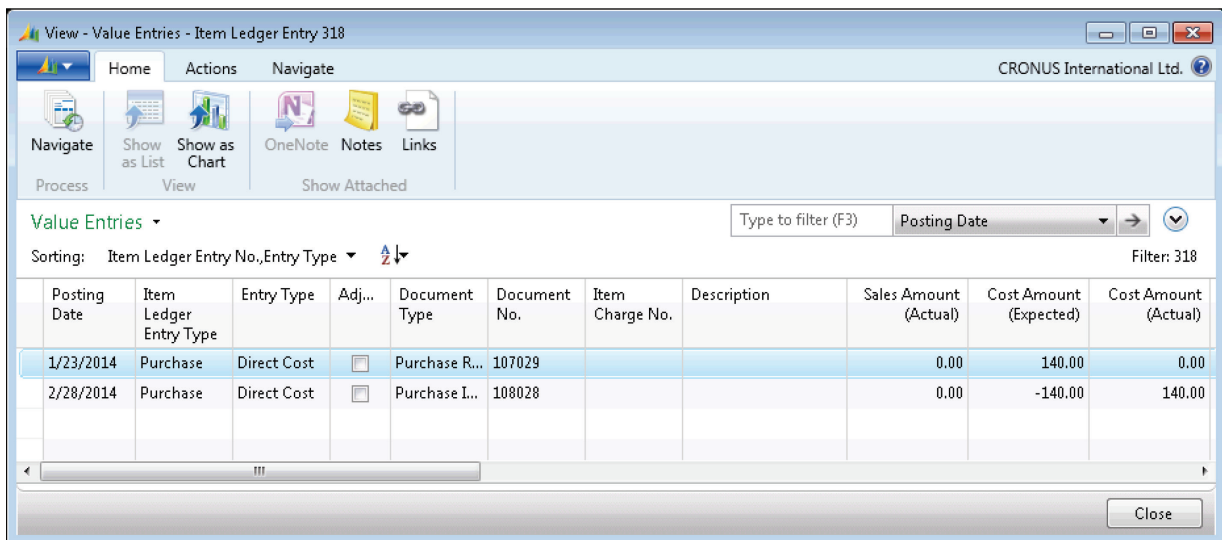
The first item ledger entry originated from the first posting process, when 100 cans were received, but not invoiced.

However, with the second posting process, these 100 cans were also invoiced, resulting in an update of the existing item ledger entry.

- The **Cost Amount (Actual)** field, now contains a value of 140.00 LCY.

Module 6: Process Sales and Purchases

- On the **Home** tab in the ribbon, click **Value Entries**. You can now see that an additional value entry is created, removing the expected cost and updating the actual cost.



Posting Date	Item Ledger Entry Type	Entry Type	Adj...	Document Type	Document No.	Item Charge No.	Description	Sales Amount (Actual)	Cost Amount (Expected)	Cost Amount (Actual)
1/23/2014	Purchase	Direct Cost	<input type="checkbox"/>	Purchase R...	107029			0.00	140.00	0.00
2/28/2014	Purchase	Direct Cost	<input type="checkbox"/>	Purchase I...	108028			0.00	-140.00	140.00

FIGURE 6.11: VALUE ENTRIES OF THE FIRST 100 CANS

- Click **Close** to close the **Value Entries** page.

The second item ledger entry represents the receipts and invoicing of the other 100 cans.

- The **Cost Amount (Actual)** field immediately contains a value of 140.00 LCY.
- On the **Home** tab in the ribbon, click **Value Entries**. You can now see that only one value entry is created. Because the receipt and invoicing occurred at the same time, you do not have to first fill in an expected value. The actual value is already known.

View - Value Entries - Item Ledger Entry 319

CRONUS International Ltd.

Value Entries ▾

Type to filter (F3) Posting Date ▾

Sorting: Item Ledger Entry No., Entry Type ▾

Filter: 319

Posting Date	Item Ledger Entry Type	Entry Type	Adj...	Document Type	Document No.	Item Charge No.	Description	Sales Amount (Actual)	Cost Amount (Expected)	Cost Amount (Actual)
2/28/2014	Purchase	Direct Cost	<input type="checkbox"/>	Purchase I...	108028			0.00	0.00	140.00

Close

FIGURE 6.12: VALUE ENTRY OF THE SECOND 100 CANS

- Click **Close** to close the **Value Entries** page.
- g. Click **Close** to close the **Item Ledger Entries** page.
- h. Click **Close** to close the **Item Card** page.

Lab 6.1: Purchase Furniture from the New Vendor

Scenario



Note: To successfully complete this lab, you must complete the labs "Create a new Furniture Vendor" and "Create a New Office Furniture Item" in the module "Master Data for Sales and Purchase" of this course.

Exercise 1: Create a Purchase Order

Exercise Scenario

You must create a purchase order to purchase two items, one of which, Antwerp Conference Chair, is recently added to your item catalog. You will order the items from a newly added vendor, Lewis Home Furniture XY.

Use the following information to create the purchase order:

Purchase Order Number	System Assigned
Vendor Name	Lewis Home Furniture XY
Item Numbers	1920-S and 2004-S
Item Name	Antwerp, Conference table & Antwerp, Conference Chairs
Location Code	BLUE
Quantity for Item No. 1920-S	2
Quantity for Item No. 2004-S	20
Unit of Measure	PCS

High Level Steps

1. Create the purchase order, based on the information that was provided.

Detailed Steps

1. Create the purchase order, based on the information that was provided.
 - a. On the navigation pane, click **Departments**.
 - b. Click **Purchase > Order Processing > Purchase Orders**.
 - c. Click **New**.
 - d. Expand the **General** FastTab.
 - e. Press ENTER to automatically assign the next order number.

- f. In the **Buy-from Vendor No.** field, enter the new vendor Lewis Home Furniture XY.
- g. Expand the **Lines** FastTab.
- h. Move to the first purchase line.
- i. In the **Type** field, enter **Item**.
- j. In the **No.** field, enter 1920-S.
- k. In the **Quantity** field, enter 2.
- l. Move to the second purchase line.

The **Type** field automatically uses **Item**.

- m. In the **No.** field, enter 2004-S.
- n. In the **Quantity** field, enter 20.

Verify that the **Direct Unit Cost Excl. VAT** field is filled on both lines.

Exercise 2: Receive and Invoice the Furniture

Exercise Scenario

The furniture you ordered from Lewis Home Furniture XY (in the previous lab) has arrived in the BLUE warehouse together with the invoice from the vendor. You must now fully receive and invoice the purchase order based on the following information:

Purchase Order Number	Previously System Assigned Number
Vendor Name	Lewis Home Furniture XY
Item Numbers	1920-S and 2004-S
Item Name	Antwerp, Conference table and Antwerp, Conference Chair
Location Code	BLUE
Quantity for Item No. 80216	2
Quantity for Item No. 2004-S	20
Vendor Invoice Number	LHF-10021

High Level Steps

1. Receive and invoice all quantities in one action.

Detailed Steps

1. Receive and invoice all quantities in one action.
 - a. Expand the **General** FastTab.
 - b. In the **Vendor Invoice No.** field, enter LHF-10021.
 - c. Expand the **Lines** FastTab.
 - d. Make sure that the **Qty. to Receive** and **Qty. to Invoice** fields contain 2 for item 1920-S and 20 for item 2004-S.
 - e. On the **Actions** tab in the ribbon, click **Post**.
 - f. Leave the default posting option, **Receive and Invoice**, and then click **OK**.

Create Purchase Invoices

When a vendor sends an invoice for items that you have received in the inventory, you can post that purchase invoice in one of the following two ways:

- By posting the invoice from the purchase order.
- By creating a separate purchase invoice.

If you invoice from a purchase order, you are limited to only invoice the lines of that order.

If a vendor sends an invoice that combines different orders, you can create a separate purchase invoice and use the **Get Receipt Lines** function to retrieve all non-invoiced receipts from all orders.

You can also use purchase invoices to record the purchase of services or non-physical items such as electricity.

The most important difference with a purchase order is that you cannot post the physical transaction (the reception) separately from the financial one.

Demonstration: Create and Receive Multiple Purchase Orders

Scenario: Two orders were placed with vendor London Postmaster. The first order contains 15 pcs of item 1964-W, and the second order contains 250 pcs of item 70060.

London Postmaster delivers 10 items 1964-W and 50 items 70060.

Demonstration Steps

1. Create and receive the first order.
 - a. In the **Search** box, type **Purchase Orders**, and then click the related link.
 - b. Click **New**.
 - c. Expand the **General** FastTab.
 - d. Press ENTER to automatically assign the next order number.
 - e. In the **Buy-from Vendor No.** field, enter 10000, London Postmaster.
 - f. Expand the **Lines** FastTab.
 - g. Move to the first purchase line.
 - h. In the **Type** field, enter **Item**.
 - i. In the **No.** field, enter 1964-W.
 - j. In the **Quantity** field, enter 15.

- k. Verify that the **Direct Unit Cost Excl. VAT** field is filled in.
 - l. In the **Qty. to Invoice** field, enter 0.
 - m. On the **Actions** tab in the ribbon, click **Post**.
 - n. Select the **Receive** posting option, and then click **OK**.
 - o. Click **OK** to close the **Purchase Order** page.
2. Create and receive the second order.
 - a. On the **Purchase Orders** page, click **New**.
 - b. Expand the **General** FastTab.
 - c. Press ENTER to automatically assign the next order number.
 - d. In the **Buy-from Vendor No.** field, enter 10000, London Postmaster.
 - e. Expand the **Lines** FastTab.
 - f. Move to the first purchase line.
 - g. In the **Type** field, enter **Item**.
 - h. In the **No.** field, enter 70060.
 - i. In the **Quantity** field, enter 250.
 - j. Verify that the **Direct Unit Cost Excl. VAT** field is filled in.
 - k. In the **Qty. to Invoice** field, enter 0.
 - l. On the **Actions** tab in the ribbon, click **Post**.
 - m. Select the **Receive** posting option, and then click **OK**.
 - n. Click **OK** to close the **Purchase Order** page.

Demonstration: Create the Purchase Invoice Using the Get Receipt Lines Function

Scenario: London Postmaster immediately sends one invoice for both deliveries. The invoice also includes transportation costs of 50.00 LCY. This must be posted to the relevant G/L Account.

- The date of the invoice is 01/31/14.
- The invoice number is 88574.
- The total amount is 2,621.25 LCY.

Demonstration Steps

1. Fill in the purchase invoice header.
 - a. On the navigation pane, click **Departments**.
 - b. Click Purchase > Order Processing > Purchase Invoices.
 - c. Click **New**.
 - d. Expand the **General** FastTab.
 - e. Press ENTER to automatically assign the next invoice number.

- f. In the **Buy-from Vendor No.** field, enter 10000, London Postmaster.
- g. In the **Vendor Invoice No.** field, enter 88574.
- h. Expand the **Lines** FastTab.
- i. Click Functions, and then click Get Receipt Lines.
- j. The **Get Receipt Lines** page provides an overview of all receipts of the vendor that have not yet been invoiced.
- k. Select both lines, and then click **OK**.

The **Lines** FastTab is now automatically filled with two purchase invoice lines.



Note: Do not enter the purchase invoice lines manually. Posting the invoice causes the items to be received again, and you will create double stock. With the **Get Receipt Lines** function, you can connect the cost to the already received items.

- l. Move to the next invoice line to fill in the transportation costs.
- m. In the **Type** field, enter **G/L Account**.
- n. In the **No.** field, enter 7150, Delivery Expenses, Retail.
- o. In the **Quantity** field, enter 1.
- p. In the Direct Unit Cost Excl. VAT field, enter 50.00.
- q. On the **Actions** tab in the ribbon, click **Post**.
- r. Click **Yes**.

Notice that the purchase invoice disappeared from the list of (open) purchase invoices. It is now a posted purchase invoice.

Lab 6.2: Record an Automobile Maintenance Expense

Scenario

As the accounts payable clerk, you are responsible for posting expenses. You have received a bill from Mortimer Car Company for routine automobile maintenance services. Record this expense for payment.

Use the following information to enter the expense:

Purchase Invoice Number	System Assigned Number
Vendor Number	44127914
Vendor Name	Mortimer Car Company
Posting Date	01/30/14
Vendor Invoice Number	LP-45002
Item Type	G/L Account
G/L Account Number	8530
Description	Repairs and Maintenance
Direct Unit Cost Excl. VAT	132.94

High Level Steps

1. Create the purchase invoice based on the information that was provided.
2. Post the invoice.

Detailed Steps

1. Create the purchase invoice based on the information that was provided.
 - a. In the **Search** box, enter **Purchase Invoices**, and then click the related link.
 - b. Click **New**.
 - c. Expand the **General** FastTab.

- d. Press ENTER to insert the next purchase invoice number.
 - e. In the **Buy-from Vendor No.** field, enter 44127914.
 - f. In the **Posting Date** field, enter 01/30/14.
 - g. In the **Vendor Invoice No.** field, enter LP-45002.
 - h. Expand the **Lines** FastTab.
 - i. In the **Type** field, enter **G/L Account**.
 - j. In the **No.** field, enter 8530.
 - k. In the **Quantity** field, type 1.
 - l. In the **Direct Unit Cost Excl. VAT** field, type 132.94.
2. Post the invoice.
 - a. Click **Post**.
 - b. Click **Yes** to post the purchase invoice.

From Sales Quote to Sales Invoice

The sales order cycle and process resembles the purchase order cycle and process. This section includes demonstrations to create sales quotes, convert sales quotes to sales orders, and process sales orders

Demonstration: Create a Sales Quote

Scenario: Paint Outlet has requested a quote for 100 cans of Paint, Sunflower Yellow. As the order processor, you must therefore generate a sales quote that will be sent to the customer.

Demonstration Steps

1. Fill in the quote header and lines
 - a. On the navigation pane, click **Home**, and then click **Sales Quotes**.

The **Sales Quotes** page opens. It shows an empty sales quote list because no other sales quotes exist in the database. On the right of the page are FactBoxes that contains summary information and links to relevant sales details.
 - b. Click **New**.
 - c. Press ENTER to automatically assign a number.
 - d. In the **Sell-to Customer No.** field, enter the new customer Paint Outlet.
 - e. Expand the **Lines** FastTab, and move to the first line.
 - f. In the **Type** field, enter **Item**.
 - g. In the **No.** field, enter 70105, item Paint, Sunflower Yellow.
 - h. In the **Location Code** field, enter BLUE.

The **Availability** field in the **Sales Line Details** FactBox, now shows 200.

- i. In the **Quantity** field, enter 100.

Notice that the standard unit price on the item card is converted to the customer's currency, and inserted in the **Unit Price Excl. VAT** field.

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The sales quote is now complete and ready to send to Paint Outlet after it is printed through the **Print** button.

The screenshot shows the 'Edit - Sales Quote - 1001 - Paint Outlet' window. The ribbon includes tabs for Home, Actions, and Navigate. The 'Actions' tab is active, showing buttons for View, Edit, New, Delete, Create Customer, Create To-do, Copy Document..., Statistics, Customer Card, Contact Card, Send Approval Request, Cancel Approval Request, Approvals, Make Order, Print..., Email as Attachment, Microsoft Word, OneNote, Notes, and Links. The 'General' section contains fields for No. (1001), Document Date (1/23/2014), Sell-to Customer No. (C00010), Requested Delivery Date, Sell-to Contact No. (CT000143), Salesperson Code, Sell-to Customer Name (Paint Outlet), Campaign No., Sell-to City (Bederkesa), Opportunity No., Order Date (1/23/2014), and Status (Open). The 'Lines' section shows a table with one line item: Item 70105, Description 'Paint, sunflower yellow', Location Code 'BLUE', Quantity 100, Unit of Measure 'CAN', Unit Price '3.914', Line Amount '391.40', and Line Discount %. The 'Invoicing' section shows C00010, 7 DAYS, and 1/30/2014. The 'Shipping' section shows 1/23/2014. The 'Foreign Trade' section shows EUR. The right-hand pane shows 'Sell-to Customer Sal...' with a list of sales statistics and 'Sales Line Details' for Item No. 70105, Availability 200, and 'Notes' with a link to create a new note.

Type	No.	Description	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discount %
Item	70105	Paint, sunflower yellow	BLUE	100	CAN	3.914	391.40	

FIGURE 6.13: SALES QUOTE WINDOW

Demonstration: Convert the Quote to a Sales Order

A quote can remain in the database for an indefinite time before you convert it to an order. This is useful when customers need time to review a quote that is sent to them.

Scenario: Paint Outlet has accepted the terms quickly, and you must now create a sales order.

Demonstration Steps

1. Create the sales order.
 - a. On the **Actions** tab in the ribbon, click **Make Order**.
 - b. You receive a message that asks if you want to convert the quote to an order. Click **Yes**.

You receive a message that shows which sales order number is created from the sales quote.

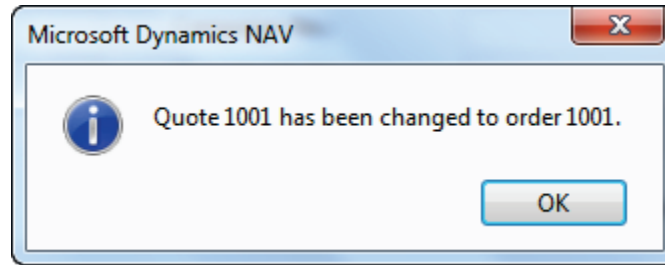


FIGURE 6.14: CONFIRMATION WITH SALES ORDER NUMBER

Notice that the sales quote is gone. This is because it is no longer used, as the sales process has moved one step forward and all the quote information is transferred to the sales order.

Demonstration: Process the Sales Order

After the sales quote is converted to a sales order, you can process the shipments and sales invoices.

Demonstration Steps

1. Ship all 100 items.
 - a. On the navigation pane, click **Home**, and then click **Sales Orders**.
 - b. Locate sales order 1001, and then click **Edit**.
 - c. Expand the **General** FastTab.

Notice that the sales quote header information is transferred from the quote.

- d. Expand the **Invoicing** FastTab.
 - e. Make sure that the **Due Date** field shows 02/06/14.
 - f. Expand the **Lines** FastTab.
 - g. Move to the first line.
 - h. The **Qty. to Ship** and **Qty. to Invoice** fields both show an amount of 100.

These fields have the same functionality as the **Qty. to Receive** and **Qty. to Invoice** fields on the purchase order and define partial shipment/invoicing.

For this scenario, leave the amounts.

- i. On the **Home** tab in the ribbon, click **Post**.

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- j. Select the posting option **Ship**, and then click **OK**.

The sales order remains because it is still open for invoicing.

Notice the following:

- The **Qty. to Ship** field now shows 0.
- The **Qty. Shipped** field now shows 100. These items are now out of stock.
- The **Qty. to Invoice** field still shows 100.

The screenshot shows the 'Edit - Sales Order - 1001 - Paint Outlet' window. The 'General' tab is active, displaying fields for No. (1001), Sell-to Customer No. (C00010), Sell-to Customer Name (Paint Outlet), Sell-to City (Bederkesa), Posting Date (2/28/2014), and Order Date (1/31/2014). The 'Lines' table shows one line item with Item No. 70105, Qty. to Ship 0, and Qty. to Invoice 100. The 'Invoicing' section shows C00010, 7 DAYS, and 2/6/2014. The 'Shipping' section shows DE-27624, 1/23/2014, and Partial. The 'Foreign Trade' section shows EUR. The 'Prepayment' section shows 0 and 3/7/2014. The 'Sales Line Details' section shows Item No. 70105, Availability 100, Substitutions 0, Sales Prices 0, and Sales Line Discou... 0. The 'Notes' section has a link to create a new note. The 'OK' button is at the bottom right.

Type	No.	Qty. to Ship	Quantity Shipped	Qty. to Invoice	Quantity Invoiced	Qty. to Assign	Qty.
Item	70105	0	100	100			

Field	Value
No.	1001
Sell-to Customer No.	C00010
Sell-to Customer Name	Paint Outlet
Sell-to City	Bederkesa
Posting Date	2/28/2014
Order Date	1/31/2014
Document Date	2/28/2014
Requested Delivery Date	
External Document No.	
Salesperson Code	
Status	Released

Field	Value
Customer No.	C00010
Quotes	0
Blanket Orders	0
Orders	1
Invoices	0
Return Orders	0
Credit Memos	0
Pstd. Shipments	1
Pstd. Invoices	0
Pstd. Return Rece...	0
Pstd. Credit Mem...	0

Field	Value
Item No.	70105
Availability	100
Substitutions	0
Sales Prices	0
Sales Line Discou...	0

Field	Value
Invoicing	C00010 7 DAYS 2/6/2014
Shipping	DE-27624 1/23/2014 Partial
Foreign Trade	EUR
Prepayment	0 3/7/2014

FIGURE 6.15: SALES ORDER AFTER SHIPMENT POSTING WINDOW

Module 6: Process Sales and Purchases

2. The order is completely shipped, and a posted sales shipment is created.
 - a. On the **Home** tab in the ribbon, click **Shipments**. This page provides an overview of all posted sales shipments for that sales order.

You can also access the posted sales shipments through the navigation pane as follows:

 - **Posted Documents > Posted Sales Shipments**
 - **Departments > Sales & Marketing > History > Posted Sales Shipments**
 - b. Currently only one shipment is registered for the sales order. Select that shipment, and then on the **Home** tab in the ribbon, click **View**.

View - Posted Sales Shipment - 102033 - Paint Outlet

CRONUS International Ltd.

Home

View Edit Delete Track Package Statistics Dimensions Approvals Navigate Print... Email as Attachment Refresh Next OneNote Microsoft Word Go to Previous Page Show Attached

102033 - Paint Outlet

General

No.: 102033 Posting Date: 2/28/2014

Sell-to Customer No.: C00010 Document Date: 2/28/2014

Sell-to Contact No.: CT000143 Requested Delivery Date:

Sell-to Customer Name: Paint Outlet Promised Delivery Date:

Sell-to Address: 21 Bahnhofstrasse Quote No.: 1001

Sell-to Address 2: Order No.: 1001

Sell-to Post Code: DE-27624 External Document No.:

Sell-to City: Bederkesa Salesperson Code:

Sell-to Contact: Martin Illum Lotz Responsibility Center:

No. Printed: 0

Lines

Type	No.	Description	Location Code	Quantity	Unit of Measure Code	Quantity Invoiced	Planned Delivery Date
Item	70105	Paint, sunflower yellow	BLUE	100	CAN		1/23/2014

Invoicing C00010

Shipping DE-27624 1/23/2014

Close

FIGURE 6.16: POSTED SALES SHIPMENT WINDOW

- c. Click **Close** to close the **Posted Sales Shipment** page.
3. Process the invoice.
 - a. On the **Home** tab in the ribbon, click **Post**.
 - b. Select the posting option **Invoice**, and then click **OK**.

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The sales order is now fully shipped and invoiced. Notice that the sales order disappeared from the list of (open) sales orders. It has now become a posted sales invoice.

4. Review the resulting posted sales invoice and general ledger entries.
 - a. On the navigation pane, click **Posted Documents**, and then click **Posted Sales Invoices**.
 - b. Select the posted sales invoice that corresponds to the order just posted (the last one in the list), and then click **View**.

Notice that all the original information about the sales order can be reviewed in the posted document.

The screenshot shows the 'View - Posted Sales Invoice' window for invoice 103022. The window has a ribbon with tabs: Home, Actions, and Navigate. The 'Home' tab is active, showing various icons for View, Edit, Delete, Navigate, Statistics, Comments, Dimensions, Approvals, Credit Cards, Transaction Log Entries, Credit Card, Print, Refresh, Go to, Previous, Next, OneNote, Notes, Links, and Show Attached. The main area is divided into two panes. The left pane is titled '103022 · Paint Outlet' and contains a 'General' section with fields for No., Posting Date, Sell-to Customer No., Document Date, Sell-to Contact No., Quote No., Sell-to Customer Name, Order No., Sell-to Address, Pre-Assigned No., Sell-to Address 2, External Document No., Sell-to Post Code, Salesperson Code, Sell-to City, Responsibility Center, Sell-to Contact, and No. Printed. The right pane is titled 'Notes' and contains a link to create a new note. Below the 'General' section is a 'Lines' section with a table showing the invoice items. The table has columns for Type, No., Description, Quantity, Unit of Measure Code, Unit Price Excl. VAT, Line Amount Excl. VAT, and Line Discount %. The first line is an 'Item' with No. 70105, Description 'Paint, sunflower yellow', Quantity 100, Unit of Measure Code 'CAN', Unit Price Excl. VAT 3.914, Line Amount Excl. VAT 391.40, and Line Discount %.

Type	No.	Description	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discount %
Item	70105	Paint, sunflower yellow	100	CAN	3.914	391.40	

Below the table, there are fields for Invoicing (C00010, 7 DAYS, 2/6/2014), Shipping (DE-27624, 1/23/2014), and Foreign Trade (EUR).

FIGURE 6.17: POSTED SALES INVOICE WINDOW

- c. On the **Actions** tab in the ribbon, click **Navigate**.

The **Navigate** page provides an overview of all created entries related to the posted sales invoice.

- d. Expand the **Document Entry** FastTab, and select the line for G/L entries.
- e. Click **Show** to view the two G/L entries that were created:
 - One income statement account.
 - One balance account.

Notice that there is no VAT account, because this was an EU-sales transaction.

- f. Click **Close** to close the **General Ledger Entries** page.
 - g. Click **Close** to close the **Navigate** page.
 - h. Click **Close** to close the **Posted Sales Invoice** page.
5. Review the customer ledger entries.
 - a. On the navigation pane, click **Home**, and then click **Customers**.
 - b. Select customer Paint Outlet, and then click **View**.
 - c. On the **Navigate** tab in the ribbon, click **Ledger Entries**.

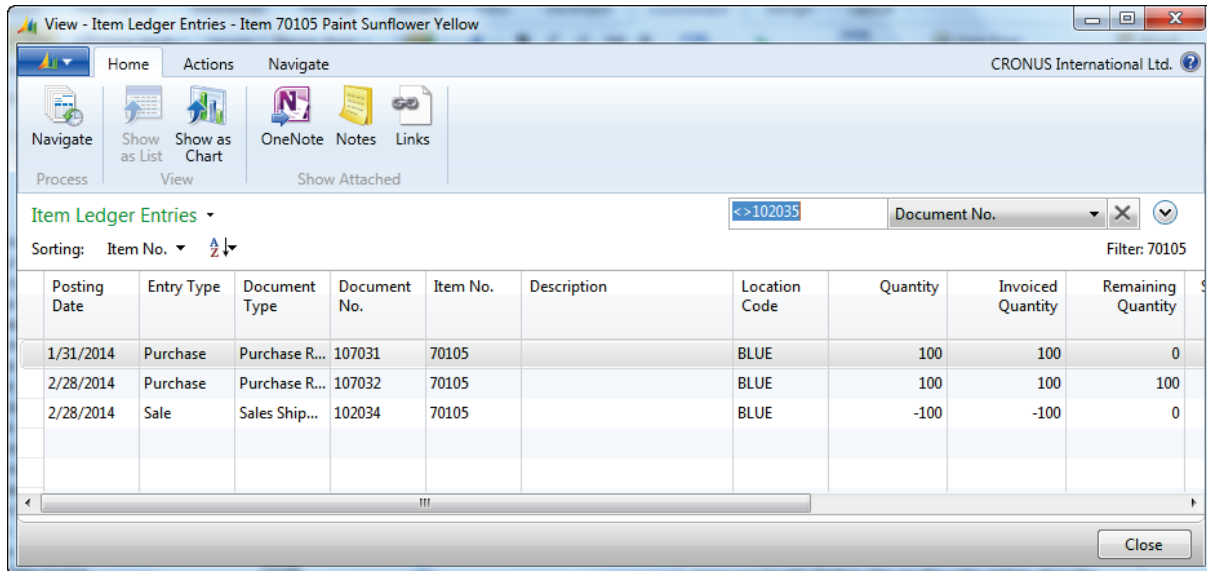
Posting Date	Document Type	Document No.	Customer No.	Description	Currency Code	Original Amount	Amount	Remaining Amount	Due Date
2/28/2014	Invoice	103022	C00010	Order 1001	EUR	391.40	391.40	391.40	2/6/2014

FIGURE 6.18: CUSTOMER LEDGER ENTRIES WINDOW

The whole amount of the invoice appears in the **Original Amount**, **Amount**, and **Remaining Amount** fields. After a full payment is posted and applied, the remaining amount is zero (0).

- d. The **Due Date** field shows that payment is due on 02/06/14.
- e. Click OK to close the Customer Ledger Entries page.
- f. Click **Close** to close the **Customer Card** page.

6. Review the item ledger entries.
 - a. On the navigation pane, click **Home**, and then click **Items**.
 - b. Select item 70105, Paint, Sunflower Yellow, and then click **View**.
 - c. On the **Home** tab in the ribbon, click **Entries**, and then click **Ledger Entries**.



Posting Date	Entry Type	Document Type	Document No.	Item No.	Description	Location Code	Quantity	Invoiced Quantity	Remaining Quantity
1/31/2014	Purchase	Purchase R...	107031	70105		BLUE	100	100	0
2/28/2014	Purchase	Purchase R...	107032	70105		BLUE	100	100	100
2/28/2014	Sale	Sales Ship...	102034	70105		BLUE	-100	-100	0

FIGURE 6.19: ITEM LEDGER ENTRIES WINDOW

There are now three entries: two purchase entries and one sales entry.

The **Remaining Quantity** field for two lines shows 0, whereas the one line shows 100. Because only 100 cans were shipped and invoiced, 100 cans are still in inventory because a total of 200 were purchased.

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Notice also on the sales entry that the **Sales Amount (Actual)** field is filled with the sales value.

- d. Select the sales entry.
- e. On the **Home** tab in the ribbon, click **Value Entries**.

Posting Date	Item Ledger Entry Type	Entry Type	Adj...	Document Type	Document No.	Item Charge No.	Description	Sales Amount (Actual)	Cost Amount (Expected)	Cost Amount (Actual)
2/28/2014	Sale	Direct Cost	<input type="checkbox"/>	Sales Shipment	102033			0.00	-140.00	0.00
2/28/2014	Sale	Direct Cost	<input type="checkbox"/>	Sales Invoice	103022			269.99	140.00	-140.00

FIGURE 6.20: VALUE ENTRIES WINDOW

There are two value entry lines: one for the shipment and one for the invoice. You can distinguish the two lines by looking at the **Item Ledger Entry Quantity** and **Invoiced Quantity** fields. The shipment line has a value in the **Item Ledger Entry Quantity** field but not in the **Invoiced Quantity** field. The invoice line is the opposite.

- f. Click **Close** to close the **Value Entries** page.
- g. Click **Close** to close the **Item Ledger Entries** page.
- h. Click **Close** to close the **Item Card** page.

Lab 6.3: Sell Wooden Doors to an Existing Customer

Scenario

Scenario: As an order processor, you must create a sales order to sell five wooden doors to an existing customer, Libros S.A.

Use the information from the following table to create the sales order.

Order Date	01/15/14
Type	Item
No.	70010
Quantity	5
Unit Price	52.10
Qty. to Ship	5
Qty. to Invoice	5

The items are delivered to the customer on 01/30/14, together with the invoice.

Objectives

Perform this exercise to apply your knowledge about sales orders.

High Level Steps

1. Create the sales order according to the scenario.
2. Post the sales order.

Detailed Steps

1. Create the sales order according to the scenario.
 - a. On the navigation pane, click **Home**, and then click **Sales Orders**.
 - b. Click **New**.
 - c. Expand the **General** FastTab.
 - d. Press ENTER to automatically assign a number.
 - e. In the **Sell-to Customer No.** field, enter 34010100, Libros SA.
 - f. In the **Order Date** field, enter 01/15/14.

- g. Expand the **Lines** FastTab, and move to the first line.
 - h. In the **Type** field, enter **Item**.
 - i. In the **No.** field, enter 70010.
 - j. In the **Quantity** field, enter 5.
2. Post the sales order.
- a. Expand the **General** FastTab.
 - b. In the **Posting Date** field, enter 01/30/14.
 - c. On the **Home** tab in the ribbon, click **Post**.
 - d. Leave the default posting option **Ship and Invoice**, and then click **OK**.

Module Review

Module Review and Takeaways

All typical sales and purchase processes are supported by Microsoft Dynamics NAV 2013 with simple and integrated features. The program supports complete sales flows, from setting up customers to creating sales orders, where items are shipped to the customers and payment is initiated by sales invoicing. The program also supports complete purchase flows, from setting up vendors to creating purchase orders, where items are received and payment is initiated by purchase invoicing.

Because sales and purchase processes are important elements of all businesses, anyone training to become a product specialist must understand the program's basic sales and purchase processing functionality and use it for the simple tasks demonstrated in this course.

MODULE 7: TECHNOLOGY OVERVIEW

Module Overview

The Microsoft Dynamics® NAV 2013 architecture is made up of three core components – also known as a three-tier architecture - and offers many programming features for effective customization of code and execution of functions.

In this module, selected features and characteristics are introduced through conceptual descriptions and reinforced with a test your knowledge section. Accordingly, the lessons include no demonstrations or labs on the subject.

For detailed information on architecture and development features, refer to the courses *C/SIDE Introduction in Microsoft Dynamics NAV 2013* and *Installation and Configuration in Microsoft Dynamics NAV 2013*.



Note: For an overview of the different types of communication that are offered in Microsoft Dynamics NAV 2013, refer to the “Microsoft Dynamics NAV 2013 as an ERP System” module in this course.

The architectural basics of Microsoft Dynamics NAV 2013 and the structure of the programming code are important concepts for all IT professionals involved in the configuration and maintenance of Microsoft Dynamics NAV 2013.

Objectives

The objectives are:

- Explain the web services support in Microsoft Dynamics NAV 2013.
- Describe the different client types.
- Provide an overview of the Microsoft Dynamics NAV 2013 Development Environment.
- Describe the multilanguage functionality.

Web Services Support

Web services are a lightweight, standardized way to make application data and functionality available to many external systems and users. Web services architecture enables applications to communicate with one another, in a language- and platform-independent manner. Applications access web services through standardized web protocols and data formats such as HTTP, XML, SOAP, and OData, without having to adjust for how each web service is implemented.

Microsoft Dynamics NAV 2013 supports the creation and publishing of Microsoft Dynamics NAV 2013 data and functionality as web services.

Web services make easier the highly dynamic data interchange that is required in business transactions. Standardized integration technologies, such as web services, bring value to businesses by breaking down data silos that are created by proprietary systems.

To provide a robust development and operational environment, web services are described by using machine-readable metadata. Web service metadata serves several purposes. The metadata is used to describe the message interchange formats that a web service can support, in addition to the valid message exchange patterns of a service. Metadata is also used to describe the capabilities and requirements of a service. Web Services Description Language (WSDL), which is an XML-based language for defining web services, is used to express the interchange formats and message exchange patterns for Simple Object Access Protocol (SOAP) web services.

Microsoft Dynamics NAV web services can be used by customers and partners who want to use business logic or a standard interface to access data from outside Microsoft Dynamics NAV. You can use most major software Microsoft Dynamics NAV Development Environments, such as Microsoft® Visual Studio® 2012, to build applications that use web services. Also, because web services are XML based, you can build web services across platforms and programming languages.

Multiple Client Support

You have several options for interacting with the business logic and business data in the Microsoft Dynamics NAV Server. The most obvious options are the following RoleTailored clients:

- The Microsoft Dynamics NAV Windows client.
- The Microsoft Dynamics NAV Web client.

For more specialized tasks, you can use the Microsoft Dynamics NAV SharePoint client through the Microsoft Dynamics NAV Portal Framework.

Other systems, applications, and specialized clients can integrate to Dynamics NAV by using the following services:

- SOAP web services.
- OData web services.

You can obtain task scheduling, client offloading, and specialized integration scenarios by using NAS services.

Windows Client

The Windows client, which is a Windows Forms-based client, is the front end for the three-tiered architecture. It is an intuitive and versatile Windows-based application that partners, administrators, and users can configure and personalize to support the job functions of a full range of work roles in an organization.

Microsoft provides 21 role centers out of the box. Examples of role centers are Sales Order Processor and Accounting Manager. Each role center displays key information that is required for relevant employees and makes day-to-day tasks easier to finish. Users run the Windows client to find the information and data entry points their jobs require in the most efficient way.

The Windows client is installed when you select either the **Client** option or the **Developer** option in Microsoft Dynamics NAV Setup.

Web Client

With the Microsoft Dynamics NAV Web client, you can access Microsoft Dynamics NAV data from a web browser, even over the Internet. You can view and edit data by using an interface that resembles the Windows client. Microsoft Dynamics NAV Web client does not replace the Windows client but complements it by enabling scenarios that are not possible or prove difficult with the Windows client.

You develop solutions for Microsoft Dynamics NAV Web client by using the Microsoft Dynamics NAV Development Environment - implementing the same objects and business logic as you would with the Windows client.

SharePoint Client

Microsoft Dynamics NAV Portal Framework for Microsoft SharePoint 2010 is a set of components that can be used to build Microsoft SharePoint web applications that display Microsoft Dynamics NAV pages and reports.

Using the Microsoft Dynamics NAV Portal Framework for Microsoft SharePoint, a Microsoft Dynamics NAV administrator can create a browser application that provides access to specific Microsoft Dynamics NAV features, applications, and pages.

SOAP Web Services

In Microsoft Dynamics NAV 2013, SOAP web services enable external applications to create, read, update, and delete data through page objects and to call functions and run business logic in Microsoft Dynamics NAV through codeunits. OData web services enable external applications to read and query data through page and query objects in an a flexible and structured way. SOAP web services are useful when external applications need to interact with Microsoft Dynamics NAV.

OData Web Services

We recommend Open Data Protocol (OData) web services for client applications that require a uniform, flexible, general purpose. They are less suited for applications that are primarily method oriented or in which data operations are constrained to certain prescribed patterns. OData supports Representational State Transfer (REST)-based data services, which enable resources, identified by using Uniform Resource Identifiers (URIs), and defined in an abstract data model (EDM), to be published and edited by web clients within corporate networks and across the Internet by using simple HTTP messages. OData services are lightweight, with functionality frequently referenced directly in the URI. You define and publish Microsoft Dynamics NAV 2013 OData web services in the Windows client, and manage them from the Microsoft Dynamics NAV Server Administration Tool.

OData web services are useful for data analyses, such as through the PowerPivot add-in for Microsoft Excel.

NAS Services

NAV Application Server (NAS) is a middle-tier server component that executes business logic without a user interface or user interaction. NAS is re-engineered in Microsoft Dynamics NAV 2013 to be one of the client services in Microsoft Dynamics NAV Server.

The Microsoft Dynamics NAV Application Server can run both as a Windows service and from a command prompt. It provides access from external clients to the Microsoft Dynamics NAV database. NAV Application Server runs key components of the business logic. Therefore, it can start processes to produce refined results exactly as if one were requesting information from the Windows client.

You manage NAS services from the Microsoft Dynamics NAV Server Administration Tool.

Microsoft Dynamics NAV 2013 Development Environment

You use the Microsoft Dynamics NAV 2013 Development Environment to develop Microsoft Dynamics NAV applications. This component, which in earlier versions of Microsoft Dynamics NAV was also an end-user client, was formerly known as the Classic client.

You use the Microsoft Dynamics NAV Development Environment to create and manage Microsoft Dynamics NAV 2013 databases, to create and manage Microsoft Dynamics NAV companies, and to upload or change Microsoft Dynamics NAV licenses.

When you open the Microsoft Dynamics NAV Development Environment, you see Object Designer. This gives you access to Microsoft Dynamics NAV objects. You use the Microsoft Dynamics NAV Development Environment to modify the application or to create new application areas.

To access the Microsoft Dynamics NAV Development Environment, follow these steps:

1. Click Start.
2. Click All Programs.
3. Select Microsoft Dynamics NAV 2013 Development Environment.

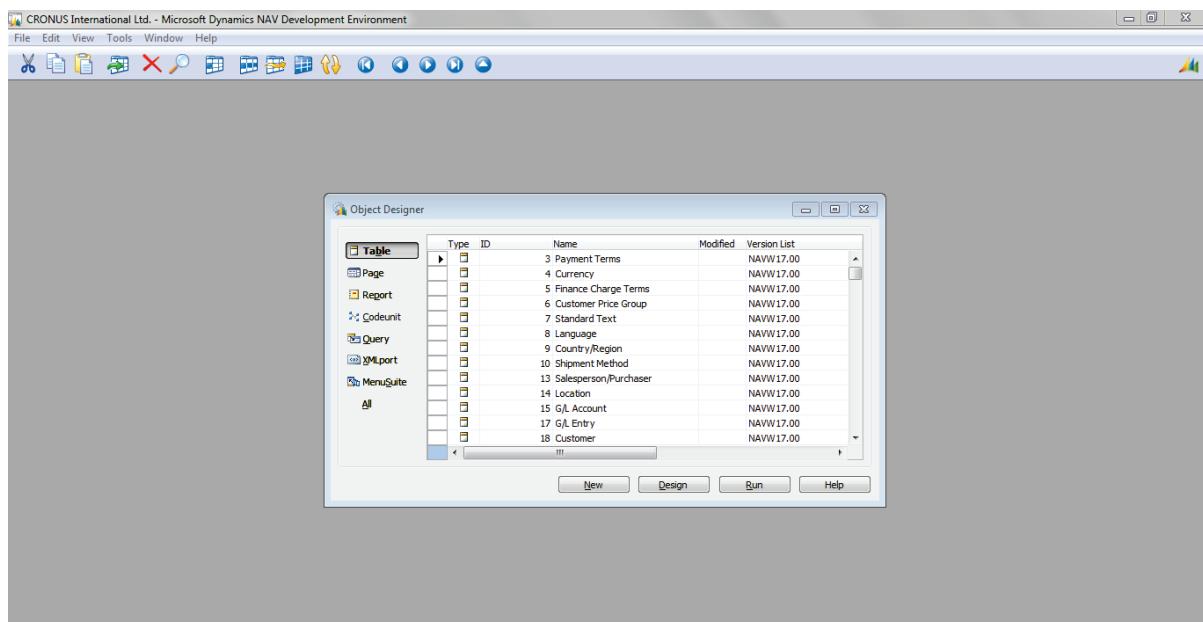


FIGURE 7.1: MICROSOFT DYNAMICS NAV 2013 DEVELOPMENT ENVIRONMENT

Object Designer

The Object Designer enables developers to design applications. From Object Designer, they can run an application object or start an application Object Designer (for example, the Page Designer).

In Object Designer, there are seven types of application objects:

- Tables
- Pages
- Reports
- Codeunits
- Queries
- XMLports
- MenuSuites

Application Objects

You design Microsoft Dynamics NAV 2013 application objects from Object Designer. The following objects make up the Microsoft Dynamics NAV Development Environment.

Object	Description
Table	Tables are the fundamental objects in any database. They are the objects in which you store and manipulate data. This is true regardless of what kind of data you have to manage. When you create a new database, you begin by building the tables. Later, you create pages and reports in order to access and view the data in the tables.
Pages	Pages provide the main way to interact with the client user interface. Pages are XML based and can be displayed on multiple display targets. They are also role based, targeting the needs of individual users.

Object	Description
Reports	<p>You can use reports to structure and summarize information from a database. You can use them to display or print documents, such as invoices. For example, you can create a report that lists all customers or all orders that are placed by each customer. You can also create a report that is automatically completed with the relevant information for an invoice.</p> <p>Finally, you can use reports to process data without printing or displaying content. For example, you can use a report to automate the update of all prices in an item list.</p>
Codeunits	<p>A codeunit is a container for C/AL code that you can use in many application objects.</p> <p>For example, codeunit 80 (Sales-Post) contains the C/AL code to post sales transactions. This codeunit is used in different application objects such as the sales invoice page or the sales order page.</p>
Queries	<p>A query is a new object in Microsoft Dynamics NAV 2013 that you use to specify a set of data from the Microsoft Dynamics NAV database. You can query the database for the following:</p> <ul style="list-style-type: none"> • Retrieve fields from a single table or multiple tables. • Specify how to join tables in the query. • Filter the resulting data. • Specify totaling methods on fields, such as sums and averages.
XMLports	<p>XMLports are used to export or import data between an external source and a Microsoft Dynamics NAV database.</p> <p>Various data file formats are supported, including fixed text, variable text, and (of course) XML.</p> <p>Sharing data between different computer systems is seamless when it is shared in XML format. The details of how the XML file is handled are encapsulated in XMLports.</p> <p>To use an XMLport to import or export data, you first design the XMLport in the XMLport Designer window. You can run the XMLport directly from Object Designer or from a Page action, or you can control the XMLport by using C/AL code.</p>

Object	Description
MenuSuites	With MenuSuites objects, you can create menus for applications that let the user send, receive, and exchange information with other systems. These systems could be software, hardware, or data sources that may be inside or outside Microsoft Dynamics NAV. MenuSuite objects contain menus that provide a user interface users can use to explore and perform actions in the Windows client. MenuSuite objects display menus on the Departments page in the Windows client. The menus are displayed as hyperlinks that enable users to browse application objects, and make the applications easier to access in the Windows client. Microsoft Dynamics NAV provides a basic MenuSuite object that can be modified. You can also create your own MenuSuite object. You create MenuSuite objects in Object Designer and modify them in Navigation Pane Designer.

The Graphical User Interface (GUI)

The user interface (UI) is easy to use if you are already familiar with Microsoft Dynamics or Microsoft Office products. The user interface has many benefits, such as the fact that many windows can be open at the same time and that the GUI follows the same design principles throughout Microsoft Dynamics NAV.

The Windows experience is based on the Microsoft Office fluent user interface to help give you a familiar and easy environment for your work.



Note: The “User Interface” module of this course provides an overview and description of the different components of the Windows client user interface.

Special Features

Microsoft Dynamics NAV fulfills the requirements of a business management solution by supplying tools for entering and managing information and always satisfying the current accounting laws. Microsoft Dynamics NAV also contains some special facilities that help you develop business applications.

Microsoft Dynamics NAV provides many useful features. These include the following:

- Direct access from one table to another.
- Easy data entry.
- Information in multiple dimensions.

- Automatic calculation of amounts and quantities.
- Information on what is included in a calculated amount.
- Filtering of information.
- Intuitive search.
- Sorting with one or more keys.
- Pictures of items or a company logo on the screen, together with the associated information.
- Connections to mail merge, spreadsheet applications, and presentation graphics programs.
- Windows 7 features:
 - Jump List Tasks and Places
 - Error and Warning Icon Overlay
 - Progress Information Icon Overlay
 - Thumbnail Window Preview Overlay

Other Uses

In addition to Object Designer, you can use the Microsoft Dynamics Development Environment for following functions:

- **Databases:** Create and manage Microsoft Dynamics NAV 2013 databases.
- **Companies:** Create and manage Microsoft Dynamics NAV 2013 companies.
- **Debugger:** Verify correctness or find issues as you use the debugger to accompany program flow.
- **Backup/Restore:** Make a backup of your database, and restore it afterward.
- **NAV Licenses:** Upload or change Microsoft Dynamics NAV licenses.

Multilanguage Functionality

Microsoft Dynamics NAV is multilanguage enabled. This means that a localized version of Microsoft Dynamics NAV can present itself in different languages. The user can change the language that is used to display texts, and the change is immediate. Users do not have to stop and restart Microsoft Dynamics NAV.

You should be aware of the difference between changing the language of Microsoft Dynamics NAV and changing the language of the data that is stored in Microsoft Dynamics NAV. You can address the first issue by enabling the multilanguage features. These features let the user change the language of all the texts displayed by the application in captions for text boxes, on command buttons, in menus, and so on.

Changing the texts that are stored as application data is not part of the multilanguage capability. This is an application design issue. Examples of such texts are the names of items in the inventory or the comments for a customer. In other words, these types of text are not translated.

Eliminate Employee Language Barriers

Microsoft Dynamics NAV helps employees become more efficient by eliminating language barriers among your multilingual workforce.

Microsoft Dynamics NAV users can work in the language of their choice. For example, a Swiss user can run his or her version of Microsoft Dynamics NAV in German, French, or Italian. However, the local functionality is still Swiss. If a user prefers French, but wants to send a report to an Italian colleague, he or she can do so in Italian. This means that, for example, French and Italian colleagues can work side by side on the same database or even share a workstation.

With Microsoft Dynamics NAV, your customer service improves because you can do business in your customer's preferred language. For example, if a Polish customer wants invoices in his or her native language, you can print the invoices in Polish from the Microsoft Dynamics NAV application. Therefore, communication becomes more efficient with both existing and potential customers and partners around the globe.

Language Layers

A language must be present as a granule in the license file for a user to select it from the Microsoft Dynamics **Application** menu. The application must also be translated to that language so that you can import it into the database as a text file or a language module in either of the following ways:

- Export all text strings and translate them in a translation tool, such as the Microsoft Localization Studio.
- Enter the translation of the text strings directly in the multilanguage editor.

Demonstration: Use the Multilanguage Editor

Although UI translation is usually a batch translation process performed when a local version of the program is created, you can manually translate additional field or window captions in individual objects by using the **Multilanguage Editor** window.

To translate the (customer) **Name** field into Danish, follow these steps:

Demonstration Steps

1. Translate the **Name** field in the customer table to Danish.
 - a. Open the Microsoft Dynamics NAV Development Environment.
 - b. In Object Designer, select the **Customer** table (table 18).
 - c. Click **Design** to open the Page Designer.
 - d. Select **Name**, and then click **View > Properties** (or press SHIFT+F4) to open the **Properties** window.
 - e. Locate the **CaptionML** property, and then click the **AssistEdit (...)** button in the **Value** field.
 - f. In the **Multilanguage Editor** window, move to an empty line and, look up from the **Language** field to select Danish from the list (or type "DAN").
 - g. In the **Value** field, type "Navn".

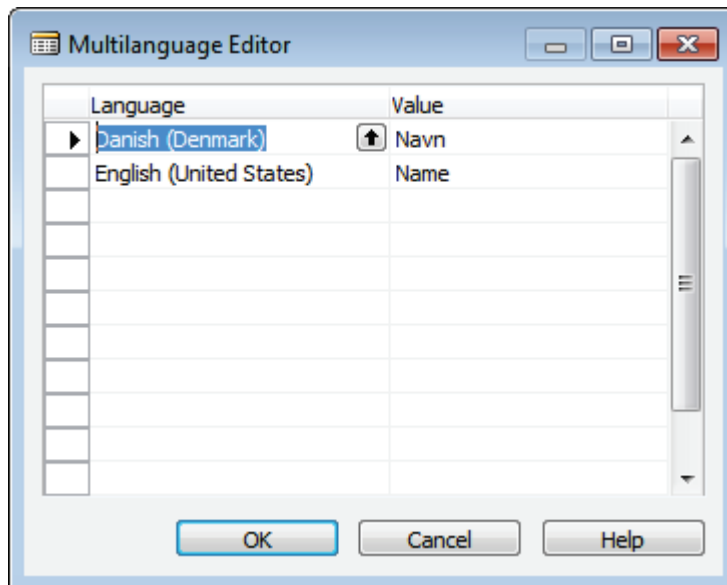


FIGURE 7.2: MULTILANGUAGE EDITOR WINDOW

- h. Click **OK** to save the translation.
- i. Close the dialog boxes.
- j. Click **Yes** to compile the **Customer** table when closing the Form Designer.

In an installation that has the Danish language layer imported, this particular **Name** field now includes the new translation.

Developing Multilanguage-Enabled Applications

When you develop in a multilanguage-enabled environment, remember the following general rules:

- Set the application language to English (United States).
- Specify the Name property in English (United States).
- Use text constants in your code instead of using hardcoded text strings.
- Verify that everything that is displayed to the user has a Caption property.
- Use the DateFormula data type instead of Text or Code for date formulas.

Before you start to work in a multilanguage-enabled database, set the application language to (United States) English. Do this by clicking **Tools > Language** and then selecting English (United States).

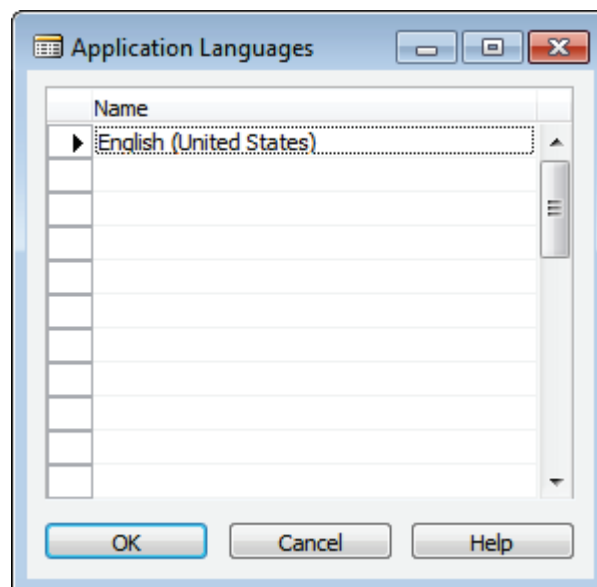


FIGURE 7.3: APPLICATION LANGUAGES WINDOW

In Microsoft Dynamics NAV, the code base is English (United States). This means that the **Name** property of, for example, an object must always be English (United States).

The code base in English (United States) includes the following:

- Object names
- Field names
- Function and variable names
- Comments
- Option strings
- Control names

Module Review

Module Review and Takeaways

The most important technology updates to Microsoft Dynamics NAV 2013 were introduced to provide new partner roles or users with basic knowledge of what is behind the UI and architecture.

This fundamental knowledge is a prerequisite for anyone training to become a skilled partner role - even if his or her focus is on application features.

Test Your Knowledge

Test your knowledge with the following questions.

1. Which function can you only use in the Development Environment?

☐ Select Language

☐ Upload License

☐ Set Work Date

☐ Select Company

2. Name at least six types of objects in C/SIDE.

3. What is a codeunit?

4. Which language should you use when you develop in a multilanguage-enabled environment, such as Microsoft Dynamics NAV 2013?
- ☐ English (United States)
 - ☐ English (United Kingdom)
 - ☐ Danish
 - ☐ You can use any application language that is included in the license.
5. Which are the two RoleTailored clients in Microsoft Dynamics NAV 2013.

Test Your Knowledge Solutions

Module Review and Takeaways

1. Which function can you only use in the Development Environment?

☐ Select Language

☒ Upload License

☐ Set Work Date

☐ Select Company

2. Name at least six types of objects in C/SIDE.

MODEL ANSWER:

Tables, Reports, Queries, XMLports, Codeunits, MenuSuite, Pages

3. What is a codeunit?

MODEL ANSWER:

A codeunit is an object type that contains functions that are written in C/AL code.

4. Which language should you use when you develop in a multilanguage-enabled environment, such as Microsoft Dynamics NAV 2013?

☒ English (United States)

☐ English (United Kingdom)

☐ Danish

☐ You can use any application language that is included in the license.

5. Which are the two RoleTailored clients in Microsoft Dynamics NAV 2013.

MODEL ANSWER:

Windows client, Web client

MODULE 8: BROWSE APPLICATION AREAS

Module Overview

Microsoft Dynamics® NAV 2013 is an ERP product that includes dedicated application features for all typical business activities.

Other than the basic application areas covered, this course introduces all the other supported areas with brief introductions and outlines of the included features. For detailed information on the included areas, refer to the wide selection of special application training offered for Microsoft Dynamics NAV 2013.

Students training to become product specialists of Microsoft Dynamics NAV 2013 have to become familiar with other application areas before they decide on their next step in the training.

Objectives

The objectives are:

- Provide an overview of the most important financial management features.
- Outline financial reporting and analysis.
- Outline marketing features.
- Provide an overview of the most important trade functions.
- Provide an overview of inventory management features.
- Outline features of the warehouse management system.
- Outline manufacturing features.
- Outline features for jobs and resources.
- Explain service management features.
- Review features for human resource management.

Financial Management

With Microsoft Dynamics NAV, you can manage all common finance processes and information, such as posting financial transactions, preparing financial statements, and managing bank accounts, inventory costs, manufacturing costs, and fixed assets.

General Ledger

General Ledger is the central application area of Microsoft Dynamics NAV 2013. In the General Ledger, financial information is posted, summarized, and reported.

Two main components of the General Ledger application area are the chart of accounts and G/L Budgets. The chart of accounts provides quick access to G/L accounts and balances, and the G/L Budgets feature compares actual amounts and budgeted amounts.

No.	Name	Income/Balance	Account Type	Totalling	Gen. Posting Type	Gen. Bus. Posting Group	Gen. Prod. Posting Group	Net Change	Balance	Cost Type No.
1000	BALANCE SHEET	Balance Sheet	Heading							
1002	ASSETS	Balance Sheet	Begin-Total							
1003	Fixed Assets	Balance Sheet	Begin-Total							
1005	Tangible Fixed Assets	Balance Sheet	Begin-Total							
1100	Land and Buildings	Balance Sheet	Begin-Total							
1110	Land and Buildings	Balance Sheet	Posting					1,479,480.60	1,479,480.60	
1120	Increases during the Year	Balance Sheet	Posting		Purchase	NATIONAL	MISC	147.73	147.73	
1130	Decreases during the Year	Balance Sheet	Posting		Sale	NATIONAL	MISC			
1140	Accum. Depreciation, Buildings	Balance Sheet	Posting					-526,620.38	-526,620.38	
1190	Land and Buildings, Total	Balance Sheet	End-Total	1100..1190				953,007.95	953,007.95	
1200	Operating Equipment	Balance Sheet	Begin-Total							
1210	Operating Equipment	Balance Sheet	Posting					582,872.18	582,872.18	
1220	Increases during the Year	Balance Sheet	Posting		Purchase	NATIONAL	MISC	25,116.00	25,116.00	
1230	Decreases during the Year	Balance Sheet	Posting		Sale	NATIONAL	MISC			
1240	Accum. Depr., Oper. Equip.	Balance Sheet	Posting					-508,176.74	-508,176.74	
1290	Operating Equipment, Total	Balance Sheet	End-Total	1200..1290				99,811.44	99,811.44	
1300	Vehicles	Balance Sheet	Begin-Total							

FIGURE 8.1: CHART OF ACCOUNTS WINDOW

Cash Management

Cash management in Microsoft Dynamics NAV 2013 is used to manage the company's bank accounts.

One of the main features of cash management is the Bank Account Card, which contains all company's bank details. On the Bank Account Card, users can do the following:

- Process payments received from customers.
- Process payments to vendors.
- Void posted checks (known as financial voiding).

In addition to these procedures, you can run bank reconciliations to make sure that transactions always are reconciled.

Fixed Assets

The Fixed Assets functionality in Microsoft Dynamics NAV provides an overview of your fixed assets and guarantees correct periodic depreciation. It also enables you to keep track of your maintenance costs, manage insurance policies related to fixed assets, post fixed asset transactions, and generate various reports and statistics.

For each fixed asset, you must set up a card that contains information about the asset. Buildings or production equipment can be set up as a main asset with a component list. You can set up multiple depreciation books to accommodate various kinds of depreciation. A batch job is used to calculate periodic depreciation.

For each asset, you can record maintenance costs and the next service date. Keeping track of maintenance expenses can be important for budgeting and for making decisions about whether to replace a fixed asset.

Introduction in Microsoft Dynamics® NAV 2013

Each fixed asset can be attached to one or more insurance policies. You can therefore easily verify that insurance policy amounts comply with the value of the assets that are linked to the policy. This also makes it easy to monitor annual insurance premiums.

The screenshot shows the 'Edit - Fixed Asset Card - FA000070 - Conveyor Computer' window. The interface includes a ribbon with tabs: Home, Actions, Navigate, and Report. The 'Home' tab is active, showing various action buttons like View, New, Delete, Calculate Depreciation, Depreciation Books, Statistics, Dimensions, Ledger Entries, Main Asset Components, Main Asset Statistics, Total Value Insured, Maintenance Registration, and Maintenance Ledger Entries. The main area displays the 'General' tab for the asset card. It contains fields for No. (FA000070), Description (Conveyor Computer), Serial No. (23 111 SW3), Main Asset/Component (Component), Component of Main Asset (FA000040), Search Description (CONVEYOR COMPUTER), Responsible Employee (MH), Inactive (checkbox), Blocked (checkbox), and Last Date Modified (9/7/2012). Below these fields is a 'Lines' section with a table showing depreciation details. The table has columns for Depreciation Book Code, FA Posting Group, Depreciation Method, Depreciation Starting Date, Depreciation Ending Date, No. of Depreciation..., Disp... Of, and Book Value. A single line is visible with the following data: COMPANY, MACHINERY, Straight-Line, 3/1/2013, 2/28/2017, 4.00, [checkbox], and 2,394.00. At the bottom, there are 'Posting' and 'Maintenance' sections with dropdown menus for TANGIBLE, MACHINERY, BUILD 2, No, and 44127904, 44127904, 8/12/2014. An 'OK' button is located at the bottom right.

Depreciation Book Code	FA Posting Group	Depreciation Method	Depreciation Starting Date	Depreciation Ending Date	No. of Depreciation...	Disp... Of	Book Value
COMPANY	MACHINERY	Straight-Line	3/1/2013	2/28/2017	4.00	<input type="checkbox"/>	2,394.00

FIGURE 8.2: FIXED ASSET CARD WINDOW

Consolidation

Consolidation means combining the financial statements of two or more separate companies (subsidiaries) into a consolidated financial statement.

In Microsoft Dynamics NAV 2013, each company involved in a consolidation is called a business unit. The combined company is called the consolidated company and is usually a company set up only for this purpose, holding no typical business transactions.

To use Consolidation in Microsoft Dynamics NAV 2013, you must set up the consolidated company and subsidiaries. Additionally, before you perform the consolidation, you must perform other consolidation processes, such as exporting and testing data.

The eliminations process in Microsoft Dynamics NAV 2013 provides a complete consolidation report to help companies determine the total financial situation for the group.

Multicurrency

You can use Microsoft Dynamics NAV 2013 to set up and work with multiple currencies and perform the following activities:

- Set up foreign currencies.
- Enter currency exchange rates.
- Assign currencies to customers, vendors, and bank accounts.
- Post transactions in foreign currencies.
- Calculate the following currency exchange rate differences:
 - Unrealized gains and losses.
 - Realized gains and losses.
- Set up an additional reporting currency.

On the **Currency** card, basic parameters for the various currencies used by a company are established. The **Currency Exchange Rate** window is used to set up the exchange rates for a selected currency on specific dates.

The screenshot displays the 'Edit - Currency Card - EUR' window. The title bar indicates the window is for 'EUR'. The ribbon at the top has tabs for 'Home', 'Actions', and 'Report'. The 'Home' tab is active, showing a 'Manage' group with 'View', 'Edit', 'New', and 'Delete' icons, and a 'Process' group with 'Change Payment Tolerance' and 'Exch. Rates' icons. The 'Report' group includes 'Foreign Currency Balance', 'Aged Accounts Receivable', 'Aged Accounts Payable', and 'Trial Balance'. The 'OneNote' group has 'Notes' and 'Links' icons. The main area is titled 'EUR' and contains a 'General' section. The 'General' section has the following fields: 'Code' (EUR), 'Description' (Euro), 'Unrealized Gains Acc.' (9310), 'Realized Gains Acc.' (9330), 'Unrealized Losses Acc.' (9320), 'Realized Losses Acc.' (9340), 'EMU Currency' (checked), 'Last Date Modified' (empty), 'Last Date Adjusted' (empty), 'Payment Tolerance %' (0), and 'Max. Payment Tolerance Amount' (0.00). At the bottom, there are 'Rounding' and 'Reporting' sections. The 'Rounding' section shows '0.01' and 'Nearest' for both 'Rounding' and 'Reporting'. The 'Reporting' section is empty. An 'OK' button is at the bottom right.

FIGURE 8.3: CURRENCY CARD WINDOW

Financial Reporting and Analysis

In Microsoft Dynamics NAV you can easily generate business intelligence data. You can start to generate simple reports from the chart of accounts. However, you can also create more extensive analysis by using account schedules or analysis by dimensions.

To visualize important financial data, you can use the charting functionality in Microsoft Dynamics NAV 2013.

Dimensions

A dimension is data added to an entry so that entries with similar characteristics can be grouped and easily retrieved for analysis. Dimensions can be used throughout Microsoft Dynamics NAV on entries in journals, documents, and budgets.

When you use multiple dimensions to create an entry, a more complex analysis is possible, such as sales by salesperson, area, and customer group.

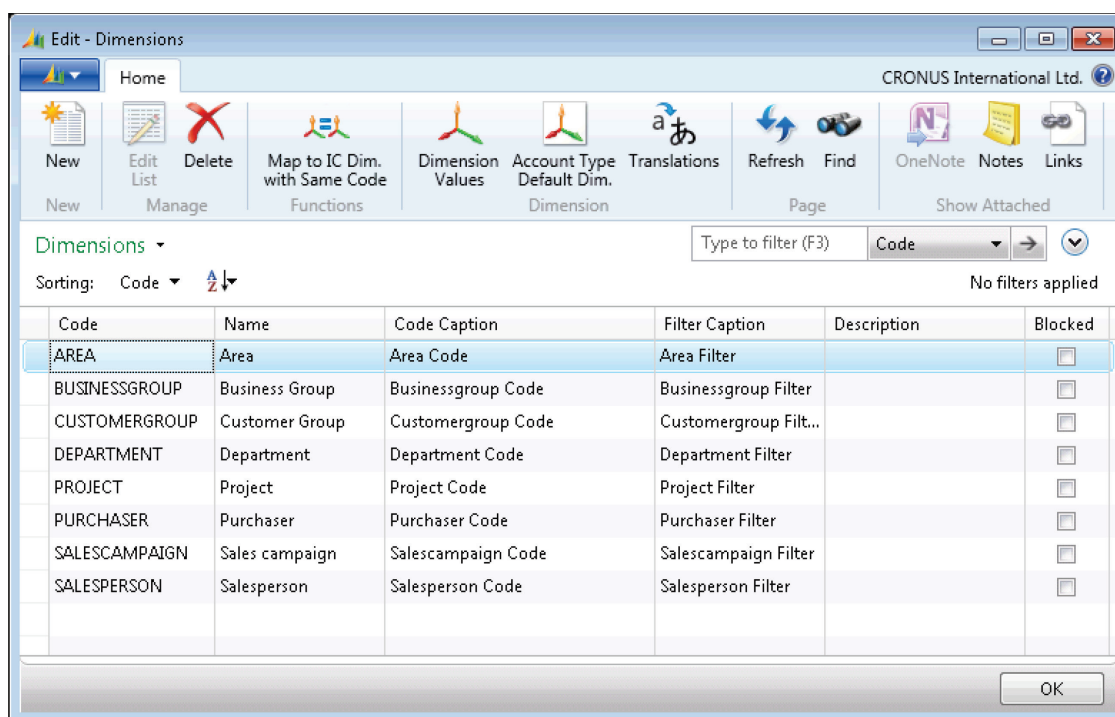


FIGURE 8.4: THE DIMENSIONS USED BY CRONUS INTERNATIONAL LTD.

Cost Accounting

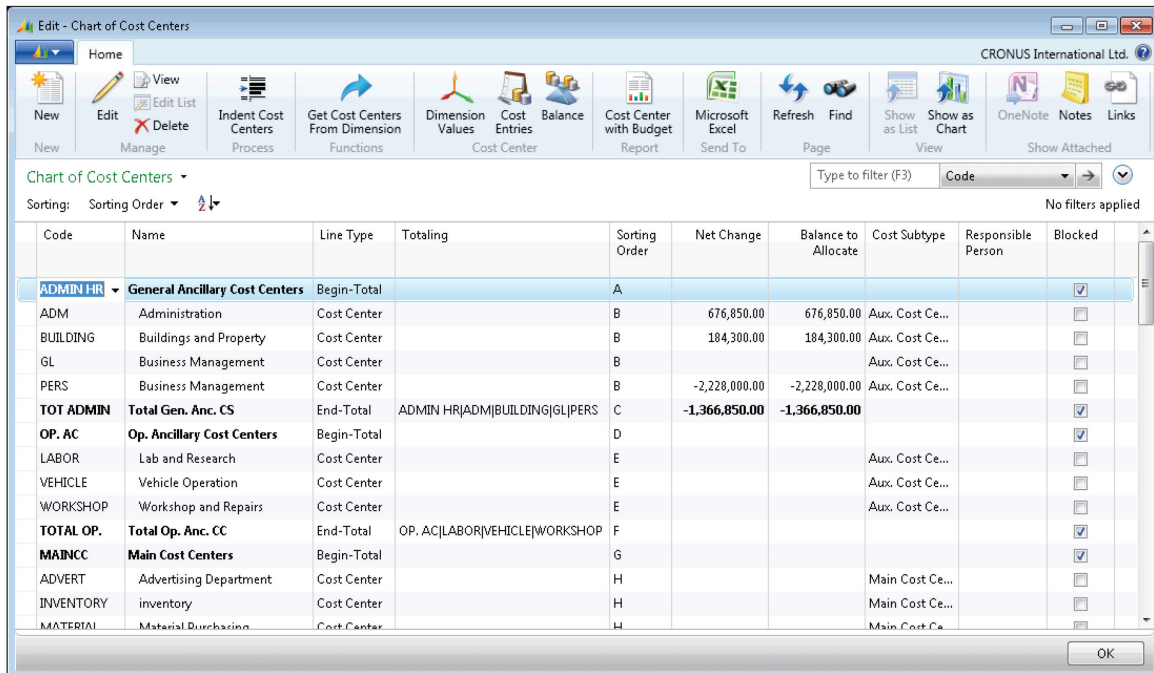
Cost accounting can help you understand the costs of running a business. Cost accounting information analyzes the following:

- What types of costs occur when you run a business?
- Where do the costs occur?
- Who bears the costs?

In cost accounting, you allocate actual and budgeted costs of operations, departments, products, and projects to analyze the profitability of your company.

Cost accounting has the following main components:

- Cost types, cost centers, and cost objects.
- Cost entries and cost journals.
- Cost allocations.
- Cost budgets.
- Cost reporting.



Code	Name	Line Type	Totaling	Sorting Order	Net Change	Balance to Allocate	Cost Subtype	Responsible Person	Blocked
ADMIN HR	General Ancillary Cost Centers	Begin-Total		A					<input checked="" type="checkbox"/>
ADM	Administration	Cost Center		B	676,850.00	676,850.00	Aux. Cost Ce...		<input type="checkbox"/>
BUILDING	Buildings and Property	Cost Center		B	184,300.00	184,300.00	Aux. Cost Ce...		<input type="checkbox"/>
GL	Business Management	Cost Center		B			Aux. Cost Ce...		<input type="checkbox"/>
PERS	Business Management	Cost Center		B	-2,228,000.00	-2,228,000.00	Aux. Cost Ce...		<input type="checkbox"/>
TOT ADMIN	Total Gen. Anc. CS	End-Total	ADMIN HR ADM BUILDING GL PERS	C	-1,366,850.00	-1,366,850.00			<input checked="" type="checkbox"/>
OP. AC	Op. Ancillary Cost Centers	Begin-Total		D					<input checked="" type="checkbox"/>
LABOR	Lab and Research	Cost Center		E			Aux. Cost Ce...		<input type="checkbox"/>
VEHICLE	Vehicle Operation	Cost Center		E			Aux. Cost Ce...		<input type="checkbox"/>
WORKSHOP	Workshop and Repairs	Cost Center		E			Aux. Cost Ce...		<input type="checkbox"/>
TOTAL OP.	Total Op. Anc. CC	End-Total	OP. AC LABOR VEHICLE WORKSHOP	F					<input checked="" type="checkbox"/>
MAINCC	Main Cost Centers	Begin-Total		G					<input checked="" type="checkbox"/>
ADVERT	Advertising Department	Cost Center		H			Main Cost Ce...		<input type="checkbox"/>
INVENTORY	Inventory	Cost Center		H			Main Cost Ce...		<input type="checkbox"/>
MATERIAL	Material Purchasing	Cost Center		H			Main Cost Ce...		<input type="checkbox"/>

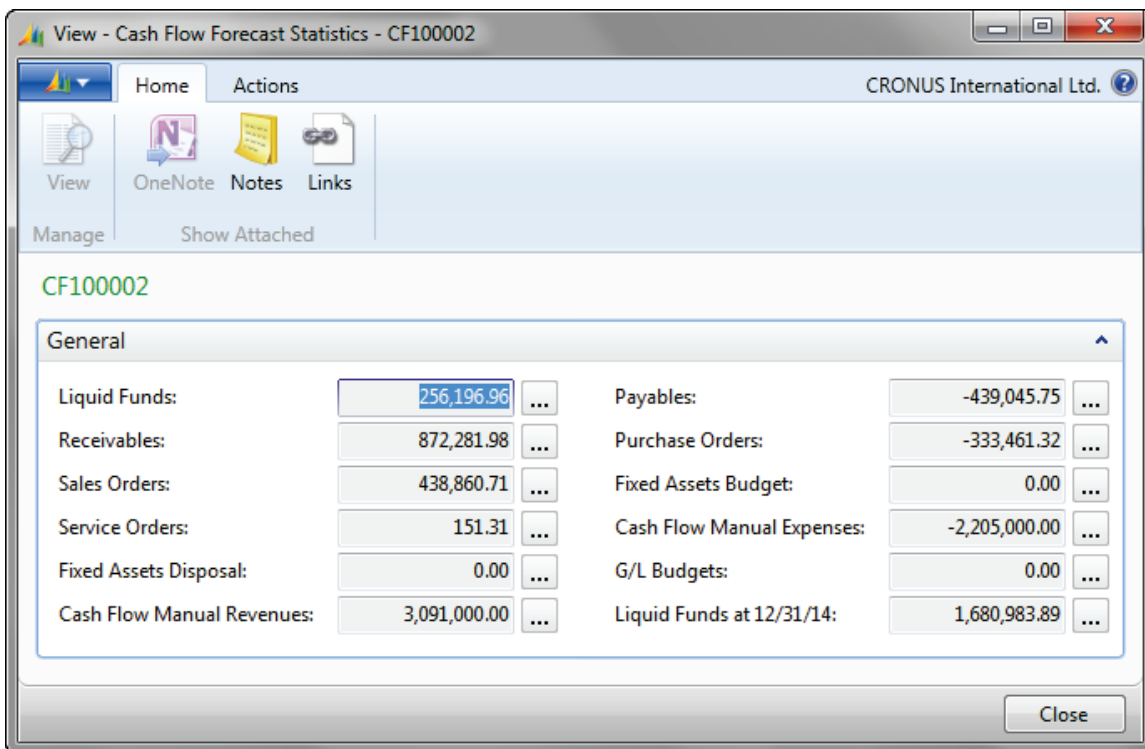
FIGURE 8.5: CHART OF COST CENTER WINDOW

Cash Flow Forecasting

With the cash flow forecast from Microsoft Dynamics NAV 2013, you can generate predictions of a company's cash flow. The cash flow of a company indicates its financial solvency and reveals whether the company can meet its financial obligations in a timely manner.

You can capture different cash flow plans. For that purpose, you can establish one or more "cash flow forecasts," with which you can create planning from different viewpoints. These plans are organized into accounts that you set up. Typically, the structure of these accounts corresponds to the high-level structure of your general ledger chart of accounts and cash flow plans.

You can use account schedules and cash flow forecast statistics to analyze cash flow forecasts.



General	
Liquid Funds:	256,196.96
Receivables:	872,281.98
Sales Orders:	438,860.71
Service Orders:	151.31
Fixed Assets Disposal:	0.00
Cash Flow Manual Revenues:	3,091,000.00
Payables:	-439,045.75
Purchase Orders:	-333,461.32
Fixed Assets Budget:	0.00
Cash Flow Manual Expenses:	-2,205,000.00
G/L Budgets:	0.00
Liquid Funds at 12/31/14:	1,680,983.89

FIGURE 8.6: CASH FLOW FORECAST STATISTICS WINDOW

Account Schedules

You can use account schedules to arrange accounts that are listed in the chart of accounts to provide information about those accounts. Set up various layouts to define the information that you want to extract from the chart of accounts.

One of the main purposes of account schedules is to provide a place for calculations that cannot be made directly in the chart of accounts.

By using cost types and cash flow entry accounts in the account schedules, users can build cost accounting reports and cash flow reports.

You can print an account schedule and also export it to Excel.

Analysis By Dimensions

If you use dimensions to post entries, the analysis by dimensions is a report that you can use to analyze data with up to four dimensions. An analysis by dimension is based on an analysis view where the following criteria is specified:

- G/L accounts
- Period
- Business units
- Up to four dimensions

Introduction in Microsoft Dynamics® NAV 2013

You can run an analysis by dimensions directly in Microsoft Dynamics NAV, but you can also export it to Excel. If you export an analysis by dimensions to Excel, Microsoft Dynamics NAV creates a pivot table that offers you the flexibility to additionally customize your financial report.

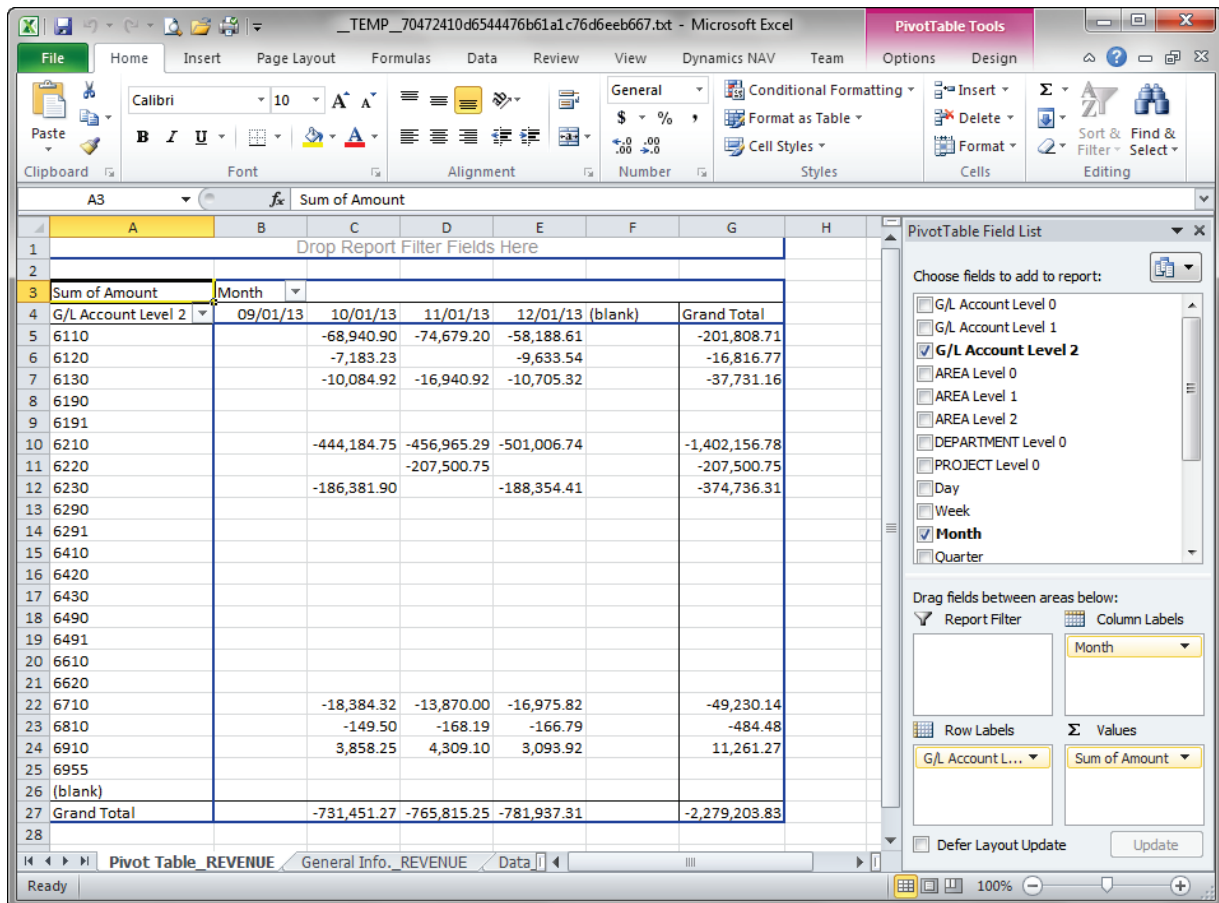


FIGURE 8.7: PIVOT TABLE IN EXCEL

Charts

In Microsoft Dynamics NAV 2013, you can use the following two types of charts to graphically display data:

- **Generic charts** – Can be set up for every table.
- **Specific charts** – Are based on specific tables, such as the account schedules and analysis reports.

One of the specific chart types available in Microsoft Dynamics NAV 2013 is the finance performance chart.

Module 8: Browse Application Areas

The finance performance chart shows financial performance indicators based on account schedule values. This enables you to combine financial figures in multiple ways to analyze performance and see trends in different graphical views.

The charts are available in the role center of Microsoft Dynamics NAV 2013.

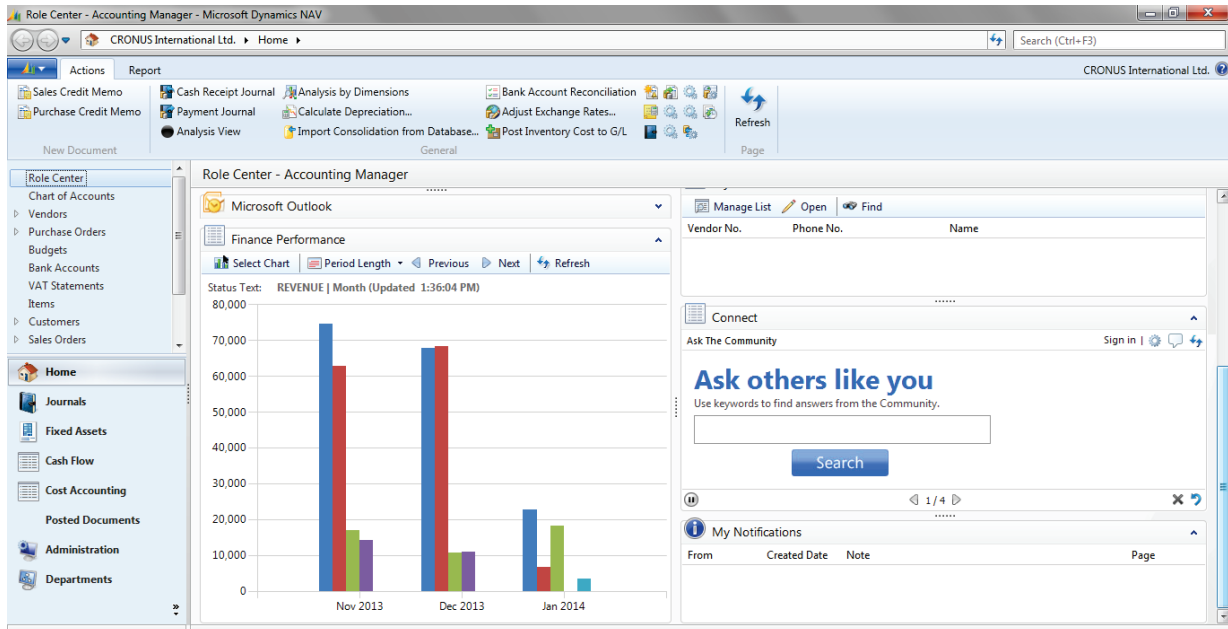


FIGURE 8.8: A CHART IN THE ACCOUNTING MANAGER ROLE CENTER

Marketing

The marketing features of Microsoft Dynamics NAV help you manage and support your marketing and sales efforts. With these features, you can access complete and accurate information so that you can focus your interactions on preferred customer segments.

You can target potential customers by using different kinds of marketing campaigns. You can group customers based on common characteristics. You can then segment your customers into different mailing groups, for example, according to the data gained from profiling. Examples of marketing campaigns could be advertisements, television commercials, direct mail, or email marketing campaigns.

Good sales and marketing practices are all about how to make the best decisions at the best time. Microsoft Dynamics NAV provides a precise and timely overview of your contact information so that you can serve your prospective customers more efficiently and increase customer satisfaction.

Contacts

All the external entities with which you have business relationships (for example, customers, prospective customers, vendors, lawyers, and consultants) should be recorded as contacts. You can record information based on a company or a person at that company. You can also create an independent contact person for people who do not work for a particular company, but who work independently or freelance. The system automatically warns users if you enter contact information that already exists. You can categorize contacts based on their own profiling criteria.

With Contact Management, you can personalize your approach to contacts.

To view a contact card, follow these steps:

1. In the **Search** box, type "Contacts", and then click the related link.
2. From the contact list, double-click a contact to open the contact card.

Edit - Contact Card - CT000007 - The Cannon Group PLC

CRONUS International Ltd.

Home | Actions | Navigate | Report

Edit | View | New | Delete | Apply Template... | Create Interact | Statistics | Sales Quotes | Contact Cover Sheet

CT000007 - The Cannon Group PLC

General

No.: CT000007 | Country/Region Code: GB | Search Name: THE CANNON GROU... | Phone No.: | Salesperson Code: PS | Salutation Code: COMPANY | Last Date Modified: 5/9/2012 | Date of Last Interaction: 1/23/2014 | Last Date Attempted: 1/23/2014 | Next To-do Date: 1/21/2014

Type: Company | Company No.: CT000007 | Company Name: The Cannon Gro... | Name: The Cannon Gro... | Address: 192 Market Square | Address 2: | Post Code: B27 4KT | City: Birmingham

Lines

Find | Filter | Clear Filter

Question	Answer	Questions Answered (%)	Last Date Updated
Discount (%) Last Year	Low discount usage		1/31/2014
Customer Purchase Frequency, Last Year	> 5 times a year		1/31/2014

Communication | Segmentation

Links

Link Address | Descrip

Notes

Click here to create a new note.

OK

FIGURE 8.9: CONTACT CARD WINDOW

You use the contact card to record information about contacts. Some fields in the contact card are valid for companies only, whereas other fields are valid for persons only, or for both companies and persons. Therefore, when you enter a new contact, you must specify whether it is a new company or a new person working for a company already recorded as a contact.

Contacts are tightly integrated with the Sales application area. This means that, for example, users can issue quotes to prospects or create sales documents for specific contact persons.

Contact Duplicate Search

Within relationship management, you can search for contact duplicates. The contact duplicate search only applies to contact companies (and not to contact persons).

There are two ways to search for duplicates:

- You can have Microsoft Dynamics NAV automatically search for duplicates every time that you create contacts. To do this, you select the **Autosearch for Duplicates** check box in the **Marketing Setup** window.
- You can search for duplicates manually. In this case, you must perform a search periodically, for example, after you have entered a new contact.

When Microsoft Dynamics NAV searches for duplicates, it uses search strings. You can set up search strings in the **Duplicate Search String Setup** window, by combining the first and last characters from several fields in the **Contact** table. This includes the **Name** and **Address** fields, but also **VAT Registration No.**

Tasks

With task management, you can organize campaign, marketing, and sales tasks.

You can perform the following functions by using task management:

- Create to-do lists that can be linked to contacts and campaigns.
- Assign tasks, composed of several to-dos, to other users or teams of users recorded in the program.

The **No. of To-dos** window displays existing to-dos in several ways. For example, you can choose to view the number of to-dos or the contact number involved, grouped by campaign, salesperson, team, or contact.

Contact Classification

Contact classification sorts customers based on criteria that is specified by the user, for example by revenue.

This feature helps users do the following:

- Plan important information for campaigns.
- Target contacts more specifically.
- Streamline sales and marketing messages.

A contact rating system helps users set up specifically customized ratings which reflect, for example, the importance or loyalty of customers, vendors, and partners. Users can have the ratings displayed on the contact card for quick reference and update.

Campaigns

A campaign can be any activity that involves several contacts. You can create a campaign for all the sales and marketing activities involving your contacts, such as a sales promotion campaign.

You can segment contacts based on specific criteria, such as sales, contact profiles, and interactions. Additionally, they you can perform the following:

- Reuse existing segments by specifying whether these segments are to be updated every time new information on the contact is entered.
- Freeze the group for follow-up activities, such as direct mailing.
- Mail-merge the identified segment with a Microsoft® Office Word document or send any other file type to the contacts in the segment.
- Send copies of the same document to people of different nationalities, each of them receiving the document in their native language.

After a campaign is set up and the activities are defined, you can assign large tasks (activities) which are made up of several to-dos to salespeople or teams. Only employees recorded as salespeople can be assigned activities.

Interaction Log

The interaction log is a list in which all interactions with a contact are noted.

With the interaction log, you can do the following:

- Log interactions with a contact.
- Keep track of documents.
- Retrieve documents.

Interactions with contacts might be a telephone call, a meeting, or a letter.

If an interaction contains a document, users can save it under the relevant contact.

Microsoft Dynamics NAV documents that are sent to a contact, such as sales orders or quotes, can be logged and retrieved to be used at a later stage. The **Interaction Log Entries** window shows a list of the interactions that are logged.

Opportunities

With opportunity management, you can keep track of sales opportunities. This provides salespeople with an overview of what is in the pipeline so that they can plan ahead accordingly.

No.	Name	Jan 2014	Feb 2014	Mar 2014
BD	Bart Duncan	1	1	
DC	Debra L. Core	2	1	2
JR	John Roberts	1		

FIGURE 8.10: OPPORTUNITIES WINDOW

Opportunity management helps users divide a sales process into different stages. For example, opportunities can be managed in the **Opportunities** window, which lets users view existing opportunities in several ways, such as by their value (calculated in many ways), or grouped by the following:

- Campaign
- Salesperson
- Contact

Outlook Client Integration

Most employees in sales and marketing build relationships with their contacts by using calendar and task management tools, and much of the external communication occurs through Microsoft® Office Outlook®. Therefore, integration between Microsoft Dynamics NAV 2013 and Outlook is very important to the CRM user's performance.

With the Outlook Client Integration feature, users can do the following:

- Schedule meetings in Outlook.
- View the to-dos in Microsoft Dynamics NAV 2013 before a meeting.
- Log the meeting in the **Interaction Log Entries** window as an interaction.
- Plan and execute assigned to-dos with the scheduling tool.
- Create activities for customers and contact persons.

When information, such as a to-do or a contact, is entered, it is automatically updated in Outlook. You do not have to update the same information two times in two applications.

Email Logging for Microsoft Exchange

Email logging in Microsoft Dynamics NAV is a service that integrates email between Microsoft Exchange Server and Microsoft Dynamics NAV. This lets you maintain information about current email messages in both systems. It also lets the user, a salesperson, or a purchaser share and publish information that is communicated to Microsoft Dynamics NAV contacts.

Email logging captures interactions between recipients on the **To:** line of email messages. It captures the interactions that are successfully concluded.

The integration with Outlook additionally lets you use the built-in features in Outlook. For example, you can set up rules in Outlook that direct certain types of email messages to specific folders for later, automatic logging in Microsoft Dynamics NAV 2013.

Trade

Microsoft Dynamics NAV 2013 provides many functions to efficiently manage sales, purchase, and return activities.

By including topics such as price and discounts, item charges, and order commitments, Microsoft Dynamics NAV 2013 provides all the tools necessary to reach a high level of customer service. Requisition management will support companies in efficiently managing inventory levels and keeping costs low.

Document Approval

The sales and purchase document approval system in Microsoft Dynamics NAV enables users to submit a document, typically a sales order or purchase order, for approval according to a predefined hierarchy of approval managers with specified approval amount limits.

The approvals setup is usually done in close cooperation with the accounting manager or another similar significant role in the company. This role is responsible for the company's sales and purchase departments and can define which documents must be approved and how to place users in the approval hierarchy.

Prices and Discounts

In Microsoft Dynamics NAV, you can set up different sales and purchase prices for items. The line discounts let you assign discount percentages to items and item groups.

Introduction in Microsoft Dynamics® NAV 2013

Sales line pricing and sales line discounting offer comprehensive pricing functionality to companies with flexible price structures. Specifically, the application provides a functionality characterized by the following key features:

- Targeted specific customer segments.
- Consistent and transparent pricing.
- Minimized maintenance costs.

Figure 8.11 shows the 'Edit - Sales Prices - Item 1896-S' window in Microsoft Dynamics NAV 2013. The window displays a 'General' tab with various filters and a table of sales prices.

General

Sales Type Filter: None Starting Date Filter:

Sales Code Filter: Currency Code Filter:

Item No. Filter: 1896-S

Sales Type	Sales Code	Item No.	Unit of Measur...	Minimum Quantity	Unit Price	Starting Date	Ending Date
Customer Price...	WHOLESALE	1896-S	PCS	10.00	450.00	1/1/2014	1/31/2014
All Customers		1896-S	PCS	0.00	510.00	1/2/2014	2/28/2014

OK

FIGURE 8.11: SALES PRICE WINDOW

Order Promising

A company must be able to inform their customers of order delivery dates. The **Order Promising Lines** window enables you to do this from a sales order line.

Based on an item's known and expected availability dates, Microsoft Dynamics NAV instantly calculates shipment and delivery dates, which can then be promised to the customer.

Microsoft Dynamics NAV uses two fundamental concepts:

- Available to promise (ATP)
- Capable to promise (CTP)

Assembly

You use assembly orders to make end items from components in a simple process that can be performed by one or more basic resources, which are not machine or work centers, or without any resources. For example, an assembly process could be to pick two wine bottles and one coffee sack and then pack them as a gift item.

An assembly bill of materials (BOM) is the master data that defines which component items go into an assembled end item and which resources are used to assemble the assembly item.

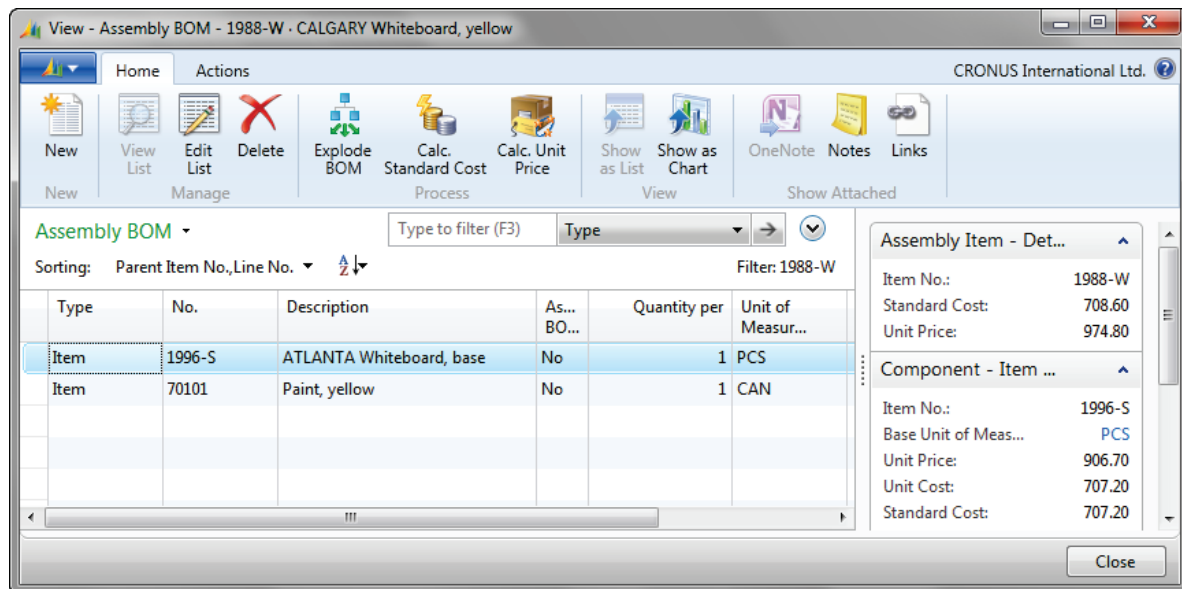


FIGURE 8.12: ASSEMBLY BOM WINDOW

Assembly items can be supplied in the following two processes:

- Assemble to order
- Assemble to stock

Returns Management

The Sales Return Order Management and the Purchase Return Order Management functionality in Microsoft Dynamics NAV 2013 offers a solution to help companies achieve responsive customer service by implementing cost-efficient customer and vendor return policies.

The program provides full document traceability for an overview of the sales return history. This becomes important for customer inquiries and internal follow-up. If companies manage items with warranties provided by vendors (a sales return with a return-to-vendor process), the program offers functionality that automates the creation of all relevant documents.

Some functions available in returns management are as follows:

- Create return-related documents.
- Return-to-vendor.
- Move negative lines.
- Reverse posted document lines.

Inventory Management

Inventory management is a cornerstone of any company within the distribution or manufacturing business. Inventory reliability at a low cost ensures the smooth functioning of all related operations. Microsoft Dynamics NAV supports companies in achieving their goals of having accurate inventory data and reliable availability figures.

Item Availability

To service customers suitably, you need reliable availability figures when you take orders. You need an overview of inventory levels and expected supplies over time to promise accurate delivery dates. You can define available items as a quantity that the company has at its disposal at a given time. This definition goes beyond the actual inventory quantity and includes factors such as allocations, meaning quantities that are already set aside or reserved for specific purposes, and expected inbound orders representing future supply.

You can retrieve item availability information in Microsoft Dynamics NAV 2013 by using different overviews. These include the following:

- Item Availability by Event
- Item Availability by Period
- Item Availability by Variant

- Item Availability by Location
- Item Availability by BOM Level
- Item Availability by Time Line

Code	Name	Gross Requirement	Scheduled Receipt	Planned Receipt	Projected Available Balance	Planned Order Releases
BLUE	Blue Warehouse	0	0	0	234	0
GREEN	Green Warehouse	5	50	0	102	0
RED	Red Warehouse	1	0	0	13	0
SILVER	Silver Warehouse	0	0	0	0	0
WHITE	White Warehouse	0	0	0	0	0
YELLOW	Yellow Warehouse	0	0	0	0	0

FIGURE 8.13: ITEM AVAILABILITY BY LOCATION WINDOW

Journals

Sometimes you have to adjust quantities in inventory, such as when items become obsolete and cannot be sold any longer. Inventory journals give you the flexibility to adjust inventory quantities for different reasons.

You can use the following inventory journals in Microsoft Dynamics NAV 2013.

Item Journal

Use the **Item Journal** page to post item transactions to adjust inventory levels directly without posting a business document, such as purchase or sales orders. You can use the item journal to post the following four types of item entries:

- Purchase
- Sale
- Positive adjustment
- Negative adjustment

Physical Inventory Journal

Use the **Physical Inventory Journal** page when you take a physical inventory. You can run the **Calculate Inventory** function to calculate the expected inventory. After a manual count of the item quantities, you can enter the counted quantities, and post the differences.

Item Reclassification Journals

Use the **Item Reclassification Journal** page to specify how you want to adjust inventory when you transfer items between different locations or between bins, or to correct dimension value codes. You can also use the item reclassification journals to change item tracking, such as lot or serial numbers.

Revaluation Journals

If for any reason the value of inventory items changes, you can use the **Revaluation Journal** page to increase or decrease the inventory value. You can use the **Calculate Inventory Value** function to calculate the inventory value of one or more items. When you then manually enter the revalued unit cost, and you post the revaluation journal, the items are revaluated.

Item Tracking

Item Tracking in Microsoft Dynamics NAV provides a company with an easy-to-use tracking system. This can account for information about each unique piece of merchandise, such as the following:

- When it is received.
- Where it is placed.
- When it expires.
- Which customer bought it, and when.

The functionality is based on serial and lot numbers and lets you receive and ship multiple quantities with serial and lot numbers from a single order line entry. Item-tracking entries, which represent the transaction history of each item with serial or lot numbers, are the records that are used to trace an item as it moves through the supply chain.

Module 8: Browse Application Areas

If you want to trace serial or lot numbers for items, you can assign an item-tracking code on the item card. Item-tracking codes reflect the different considerations that a company has for the item-tracking parameters and areas where the tracking is applied.

Serial No.	
General	SN Warehouse Tracking: <input type="checkbox"/>
SN Specific Tracking: <input checked="" type="checkbox"/>	SN Transfer Tracking: <input checked="" type="checkbox"/>
Inbound	Outbound
SN No. Info. Must Exist: <input type="checkbox"/>	SN No. Info. Must Exist: <input type="checkbox"/>
SN Purchase Tracking: <input checked="" type="checkbox"/>	SN Purchase Tracking: <input checked="" type="checkbox"/>
SN Sales Tracking: <input checked="" type="checkbox"/>	SN Sales Tracking: <input checked="" type="checkbox"/>
SN Positive Adjmt. Tracking: <input checked="" type="checkbox"/>	SN Positive Adjmt. Tracking: <input checked="" type="checkbox"/>
SN Negative Adjmt. Tracking: <input checked="" type="checkbox"/>	SN Negative Adjmt. Tracking: <input checked="" type="checkbox"/>
SN Assembly Tracking: <input checked="" type="checkbox"/>	SN Assembly Tracking: <input checked="" type="checkbox"/>
SN Manufacturing Tracking: <input checked="" type="checkbox"/>	SN Manufacturing Tracking: <input checked="" type="checkbox"/>

FIGURE 8.14: ITEM TRACKING CODE CARD WINDOW

One of the main reasons to use item tracking is to track items from the vendor to the customer. In Microsoft Dynamics NAV 2013 you can use the **Item Tracing** page to trace items from their origin to their usage or the other way around. In the **Navigate** window, you can see all records of the serial or lot number, both posted entries and open records.

Item Availability by Timeline

The **Item Availability by Timeline** window provides a graphical view of an item's projected inventory based on future supply and demand events, with or without planning suggestions. The result is a graphical representation of the inventory profile.

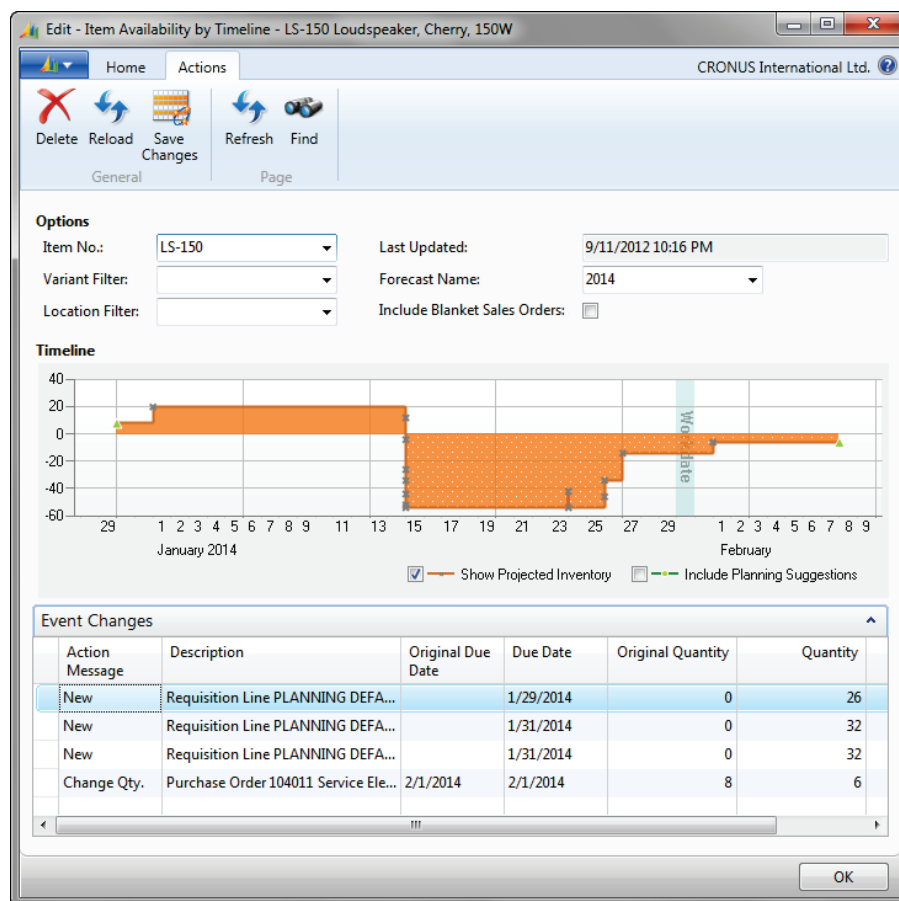


FIGURE 8.15: ITEM AVAILABILITY BY TIMELINE WINDOW

On the **Event Changes** FastTab you can see the planning suggestions that can be changed. If you select **Include Planning Suggestions**, you can modify the planning suggestions by dragging in the graphical view. You can also change the **Due Date** and the **Quantity** fields.

The **Original Due Date** and the **Original Quantity** fields are read-only and do not change because of changes that you make in the **Item Availability by Timeline** window.

Multiple Locations

With Microsoft Dynamics NAV 2013, companies can manage their inventory in multiple locations using one database. Two concepts, location and stock keeping unit, are the cornerstone of this functionality. A location is defined as a place that handles physical placement and quantities of items. The concept is broad enough to include locations such as the following:

- Plants or production facilities
- Distribution centers
- Warehouses
- Showrooms
- Service vehicles

A stock keeping unit is defined as an item or a variant of an item at a specific location. With the stock keeping units, companies with multiple locations can add replenishment information, addresses, and some financial posting information on the location level. As a result, they can replenish variants of the same item for each location and also order items for each location based on location-specific replenishment information.

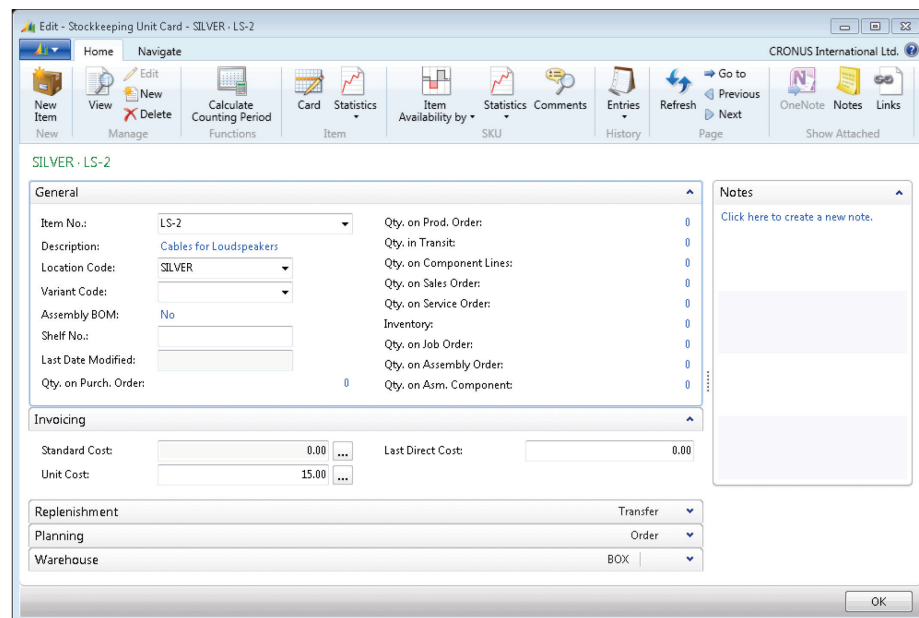


FIGURE 8.16: STOCKKEEPING UNIT CARD WINDOW

You can use transfer orders to accurately track the movement of inventory from one location to another. To transfer items, companies create a transfer order that contains a line for each inventory item being transferred. When the inventory is shipped from the source location, it is considered in transit until received at its destination.

Responsibility Centers

Responsibility centers extend the multiple locations functionality by providing the option of handling administrative centers. A responsibility center can be the following:

- A cost center
- A profit center
- An investment center

Examples of responsibility centers include a sales office, a purchasing department for several locations, and a plant planning office. With this functionality, companies can set up user-specific views to show only sales and purchase documents related to a particular responsibility center.

Warehouse Management

Warehouse Management Systems (WMS) contains a comprehensive set of features to administer workflow-based inbound, internal, and outbound warehouse activities in complex warehouse environments. It includes advanced warehouse functionality, such as calculated picks and moves, bin ranking, cross docking, and cycle counting.

The flow of inventory through the warehouse can be divided into the following three basic processes:

- Receiving items at the warehouse and making them available.
- Handling items for internal distribution/movement/production.
- Picking and shipping items to customers or other locations.

Inbound Items

Receiving orders with WMS provides options for defining where and how the items are received and expedited additionally in the warehouse process.

When items arrive to the warehouse, and you post the warehouse receipt, the items become part of the inventory. When the receipt document is posted, a put-away document is created. This document is an instruction to the warehouse personnel at the receiving area to take the received item and place it in a designated place suggested by the program.

Microsoft Dynamics NAV supports the cross-docking of items. Cross-docking is a means of saving work by directing items on orders awaiting shipment from the receive zone directly to the ship zone without placing them into storage.

The system supports the following activities for inbound items:

- Receive
- Put away
- Cross-dock
- Handle serial/lot numbers

To view an inventory put-away list, click **Departments > Warehouse > Goods Handling Order by Order > Reports > Inventory Put-away List**. Then click Preview.

Document No.	Vendor	Variant Code	Location Code	Bin Code	Expected Receipt Date	Qty. to Receive (Base)	Reserved Qty. (Base)	Qty. to Receive	Unit of Measure
1896-S ATHENS Desk									
	Base Unit of Measure								
	8005 CoolWood Technologies		BLUE		01/01/14	100	0	100	PCS
	ATHENS Desk					100	0		
1952-W OSLO Storage Unit/Shelf									
	Base Unit of Measure								
	106010 Monabekken Barnesenger A/S				01/25/14	88	0	88	PCS
	OSLO Storage Unit/Shelf					88	0		
1976-W INNSBRUCK Storage Unit/W.Door									
	Base Unit of Measure								
	106009 London Postmaster		BLUE		01/25/14	2	0	2	PCS
	106009 London Postmaster		RED		01/25/14	4	0	4	PCS
	INNSBRUCK Storage Unit/W.Door					6	0		

FIGURE 8.17: INVENTORY PUT-AWAY LIST

Internal Activities

As soon as items are stored in the warehouse, several activities can occur inside the warehouse. For example, an item can be moved from one bin to another, or a damaged item should be removed from the warehouse.

The system supports the following activities for items inside the warehouse:

- Maintain warehouse ledger entries.
- Move items.
- Pick and put away internally.
- Manage shop floor bins.

- Remove warehouse items.
- Reclassify warehouse items.
- Count warehouse items.
- Set up and use cycle counting.

To register warehouse adjustments, you can use the following warehouse journals:

- Warehouse item journal
- Warehouse reclassification journal
- Warehouse physical inventory journal

Registering Date	Whse. Document No.	Item No.	Description	Zone Code	Bin Code	Qty. (Calculated)	Qty. (Phys. Inventory)	Quantity	Unit of Measure
1/30/2014	T07001	LS-75	Loudspeaker, Cherry, 75W	PICK	W-01-0001	4	0	-4	PCS
1/30/2014	T07001	LS-120	Loudspeaker, Black, 120W	PICK	W-02-0001	10	0	-10	PCS
1/30/2014	T07001	LS-150	Loudspeaker, Cherry, 150W	PICK	W-02-0003	37	0	-37	PCS
1/30/2014	T07001	LS-10PC	Loudspeakers, White for PC	PICK	W-04-0012	20	0	-20	BOX
1/30/2014	T07001	LS-MAN-10	Manual for Loudspeakers	PICK	W-04-0013	118	0	-118	PCS
1/30/2014	T07001	LS-2	Cables for Loudspeakers	PICK	W-04-0014	17	0	-17	BOX
1/30/2014	T07001	LS-S15	Stand for Loudspeakers LS-150	PICK	W-04-0015	12	0	-12	PCS
1/30/2014	T07001	LS-75	Loudspeaker, Cherry, 75W	BULK	W-05-0001	12	0	-12	PCS

Item Description
Loudspeaker, Cherry, 75W

FIGURE 8.18: WAREHOUSE PHYSICAL INVENTORY JOURNAL WINDOW

Outbound Items

Warehouse Management Systems provides the functionalities for handling items, such as shipping cross-docked items and break bulking items.

Before an outbound document (sales order, purchase return order, and outbound transfer order) can be shipped, the warehouse personnel should first pick the items in the warehouse. You can use a pick document per order, or combine different orders on a pick worksheet and pick multiple orders in one round.

The system supports the following activities for outbound items:

- Ship items.
- Ship cross-docked items.
- Break bulk when shipping.
- Pick items with serial/lot numbers.

Manufacturing

The Manufacturing application area consists of many fully integrated features to manage how companies plan, supply, produce, schedule, track, and report manufactured goods.

Microsoft Dynamics NAV supports world-class manufacturing principles with a solution that enables manufacturers to simplify their processes and implement the operational changes that are needed to focus on delivering what their customers want, when they want it.

Production BOMs

The production bill of materials (BOM) shows the items used to make the parent item. The end-result of a production BOM can be a subassembly (used in another item) or a finished good (an item ready for sale). An item can be both a subassembly and a finished good, such as a part sold as a spare part for another item. The items on the production BOM are components.

Introduction in Microsoft Dynamics® NAV 2013

The production BOM of this program exclusively manages the production material needs. Resources are managed in the routings.

General

No.: 1000 Search Name: BICYCLE
Description: Bicycle Version Nos.:
Unit of Measure Code: PCS Active Version:
Status: Certified Last Date Modified:

Lines

Type	No.	Description	Quantity per	Unit of Measur...	Scrap %	Routing Link Code
Item	1100	Front Wheel	1	PCS	0	
Item	1200	Back Wheel	1	PCS	0	
Item	1300	Chain Assy	1	PCS	0	
Item	1400	Mudguard front	1	PCS	0	
Item	1450	Mudguard back	1	PCS	0	
Item	1500	Lamp	1	PCS	0	
Item	1600	Bell	1	PCS	0	

Notes: [Click here to create a new note.](#)

OK

FIGURE 8.19: PRODUCTION BOM WINDOW SHOWING COMPONENTS TO PRODUCE A BICYCLE

Routings

A routing specifies the sequence of operations to manufacture a product. The operations can be performed at a work center or at a machine center. Work centers and machine centers are known as capacities or facilities. Manufacturing companies use routings to manage and show the production process. The routings are the basis for process scheduling, capacity scheduling, and manufacturing documents.

In order to work with routings, the master data of the capacity planning must be set up first.

Module 8: Browse Application Areas

The routings are assigned to the articles in the item master data.

1000 · Bicycle

General

No.: 1000 Search Description: BICYCLE

Description: Bicycle Version Nos.:

Type: Serial Active Version:

Status: Certified Last Date Modified:

Lines

Operation No.	Type	No.	Description	Setup Time	Run Time	Wait Time	Move Time
10	Work Center	100	Wheel assembly	110	12	0	0
20	Machine Ce...	120	Chain assembly	15	15	0	0
30	Machine Ce...	130	Final assembly	10	20	0	0
40	Machine Ce...	110	Control	10	8	0	0

Notes

[Click here to create a new note.](#)

OK

FIGURE 8.20: ROUTING SHOWING OPERATIONS TO PRODUCE A BICYCLE

Work centers and machine centers are very important to establishing routings. They are the locations where work is performed, and have their own setup factors that describe the following:

- Capacities
- Number of resources
- Shift lengths

Scrap

You can predefine scrap for components on the production BOM or for parent items on the routing. Scrap can be defined in the following ways:

- As a percentage on the item.
- As a percentage on the production BOM.
- As a fixed amount or percentage on the routing.

All scrap identified on either the item, production BOM, or routing results in an increase in the components that are needed. Additionally, scrap percentage can be added on the item card.

Production Orders

Production orders are used to manage the conversion of purchased materials into manufactured items. Production orders (job or work orders) route work through various facilities (work or machine centers) on the shop floor.

Production orders are the central components of the program's manufacturing functionality, and they contain the following information:

- Products that are planned for manufacturing.
- Materials that are required for the planned production orders.
- Products that have just been manufactured.
- Materials that have already been selected.
- Materials that were used in previous manufacturing operations.

Production orders can be created on an order-by-order basis manually from the **Production Order** window, or generated from the **Sales Order Planning** or **Order Planning** window. Multiple orders are created from the **Planning Worksheet** window.

Production orders are created by using information from the following master data:

- Items
- Production bills of material

- Routings
- Machine centers
- Work centers

1011002 - Bicycle

General

No.: 1011002 Search Description: BICYCLE

Description: Bicycle Quantity: 27

Description 2: Due Date: 1/31/2014

Source Type: Item Assigned User ID:

Source No.: 1000 Blocked: ☐

Last Date Modified:

Lines

Item No.	Due Date	Description	Starting Date-Time	Ending Date-Time	Quantity	Unit of Measur...	Finished Quantity	Remaining Quantity
1000	1/31/2014	Bicycle	1/27/2014 3:50 AM	1/30/2014 7:00 AM	27	PCS	27	0

Schedule 12:50:00 PM | 1/27/2014 | 4:00:00 PM | 1/30/2014

Posting FINISHED

OK

FIGURE 8.21: RELEASED PRODUCTION ORDER FOR 27 BICYCLES

The underlying production BOMs and routing provide the component and time requirements that govern production order ending times in a balanced production schedule of multiple ongoing operations.

Production orders and component purchase orders are frequently generated by the materials requirement planning (MRP) system as the result of a calculated supply plan to fulfill demand such as sales orders.

There are four types of production orders (Planned, Firm Planned, Released, and Finished). Planned and Firm Planned production orders are part of the planning and forecasting process, in other words, the materials, resources, and time that are expected to be consumed and the number of items to be produced in a given production period. Released production orders are approved orders. This means that it is cleared and ready for production. It is at this point that the consumption of materials, resources, and time are recorded and output is posted.

Capacities

Microsoft Dynamics NAV 2013 distinguishes the following three types of capacities:

- Work center groups
- Work centers
- Machine centers

These are arranged hierarchically. Each level contains the subordinate levels.

The top level is the work center group. Work centers are assigned to the work center groups. Every work center can only belong to one work center group. You can assign various machine centers to every work center. A machine center may only belong to one work center.

Planned capacity of a work center consists of the availability of the corresponding machine centers and the additional planned availability of the work center. The planned availability of the work center group is therefore the sum of all corresponding availabilities of the machine centers and work centers. The availability is stored in calendar entries.

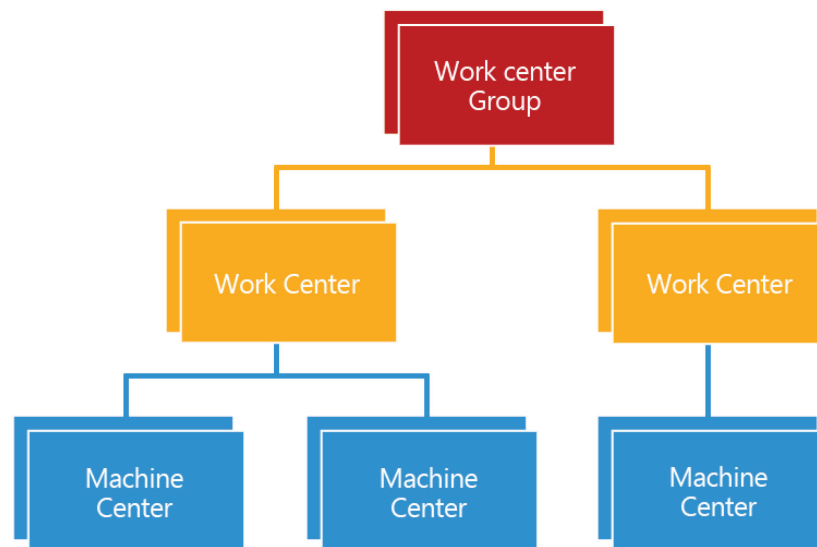


FIGURE 8.22: WORK UNITS HIERARCHY

Planning

The planning system considers all demand and supply data, nets the results, and creates suggestions for balancing the supply to meet the demand. Planning has two elements: demand and supply. These must be held in balance to make sure that the demand is met in a timely and cost-efficient manner.

The planning engine contains the following two components:

- Master Production Scheduling (MPS)
- Material Requirements Planning (MRP)

The MRP calculation makes recommendations to release supply orders for items, by purchase, transfer, or production. Additionally, because it is time phased, it makes recommendations to reschedule open orders when due dates and need dates are out of phase.

The requisition worksheet and the planning worksheet are used for automatic supply order calculations based on planning parameters. The planning worksheet offers supporting planning information, such as tracking to non-order entities and warnings to help the planner obtain an optimal supply plan.



Note: A requisition worksheet results in a series of suggestions to create, change, or delete purchase orders and transfer orders. Production orders are not included in the requisition worksheet.

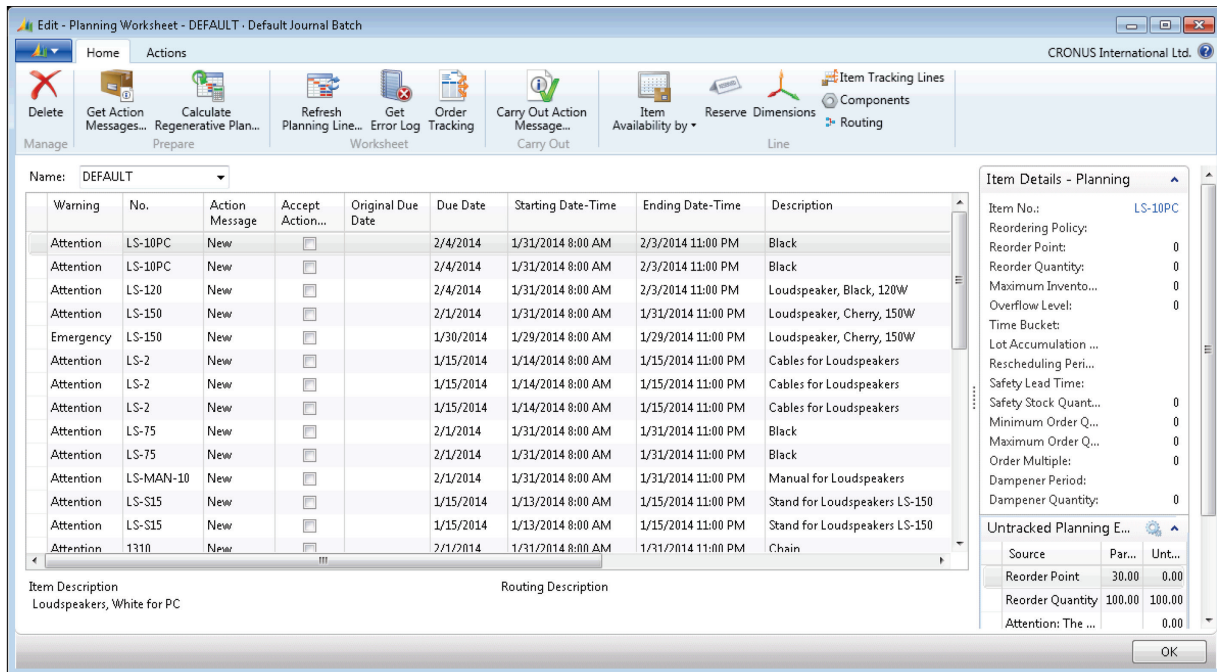


FIGURE 8.23: PLANNING WORKSHEET WINDOW

Manufacturing Costing

Manufacturers sell products that they have converted to a different form from that of the products purchased from suppliers. Because a manufacturing process accounts for work in process and finished goods inventory, the costing of manufacturing products is generally more detailed than the costing of purchased goods. Manufacturers add value to the purchased raw material by changing its physical form into a finished good. They also incur additional costs.

The cost of goods manufactured refers to the cost of goods completed, whether they were started before or during the current accounting period.

Companies value their inventory according to one or a combination of the following valuation bases:

- Acquisition cost
- Standard cost
- Net realizable value
- Replacement costs

Typically, manufacturing companies choose a valuation base of standard cost.

Jobs and Resources

The Jobs area supports common project management tasks, such as configuring a job and scheduling a resource, and also providing the information that you need to manage budgets and monitor progress. With the Jobs feature, you can manage long-term projects that involve man hours, machine hours, inventory items, and other types of usage that you want to keep track of. You can track machine and employee hours on the project by using time sheets. Using the Jobs functionality will provide a good overview, not only of individual jobs, but also of the allocation of employees, machinery, and other resources being used in all projects.

Before you can start selling services and jobs or assigning resources to assembly projects, you must set up information about policy and pricing, which can be used in jobs or resource transactions. All pricing information is adjustable.

FIGURE 8.24: RESOURCE CARD

Jobs

When you start a new project, you can create a new job card with information about the project, such as the job name and the job customer, and information about job posting.

The screenshot shows the 'Edit - Job Card - DEERFIELD, 8 WP - Setting up Eight Work Areas' window. The window has a ribbon with tabs: Home, Actions, Navigate, and Report. The 'Home' tab is active, showing various icons for editing, viewing, and managing job information. The main area is divided into several sections:

- General:** Contains fields for No. (DEERFIELD, 8 WP), Description (Setting up Eight Work Areas), Bill-to Customer No. (40000), Bill-to Contact No., Bill-to Name (Deerfield Graphics Company), Bill-to Address (10 Deerfield Road), Bill-to Address 2, Bill-to Post Code (GL1 9HM), Bill-to City (Gloucester), Bill-to Country/Region Code (GB), Bill-to Contact (Mr. Kevin Wright), Search Description (SETTING UP EIGHT WORK ...), Person Responsible (MARY), Blocked, and Last Date Modified (1/23/2014).
- Posting:** Contains fields for Status (Order), Job Posting Group (SETTING UP), WIP Method (COMPLETED CONTRACT), WIP Posting Method (Per Job), Allow Schedule/Contract Lines, and Apply Usage Link.
- Job Details - No. of Pric...:** A summary section showing Job No. (DEERFIELD, 8 WP), Resource (0), Item (0), and G/L Account (0).
- Notes:** A section with a link to 'Click here to create a new note.'
- Duration:** A field showing the start and end dates (1/13/2014 to 1/31/2014).
- Foreign Trade:** A field for foreign trade information.
- WIP and Recognition:** A field for WIP and recognition information.

The window also includes a 'Show more fields' button and an 'OK' button at the bottom right.

FIGURE 8.25: JOB CARD WINDOW

Task and Planning Lines

Job planning has the following two layers:

- The first layer consists of job task lines. Job task lines reflect the contract elements a company has with a customer who ordered a job. You must set up at least one job task because all posting has to refer to a job task. With at least one job task in your project, you can set up planning lines and post consumption to the job.
- The second layer consists of planning lines, which specify the detailed use of resources, items, and various general ledger expenses. All the planning lines together make up the project plan.

Module 8: Browse Application Areas

All jobs that you create can be separated into task lines and planning lines. This enables you to divide the job into smaller tasks, and therefore use more specific details in budgeting, quotes, and registration.

Job Task No.	Description	Job Task Type	Totaling	Job Posting Group	WIP-Total	WIP Method	Start Date	End Date	Schedule (Total Cost)	Sche (Total P)
1000	Setting up Eight Work Areas	Begin-Total								
1100	Preliminary Services	Begin-Total								
1110	Determining Specifications	Posting		SETTING UP			1/12/2014	1/12/2014	107.80	2
1120	Selecting Furnishings	Posting		SETTING UP			1/13/2014	1/13/2014	107.80	2
1130	Obtaining Customer Approval	Posting		SETTING UP			1/16/2014	1/16/2014	107.80	2
1190	Total Preliminary Services	End-Total	1100..1190						323.40	6
1200	Assembling the Furniture etc.	Begin-Total								
1210	Assembling the Furniture etc.	Posting		SETTING UP			1/22/2014	1/22/2014	11,000.10	17,3
1290	Total Assembling the Furniture	End-Total	1200..1290						11,000.10	17,3
1300	Closing the Job	Begin-Total								
1310	Meeting with the Customer	Posting		SETTING UP			1/26/2014	1/31/2014	107.80	2
1390	Total Closing the Job	End-Total	1300..1390						107.80	2
9990	Total Setting up Eight Work Areas	End-Total	1000..9990						11,431.30	18,1

FIGURE 8.26: JOB TASK LINES WINDOW

The integration with the Sales application area lets users invoice jobs as any other sales invoice.

You can also post job-related expenses through purchase invoices and link usage entries from job journals and purchase lines to job planning lines.

Work in Process

With jobs, you can schedule the usage of your company's resources and keep track of the various costs associated with the usage of resources on a specific project. Jobs involve the consumption of employee hours, machine hours, inventory items, and other types of usage that have to be tracked as a job progresses. If a job runs over a long period, you may want to transfer these costs to a Work in Process (WIP) account on the balance sheet while the job is being completed. You can then recognize the costs and sales in your income statement accounts when it is appropriate.

You can create a Job WIP method that reflects the needs of your organization, industry, or country. After you have created it, you can set it as the default Job WIP calculation method that will be used in your organization.

WIP Cockpit

The Job WIP Cockpit is the central location to track WIP for all projects. Each line contains information about a job, including calculated and posted WIP.

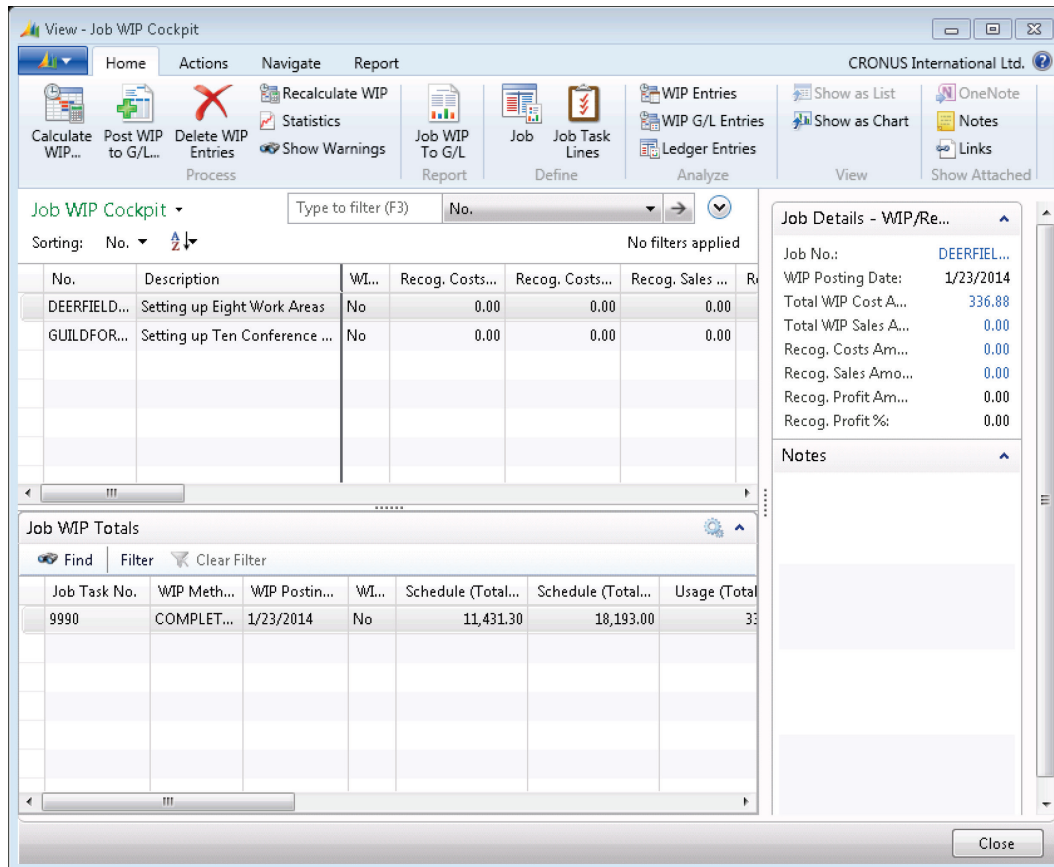


FIGURE 8.27: WIP COCKPIT WINDOW

Actual to Budget

One of a project manager's important tasks is to control the job budget. In Microsoft Dynamics NAV, you can use the **Job Actual to Budget** window to compare the scheduled and usage amounts for a selected job.

Print Preview

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Job Actual To Budget

1 of 2

Find | Next

September 25, 2012

Page 1

CONTOSO\Administrato

		Quantity			Total Cost (GBP)			Line Amount (GBP)			
		Schedule	Usage	Difference	Schedule	Usage	Difference	Schedule	Usage	Difference	
DEERFIELD, 8 WP Setting up Eight Work Areas											
Job Task No.	1110	Determining Specifications									
Resource	MARY	HOURL	2	2	107.80	107.80		214.00	214.00		
Total for Job Task 1110					107.80	107.80		214.00	214.00		
Job Task No.	1120	Selecting Furnishings									
Resource	MARY	HOURL	2	2	107.80	107.80		214.00	214.00		
Total for Job Task 1120					107.80	107.80		214.00	214.00		
Job Task No.	1130	Obtaining Customer Approval									
Resource	MARY	HOURL	2	2.25	-0.25	107.80	121.28	-13.48	214.00	240.75	-26.75
Total for Job Task 1130					107.80	121.28	-13.48	214.00	240.75	-26.75	
Job Task No.	1210	Assembling the Furniture etc.									
Resource	LIFT	HOURL	8	8				2,336.00		2,336.00	
Resource	MARK	HOURL	20	20	638.00		638.00	1,080.00		1,080.00	
Item	1896-S	PCS	8	8	4,052.80		4,052.80	5,195.20		5,195.20	
Item	1906-S	PCS	8	8	1,756.00		1,756.00	2,251.20		2,251.20	
Item	1908-S	PCS	8	8	768.80		768.80	986.40		986.40	
Item	1928-W	PCS	4	4	768.00		768.00	1,368.40		1,368.40	
Item	1964-S	PCS	3	3	292.50		292.50	375.30		375.30	
Item	1976-W	PCS	4	4	602.40		602.40	1,024.40		1,024.40	
Item	1996-S	PCS	3	3	2,121.60		2,121.60	2,720.10		2,720.10	
Total for Job Task 1210					11,000.10		11,000.10	17,337.00		17,337.00	
Job Task No.	1310	Meeting with the Customer									
Resource	MARY	HOURL	2	2	107.80		107.80	214.00		214.00	
Total for Job Task 1310					107.80		107.80	214.00		214.00	

FIGURE 8.28: JOB ACTUAL TO BUDGET REPORT

Time management is part of monitoring and understanding resource use and allocation. With time management, you can identify issues early and avoid delays or cost overruns. With time sheets, a resource can easily report time usage for a person or a machine, and a manager can easily review the usage and its allocation.

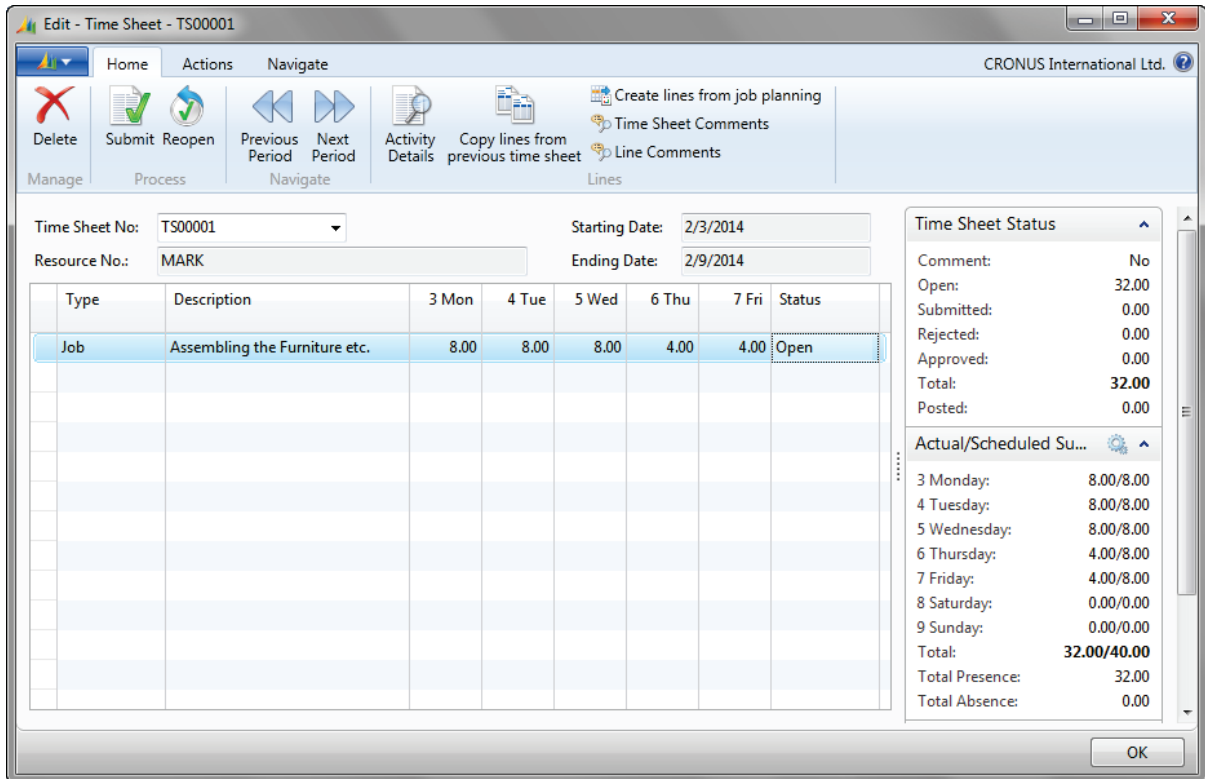


FIGURE 8.29: TIME SHEET WINDOW

Timesheets that are submitted for review, appear in the **Manager Time Sheet** window. You approve or reject each time sheet, or reopen it for additionally action.

Service Management

Service Management simplifies a user's ability to deliver superior customer service. With Service Management, users can do the following:

- Quickly access customer service history.
- Anticipate customer needs.
- Maintain real-time records for each order, such as the following:
 - Date
 - Time
 - Assigned technician

Service Orders

Users can register after-sales issues, including the following:

- Service requests
- Services due
- Service orders
- Repair requests

Service requests can be initiated, by customers or automatically, according to the terms stipulated in a service contract.

Introduction in Microsoft Dynamics® NAV 2013

Important data in service order handling can be entered from a call-center or repair shop. Users can register one-off service orders. They can access complete service order history, service order quotes, and loaner management through a service order log.

SO000001 - The Cannon Group PLC

General

No.: SO000001
Description:
Customer No.: 10000
Contact No.: CT000007
Name: The Cannon Group PLC
Address: 192 Market Square
Post Code: B27 4KT
Contact Name: Mr. Andy Teal
Phone No.:
E-Mail: the.cannon.group.plc@cronuscorp.net
City: Birmingham
Service Order Type:
Contract No.:
Response Date: 1/6/2014
Response Time: 1:21:50 PM
Priority: High
Status: Finished
Release Status: Open

Lines

Line	Service Item No.	Item No.	Service Item	Serial No.	Description	Repair Stat.	War...	Contract No.	Service Price	Fault Area	Symptom	Fault
7	80007	SERVER	AS764789		Enterprise Computer 667 MHz	FINISHED	<input checked="" type="checkbox"/>			7	5	753

Invoicing 10000 1M(8D) 2/1/2013
Shipping B27 4KT Mr. Andy Teal
Details 1/3/2014
Foreign Trade

Customer Service History
Customer No.: 10000
Quotes: 0
Orders: 1
Invoices: 17
Credit Memos: 0
Pstd. Shipments: 0
Pstd. Invoices: 0
Pstd. Credit Mem...: 0
Service Item Line De...
Service Item No.: 7
Component List: 8
Troubleshooting: 5
Skilled Resources: 1
Notes
Click here to create a new note.

FIGURE 8.30: SERVICE ORDER WINDOW

Notice that the service order has an information pane like sales documents.

Service Prices

Having a solid service price strategy is one way companies gain an overview of service and control the costs involved in providing service. This also eventually increases the profitability of their service operations. The service price management feature in Service Management gives companies an effective tool to support their service price strategy, whether it is simple or complex.

With service price management, the service price groups can be set up to consider the following:

- Service item (or service item group).
- Type of fault the service task involves.

Service price groups can be set up for a limited time or for a specific customer or currency. Price calculation structures can be used as templates to assign a price to a service task. This makes it possible to assign specific items included in the service price and the type of work included. It also helps make sure that the correct prices are applied. You can assign fixed, minimum, or maximum prices, depending on agreements with customers. Service price group statistics let users keep track of the profitability of each service price group.

Service Items

With service items, users can create a database for all service items and parts, including the following:

- Contract information
- Component management
- Reference to the bills of materials
- Warranty information

Users can access the Service Level Agreement for information, such as response times, and can do the following:

- Register all items and spare parts with serial numbers.
- Register and track any replacement equipment technicians might use.
- Link equipment to the service item log.

Introduction in Microsoft Dynamics® NAV 2013

- Track all spare parts and equipment.
- Access key business indicators on service items.
- Keep track of service item information on the service item card.

The screenshot shows the 'Edit - Service Item Card - 1 - Computer III 533 MHz' window. The interface includes a ribbon with tabs: Home, Actions, Navigate, and Report. The Home tab is active, showing options like 'New Item', 'View', 'Edit', 'Delete', 'Components', 'Statistics', 'Service Contracts', 'OneNote', 'Notes', and 'Links'. The main area is divided into two panes. The left pane, titled '1 - Computer III 533 MHz', contains a 'General' section with fields for 'No.' (1), 'Description' (Computer III 533 ...), 'Item No.' (80001), 'Item Description' (Computer III 533 ...), 'Service Item Group' (DESKTOP), 'Service Price Group', 'Variant Code', 'Serial No.' (121000), 'Status' (Installed), 'Service Item Comp...' (Yes), and 'Search Description' (COMPUTER III 53...). It also has a 'Warranty' section with fields for 'Response Time (Hours)' (8), 'Priority' (High), 'Last Service Date', 'Warranty Starting Date' (6/30/2013), 'Warranty Ending Date' (6/30/2014), 'Warranty % (Parts)', 'Warranty Starting Date' (6/30/2013), 'Warranty Ending Date' (6/30/2014), 'Warranty % (Labor)', and 'Preferred Resource'. Below this is a 'Customer' section with fields for 'Customer' (10000), 'The Cannon Group PLC', 'Mr. Andy Teal', 'Shipping' (B27 4KT), 'Contract', 'Vendor', and 'Detail'. The right pane, titled 'Customer Details', contains an 'Actions' section with a 'Custom...' field (10000), 'Phone N...', 'E-Mail' (the.cannon.group.plc@c...), 'Fax No.', 'Credit Li...' (0.00), 'Availabl...' (0.00), 'Paymen...' (1M(8D)), and 'Contact' (Mr. Andy Teal). Below this is a 'Notes' section with a link 'Click here to create a new note.' and an 'OK' button at the bottom right.

FIGURE 8.31: SERVICE ITEM WINDOW

Service Contracts

With service contracts, users can set up an agreement with the customer for the service level to be delivered. Users can access information in the following areas:

- Contract history
- Contract renewal
- Contract templates

Module 8: Browse Application Areas

Service contracts give users the option to record details on the following:

- Service levels
- Response times
- Discount levels
- Service history of each contract, including the following:
 - Used service items
 - Parts
 - Man hours

With service contracts, users can use flexible invoicing, contract profitability measurement, and contract quotes. Set up service contracts in the **Service Contract** window.

To view a service contract, click **Departments > Service > Contract Management > Lists > Service Contracts**. Then double-click a service contract to view its details.

Edit - Service Contract - SC00001 - Prepaid Contract - Hardware

General

Contract No.: SC00001
Description: Prepaid Contract - Hardware
Customer No.: 10000
Contract No.: CT000007
Name: The Cannon Group PLC
Address: 192 Market Square
Post Code: B27 4KT
City: Birmingham

Contact Name: Mr. Andy Teal
Phone No.:
E-Mail: the.cannon.group.plc@cronuscorp.net
Contract Group Code:
Salesperson Code: PS
Starting Date: 6/30/2013
Status: Signed
Responsibility Center:
Change Status: Locked

Customer Statistics - ...

Customer No.: 10000
Balance (LCY): 168,364.41
Sales
Outstanding Ord... 1,612.50
Shipped Not Inv... 525.50
Outstanding Inv... 0.00
Service
Outstanding Ser... 6.63
Serv Shipped No... 0.00
Outstanding Ser... 49.58
Total (LCY): 170,558.00
Credit Limit (LCY): 0.00
Overdue Amount... 168,364.41
Total Sales (LCY): 17,100.96

Customer Details

Customer No.: 10000
Phone No.:
E-Mail: the.cann...
Fax No.:
Credit Limit (LCY): 0.00
Available Credit (... 0.00
Payment Terms C... 1M(8D)
Contact: Mr. Andy...

Lines

Line	Service It...	Description	Unit of Mea...	Serial No.	Item No.	Response Time ...	Line Cost	Line Value	Li...
7		Enterprise Computer 667 MHz	PCS	AS764789	80007	8	19.28	37.10	
6		Drive 250MB	PCS	123456789	80213	24	0.71	2.00	

Invoicing 10000 1M(8D)
Shipping B27 4KT
Service 6/30/2013
Invoice Details Month 2/1/2014
Price Update 1Y 1/1/2014
Details

Notes
Click here to create a new note.

OK

FIGURE 8.32: SERVICE CONTRACT WINDOW

Planning and Dispatching

Users can assign personnel to work orders with service planning and dispatching features. Planning tools also let users log details such as work order status. Service personnel and field technicians can be filtered according to availability and skills. Users can view an overview of the following:

- Service task prioritization
- Service loads
- Task escalations

Job Queue

With the Job Queue feature, users can automate batch jobs, to do the following tasks:

- Generate preventive service orders.
- Service contract renewals.
- Service contract invoicing.

Use the Job Queue to automatically check and start batch jobs set to start at a specific time. To access it, click **Departments > Administration > Application Setup > Job Queue**, and then selecting a function (for example, Job Queue Processes).

Human Resources

Human Resources is a fully integrated application area that enables users to register and update personal information about employees effectively. This application area includes all the features that are used in the human resources department of a company, such as the following:

- Employee cards
- Absence registration
- Grounds for termination
- Employment contracts
- Reports related to employees
- Confidential information

Module 8: Browse Application Areas

To view an employee card, click **Departments > Human Resources > Lists > Employees**. Then double-click an employee name to view more information.

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Home Actions Navigate

View Edit New Delete Manage OneNote Notes Links Show Attached

AH · Annette · Hill

General

No.: AH- ... Post Code: PE17 4RN

Job Title: Secretary City: Cambridge

First Name: Annette Country/Region Code:

Last Name: Hill Phone No.: 4465-4899-4643

Middle Name/Initials: Search Name: AHILL

Initials: AHILL Gender: Female

Address: 5 Russel Street Last Date Modified:

Address 2:

Communication

Administration

Personal

Notes

[Click here to create a new note.](#)

OK

FIGURE 8.33: EMPLOYEE CARD WINDOW

Module Review

Module Review and Takeaways

Microsoft Dynamics NAV 2013 includes application areas with rich features for all typical ERP processes. Knowing the basics about them helps partners and users decide which courses and application areas best suit their interest.

Test Your Knowledge

Test your knowledge with the following questions.

1. In Microsoft Dynamics NAV 2013, you can set up and use dimensions. What is a dimension?

2. The **Opportunities** window, lets users view existing opportunities in several ways. How can you group opportunities in the **Opportunities** window?

- () By User ID, Salesperson, Contact
- () By Campaign, Salesperson, Customer
- () By Campaign, Salesperson, Contact
- () By Salesperson, Contact, Customer

3. Provide a description of the **Item Availability by Timeline**.

Module 8: Browse Application Areas

4. What are the three types of capacities, distinguished in Microsoft Dynamics NAV 2013?

5. Describe the two layers of job planning in Microsoft Dynamics NAV 2013.

Test Your Knowledge Solutions

Module Review and Takeaways

1. In Microsoft Dynamics NAV 2013, you can set up and use dimensions. What is a dimension?

MODEL ANSWER:

A dimension is data added to an entry so that entries with similar characteristics can be grouped and easily retrieved for analysis.

2. The **Opportunities** window, lets users view existing opportunities in several ways. How can you group opportunities in the **Opportunities** window?

☐ By User ID, Salesperson, Contact

☐ By Campaign, Salesperson, Customer

☒ By Campaign, Salesperson, Contact

☐ By Salesperson, Contact, Customer

3. Provide a description of the **Item Availability by Timeline**.

MODEL ANSWER:

The **Item Availability by Timeline** window provides a graphical view of an item's projected inventory based on future supply and demand events, with or without planning suggestions. The result is a graphical representation of the inventory profile.

4. What are the three types of capacities, distinguished in Microsoft Dynamics NAV 2013?

MODEL ANSWER:

Work center groups, Work centers, and Machine centers.

5. Describe the two layers of job planning in Microsoft Dynamics NAV 2013.

MODEL ANSWER:

The first layer consists of job task lines. Job task lines reflect the contract elements a company has with a customer who ordered a job. You must set up at least one job task because all posting has to refer to a job task. With at least one job task in your project, you can set up planning lines and post consumption to the job.

The second layer consists of planning lines, which specify the detailed use of resources, items, and various general ledger expenses. All the planning lines together make up the project plan.

