# 65.01 Order to cash scenario board discovery workshop

The Order to cash scenario board discovery workshop is designed to help establish a comprehensive understanding of the end-to-end sales and order management process for all key stakeholders in the implementation of Dynamics 365 to support these processes. This workshop will guide participants through the key scenarios and business process areas involved in the Order to cash process. By leveraging visual representations and interactive discussions, the workshop aims to align all stakeholders on the vision for the project and ensure that the new technology solution meets the needs of its users. Participants will engage in identifying key scenarios, goals, and key inputs and outputs for the processes. The workshop serves as a valuable tool for communication and collaboration, helping to refine the proposed scope and allows the partner to create an initial design proposal.

## Assumptions

* The Order to cash end-to-end business process is in scope for the Dynamics 365 project.
* The Order to cash scenario board is available and leveraged to conduct the workshop.
* The key stakeholders are available and actively contribute to the workshop. The following stakeholders are recommended:
  + Sales managers - responsible for managing sales policies and orders
  + Accounts receivable managers - responsible for managing accounts receivable
  + Credit and collections managers - responsible for managing credit and collections
  + IT department - responsible for implementing and maintaining technology solutions to support the Order to cash process
  + Finance department - responsible for tracking sales and financial performance
  + Operations department - responsible for aligning sales management with business operations
  + Legal and compliance department - responsible for ensuring regulatory compliance related to sales management
  + Executive leadership - responsible for overseeing sales strategies and ensuring alignment with strategic goals

## Objectives

* Understand the customer's process: Gain a clear understanding of the customer's intended Order to cash process and process scope, including key steps, pain points, and challenges.
* Identify key scenarios and requirements: Identify the most critical scenarios and requirements for the customer's Order to cash process.
* Document agreed business scope: The partner understands the customer’s scenarios and requirements well enough to propose a design to support the customer’s scenario.

## High-level agenda

* Introduction and objectives
* Overview of Order to cash process
* Detailed discussion on key scenarios
* Interactive Q&A session
* Wrap-up and next steps

## Key questions

* Introduction and objectives
  + What are your main objectives for implementing Dynamics 365 for the Order to cash process?
  + What are the key challenges you are currently facing in this process?
  + Are there key differences between legal entities, business units, or departments that need to be considered?
* Overview of Order to cash process
  + What are the key scenarios in your Order to cash process? (Mark or highlight the primary scenario that will be focused on for the next phase.)
  + Are there any scenarios that should not be included on this diagram? (Mark or strikethrough scenarios that are out of scope.)
  + Are there any additional scenarios that are not included in this diagram that should be included? (Add the rows and document as potential gaps.)
  + What key differences do you see in your current process and this standard process? (Use the scenario board as a starting point. Document any key differences for change management.)
  + What are the key pain points or bottlenecks in your current process?
* Detailed discussion on key scenarios
  + Are there any policies that need to be reviewed or adjusted as part of this project? (If so, document and flag for change management.)
  + What are the most critical scenarios you encounter in your Order to cash process?
  + How many total sales orders do you manage today?
  + How often do you update your sales policies?
  + What systems or tools are you currently using for sales management?
  + How do you ensure compliance with regulatory requirements in your process?
  + What improvements or changes would you like to see in your current process?
* Data migration
  + What data needs to be migrated to the new sales management system?
  + How do you currently manage and store sales data?
  + Are there any data quality issues that need to be addressed before migration?
  + What are the key challenges you anticipate during the data migration process?
  + How do you plan to validate and verify the accuracy of migrated data?
* Integrations
  + What systems need to be integrated with the new sales management system?
  + How do you currently handle data exchange between different systems?
  + Are there any specific integration requirements or protocols that need to be followed?
  + What are the key challenges you anticipate during the integration process?
  + How do you plan to test and validate the integrations to ensure seamless data flow?

## Scenario board

Following is a sample scenario board template for the Order to cash process.



The image is a flowchart titled Order to cash Scenario Board that outlines a business process from hiring to retirement. The top row depicts a basic flowchart of the business process areas for the Order to cash process. Below each process step there are one or more blue boxes that depict scenarios and key attributes of the business process area for discussion in the workshop. The bottom of the graphic includes horizontal or supporting processes that support the entire Order to cash process.

1. **65.05 Develop Sales Policies**
   * **Channels**
     + Point of Sale (POS)
     + B2B eCommerce
     + B2C eCommerce
     + Call center
     + Traditional sales
     + Other Sources (Integration with 3rd party system)
     + EDI
   * **Scenarios**
     + Pricing strategies
     + Discount policies
     + Return and refund policies
     + Sales commission structures
   * **Compliance**
     + Consumer protection laws
     + Data privacy regulations
     + Anti-fraud measures
   * **Policies**
     + Sales terms and conditions
     + Customer service standards
     + Payment terms
     + Credit policies
   * **Trade Allowances:**
     + Bill back
     + Off invoice
     + Promotional funds
     + Lump sum
     + Rebates
2. **65.20 Manage Sales Orders**
   * **Scenarios**
     + Order processing
     + Order fulfillment
     + Order tracking
     + Order modifications
   * **Point of Sale (POS)**
     + In-store sales
     + Mobile POS
     + Self-service kiosks
   * **eCommerce (B2B and B2C)**
     + Online storefronts
     + Digital marketplaces
     + Subscription services
     + Order on behalf of
   * **Call Center**
     + Phone orders
     + Customer support
     + Upselling and cross-selling
   * **Traditional Sales**
     + Inside sales
     + Outside sales
     + Direct sales
   * **Compliance**
     + Sales tax regulations
     + Shipping regulations
     + Payment processing standards
   * **Policies**
     + Order acceptance criteria
     + Shipping and delivery policies
     + Customer communication protocols
3. **65.30 Manage Accounts Receivable**
   * **Invoicing Methods**
     + Electronic Data Interchange (EDI)
     + Paper invoices
     + Email invoices
     + Customer portals
   * **Invoice Types**
     + Sales invoices
     + Project invoices
     + Service work invoices
     + Credit notes
     + Subscription billing
   * **Payments Types**
     + Credit cards
     + Prepayments
     + Deposit
     + On account
     + Cash
     + Check
     + Bank transfers
     + Mobile payments
     + Refunds
     + Deduction management
     + Commissions
   * **Scenarios**
     + Revenue recognition
     + Bills of exchange
     + Account reconciliation
     + Customer account management
   * **Compliance**
     + Financial reporting standards
     + Tax regulations
     + Anti-money laundering (AML) laws
   * **Policies**
     + Billing procedures
     + Payment terms
4. **65.50 Manage Credit and Collections**
   * **Scenarios**
     + Credit assessment
     + Credit limit management
     + Credit holds
     + Collection letters
     + Interest notes
     + Debt recovery
     + Non-sufficient funds
     + Import collections
     + Letters of credit
     + Dispute process
   * **Compliance**
     + Fair Debt Collection Practices Act (FDCPA)
     + Credit reporting regulations
     + Bankruptcy laws
   * **Policies**
     + Late payment penalties
     + Account aging policies
     + Credit approval criteria
     + Collection policies
     + Write-off procedures
     + Customer communication protocols
5. **65.60 Analyze Sales Performance**
   * **Metrics**
     + Sales revenue
     + Sales growth
     + Customer acquisition cost (CAC)
     + Customer lifetime value (CLV)
   * **Reports**
     + Sales performance reports
     + Customer satisfaction reports
     + Market analysis reports
     + Financial performance reports
     + Customer aging
     + Customer account statements

# 65.02 Order to cash storyline design review workshop

The Order to cash storyline design review workshop is a crucial step in refining the design of the sales and order management process. This workshop focuses on reviewing the storyline or “happy path” defined in the Order to cash scenario board discovery workshop, conducting a fit-to-standard review, reviewing the configured solution, and reviewing high-level designs and slides for parts that cannot be demonstrated. This workshop takes place after the initial Order to cash scenario board workshop and is based on the initial discovery phase. During this session, we will delve deeper into the chosen storyline or “happy path”, ensuring that it aligns with business requirements and standards. We will also identify any gaps or areas that need further refinement. By the end of this workshop, the aim is to achieve 80-90% accuracy and acceptance for the selected storyline, ensuring that we are well-prepared for the next phases of the project.

## Assumptions

* The agreed business scope from the first workshop is completed.
* Dynamics 365 has been configured for the key storyline selected.
* The key stakeholders are available and actively contribute to the workshop. The following stakeholders are recommended:
  + Sales managers - responsible for managing sales policies and orders
  + Accounts receivable managers - responsible for managing accounts receivable
  + Credit and collections managers - responsible for managing credit and collections
  + IT department - responsible for implementing and maintaining technology solutions to support the Order to cash process
  + Finance department - responsible for tracking sales and financial performance
  + Operations department - responsible for aligning sales management with business operations
  + Legal and compliance department - responsible for ensuring regulatory compliance related to sales management
  + Executive leadership - responsible for overseeing sales strategies and ensuring alignment with strategic goals

## Objectives

* Demonstrate Dynamics 365 capabilities: Showcase how Dynamics 365 can address the identified pain points and improve the Order to cash process.
* Gather feedback and insights: Collect feedback from stakeholders to tailor the Dynamics 365 implementation to their specific needs.
* Define next steps: Outline the next steps and action items for the Dynamics 365 implementation.
* Document gaps, risks, issues, and decisions: Ensure all critical points are documented for future reference and action.

## High-level agenda

* Introduction and objectives
* Demonstration of Dynamics 365 solution for the storyline scenario
* Detailed discussion on key scenarios
* Interactive Q&A session
* Wrap-up and next steps

## Key questions

* Fit-to-standard review
  + Does the proposed solution fit within the standard processes and guidelines of your organization?
  + Are there any gaps or areas that need further refinement to align with the standard solution?
  + How does the solution address the identified pain points and bottlenecks in your current process?

# 65.05.001 Develop sales policies deep-dive discovery workshop

The Develop sales policies deep dive discovery workshop is designed to help your organization establish clear sales policies using Dynamics 365. This session will focus on understanding your overall strategy for developing sales policies, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in sales policy decisions are available and willing to participate.
* Current sales policies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of sales management principles and compliance standards.
* Relevant data on sales policies, reporting requirements, and budget definitions is available.

## Objectives

* Define detailed requirements and design.
* Identify gaps and areas for improvement.
* Plan data migration and integrations.

## High-level agenda

* Introduction and objectives
* Current processes and systems
* Volume of transactions and needs
* Approval processes and policies
* Compliance and regulatory concerns

## Key questions

* Stakeholders, systems, and processes
  + Who are the key stakeholders involved in developing sales policies?
  + What systems are currently used for developing sales policies?
  + Can you describe the current processes for developing sales policies?
  + What are the main pain points in your current sales policy development process?
* Volume of transactions
  + How many transactions do you process monthly/annually for developing sales policies?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for developing sales policies?
  + Are there specific policies that govern sales policy development?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to developing sales policies?
  + How do you currently ensure compliance with these requirements?

# 65.20.001 Manage sales orders (Point of Sale) deep-dive discovery workshop

The Manage sales orders (Point of Sale) deep dive discovery workshop is designed to help your organization effectively manage sales orders through Point of Sale (POS) systems using Dynamics 365. This session will delve into your current systems, processes, and pain points, and identify any gaps in the out-of-the-box functionality. The workshop will focus on understanding the overall strategy for managing POS sales orders, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in POS sales order management decisions are available and willing to participate.
* Current POS sales order management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of POS sales order management principles and standards.
* Relevant data on POS sales order management strategies, reporting requirements, and budget definitions is available.

## Objectives

* Define detailed requirements and design.
* Identify gaps and areas for improvement.
* Plan data migration and integrations.

## High-level agenda

* Introduction and objectives
* Current processes and systems
* Volume of transactions and needs
* Approval processes and policies
* Compliance and regulatory concerns

## Key questions

* Stakeholders, systems, and processes
  + Who are the key stakeholders involved in managing POS sales orders?
  + What systems are currently used for managing POS sales orders?
  + Can you describe the current processes for managing POS sales orders?
  + What are the main pain points in your current POS sales order management process?
  + Do you collect deposit for the sales orders?
  + Do you cancel sales orders if not fulfilled? If so, how is customer notified?
  + Will you be sending emails to customers. What is the email volume?
  + Do you also sell Gift Cards? If so, who is Gift Card provider?
  + If customer orders are cancelled, how do you refund the deposit back to customer?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing POS sales orders?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing POS sales orders?
  + Are there specific policies that govern POS sales order management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing POS sales orders?
  + How do you currently ensure compliance with these requirements?

# 65.20.002 Manage sales orders (eCommerce) deep-dive discovery workshop

The Manage sales orders (eCommerce) deep dive discovery workshop is designed to help your organization effectively manage sales orders through eCommerce platforms using Dynamics 365. This session will delve into your current systems, processes, and pain points, and identify any gaps in the out-of-the-box functionality. The workshop will focus on understanding the overall strategy for managing eCommerce sales orders, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in eCommerce sales order management decisions are available and willing to participate.
* Current eCommerce sales order management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of eCommerce sales order management principles and standards.
* Relevant data on eCommerce sales order management strategies, reporting requirements, and budget definitions is available.

## Objectives

* Define detailed requirements and design.
* Identify gaps and areas for improvement.
* Plan data migration and integrations.

## High-level agenda

* Introduction and objectives
* Current processes and systems
* Volume of transactions and needs
* Approval processes and policies
* Compliance and regulatory concerns

## Key questions

* Stakeholders, systems, and processes
  + Who are the key stakeholders involved in managing eCommerce sales orders?
  + What systems are currently used for managing eCommerce sales orders?
  + Can you describe the current processes for managing eCommerce sales orders?
  + What are the main pain points in your current eCommerce sales order management process?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing eCommerce sales orders?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing eCommerce sales orders?
  + Are there specific policies that govern eCommerce sales order management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing eCommerce sales orders?
  + How do you currently ensure compliance with these requirements?

# 65.20.003 Manage sales orders (Call Center) deep-dive discovery workshop

The Manage sales orders (Call Center) deep dive discovery workshop is designed to help your organization effectively manage sales orders through Call Center operations using Dynamics 365. This session will delve into your current systems, processes, and pain points, and identify any gaps in the out-of-the-box functionality. The workshop will focus on understanding the overall strategy for managing Call Center sales orders, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in Call Center sales order management decisions are available and willing to participate.
* Current Call Center sales order management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of Call Center sales order management principles and standards.
* Relevant data on Call Center sales order management strategies, reporting requirements, and budget definitions is available.

## Objectives

* Define detailed requirements and design.
* Identify gaps and areas for improvement.
* Plan data migration and integrations.

## High-level agenda

* Introduction and objectives
* Current processes and systems
* Volume of transactions and needs
* Approval processes and policies
* Compliance and regulatory concerns

## Key questions

* Stakeholders, systems, and processes
  + Who are the key stakeholders involved in managing Call Center sales orders?
  + What systems are currently used for managing Call Center sales orders?
  + Can you describe the current processes for managing Call Center sales orders?
  + What are the main pain points in your current Call Center sales order management process?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing Call Center sales orders?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing Call Center sales orders?
  + Are there specific policies that govern Call Center sales order management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing Call Center sales orders?
  + How do you currently ensure compliance with these requirements?

# 65.20.004 Manage sales orders (Traditional sales) deep-dive discovery workshop

The Manage sales orders (Traditional sales) deep dive discovery workshop is designed to help your organization effectively manage sales orders through traditional sales channels using Dynamics 365. This session will delve into your current systems, processes, and pain points, and identify any gaps in the out-of-the-box functionality. The workshop will focus on understanding the overall strategy for managing traditional sales orders, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in traditional sales order management decisions are available and willing to participate.
* Current traditional sales order management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of traditional sales order management principles and standards.
* Relevant data on traditional sales order management strategies, reporting requirements, and budget definitions is available.

## Objectives

* Define detailed requirements and design.
* Identify gaps and areas for improvement.
* Plan data migration and integrations.

## High-level agenda

* Introduction and objectives
* Current processes and systems
* Volume of transactions and needs
* Approval processes and policies
* Compliance and regulatory concerns

## Key questions

* Stakeholders, systems, and processes
  + Who are the key stakeholders involved in managing traditional sales orders?
  + What systems are currently used for managing traditional sales orders?
  + Can you describe the current processes for managing traditional sales orders?
  + What are the main pain points in your current traditional sales order management process?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing traditional sales orders?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing traditional sales orders?
  + Are there specific policies that govern traditional sales order management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing traditional sales orders?
  + How do you currently ensure compliance with these requirements?

# 65.30.001 Manage accounts receivable deep-dive discovery workshop

The Manage accounts receivable deep dive discovery workshop is designed to help your organization effectively manage accounts receivable using Dynamics 365. This session will delve into your current systems, processes, and pain points, and identify any gaps in the out-of-the-box functionality. The workshop will focus on understanding the overall strategy for managing accounts receivable, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in accounts receivable management decisions are available and willing to participate.
* Current accounts receivable management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of accounts receivable management principles and standards.
* Relevant data on accounts receivable management strategies, reporting requirements, and budget definitions is available.

## Objectives

* Define detailed requirements and design.
* Identify gaps and areas for improvement.
* Plan data migration and integrations.

## High-level agenda

* Introduction and objectives
* Current processes and systems
* Volume of transactions and needs
* Approval processes and policies
* Compliance and regulatory concerns

## Key questions

* Stakeholders, systems, and processes
  + Who are the key stakeholders involved in managing accounts receivable?
  + What systems are currently used for managing accounts receivable?
  + Can you describe the current processes for managing accounts receivable?
  + What are the main pain points in your current accounts receivable management process?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing accounts receivable?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing accounts receivable?
  + Are there specific policies that govern accounts receivable management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing accounts receivable?
  + How do you currently ensure compliance with these requirements?

# 65.50.001 Manage credit and collections deep-dive discovery workshop

The Manage credit and collections deep dive discovery workshop is designed to help your organization effectively manage credit and collections using Dynamics 365. This session will delve into your current systems, processes, and pain points, and identify any gaps in the out-of-the-box functionality. The workshop will focus on understanding the overall strategy for managing credit and collections, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in credit and collections management decisions are available and willing to participate.
* Current credit and collections management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of credit and collections management principles and standards.
* Relevant data on credit and collections management strategies, reporting requirements, and budget definitions is available.

## Objectives

* Define detailed requirements and design.
* Identify gaps and areas for improvement.
* Plan data migration and integrations.

## High-level agenda

* Introduction and objectives
* Current processes and systems
* Volume of transactions and needs
* Approval processes and policies
* Compliance and regulatory concerns

## Key questions

* Stakeholders, systems, and processes
  + Who are the key stakeholders involved in managing credit and collections?
  + What systems are currently used for managing credit and collections?
  + Can you describe the current processes for managing credit and collections?
  + What are the main pain points in your current credit and collections management process?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing credit and collections?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing credit and collections?
  + Are there specific policies that govern credit and collections management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing credit and collections?
  + How do you currently ensure compliance with these requirements?

# 65.60.001 Analyze sales performance deep-dive discovery workshop

The Analyze sales performance deep dive discovery workshop is designed to help your organization effectively analyze sales performance using Dynamics 365. This session will delve into your current systems, processes, and pain points, and identify any gaps in the out-of-the-box functionality. The workshop will focus on understanding the overall strategy for analyzing sales performance, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in sales performance analysis decisions are available and willing to participate.
* Current sales performance analysis strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of sales performance analysis principles and standards.
* Relevant data on sales performance analysis strategies, reporting requirements, and budget definitions is available.

## Objectives

* Define detailed requirements and design.
* Identify gaps and areas for improvement.
* Plan data migration and integrations.

## High-level agenda

* Introduction and objectives
* Current processes and systems
* Volume of transactions and needs
* Approval processes and policies
* Compliance and regulatory concerns

## Key questions

* Stakeholders, systems, and processes
  + Who are the key stakeholders involved in analyzing sales performance?
  + What systems are currently used for analyzing sales performance?
  + Can you describe the current processes for analyzing sales performance?
  + What are the main pain points in your current sales performance analysis process?
* Volume of transactions
  + How many transactions do you process monthly/annually for analyzing sales performance?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for analyzing sales performance?
  + Are there specific policies that govern sales performance analysis?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to analyzing sales performance?
  + How do you currently ensure compliance with these requirements?