

Advanced guide to quoting, pricing, and billing in project service automation capabilities for Microsoft Dynamics CRM

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Microsoft Dynamics CRM

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Key concepts

Some of the key concepts in project service automation that will help Professional service firms define their pricing, quoting, sales process, and billing are explained below.

Organizational units

An organizational unit in project service automation is a distinct group or division in a professional services company that employs billable resources with cost rates.

For global professional services firms that employ technical resources in various practices or business lines, the cost to the company for filling a role in one practice area or business line may be completely different from another practice area or business line. The organizational unit concept has been designed to help with this need. It provides a way to group a set of billable roles in a division of a company that has a distinct cost structure for these roles.

Key attributes and associations

An organization unit in project service automation has a specific currency and cost price list(s).

The currency of an organizational unit is the primary currency used to track costs.

There can be one or more cost price lists attached to an organizational unit. Project service automation places the following restrictions on price lists that can be attached to an organizational unit:

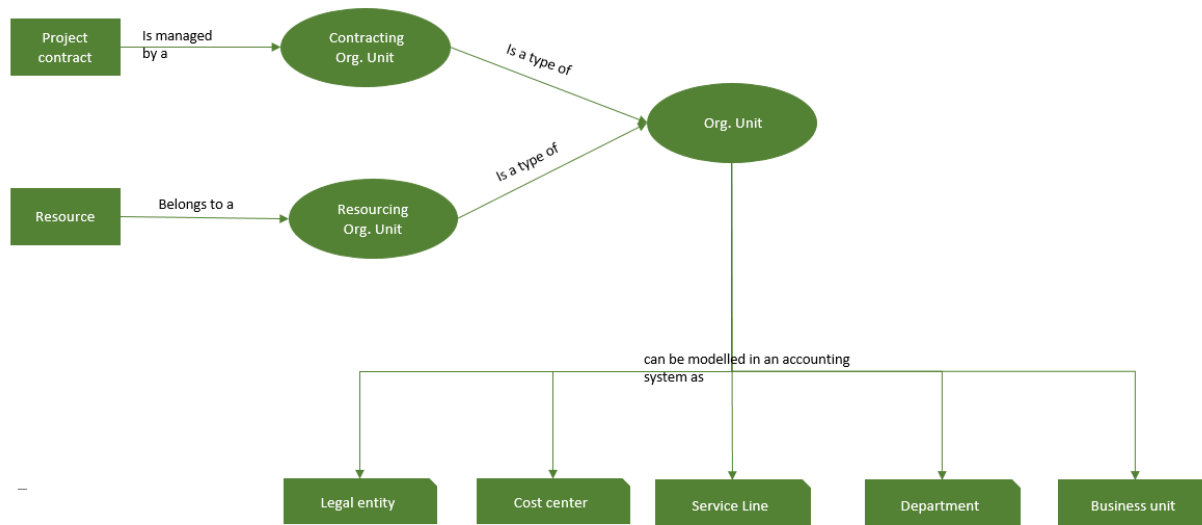
- Price lists must be in the currency of the organizational unit.
- Price lists must be of Cost context.

In addition to having a currency and cost price list, the organizational unit attribute is also on the resource entity. Each resource can be assigned to one organizational unit.

Usage

The organizational unit plays two roles in project service automation:

- In the role of contracting unit, the organizational unit represents the division or group of the company that is primarily responsible for winning the sale and managing the delivery of the work and services to the customer. The contracting unit, is identified by the field **Contracting Unit** under the headers of **Opportunity**, **Quote**, **Project Contract**, and **Project** in project service automation.
- The resourcing unit is the organizational unit that a resource belongs to or is assigned to. This organizational unit may provide its resources for certain roles on SOWs and projects owned by the contracting unit.



Frequently asked questions

How does the organizational unit entity introduced by project service automation relate to the organization entity that already exists in CRM?

The organization entity in CRM represents the name of a global CRM instance. This is usually the name of the global enterprise.

The organizational unit is a group or division within the global enterprise that has a set of roles and a distinct cost price list for these roles that is different from other such divisions in the company.

When project service automation is installed, a default organizational unit is automatically created based on the organization. All existing resources will get assigned to the default organizational unit. Subsequently any new Active Directory users or resources imported into CRM will be assigned to the default organizational unit in Project service automation by the user import process.

How is the Organizational Unit entity different from the Business Unit entity in CRM?

The Business Unit entity in CRM is designed as a security construct. Associating a user to a business unit will directly determine what entities and entity records the user has access to. It will also determine which permissions (**Create, Read, Write, Delete, Append, Append To, Assign, and Share**) the user has on those entity records.

The Organizational Unit entity is designed to represent a unit or division of the company that has distinct cost rates for employees that belong to it. Associating a resource to an organizational unit will determine its cost to a project engagement.

When implementing CRM, optimize security authorization for the hierarchy of business units and the assignment of users to business units. Assign all users who typically need to access the same set of records to the same business unit. The organizational unit has no impact on security authorization or access.

The following example illustrates the distinction.

Contoso, Ltd. has a thriving Microsoft technology practice. Prakash and Tricia are both C# developers, but Tricia is in the United States and Prakash is in India. Most of the project engagements require resources from Contoso India and Contoso US, and Prakash and Tricia require the same level of security access to projects in this practice area. However, there is a significant difference in the costs of developers from Contoso India and developers from Contoso US.

An optimal way to design for this using CRM and project service automation is to:

1. Create a Microsoft technology practice as a business unit and associate Prakash and Tricia to it. This will ensure that they both get the same level of security access to any projects of that practice area. They will be able to check progress and report time, expenses, and task updates.
2. Create two organizational units to make sure that the cost to project is correctly reflected.
3. Associate Tricia to Contoso U.S. and Prakash to Contoso India.
4. Assign appropriate cost price lists to both organizational units. This will ensure that the costs recorded on the project for Prakash and Tricia accurately reflect the difference in costs between Contoso U.S. and Contoso India.

Are organizational units related to sales territories in CRM?

There is no association or relationship between sales territories and organizational units. Sales territory is typically a geographical area in which sales are affected. Each sales territory can have a sales price list associated to it. An organizational unit is an internal part or division within the company that tracks costs for a set of roles that it sells to other divisions or external customers.

The following example illustrates the distinction.

Contoso, Ltd. has two development centers: Contoso US and Contoso India. Costs of resources are vastly different across these two operating centers.

Contoso sells its IT services in many markets internationally, such as Latin America, North America, Asia-Pacific, Western Europe, and the Middle East. Bill rates for the same project roles could vary vastly across each of these markets.

Contoso US and Contoso India should be set up as organizational units with their own specific cost price list. Asia-Pacific, Latin America, North America, Western Europe, and the Middle East should each be set up as Sales Territories with their specific sales price lists.

Why is there a restriction to associate price lists of cost context to organizational units? Why can't we associate sales price lists to organizational units?

Sales pricing is usually unique to the geographical area or to the markets in which services are being sold. Internal divisions of a company usually do not have their own sales pricing for the same type of services. Internal divisions, however, have varied COGS depending on the skills of the people they employ and the labor conditions of the region in which they operate. Since organizational units are modelled as internal divisions of a company in project service automation, they can have only cost price lists.

In project service automation, sales price lists can be associated to customers and sales territories. Transactional entities like **Opportunity**, **Quote**, **Project Contract**, and **Project** use sales price lists attached to the customer account or the sales territory to determine bill rates and potential revenue on the project engagement. Cost price lists are associated to organizational units.

Transactional entities like **Opportunity**, **Quote**, **Project Contract**, and **Project** use cost price lists attached to the contracting unit to determine costs to project engagement.

Are organizational units hierarchical in project service automation?

No. For the spring release of project service automation, organizational units are not hierarchical. Therefore, there is no out-of-the-box functionality to:

- Configure a pattern for defaulting cost prices that traverses up a hierarchy.
- Report revenue or cost rolled up at different levels of the organizational unit hierarchy.

We are a big multinational firm with a complex, multilevel hierarchy of cost centers, divisions, and billing offices. How can we make the best use of the organizational unit concept in this version of project service automation?

When you have a complex hierarchy of organizational units, set up the leaf nodes of that list as distinct organizational units in project service automation.

The following example shows a common hierarchy.

```
Contoso India
  SAP Practice
    Technical Consultants
    Functional Consultants
  Microsoft Technology Practice
    Technical Consultants
    Functional Consultants
Contoso US
  SAP Practice
    Technical Consultants
    Functional Consultants
  Microsoft Technology Practice
    Technical Consultants
    Functional Consultants
```

If your hierarchy is similar, you must set it up as a flat list in project service automation.

```
Contoso India - SAP Practice - Technical Consultants
Contoso India - SAP Practice - Functional Consultants
Contoso India - Microsoft Technology Practice Functional Consultants
Contoso India - Microsoft Technology Practice Functional Consultants
Contoso US- SAP Practice-Technical Consultants
Contoso US- SAP Practice-Functional Consultants
Contoso US- Microsoft Technology Practice-Technical Consultants
Contoso US- Microsoft Technology Practice- Functional Consultants
```

We are a small professional services firm and only operate as one division. How can we make the best use of the organizational unit concept in this version of project service automation?

You do not have to set up any organizational units if your company operates as one unit with one cost price list. During the installation of project service automation, CRM creates one default organizational unit with the same name as the organization in CRM. All users will be assigned to this organizational unit by default. This single unit will be the default wherever the system requires the selection of an organizational unit.

Unit groups and units

Unit groups and Units are core CRM entities. Unit is a unit of measure, and units can be classified into unit groups. A Unit Group is sometimes called a unit schedule in the CRM user interface. In this document, the terms unit group and unit schedule are used synonymously.

The following list includes examples of units and unit groups:

- Unit group: distance.
- Units: miles, kilometers, and so on
- Unit group: time.
- Units: hour, day, week, and so on

When setting up multiple units in a unit group, you must set up a conversion factor between the unit and with another unit as the base unit. The first unit you set up is designated as the default unit or primary unit for the unit group.

In the earlier example of the **Time Unit** group, if you set **hour** as the first unit, the system designates **hour** as the default unit. If the next unit you set up is **day**, you will also need to set up a conversion factor for **day** to **hour**. If **week** were the third unit, you can set the conversion factor for **week** in terms of **day** or **hour**.

Following is a sample setup for **Day**, where the **Quantity** field represents how many hours are in a day.

The screenshot shows the 'Unit' setup interface in Microsoft Dynamics CRM. The top navigation bar includes 'FILE', 'UNIT', and 'CUSTOMIZE'. The 'UNIT' tab is active, showing a ribbon with 'Save', 'Save & Close', 'Delete', 'View Hierarchy', 'Sharing', 'Copy a Link', 'Email a Link', 'Follow', 'Unfollow', 'Run Workflow', 'Start Dialog', and 'Run Report'. The main area is titled 'Unit : Information' and 'Unit Day'. The 'General' tab is selected, showing fields for 'Name' (Day), 'Quantity' (8.00000), and 'Base Unit' (Hour). A 'Units' dropdown menu is visible in the top right corner. On the left, a 'Related' section lists various entities like 'Audit History', 'Actual Accounting...', 'Equipment Prices', 'Estimate Accountin...', 'Role Prices', 'Transaction Catego...', 'Transaction Types', 'Transaction Creatio...', 'User Prices', 'Role Prices', 'Transaction Catego...', and 'Price Lists'.

The following example shows the setup for Week.

Usage

Project service automation uses units and unit groups for processing estimates and entries for both time and expense.

For expenses, each expense category has a default unit group and unit. These values are defaulted on price list entries for expense categories.

For example, you might have an expense category called Mileage set up with a unit group called Distance and a default unit called Mile. If you set up the distance unit group with two units (mile and kilometer), you can set two prices for the Mileage category in one price list (miles and kilometers).

| Expense category | Unit group | Unit | Pricing method | Price per unit |
|------------------|------------|-----------|----------------|----------------|
| Mileage | Distance | Mile | Price per unit | 10 USD |
| Mileage | Distance | Kilometer | Price per unit | 6 USD |

When you enter an expense on a project, the system determines the price through the combination of category and unit on the expense.

| Expense Description | Expense category | Unit | Quantity | Unit price | Unbilled sales amount |
|--------------------------|------------------|------|----------|------------|-----------------------|
| Drive to client location | Mileage | Mile | 10 | 10 USD | 100 USD |

For **Time**, each price list header has a **Default Time Unit** field. Its value is set when you create the Price list header. This unit is then used for setting all role-based prices on that price list.

Estimate lines for Time on Quote can be expressed in any unit of time. However, estimate lines on projects and time entries for projects are restricted to use the **Hour** unit of time. If the unit on the **time entry/estimate** line does not match the unit on the **price list** line for that role, the system converts the price into the units defined in the project estimate or the project actual transaction.

The following example will help explain how project service automation uses the unit group, units, and conversion factors.

Unit setup

Unit group: time

Units: hour

Day, conversion factor: 8 hours

Week, conversion factor: 40 hours

Price list setup on Project A:

Name: UK sales prices 2016

Default time unit: day

Currency: GBP

| Role | Unit group | unit | Organizational unit | Price |
|-----------|------------|------|---------------------|---------|
| Developer | Time | Day | Contoso UK | 800 GBP |

Time Entry

Tricia logs three hours on this project. The following example illustrates the resulting sales side transaction created by project service automation:

| Project | Task | Role | Quantity | unit | Unit Price | Unbilled sales amount |
|-----------|--------|-----------|----------|------|------------------------------|-----------------------|
| Project A | Design | Developer | 3 | Hour | 100 GBP (converted price) | 300 GBP |

Frequently asked questions

Will project service automation convert to different units in the case of expenses?

No. Unit conversion has only been implemented for time. For expenses, when the system is not able to find a price for the **Expense** category and Unit combination, price is defaulted to 0.00

Why does project service automation convert time units?

Setting up bill rates in days is a legal requirement for companies in some countries. Price negotiation and discounting during the quote cycle is done on day rates for each billable role. Work Breakdown Structure (WBS) estimation and time entry, however, are done in hours. To support this difference in time units, project service automation converts time units.

Can time units be changed on project estimates?

No. WBS-based estimation is currently restricted to hours. It cannot be changed.

Can units and unit groups be modified, deleted, and added?

Yes. With exception of the unit group called **Time** and unit called **Hour**, all other units can be deleted or modified, and new units can be added. Modifying unit group **Time** and unit **Hour** will make project service automation unstable.

Scenario walkthrough

The following scenario illustrates the concepts described earlier. The following sections will describe how the scenario can be implemented in project service automation for Dynamics CRM.

Scenario description

Contoso, Ltd. is an IT vendor. They sell IT services and implement enterprise software. Their sales regions span the globe, and they have development centers in the United States and India.

Michael is an account manager at Contoso. He is trying to bid for a CRM Implementation project at Alpine Ski House based in the United Kingdom. For projects like these, Contoso typically uses the following work distribution:

- Design phase is done at Contoso US.
- Development phase is done at Contoso India.
- Implementation is by resources from Contoso US.

Contoso US prefers to bill expenses as a fixed bid component of the overall contract. All other costs are billed based on Time and Material. Michael's quote to the customer should reflect that.

In the United Kingdom and a few other European markets, quotes for labor must be provided in days, and the prices quoted or negotiated for human resource time are on the day rates of various roles.

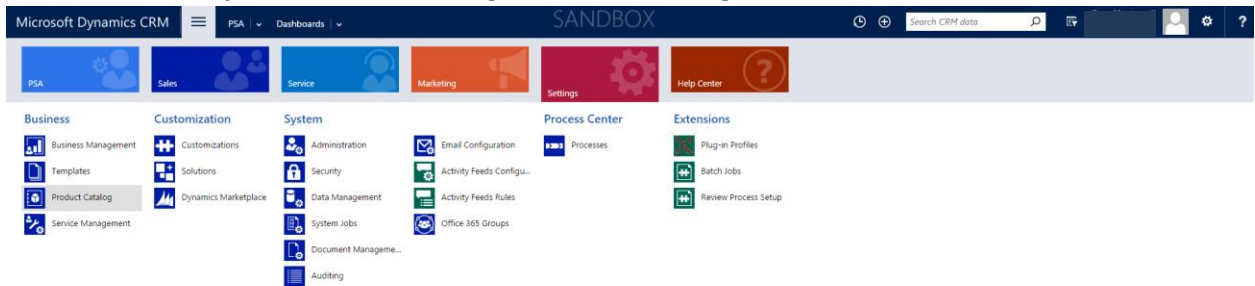
The following scenario can be implemented end to end, from quote to recording of project actuals, and billing the customer using project service automation.

Required setup (master data)

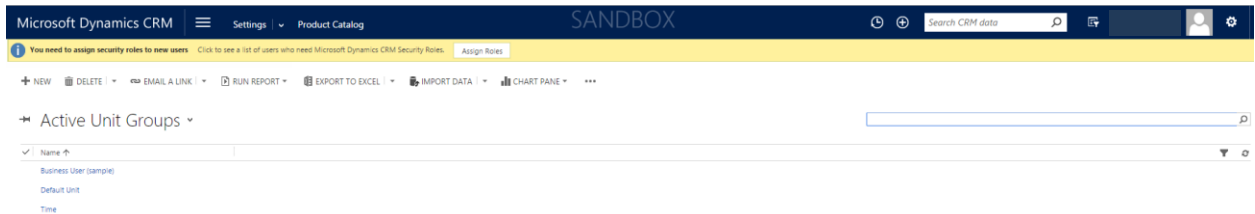
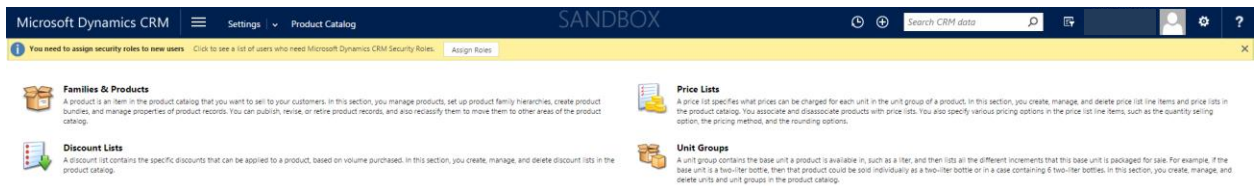
The following section describes the master data setup required for implementing a global project.

Set up time units and conversion factors

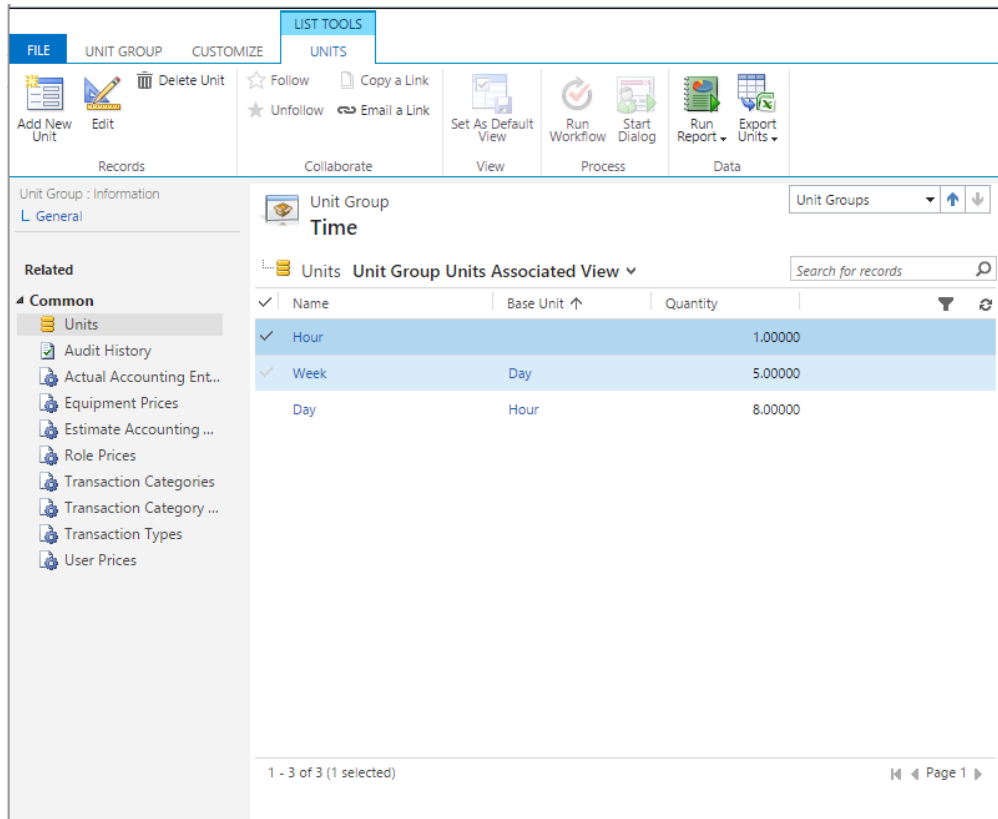
1. Go to Microsoft Dynamics CRM > Settings > Product Catalog.



2. On the **Product Catalog** page, choose **Unit Groups** to go to the **Unit Groups** list page.

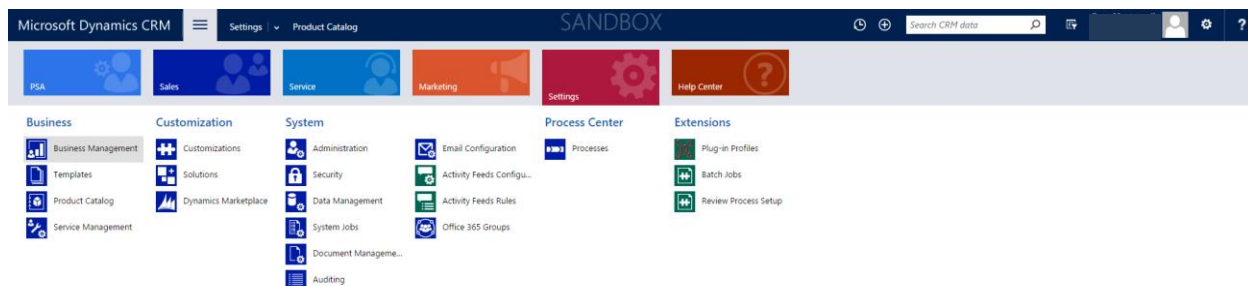


- Project service automation installation creates a unit group called **Time**. Open this unit group and choose **Units**. You will notice that **Hour** has already been created by project service automation installation.
- Choose **Add New Unit** from the **Units** tab, and add two units:
 - Day** with Base Unit of **Hour** and **Quantity** of 8.
 - Week** with Base unit of **Day** and **Quantity** of 5.



Setup currencies and exchange rates

- Go to **Microsoft Dynamics CRM > Settings > Business Management**.



- To go to the **Currencies** list page, choose **Currencies**. The currency used while setting up a CRM instance will have been added. This is called the Base Currency.

- Click **New** to add all the currencies that your company uses.

Microsoft Dynamics CRM Settings Business Managem... SANDBOX

You need to assign security roles to new users Click to see a list of users who need Microsoft Dynamics CRM Security Roles. [Assign Roles](#)

Currencies

View: Active Currencies

[New](#) [Print](#) [Close](#) [Run Workflow...](#) [Start Dialog](#) [More Actions](#)

| ✓ | Currency Name ↑ | Currency Code | Currency Symbol | Exchange Rate | Currency Precision |
|---|-------------------|---------------|-----------------|-------------------|--------------------|
| | Australian Dollar | AUD | \$ | 0.7232200000 | 2 |
| | Canadian Dollar | CAD | \$ | 1.3332000000 | 2 |
| | Dansk krone | DKK | kr. | 7.0645900000 | 2 |
| | Euro | EUR | € | 0.9467650000 | 2 |
| | Norsk krone | NOK | kr | 0.1149690000 | 2 |
| | Peso | MXN | \$ | 16.5990000000 | 2 |
| | Pound Sterling | GBP | £ | 0.6500000000 | 2 |
| | Real | BRL | R\$ | 3.8995000000 | 2 |
| | Rupee | INR | ₹ | 66.5495000000 | 2 |
| | Schweizer Franken | CHF | Fr. | 1.0276200000 | 2 |
| | Singapore Dollar | SGD | \$ | 1.4102700000 | 2 |
| | Svensk krona | SEK | kr | 8.7342900000 | 2 |
| | US Dollar | USD | \$ | 1.0000000000 | 2 |
| | рубль | RUB | р. | 0.0150579000 | 2 |
| | درهم اماراتي | AED | د.ا. | 3.6728000000 | 2 |
| | ₩ | KRW | ₩ | 1,159,290,000,000 | 0 |
| | 人民币 | CNY | ¥ | 6.3980800000 | 2 |
| | 円 | JPY | ¥ | 123,222,000,000 | 2 |

4. On the **New Currency** setup screen, select both the three-letter ISO code for the currency that you wish to set up and the exchange rate with the base currency.

File Save and Close Help

Currency: New Currency

Information

Currency : Information

General

Currency Type ☒ System ☐ Custom

Currency Code * ARS Currency Precision * 2

Currency Name * Peso Currency Symbol * \$

Currency Conversion

USD 1.00 = ARS *

Related

Common

- Audit History
- Organizational Units
- Projects

Process Sessions

- Background Processes
- Real-time Processes

Status: New

Set up organizational units

1. Go to **PSA > Settings > Organizational Units** to open the **Organizational Units** list page.



- a. On the **Organizational Units** list page, set up two organizational units based on our [scenario description](#). Contoso has two development centers: Contoso India and Contoso US. These two development centers must be set up as the two organizational units.

Microsoft Dynamics CRM | Project Service | Organizational Units

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+ NEW | DELETE | EMAIL A LINK | RUN REPORT | EXCEL TEMPLATES | EXPORT TO EXCEL | IMPORT DATA | CHART PANE | VIEW

Active Organizational Units

| Name | Description |
|---------------|---------------|
| Contoso India | Contoso India |
| Contoso US | Contoso US |

- b. Make sure that each organizational unit is associated with a currency that it uses. For the [scenario](#) example, Contoso US should be associated to USD, and Contoso India should be associated to INR.

Microsoft Dynamics CRM | Project Service | Organizational Units | Contoso US

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+ NEW | DEACTIVATE | DELETE | EMAIL A LINK | RUN WORKFLOW | START DIALOG | WORD TEMPLATES | RUN REPORT | FORM EDITOR

ORGANIZATIONAL UNIT : INFORMATION

Contoso US

General

Name: Contoso US
Description: Contoso US
Currency: US Dollar

Cost Price Lists

| Name | Currency | Start Date | End Date |
|--------------------|-----------|------------|------------|
| US Cost Rates 2016 | US Dollar | 1/1/2016 | 12/31/2016 |

NOTES
Enter a note
No Notes found.

Set up resources and default roles

Make sure to set up the following roles for the project:

- Developer
- Functional consultant
- Principal consultant
- Technical consultant
- Project manager

For more information about how to set up roles and understand the attributes of project roles, please refer to the [Basic guide to pricing, quoting, and billing in project service automation](#).

- Go to the **Resources** page and make sure that each resource is assigned to an organizational unit.

The screenshot shows the Microsoft Dynamics CRM interface. The top navigation bar includes 'Microsoft Dynamics CRM', 'Project Service', 'Organizational Units', and 'Contoso US'. The left sidebar shows various modules like 'My Work', 'Customers', 'Sales', 'Planning and Delivery', 'Billing', 'Resources', 'Tools', and 'Settings'. The 'Resources' module is selected, showing the 'Resource Availability' page for 'Abraham McCormick'. The page displays general information, project service details, and a table of resource skills.

BOOKABLE RESOURCE INFORMATION
Abraham McCormick

General

Resource Type: Contact
Contact: Abraham McCormick
Name: Abraham McCormick
Time Zone: (GMT-08:00) Pacific Time (US & Canada)

Project Service

| Name | Characteristic | Rating Value | Approval status |
|--------------------------------|------------------------|--------------|-----------------|
| Skill - Accounting and Finance | Accounting and Finance | Good | Approved |
| Skill - Agile Methodology | Agile Methodology | Proficient | Approved |
| Skill - Budgeting | Budgeting | Proficient | Approved |
| Skill - CRM | CRM | Good | Approved |

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Target Utilization

Organizational Unit: Contoso US

Set up expense categories

Set up the following expense categories:

- Airfare
- Hotel
- Meal
- Car rental
- Per diem

For help setting up and understanding the attributes of expense categories, see the white paper [Basic guide to pricing, quoting and billing in project service automation in Dynamics CRM](#).

Set up product catalog items

In this [scenario](#), Contoso US has to sell a Dynamics CRM software license to Alpine Ski House, so you must set up product and related properties. Project service automation extends product properties in Dynamics CRM to software subscription-based sales scenarios. A subset of product properties can be flagged as quantity factors. After the quantity factors are flagged, the **quantity** field on the **Quote and Project** contract page will be computed based on the property values.

For more information about how to set up product properties and quantity factors, see the white paper [Basic guide to pricing, quoting and billing in project service automation in Dynamics CRM](#).

Set up cost price lists

Because the [scenario](#) calls for Contoso having two organizational units, you should create two cost price lists that capture cost rates as tracked by the two organizational units.

1. Go to **Project Service > Settings > Price Lists** to set up two cost price lists for Contoso US and Contoso India:

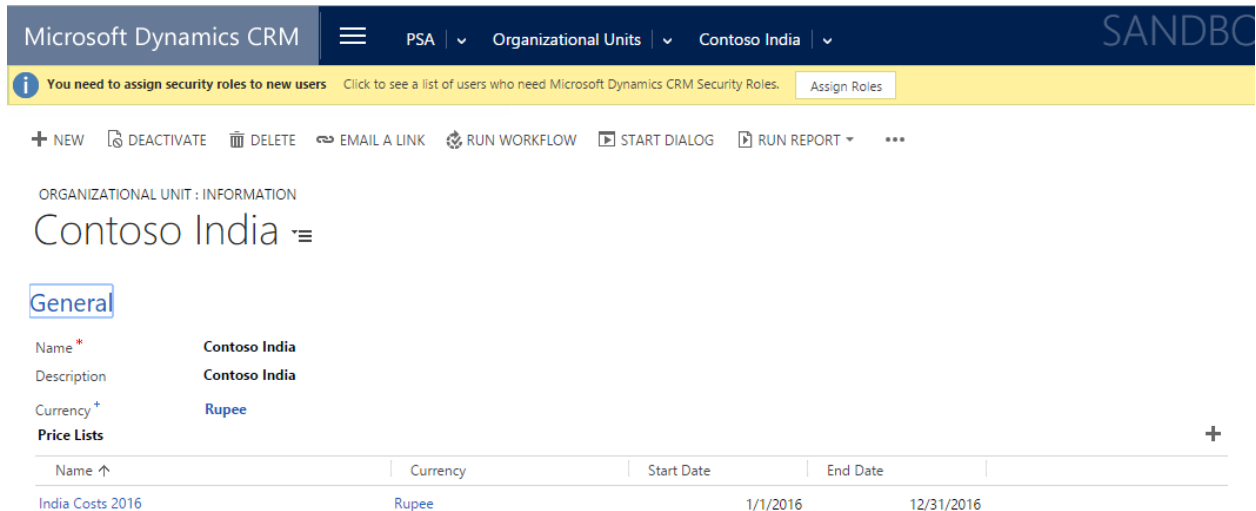
- US Costs 2016.
- India Costs 2016.

When you create cost price lists, set up date effectively using the **Start date** and **End date** fields on the header of the price list. Ensure that the **Default Time Unit** field is set to the time unit used by that organizational unit for its project task estimations and time entries. Ensure that the currency of the price list is the currency that the organizational unit uses to track its costs.

2. Set up role-based pricing to capture cost per time unit (**Hour**, in this case) that is specific to the resourcing unit. For example: a developer resource role from Contoso India may be lent to Contoso US at an hourly rate of \$100 USD. A developer resource role from Contoso US may have a higher rate, such as \$150 USD per hour. The **Organization Unit** field on the **Role Price** quick create page is the resourcing unit, that is, the division or unit of the company that supplies resources.



Map each cost price list to the correct organizational units on the **Organizational Units** entity page. This organizational unit represents the contracting unit or the division of the company that is borrowing resources.



| Name | Currency | Start Date | End Date |
|------------------|----------|------------|------------|
| India Costs 2016 | Rupee | 1/1/2016 | 12/31/2016 |

Set up sales price lists

Because the [scenario](#) calls for Contoso US selling in the United Kingdom, you must create a sales price list in GBP.

1. Go to **Project Service > Settings > Price Lists** to create a sales price list named **UK Bill Rates 2016**.

-
2. When creating sales price lists, set up date effectivity using the **Start date** and **End date** fields. Ensure that the **Default Time Unit** field is set to the time unit for that sales region. In the United Kingdom, time is quoted and negotiated in days, so you must set **day** as the default time unit.
 3. Set up role-based bill rates per resourcing unit the same way you set up cost prices based on resourcing unit.
 4. Set up expense category pricing using pricing methods. For more information about setting up expense category pricing, see the white paper [Basic guide to pricing, quoting and billing in project service automation for Dynamics CRM](#).
 5. Set up product catalog prices in the **Price list items** section of the sales price list.
 6. Attach the sales price list to a customer record in the **Default Price List** and the **Project Price List** sections.

Set up customer information

Go to **Project Service > Customers** to open the **Customers** list page. Select **Alpine Ski House** and update the following attributes:

- Currency. Set this to **GBP**.
- Address.
- Payment terms.
- Default price list. Set this field to **UK Bill Rates 2016**. This price list will be used for setting default prices of catalog products.
- Add an entry to the **Project Price Lists** list that refers to the **UK Bill Rates 2016** price list. This price list will be used for price defaulting for resource roles and expense categories.

Step by step

Create opportunity

1. From the project service top navigation, under the Sales section, navigate to the **Opportunities** list page. From the list page, click **New** to create an opportunity with **Alpine Ski House** as the customer.
2. Name the opportunity **CRM Implementation**.
3. Fill in the **Probability**, **Rating**, **Customer Need**, and **Purchase Process** fields as required.
4. Save the opportunity and check the following:
 - The default currency must be the customer's currency.
 - The default account manager should be the user who created the opportunity.
 - The contracting unit should be the user's organization unit.
 - The **product price list** field and **project price list association** entity on the opportunity should be set to the corresponding price lists for the customer Alpine Ski House.

Microsoft Dynamics CRM | Project Service | Opportunities | CRM Implementation...

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NEW | CLOSE AS WON | CLOSE AS LOST | CLOSE ALL QUOTES | RECALCULATE OPPORTUNITIES | ASSIGN | EMAIL A LINK | DELETE | SWITCH PROCESS

OPPORTUNITY - PROJECT INFORMATION

CRM Implementation for Alpine

Est. Close Date: -- | Est. Revenue: £0.00 | Status: In Progress | Owner: Michael V

Quality (Active) | Propose | Contract | Close | Next Stage

Identify Contact: click to enter | Identify Account: Alpine Ski House (click to enter) | Purchase Timeframe: click to enter

Estimated Budget: click to enter | Purchase Process: click to enter | Identify Decision Maker: mark complete | Capture Summary: click to enter

Summary

Topic: CRM Implementation
Type: Work based
Contact: --
Account: Alpine Ski House
Account Manager: Michael V
Contracting Unit: Contract US
Purchase Timeframe: Pound Sterling
Currency: UK Software Rates 2016
Product Price List: System Calculated
Revenue: --
Budget Amount: --
Profitability: Warm
Rating: --
Purchase Process: --
Description: --

Current Situation: --

POSTS | ACTIVITIES | NOTES

Enter post here | POST

Both | Auto posts | User posts

CRM Implementation
Opportunity Created by Michael V for Account Alpine Ski House.
On CRM Implementation for Alpine's wall
Today

STAKEHOLDERS

Name | Role

No stakeholders found.

SALES TEAM

Name | Role

No sales team members found.

Create quote

- Once the opportunity is mature, choose **Next** stage on the **Business Process** control to move to the next stage. The next stage is the **Propose** stage in the sample business process. The backing entity for this stage is a **Quote**.
- Click **Create +** to create a new quote from this opportunity.

OPPORTUNITY - PROJECT INFORMATION

CRM Implementation for Alpine

Est. Close Date: -- | Est. Revenue: £0.00 | Status: In Progress | Owner: Michael V

Quality (Active) | Propose | Contract | Close | Next Stage

Identify Contact: click to enter | Identify Account: Alpine Ski House (click to enter) | Purchase Timeframe: click to enter

Estimated Budget: click to enter | Purchase Process: click to enter | Identify Decision Maker: mark complete | Capture Summary: click to enter

Summary

Topic: CRM Implementation
Type: Work based
Contact: --
Account: Alpine Ski House
Account Manager: Michael V
Contracting Unit: Contract US
Purchase Timeframe: Pound Sterling
Currency: UK Software Rates 2016
Product Price List: System Calculated
Revenue: --
Budget Amount: --
Profitability: Warm
Rating: --
Purchase Process: --
Description: --

Current Situation: --

POSTS | ACTIVITIES | NOTES

Enter post here | POST

Both | Auto posts | User posts

CRM Implementation
Opportunity Created by Michael V for Account Alpine Ski House.
On CRM Implementation for Alpine's wall
Today

STAKEHOLDERS

Name | Role

No stakeholders found.

SALES TEAM

Name | Role

No sales team members found.

Next Stage: Select Quote, No records found., 0 Available, Create +

- Save this quote to generate a quote ID. After saving the quote, check the following:
 - The opportunity's currency must be the default currency.
 - The default account manager and contracting unit are the same as those in the opportunity.
 - The product price list (**Price list** field) and project price list (association) are copied from the opportunity to the quote.

Microsoft Dynamics CRM | Project Service | Opportunities | CRM Implementation...

NEW | CLOSE AS WON | CLOSE AS LOST | DELETE | LOOK UP ADDRESS | ASSIGN | SHARE | EMAIL A LINK | RUN WORKFLOW

QUOTE - PROJECT INFORMATION

CRM Implementation for Alpine

Total Amount: £0.00 | Status: Draft | Status Reason: In Progress | Owner: Michael V

Quality (Active) | Propose (Active) | Contract | Close | Next Stage

✓ Status Reason: In Progress | ✓ Total Amount: £0.00

Quote Analysis

Not Profitable
Gross Margin (%): 0.00
Adjusted Gross Margin (%): 0.00

Customer Budget Not Available
Estimated Schedule: --
Estimated Budget: --

Schedule Not Available

Summary

Quote ID: QUO-01008-S2C829
Revision ID: 0
Name: CRM Implementation
Potential Customer: Alpine Ski House
Account Manager: Michael V
Contracting Unit: Contract US
Opportunity: CRM Implementation
Product Price List: UK Software Rates 2016
Requested Delivery Date: --
Quote Expires On: --
Status Reason: In Progress

DESCRIPTION

Bill To Address: 7505 Laguna Boulevard, Seattle, WA 98118, USA

Payment Terms: Net 30
Sales Currency: Pound Sterling

ACTIVITIES | NOTES

All | Add Phone Call | Add Task

We didn't find any activity records.

4. Create project-based quote lines to quote for implementation work:
 - a. Create a quote line called **CRM Implementation** and select **Time and Material** as the billing method.
 - b. Enter a customer budget to record customer expectations of budget for this portion of the project.
 - c. Go to the quote line UI by double-clicking the quote line that includes only the transaction class **Time**.

Quote Line

| | | | | | |
|----------------|-------------------------------|-----------------|-----|---------------|-------------|
| Name | Consulting and Implementation | Include Time | No | Quoted Amount | £100,000.00 |
| Billing Method | Time and Material | Include Expense | Yes | Budget Amount | £100,000.00 |
| | | Include Fee | No | | |

Save Cancel

- d. From the quote line UI, go to the **Chargeability View** to see the prices and chargeability options of the various roles in the system.

Microsoft Dynamics CRM | Project Service | Quotes | New Quote Line

Common | Process Sessions

Chargeability View

General

| | | | | | |
|----------------|-------------------------------|-----------------|-----|--------------------|-------------|
| Quote | CRM Implementation | Include Time | Yes | Quoted Amount | £100,000.00 |
| Name | Consulting and Implementation | Include Expense | No | Budget Amount | £100,000.00 |
| Billing Method | Time and Material | Include Fee | Yes | Invoice Frequency | BiMonthly |
| Project | -- | | | Billing Start Date | -- |

Quote Line Details

| Description | Billing Type | Transaction Class | Resourcing unit | Category | Role | Start Date | End Date | Quantity | Unit | Sales Price | Extended Amount | Cost Price | Cost Amount |
|-------------------------------------|--------------|-------------------|-----------------|----------|------|------------|----------|----------|------|-------------|-----------------|------------|-------------|
| No Quote Line Detail records found. | | | | | | | | | | | | | |

5. Select Contoso US from the **Resourcing Unit** drop-down box and change the prices of roles.
6. Select Contoso India and change the price of a developer from Contoso India. Cost prices also appear in this UI. They come from the cost price list attached to the contracting unit, which is Contoso US.

QUOTE LINE - PROJECT INFORMATION

Consulting and Implementation

SAVE SAVE & CLOSE CLOSE EDIT SALES PRICES

Price List: UK Bill rates 2016 - CRM implementation for Alpine - 4/17/2016 11:07:28 PM

Resourcing Unit: Contoso US

Chargeable roles for time entries

| Applicable | Role | Unit | Sales Price | Standard Price | Sales Price in Cost Currency | Cost Price | Profit margin (%) |
|-------------------------------------|-----------------------|------|-------------|----------------|------------------------------|------------|-------------------|
| <input checked="" type="checkbox"/> | Project Manager | Day | £1,050.00 | £1,050.00 | \$1,579.77 | \$960.00 | 39.23 |
| <input checked="" type="checkbox"/> | Team Member | Day | £0.00 | £0.00 | \$0.00 | \$0.00 | 0 |
| <input checked="" type="checkbox"/> | Architect | Day | £800.00 | £800.00 | \$1,203.63 | \$800.00 | 33.53 |
| <input checked="" type="checkbox"/> | Functional consultant | Day | £900.00 | £900.00 | \$1,354.09 | \$960.00 | 29.10 |
| <input checked="" type="checkbox"/> | Technical consultant | Day | £960.00 | £960.00 | \$1,444.36 | \$1,040.00 | 28.00 |
| <input checked="" type="checkbox"/> | Developer | Day | £800.00 | £800.00 | \$1,203.63 | \$800.00 | 33.53 |
| <input checked="" type="checkbox"/> | Principal consultant | Day | £1,050.00 | £1,050.00 | \$1,579.77 | \$960.00 | 39.23 |
| <input checked="" type="checkbox"/> | Practice manager | Day | £1,100.00 | £1,100.00 | \$1,654.99 | \$960.00 | 41.99 |

QUOTE LINE - PROJECT INFORMATION

Consulting and Implementation

SAVE SAVE & CLOSE CLOSE

Deal specific price list

Price List: UK Bill rates 2016 - CRM implementation for Alpine - 4/17/2016 11:07:28 PM

Resourcing Unit: Contoso India

Chargeable roles for time entries

| Applicable | Role | Unit | Sales Price | Standard Price | Sales Price in Cost Currency | Cost Price | Profit margin (%) |
|-------------------------------------|-----------------------|------|-------------|----------------|------------------------------|------------|-------------------|
| <input checked="" type="checkbox"/> | Project Manager | Day | £530.00 | £530.00 | \$797.41 | \$400.00 | 49.84 |
| <input checked="" type="checkbox"/> | Team Member | Day | £0.00 | £0.00 | \$0.00 | \$0.00 | 0 |
| <input checked="" type="checkbox"/> | Architect | Day | £480.00 | £480.00 | \$722.16 | \$400.00 | 44.61 |
| <input checked="" type="checkbox"/> | Functional consultant | Day | £370.00 | £370.00 | \$556.66 | \$320.00 | 42.52 |
| <input checked="" type="checkbox"/> | Technical consultant | Day | £430.00 | £430.00 | \$646.95 | \$480.00 | 25.91 |
| <input checked="" type="checkbox"/> | Developer | Day | £400.00 | £400.00 | \$601.82 | \$320.00 | 46.63 |
| <input checked="" type="checkbox"/> | Principal consultant | Day | £580.00 | £580.00 | \$872.63 | \$880.00 | -0.94 |
| <input checked="" type="checkbox"/> | Practice manager | Day | £630.00 | £630.00 | \$947.89 | \$960.00 | -1.28 |

- a. Close the **Quote line** page. On the **Quote header** page, create a second quote line called **Project Expenses** and select the **fixed price** billing method.

- Enter a customer budget to record customer budget expectations for this portion of the project.
- Double-click the quote line and limit the transaction type to **Expenses**.
- Close the **Quote line** page. Create two product catalog lines called **CRM Professional**. Create one with the **Standard** user unit, and one with the **Administrative** user unit.

Product-based Lines

| Product Name | Properties | Delivery Date | Quantity | Unit | Sales Price | Cost Price | Quoted Amount | Cost Amount | Customer Budget |
|------------------|----------------------|---------------|-----------|----------------|-------------|------------|---------------|-------------|-----------------|
| CRM Professional | Edit | 4/18/2016 | 30.000000 | Standard User | £45.00 | £26.59 | £1,350.00 | £787.59 | |
| CRM Professional | Edit | 4/18/2016 | 30.000000 | Administrative | £45.00 | £26.59 | £1,350.00 | £787.59 | |

Estimation

- Create a project called **CRM Implementation** from the **Quote line** page. Because this project is being created from a Quote line, the contracting unit of the project defaults to Contoso US, the contracting unit on the quote.
- Select **Agile Template** on the **Project** quick create form.

Microsoft Dynamics CRM | Project Service | Quotes | New Quote Line

Project

Name: CRM Implementation
 Description: --
 Project Manager: Michael V

Project Template: Agile Template
 Calendar template: Default Work Template

Start Date: 4/25/2016
 Estimated Hours: 596.00
 Estimated Cost: \$23,848.00

Quote Line Details

| Description | Billing Type | Transaction Class | Resourcing unit | Category | Role | Start Date | End Date | Quantity | Unit | Sales Price | Extended Amount | Cost Price | Cost Amount |
|-------------------------------------|--------------|-------------------|-----------------|----------|------|------------|----------|----------|------|-------------|-----------------|------------|-------------|
| No Quote Line Detail records found. | | | | | | | | | | | | | |

Invoice Schedule

- Open the project and navigate to the WBS.
- Select **Resourcing unit** to make it appear on the WBS grid. The default resourcing unit on WBS tasks is Contoso US, which is the contracting unit on the project. Update the WBS task by selecting "Contoso India" for the **Resourcing Unit** field.

PROJECT : INFORMATION

CRM Implementation

Due Date: 6/3/2016 | Estimated Cost: \$64,120.00 | Cost Consumption %: -- | Progress %: --

Task Mode WBS ID | Task Name | Predecessors | Role | Effort | Number | Start Date | End Date | Duration | Resources

1 | CRM Implementation | Principal consult... | 596 | 1 | 4/25/2016 | 6/3/2016 | 596 hrs

2 | Sprint 1 | Technical consult... | 250 | 1 | 4/25/2016 | 5/10/2016 | 250 hrs

2.1 | Discover | Architect | 30 | 1 | 4/25/2016 | 5/10/2016 | 30 hrs

2.2 | Design | Architect | 80 | 2 | 4/25/2016 | 5/10/2016 | 80 hrs

2.3 | Develop | Developer | 120 | 3 | 4/25/2016 | 5/10/2016 | 120 hrs

2.4 | Test | Functional consult... | 20 | 1 | 4/25/2016 | 5/10/2016 | 20 hrs

3 | Sprint 2 | Technical consult... | 250 | 1 | 5/10/2016 | 5/23/2016 | 250 hrs

3.1 | Discover | Architect | 30 | 1 | 5/10/2016 | 5/23/2016 | 30 hrs

3.2 | Design | Architect | 80 | 2 | 5/10/2016 | 5/23/2016 | 80 hrs

3.3 | Develop | Developer | 120 | 3 | 5/10/2016 | 5/23/2016 | 120 hrs

3.4 | Test | Functional consult... | 20 | 1 | 5/10/2016 | 5/23/2016 | 20 hrs

4 | Training and Handoff | Functional consult... | 40 | 1 | 5/23/2016 | 6/3/2016 | 40 hrs

5 | Project complete | Project Manager | 16 | 1 | 5/23/2016 | 6/3/2016 | 16 hrs

Resourcing Unit dropdown options: Contoso US, Contoso France, Contoso Global, Contoso India, Contoso Netherlands, Contoso UK, Contoso US

- Go to Project estimates and select **Resourcing Unit** in the **Project Estimates** list. Ensure that sales and cost prices of the roles are reflected based on the correct price lists.

6. Cost prices come from the Cost price list attached to the contracting unit (Contoso US):

- The cost price list line for setting the default cost price must match the resourcing unit and role on the WBS task in the cost price list.
- Sales prices come from the sales price list attached to the quote as Project price list.
- The sales price list line for setting the default role price must match the resourcing unit and role on the WBS task in the price list.

PROJECT : INFORMATION

CRM Implementation

Due Date: 6/3/2016 | Estimated Cost: \$64,120.00 | Cost Consumption %: -- | Progress %: --

| Task | Estimated Start Date | Estimated End Date | Unit Cost Price | Unit Sales Price | Total Cost Price | Total Sales Price | 4/24/2016 | 5/1/2016 | 5/8/2016 | 5/15/2016 | 5/22/2016 | 5/29/2016 | 6/5/2016 |
|----------------------------------|----------------------|--------------------|-----------------|------------------|------------------|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|----------|
| Principal consultant (1) | | | | | \$4,800.00 | \$5,250.00 | 5,250.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Project kickoff | 4/25/2016 | 4/29/2016 | \$120.00 | £131.25 | \$4,800.00 | \$5,250.00 | 5,250.00 | | | | | | |
| Technical consultant (2) | | | | | \$7,800.00 | \$7,200.00 | 3,600.00 | 3,600.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Discover | 4/26/2016 | 4/29/2016 | \$130.00 | £120.00 | \$3,900.00 | \$3,600.00 | 3,600.00 | | | | | | |
| Discover | 5/3/2016 | 5/6/2016 | \$130.00 | £120.00 | \$3,900.00 | \$3,600.00 | | 3,600.00 | | | | | |
| Architect (2) | | | | | \$16,000.00 | \$16,000.00 | 4,800.00 | 3,200.00 | 8,000.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Design | 4/27/2016 | 5/3/2016 | \$100.00 | £100.00 | \$8,000.00 | \$8,000.00 | 4,800.00 | 3,200.00 | | | | | |
| Design | 5/9/2016 | 5/13/2016 | \$100.00 | £100.00 | \$8,000.00 | \$8,000.00 | | | 8,000.00 | | | | |
| Developer (2) | | | | | \$9,600.00 | \$12,000.00 | 0.00 | 3,600.00 | 2,400.00 | 6,000.00 | 0.00 | 0.00 | 0.00 |
| Develop | 5/4/2016 | 5/19/2016 | \$40.00 | £50.00 | \$4,800.00 | \$6,000.00 | | 3,600.00 | 2,400.00 | | | | |
| Develop | 5/16/2016 | 5/20/2016 | \$40.00 | £50.00 | \$4,800.00 | \$6,000.00 | | | | 6,000.00 | | | |
| Functional consultant (3) | | | | | \$9,600.00 | \$9,000.00 | 0.00 | 0.00 | 2,250.00 | 0.00 | 4,050.00 | 2,700.00 | 0.00 |
| Test | 5/11/2016 | 5/13/2016 | \$120.00 | £112.50 | \$2,400.00 | \$2,250.00 | | | 2,250.00 | | | | |
| Test | 5/23/2016 | 5/25/2016 | \$120.00 | £112.50 | \$2,400.00 | \$2,250.00 | | | | | 2,250.00 | | |
| Training and Handoff | 5/26/2016 | 6/1/2016 | \$120.00 | £112.50 | \$4,800.00 | \$4,500.00 | | | | | 1,800.00 | 2,700.00 | |
| Project Manager (1) | | | | | \$1,920.00 | \$2,100.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2,100.00 | 0.00 |
| Project complete | 6/2/2016 | 6/3/2016 | \$120.00 | £131.25 | \$2,100.00 | \$2,100.00 | | | | | | 2,100.00 | |
| | | | | | \$49,720.00 | \$51,550.00 | 13,650.00 | 10,400.00 | 12,650.00 | 6,000.00 | 4,050.00 | 4,800.00 | 0.00 |

Cost prices associated to Contoso US Organizational Unit that is the Contracting Unit on this deal

Sales prices coming from the custom price list on the quote. Day rates on the quote are converted to hourly rates on the project estimation. Conversion factor used is 1 Day = 8 hours and can setup in the unit conversion in CRM. Notice the Developer rate of 50 GBP translates to 400 GBP which is the custom price we used on the quote

Winning the quote

Once the quote is won, you can create a project contract by choosing **Close as Won** on the ribbon. This creates a project contract and opens it as a new page. Close the **Contract** page and refresh the **Quote** page to see that the sample business process is set to the Contract stage.

CRM Implementation

Summary

Contract Status Reason: Draft | Total Amount: £65,150.00

Contract (Active)

Summary

ID: ORD-01019-Q18654

Name: CRM Implementation

Customer: Alpine Ski House

Account Manager: Michael V

Contracting Unit: Contoso US

Product Price List: UK Software Rates 2016

Requested Completion Date: 7/26/2016

Opportunity: CRM Implementation for Alpine

Quote: CRM Implementation for Alpine

Contract Status Reason: Draft

BILLING AND PRINT SETUP

Bill To Address: 7505 Laguna Boulevard, Seattle, WA 98118, USA

Bill To Contact Name: Net 30

Payment Terms: Pound Sterling

ACTIVITIES

Contract Performance

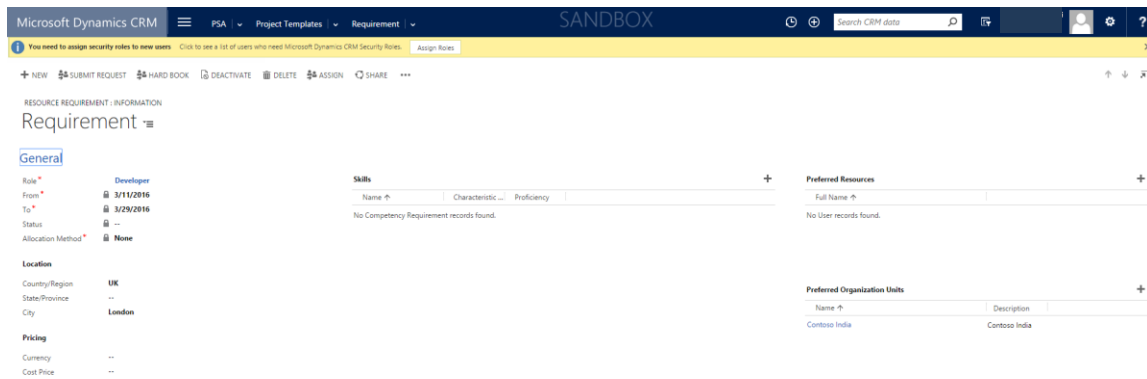
Contract Lines

Project-based Lines

| Name | Billing Method | Project | Include Time | Include Expense | Include Fee | Amount | Customer Budget |
|---------------------|----------------|--------------------|--------------|-----------------|-------------|------------|-----------------|
| All Travel Expenses | Fixed Price | CRM Implementation | No | Yes | No | £10,000.00 | £10,000.00 |

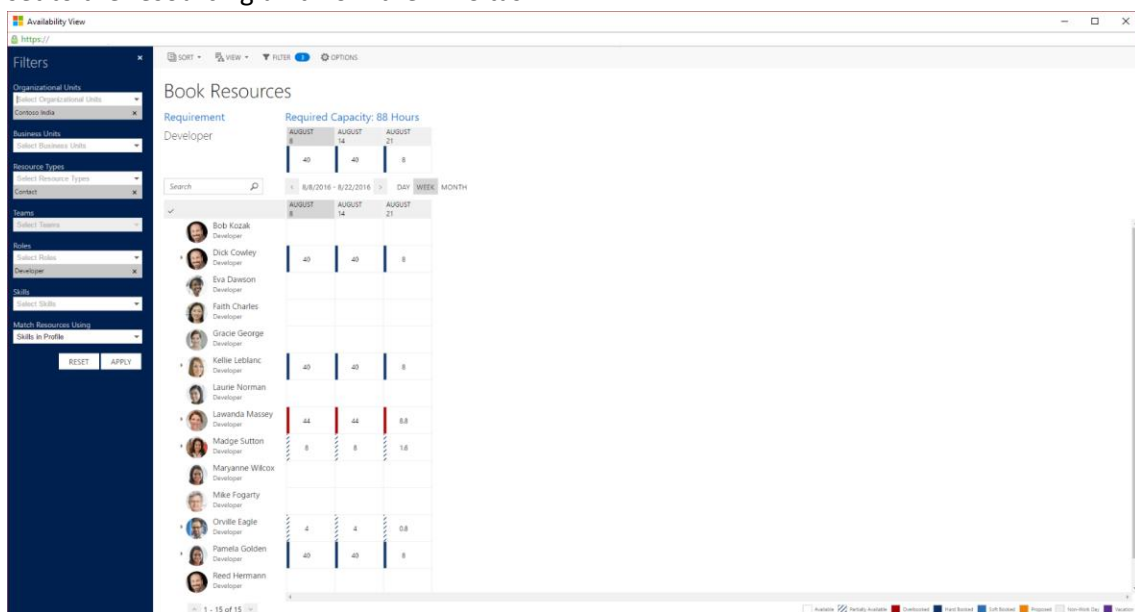
Staff the project

A project team with generic resources is automatically generated. Notice that the **Preferred Organizational Units** fields are populated with the information of the resourcing unit from the WBS task.



To staff the project:

1. Bring up the **resource availability** page from the **Project team** UI and search for appropriate resources. Notice that the resource search is automatically filled with the **Organizational Units** field set to the resourcing unit from the WBS task.



2. Select and hard book a resource from the list of available resources until all the roles are staffed.

Log time and expenses

Sign in as Testuser1 who is staffed on the developer role, log time on the CRM implementation project, and submit for approval.

Sign in as a resource from Contoso US who is staffed as a project manager, log time on the CRM implementation project, and submit for approval.

Sign in as a project approver for the CRM implementation project and approve time entries.

Review project actuals

Go to project actuals and make sure that cost and unbilled sales for time are logged for the correct sales and cost prices. Detailed steps to describe what to look for in Project Actuals is described in the white paper [Basic guide to pricing, quoting and billing in project service automation for Dynamics CRM](#).

Make sure that the contracting and resourcing units are recorded correctly on the actuals.

SALES CONTRACT - PROJECT INFORMATION

CRM Implementation

Total Amount: £65,414.00 | Status: Draft | Status Reason: Draft | Owner: Michael V

Contract (Active)

Actual Associated View

Cost and unbilled sales actuals created for computing project profitability and to invoice the customer

| Transaction Type | Transaction CL | Document Date | Start Date/Time | End Date/Time | Project ID | Task ID | Transaction CA | Contracting U | Resourcing U | Quantity | Unit of measure | Percent | Price | Amount | Currency | Bill |
|----------------------------|----------------|---------------|--------------------|--------------------|------------------|---------|----------------|---------------|--------------|----------|-----------------|---------|---------|-----------|----------------|------------|
| Cost | Time | 4/18/2016 | 4/18/2016 5:00 ... | 4/18/2016 5:00 ... | CRM Implement... | | Contoso US | Contoso India | 2.00 | Hour | | | \$40.00 | \$80.00 | US Dollar | Chargeable |
| Unbilled Sales | Time | 4/18/2016 | 4/18/2016 5:00 ... | 4/18/2016 5:00 ... | CRM Implement... | | Contoso US | Contoso India | 2.00 | Hour | | | \$50.00 | £100.00 | Pound Sterling | Chargeable |
| Resourcing Unit Cost | Time | 4/18/2016 | 4/18/2016 5:00 ... | 4/18/2016 5:00 ... | CRM Implement... | | Contoso India | Contoso India | 2.00 | Hour | | | ₹700.00 | ₹1,400.00 | Rupee | Chargeable |
| Inter-Organizational Sales | Time | 4/18/2016 | 4/18/2016 5:00 ... | 4/18/2016 5:00 ... | CRM Implement... | | Contoso India | Contoso India | 2.00 | Hour | | | \$40.00 | \$80.00 | US Dollar | Chargeable |

Cost at which Contoso US borrowed the resource from Contoso India
price at which Contoso US will sell the resource's time to the customer in the customer's currency. This is coming after converting the day rate in GBP to hourly rate in GBP

As in this example, when resources are borrowed from other divisions of the company, Inter-organizational transfer-related actuals are also created along with the project actuals shown in the image above. The following image below puts the focus on *Intercompany transfer related actuals*.

SALES CONTRACT - PROJECT INFORMATION

CRM Implementation

Total Amount: £65,414.00 | Status: Draft | Status Reason: Draft | Owner: Michael V

Contract (Active)

Actual Associated View

Project actuals created to represent the cost of the resource to Contoso India Organizational Unit and the sales value or revenue that Contoso India will charge internally to Contoso US. These records are created to help with the process of Inter company invoicing and the accrual of revenue and costs in the lending org unit

| Transaction Type | Transaction CL | Document Date | Start Date/Time | End Date/Time | Project ID | Task ID | Transaction CA | Contracting U | Resourcing U | Quantity | Unit of measure | Percent | Price | Amount | Currency | Bill |
|----------------------------|----------------|---------------|--------------------|--------------------|------------------|---------|----------------|---------------|--------------|----------|-----------------|---------|---------|-----------|----------------|------------|
| Cost | Time | 4/18/2016 | 4/18/2016 5:00 ... | 4/18/2016 5:00 ... | CRM Implement... | | Contoso US | Contoso India | 2.00 | Hour | | | \$40.00 | \$80.00 | US Dollar | Chargeable |
| Unbilled Sales | Time | 4/18/2016 | 4/18/2016 5:00 ... | 4/18/2016 5:00 ... | CRM Implement... | | Contoso US | Contoso India | 2.00 | Hour | | | \$50.00 | £100.00 | Pound Sterling | Chargeable |
| Resourcing Unit Cost | Time | 4/18/2016 | 4/18/2016 5:00 ... | 4/18/2016 5:00 ... | CRM Implement... | | Contoso India | Contoso India | 2.00 | Hour | | | ₹700.00 | ₹1,400.00 | Rupee | Chargeable |
| Inter-Organizational Sales | Time | 4/18/2016 | 4/18/2016 5:00 ... | 4/18/2016 5:00 ... | CRM Implement... | | Contoso India | Contoso India | 2.00 | Hour | | | \$40.00 | \$80.00 | US Dollar | Chargeable |

Per hour cost of the resource to the lending org unit in their currency
Per hour price at which the resource is being lent to the borrowing org. unit in their currency

Invoice the customer

Once all the costs and unbilled sales for an invoicing period have been recorded, the project admin or project manager can initiate the creation of a project invoice. Project Invoice in project service automation is meant to be a proforma invoice that can be used to internally review project transactions that are to be billed to the customer. It is not a customer-facing invoicing document since it does not support a printed format or tax functionality.

1. From the project contract, select **Create Invoice** from the ribbon.
2. Check the invoice transactions for correct prices and contracting and resourcing units.
3. Select **Send the invoice** from the ribbon.
4. Review project transactions for billed sales.

Frequently asked questions

When a project is created from a quote or project contract line, the default contracting unit comes from the quote or project contract. If a project is created before the creation of sales entities like quote or project contract, what is the default contracting unit?

When a project is created on its own, the default contracting unit of the project is based on the user creating it. The user creating it is also the default project manager. If the project was mapped to a sales entity like a quote or project contract, the contracting unit on the project re-defaults based on the sales entity. This could result in a recalculation of project estimates because the cost price list is used to calculate the cost estimate changes if there is a change in contracting unit. The sales price list is also used to calculate the sales estimates that will be changed to be in sync with the project price list on the quote.

The **Contracting Unit** and **Currency** fields on the project will be locked for editing since these are required to be in sync with the values on the sales entity (Quote or Contract) that the project maps to.

When creating a role-based price line on the chargeability UI and on the price list UI, you can leave the organizational unit field blank. What is the purpose of a role price list line with organizational unit field left blank?

When defaulting a price on project estimates/actual, project service automation looks for a price in the price list for the combination of role and organizational unit specified on the estimate/actual. If it is unable to find a price for the role-organizational unit combination, it searches for a price for the role from the price list. If no price exists for that role in the price list, the price resolves to 0.

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