# 75.01 Source to pay scenario board discovery workshop

The Source to pay scenario board discovery workshop is designed to help establish a comprehensive understanding of the end-to-end procurement and sourcing 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 Source to pay 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 Source to pay end-to-end business process is in scope for the Dynamics 365 project.
* The Source to pay 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:
  + Procurement managers - responsible for developing procurement and sourcing strategies
  + Supplier relationship managers - responsible for managing supplier relationships
  + Contract managers - responsible for sourcing and contracting goods and services
  + Accounts payable managers - responsible for managing accounts payable
  + IT department - responsible for implementing and maintaining technology solutions to support the Source to pay process
  + Finance department - responsible for tracking procurement costs and financial performance
  + Operations department - responsible for aligning procurement management with business operations
  + Legal and compliance department - responsible for ensuring regulatory compliance related to procurement management
  + Executive leadership - responsible for overseeing procurement strategies and ensuring alignment with strategic goals

## Objectives

* Understand the customer's process: Gain a clear understanding of the customer's intended Source to pay 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 Source to pay 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 Source to pay 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 Source to pay 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 Source to pay process
  + What are the key scenarios in your Source to pay 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 Source to pay process?
  + How many total purchase orders do you manage today?
  + How often do you update your procurement policies?
  + What systems or tools are you currently using for procurement 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 procurement management system?
  + How do you currently manage and store procurement 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 procurement 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?
* Process
  + Have you defined purchasing policies for procurement process?
  + Are products and materials single or multi sourced? What does your multi sourcing strategy look like?
  + Are products and materials organized into catalogs or other groups?
* Purchase order:
  + If you plan on utilizing Dynamics 365 SCM for purchase order creation, please describe different ways in which orders can be placed for your vendors – manual, EDI, purchase requisition, planned purchase order, RFQ, purchase agreement
  + What is the average number of lines per purchase order
  + How prices are determined for purchase orders? Do you have complex pricing rules or large number of pricing tiers? Do you use blanket or standing purchase orders?
  + Do you have multiple format requirements for the same document (Purchase Order confirmation)?
* Purchase requisition
  + Is the business planning to use purchase requisition along with purchase orders? Will purchase requisition be used for direct and indirect procurement
  + Will you be using workflows for purchase order and purchase requisitions?
  + Are there spending and approval signing limits defined for purchase requisitions and purchase orders?
* Request for Quote
  + Is business planning to use Request for Quote and bidding process?
* Intercompany orders
  + Do you have any requirements for Intercompany orders?
* Invoice
  + What is the invoice recognition and registration process? Manual, OCR
  + What controls are applied when processing Purchase invoices? – invoice matching, process control
  + What process is followed to resolve PO Invoice matching exceptions?
  + Is the implementation team familiar with use of accounting distribution function?
* Vendor payments
  + What techniques are used to process vendor payments?
  + Is the implementation team familiar with the difference between prepayments and prepayment invoices?
  + Is the implementation team familiar with vendor payment proposal automation?
  + Is the process of paying royalties in scope?
* Vendor collaboration
  + Is there a plan to provide self-service collaboration capabilities to the vendors?
* Manage consignmnent
  + Is there a requirement to use vendor managed (Consignment) inventory processes?
* Vendors
  + Does the organization work with the same Vendor in more than one legal entity?
  + What process is followed to control the creation and editing of Vendors?

## Scenario board

Following is a sample scenario board template for the Source to pay process.



The image is a flowchart titled Source to Pay Scenario Board that outlines a business process from source to pay. The top row depicts a basic flowchart of the business process areas for the Source to pay 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 Source to pay process.

1. **75.10 Develop Procurement and Sourcing Strategy**
   * Scenarios
     + Centralized vs. decentralized procurement
     + Category management
     + Supplier segmentation
     + Risk management
   * Catalog
     + Internal
     + External (punch out)
     + Vendor self-service
     + Import/integrate
   * Compliance
     + Procurement regulations
     + Ethical sourcing standards
     + Anti-corruption laws
   * Sourcing policies
     + ASN
     + EDI
     + On time delivery
     + Ship complete
     + Labeling
     + Change order
   * Accounts payable policies
     + Invoicing policies
     + Payment policies
     + Approval procedures
     + Cash discounting
   * General policies
     + Supplier selection criteria
     + Sustainability policies
     + Spend management
     + Singing limits
     + Approval policies
2. **75.30 Manage Supplier Relationships**
   * Scenarios
     + Supplier onboarding
     + Supplier performance evaluation
     + Supplier development programs
     + Supplier risk management
     + Supplier portal
   * Compliance
     + Supplier code of conduct
     + Data privacy regulations
     + Trade compliance
   * Policies
     + Supplier relationship management (SRM) policies
     + Supplier diversity policies
     + Conflict resolution procedures
     + Communication protocols
     + Performance policies
3. **75.35 Source and Contract Goods and Services**
   * Scenarios
     + Request for Proposal (RFP)
     + Request for Quotation (RFQ)
     + Request for Information (RFI)
     + Contract negotiation
   * Bidding
     + Open bidding
     + Closed bidding
     + Evaluation criteria
   * Compliance
     + Contract law
     + Intellectual property rights
     + Anti-bribery regulations
   * Policies
     + Contract management policies
     + Terms and conditions
     + Service level agreements (SLAs)
     + Renewal and termination policies
4. **75.40 Procure Goods and Services**
   * Scenarios
     + Purchase requisitions
     + Purchase orders
     + Blanket orders
     + Spot buying (P-Card)
     + Unplanned purchases
     + Planned purchases
   * Compliance
     + Procurement policies
     + Budgetary controls
     + Audit requirements
   * Vendor returns
     + Debit notes
     + Purchase returns
     + Short pay
   * Policies
     + Procurement approval workflows
     + Receiving and inspection procedures
     + Inventory management policies
     + Payment terms
5. **75.50 Manage Accounts Payable**
   * Invoicing
     + Methods
     + Electronic Data Interchange (EDI)
     + Paper invoices
     + Email invoices
     + Supplier portal
     + Invoicing automation (OCR/AI)
   * Invoice matching
     + Three-way match
     + Two-way match
   * Payments
     + Types
     + Credit cards
     + Prepayments
     + On account
     + Cash
     + Check
     + Bank transfers
     + Mobile payments
     + Portal payments
   * Scenarios
     + Invoice processing
     + Payment scheduling
     + Dispute resolution
     + Supplier account reconciliation
     + Netting (with customer balance)
     + Vendor rebates
   * Compliance
     + Financial reporting standards
     + Tax regulations
     + Anti-money laundering (AML) laws
   * Policies
     + Invoice approval procedures
     + Payment terms
     + Early payment discounts
     + Late payment penalties
6. **75.80 Analyze Procurement and Sourcing**
   * Metrics
     + Spend analysis
     + Supplier performance metrics
     + Cost savings
     + Procurement cycle time
   * Procurement reports
     + Spend reports
     + Supplier performance reports
     + Compliance reports
     + Cost analysis
     + Rebates and incentives
     + Sourcing effectiveness
   * Accounts payable reporting
     + Vendor aging
     + Reconciliation
     + Open transactions
     + Accruals
     + Payments
     + Broker
     + Royalty
     + Promissory notes

# 75.02 Source to pay storyline design review workshop

The Source to pay storyline design review workshop is a crucial step in refining the design of the procurement and sourcing process. This workshop focuses on reviewing the storyline or “happy path” defined in the Source to pay 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 Source to pay 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:
  + Procurement managers - responsible for developing procurement and sourcing strategies
  + Supplier relationship managers - responsible for managing supplier relationships
  + Contract managers - responsible for sourcing and contracting goods and services
  + Accounts payable managers - responsible for managing accounts payable
  + IT department - responsible for implementing and maintaining technology solutions to support the Source to pay process
  + Finance department - responsible for tracking procurement costs and financial performance
  + Operations department - responsible for aligning procurement management with business operations
  + Legal and compliance department - responsible for ensuring regulatory compliance related to procurement management
  + Executive leadership - responsible for overseeing procurement 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 Source to pay 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?

# 75.10.001 Develop procurement and sourcing strategy deep-dive discovery workshop

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

## Assumptions

* Key stakeholders involved in procurement and sourcing strategy decisions are available and willing to participate.
* Current procurement and sourcing strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of procurement and sourcing management principles and compliance standards.
* Relevant data on procurement and sourcing 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 developing procurement and sourcing strategy?
  + What systems are currently used for developing procurement and sourcing strategy?
  + Can you describe the current processes for developing procurement and sourcing strategy?
  + What are the main pain points in your current procurement and sourcing strategy development process?
* Volume of transactions
  + How many transactions do you process monthly/annually for developing procurement and sourcing strategy?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for developing procurement and sourcing strategy?
  + Are there specific policies that govern procurement and sourcing strategy development?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to developing procurement and sourcing strategy?
  + How do you currently ensure compliance with these requirements?

# 75.30.001 Manage supplier relationships deep-dive discovery workshop

The Manage supplier relationships deep dive discovery workshop is designed to help your organization effectively manage supplier relationships 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 supplier relationships, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in supplier relationship management decisions are available and willing to participate.
* Current supplier relationship management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of supplier relationship management principles and standards.
* Relevant data on supplier relationship 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 supplier relationships?
  + What systems are currently used for managing supplier relationships?
  + Can you describe the current processes for managing supplier relationships?
  + What are the main pain points in your current supplier relationship management process?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing supplier relationships?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing supplier relationships?
  + Are there specific policies that govern supplier relationship management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing supplier relationships?
  + How do you currently ensure compliance with these requirements?

# 75.35.001 Source and contract goods and services deep-dive discovery workshop

The Source and contract goods and services deep dive discovery workshop is designed to help your organization effectively source and contract goods and services 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 sourcing and contracting goods and services, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in sourcing and contracting decisions are available and willing to participate.
* Current sourcing and contracting strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of sourcing and contracting principles and standards.
* Relevant data on sourcing and contracting 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 sourcing and contracting goods and services?
  + What systems are currently used for sourcing and contracting goods and services?
  + Can you describe the current processes for sourcing and contracting goods and services?
  + What are the main pain points in your current sourcing and contracting process?
* Volume of transactions
  + How many transactions do you process monthly/annually for sourcing and contracting goods and services?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for sourcing and contracting goods and services?
  + Are there specific policies that govern sourcing and contracting?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to sourcing and contracting goods and services?
  + How do you currently ensure compliance with these requirements?

# 75.40.001 Procure Good and Services deep-dive discovery workshop

The Procure goods and services (Purchase requisitions) deep dive discovery workshop is designed to help your organization effectively manage purchase requisitions 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 purchase requisitions, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in purchase requisition management decisions are available and willing to participate.
* Current purchase requisition management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of purchase requisition management principles and standards.
* Relevant data on purchase requisition 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 purchase requisitions?
  + What systems are currently used for managing purchase requisitions?
  + Can you describe the current processes for managing purchase requisitions?
  + What are the main pain points in your current purchase requisition management process?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing purchase requisitions?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing purchase requisitions?
  + Are there specific policies that govern purchase requisition management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing purchase requisitions?
  + How do you currently ensure compliance with these requirements?

# 75.50.001 Manage Accounts Payable deep-dive discovery workshop

The Manage accounts payable deep dive discovery workshop is designed to help your organization effectively manage general accounts payable 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 general accounts payable, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in general accounts payable management decisions are available and willing to participate.
* Current general accounts payable management strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of general accounts payable management principles and standards.
* Relevant data on general accounts payable 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 general accounts payable?
  + What systems are currently used for managing general accounts payable?
  + Can you describe the current processes for managing general accounts payable?
  + What are the main pain points in your current manage accounts payable management process?
* Volume of transactions
  + How many transactions do you process monthly/annually for managing accounts payable?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for managing accounts payable?
  + Are there specific policies that govern manage accounts payable management?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to managing accounts payable?
  + How do you currently ensure compliance with these requirements?

# 75.80.001 Analyze procurement and sourcing deep-dive discovery workshop

The Analyze procurement and sourcing deep dive discovery workshop is designed to help your organization effectively analyze procurement and sourcing 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 procurement and sourcing, key reporting requirements, budget definitions, and other critical policies.

## Assumptions

* Key stakeholders involved in procurement and sourcing analysis decisions are available and willing to participate.
* Current procurement and sourcing analysis strategies, reporting requirements, and budget processes are documented and accessible.
* Participants have a basic understanding of procurement and sourcing analysis principles and standards.
* Relevant data on procurement and sourcing 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 procurement and sourcing?
  + What systems are currently used for analyzing procurement and sourcing?
  + Can you describe the current processes for analyzing procurement and sourcing?
  + What are the main pain points in your current procurement and sourcing analysis process?
* Volume of transactions
  + How many transactions do you process monthly/annually for analyzing procurement and sourcing?
  + What is the average value of these transactions?
* Approval processes and policies
  + What approval processes are in place for analyzing procurement and sourcing?
  + Are there specific policies that govern procurement and sourcing analysis?
* Compliance and regulatory concerns
  + Are there any compliance or regulatory requirements related to analyzing procurement and sourcing?
  + How do you currently ensure compliance with these requirements?