

Sales Proposal for PT SURGIKA ALKESINDO

Microsoft Dynamics 365 ERP

31/08/2023 v1



Prepared by



PT. DYNAMICS INOVASI SOLUSINDO

This document has been authorized and signed by

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2. Executive Summary

2.1 Introduction

Technology is in the forefront, disrupting every aspect of business. Disruptive technology creates challenges that are changing the way businesses must operate. Today, we live in an era which calls for a digital transformation. Recognizing the impact of digital in business and daily operations, Microsoft Dynamics 365 has come up with a comprehensive and appealing platform for ERP & CRM solution to power up and transform your business into the digital era.

We are enabling organizations to speed up process with seamless and scalable solution across different business functionalities to deliver the best user experience to all stakeholders of the organization. We appreciate your interest in Dynamia and providing us the opportunity to quote for the same.

2.2 Company Profile

We provide IT infrastructure, system integration, as well as service providers for information technology needs and business applications. Dynamia is a leading Microsoft Dynamics ERP & CRM implementation service provider in Indonesia. We have delivered successful business solutions, by designing, implementing and managing technology solution that power and empower business. Today, Dynamia provides an end-to-end, comprehensive, and fully integrated business solutions

Commitment of PT. Dynamics Inovasi Solusindo is to provide the best services and solutions from Microsoft Dynamics ERP and CRM in order to get high levels of customer satisfaction. Our focus is to continue to be one of the top business solutions providers for Microsoft Dynamics, which provides the best services in systems integration and consulting to provide one-stop solutions for all elements of business solutions and applications.

The main focus of PT. Dynamics Inovasi Solusindo is in the area of Microsoft Dynamics ERP, and CRM business solutions. Since the first, PT. Dynamics Inovasi Solusindo was founded, we are very focused on improving and developing our capabilities.

2.3 Correspondence

Head Office:

Wisma Nugra Santana, 16th Floor
Jl. Jend.Sudirman Kav. 7 – 8
Jakarta Pusat 10220 - Indonesia
Phone : +6221 5700292
E-mail : elin.tjai@dynamia.co.id

2.4 Customer Reference



3. Microsoft Dynamics 365 Business Central ERP

Connected business management solution

Microsoft Dynamics 365 Business Central

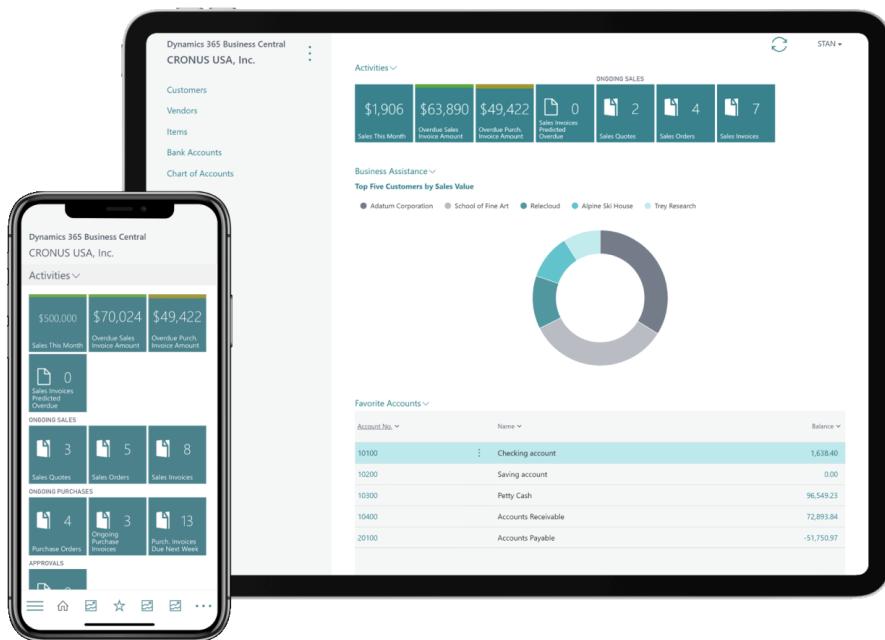
Intelligent business applications in the cloud



Capabilities:

- Adapt as your business grows

- Take your business on the go: work wherever your business takes you, with full capabilities on desktop, tablet, or mobile, on-premises or in the cloud, across windows, Android, and iOS devices



- Rapidly deploy either in the cloud or on-premises: remove organizational silos with one comprehensive solution that runs where you need it, offering the same user experience and rapid deployment, go-live and onboarding in the cloud or on-premises



- Be ready for growth: scale and perform as you grow using modern technologies built on the Microsoft Cloud, such as machine learning, IoT and mixed reality to help you adapt to market dynamics.



- Tailor the software to your needs: extend the existing solution based on your needs.

Dynamics 365 Business Central

CRONUS USA, Inc. Personalising: Item Details - Invoicing

Done More

Items: All Search New Delete Process Item ...

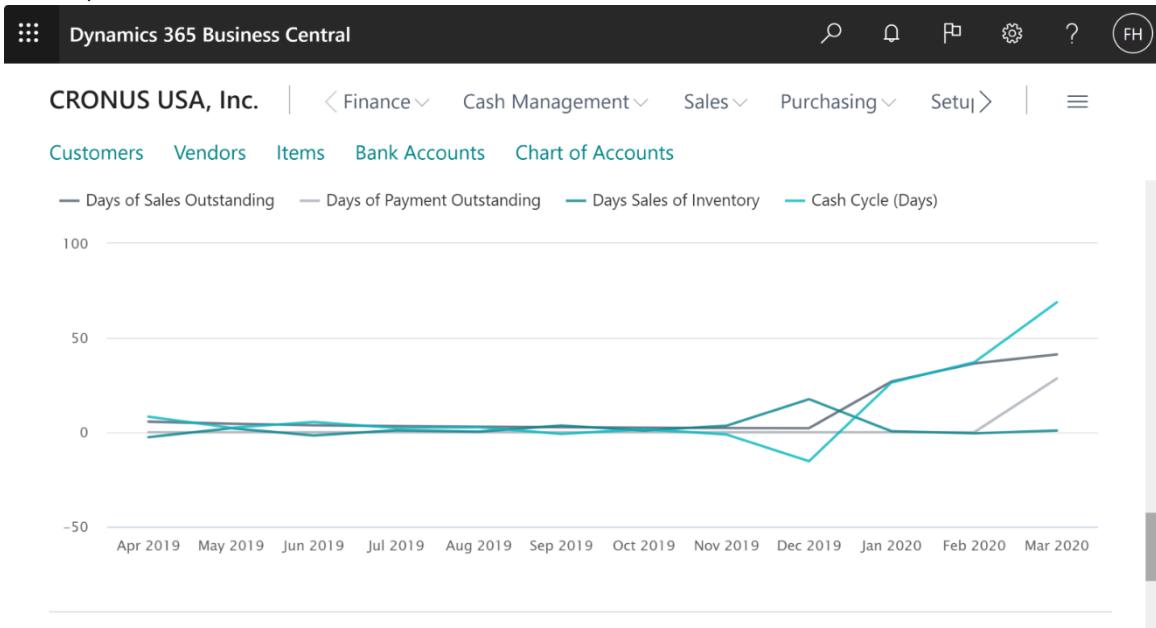
No. ↑	Description
1896-S	ATHENS Desk
1900-S	PARIS Guest Chair, black
1906-S	ATHENS Mobile Pedestal
1908-S	LONDON Swivel Chair, blue
1920-S	ANTWERP Conference Table
1925-W	Conference Bundle 1-6
1928-S	AMSTERDAM Lamp

Item Details - Invoicing

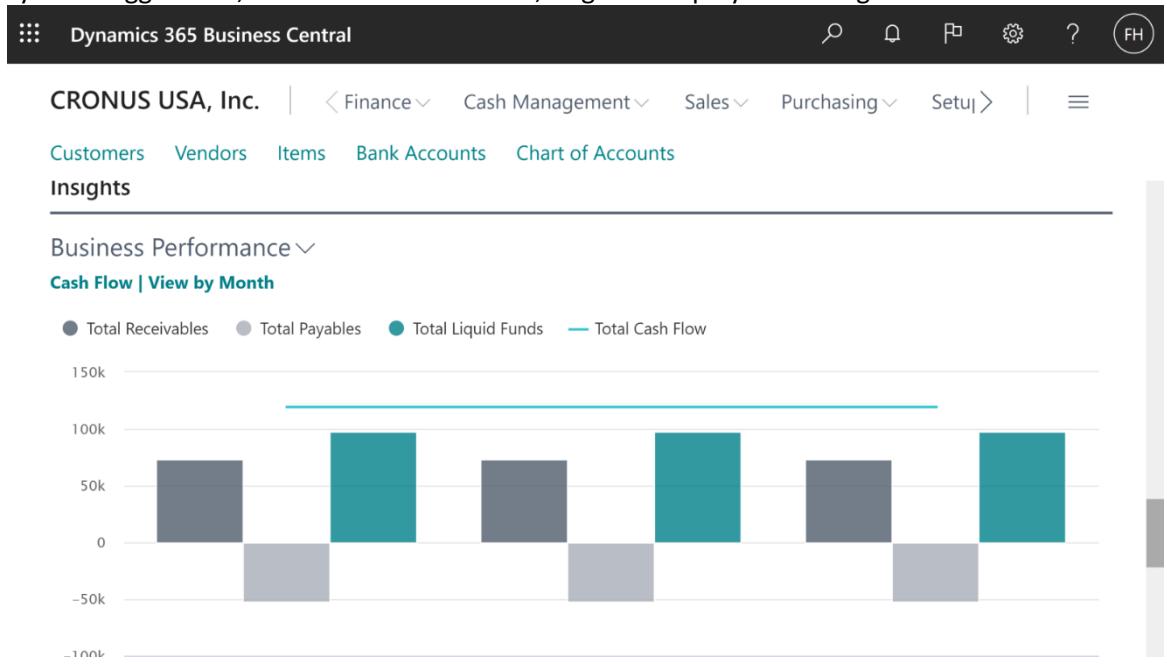
Item No. 1896-S
Costing Method FIFO
Cost is Adjusted Yes
Cost is Posted to G/L Yes
Standard Cost 0.00

- Work smarter and faster

- Get insights within the flow of business: access business intelligence when and where you need it, with real-time dashboards and KPIs for each user role



- Drive continuous process optimization: improve outcomes and productivity with real-time system suggestions, based on historical data, to guide employees through workflows.



- Connect your data with Microsoft suite applications: link your business data with productivity tools such as Microsoft Outlook and Excel with seamless integrations.

The screenshot shows the Dynamics 365 Business Central interface for CRONUS USA, Inc. The top navigation bar is identical to the previous screenshot. The main content area displays a list of items. The first item listed is '1896-S ATHENS Desk'. Below this, there are two more items: '1900-S' and '1906-S'. For the '1906-S' item, there are two actions available: 'Open in Excel' and 'Edit in Excel'. A context menu is open on the right side of the screen, listing several options: Process, Item, Request Approval, Inventory, Attributes, and Page. The 'Page' option is highlighted with a teal background, indicating it is the active choice. The menu also includes an 'Actions' option at the bottom.

- **Activate financial and business insights**

- Take control of financial data: better manage your cash flow, bank reconciliations, fixed assets, budgeting and project costing.

Dynamics 365 Business Central

Bank Acc. Reconciliation | Work Date: 7/27/2020

CHECKING · 24

Process Bank Matching Posting | More options

Saved

General

Bank Account No.	CHECKING	Balance Last Statement	312,268.34
Statement No.	24	Statement Ending Balance	354,986.30
Statement Date	7/31/2020		

Bank Statement Lines ▾

Transaction Date	Document No.	Check No.	Type	Description	Statement Amount	Applied Amt
→ 7/15/2020	G04008		Bank Accou...	Trey Research	900.72	900.72
7/19/2020	G04005		Bank Accou...	Relecloud	2,113.92	2.1
7/19/2020	G04014		Bank Accou...	Relecloud	2,264.04	2.26
7/21/2020	G04003		Bank Accou...	Trey Research	600.48	600.48
7/22/2020	G04010		Bank Accou...	School of Fine Art	1,729.80	1.72
7/22/2020	G04012		Bank Accou...	Trey Research	750.60	750.60
7/22/2020	G04015		Bank Accou...	School of Fine Art	1,236.60	1.23
7/27/2020	G04001		Bank Accou...	Fabrikam, Inc.	-896.00	-896.00
7/27/2020	G04002		Bank Accou...	Fabrikam, Inc.	-896.00	-896.00
7/27/2020	G04004		Bank Accou...	School of Fine Art	6,936.80	6,936.80
7/27/2020	G04006		Bank Accou...	Alpine Ski House	2,617.50	2,617.50
7/27/2020	G04007		Bank Accou...	Trey Research	741.60	741.60
7/27/2020	G04009		Bank Accou...	School of Fine Art	9,904.70	9,904.70
7/27/2020	G04011		Bank Accou...	Relecloud	2,113.92	2.1

Bank Account Ledger Entries

App... Date	Posting Date	Document Type	Document No.	Description	Amount	Remaining Amount	Og
7/27/2020	Payment	G04002		Fabrikam, Inc.	-896.00	-\$96.00	
7/21/2020	Payment	G04003		Trey Research	600.48	600.48	
7/27/2020	Payment	G04004		School of Fine Art	6,936.80	6,936.80	
7/19/2020	Payment	G04005		Relecloud	2,113.92	2,113.92	
7/27/2020	Payment	G04006		School of Fine Art	741.60	741.60	
7/27/2020	Payment	G04007		Alpine Ski House	2,617.50	2,617.50	
7/15/2020	Payment	G04008		Trey Research	900.72	900.72	
7/27/2020	Payment	G04009		School of Fine Art	9,904.70	9,904.70	
7/22/2020	Payment	G04010		School of Fine Art	1,729.80	1,729.80	
7/27/2020	Payment	G04011		Relecloud	2,113.92	2,113.92	
7/22/2020	Payment	G04012		Trey Research	750.60	750.60	
7/27/2020	Payment	G04013		School of Fine Art	12,094.80	12,094.80	
7/19/2020	Payment	G04014		Relecloud	2,264.04	2,264.04	
7/22/2020	Payment	G04015		School of Fine Art	1,236.60	1,236.60	
7/27/2020	Payment	G04016		SALES ICP	504.48	504.48	

Total Difference 0.00 Total Balance 42,717.96

Reconciled 0.00 Total on Outstanding 0.00

Balance 900.72 Total Reconciled 0.00 Balance 42,717.96 Balance To Reconcile 42,717.96

- Accelerate financial closing and reporting: reduce month and year-end closing times with connected general ledger, sales ledger, payables, and fixed assets data. Streamline approval workflows using built-in flexible workflow engines.

AutoSave Save & Share Comments

File Home Insert Draw Page Layout Formulas Data Review View Help

Search

X ExcelTemplateAgedAccountsPayable (20 - Excel)

Aged Accounts Payable

Company

Aged as of Date: 31/01/2020
Aged By: Due Date

Currency: GBP
Printed: 25/09/2020

Print O Value Lines

No.	Name	Balance Due	Current	Up to 30 Days	31-60 Days	Over 60 Days
10000	ABC Software, Inc.	1,324.20	0.00	0.00	0.00	0.00
20000	First Up Consultants	3,601.80	3,601.80	0.00	0.00	0.00
30000	Graphic Design Institute	4,373.50	4,373.50	0.00	0.00	0.00
40000	Wide World Importers	13,364.28	13,364.28	0.00	0.00	0.00
50000	Ned Publishers	12,689.16	12,689.16	0.00	0.00	0.00
Total	Total	35,161.66	35,161.66	0.00	0.00	0.00

New Refresh Publish Filter

AgedAccountsPayable Sheet1 Sheet2

- Maximize financial visibility: use built-in reports, Excel or Microsoft Power BI and unlimited data dimensions to get real-time cashflow, identify financial patterns, analyze trends and improve business planning.

The screenshot shows a Dynamics 365 Business Central interface for a 'Sales - Monthly - Segment/Area' report. The report is filtered for 'SEGM-AREA' and the period '01/01/21..01/31/21'. The data is presented in a grid format with columns for Row No., Description, Total, % of Sales, North, East, West, and South. The data includes categories like Services, Products, and Sales Discounts, with specific values for each segment and area.

Row No.	Description	Total	% of Sales	North	East	West	South
→ 1000	Sales - Monthly - Segment/Area	—	—	—	—	—	—
1001	—	—	—	—	—	—	—
1010	Services	1,506,864.76	39.44	350,161.91	317,707.62	540,553.33	298,441.90
1011	Government	173,390.47	4.54	38,434.29	33,149.52	62,845.71	38,960.95
1012	Industry	928,104.76	24.29	226,773.33	169,030.48	347,591.43	184,709.52
1013	Wholesale	405,369.53	10.61	84,954.29	115,527.62	130,116.19	74,771.43
1020	Products	2,313,380.83	60.56	636,999.17	428,959.17	733,402.49	514,020.00
1021	Government	54,323.33	1.42	13,380.00	10,582.50	17,583.33	12,777.50
1022	Industry	2,236,305.00	58.54	616,620.00	416,691.67	711,833.33	491,160.00
1023	Wholesale	22,752.50	0.60	6,999.17	1,685.00	3,985.83	10,082.50
SPT	Serv & Prod Total	3,820,245.59	100.00	987,161.08	746,666.79	1,273,955.82	812,461.90
1030	Sales Discounts	-104,618.00	-2.74	-37,761.00	-21,096.00	-28,151.00	-17,610.00
1040	Returns & Allowances	-68,715.00	-1.80	-18,004.00	-5,568.00	-29,094.00	-16,049.00
1099	Total	3,646,912.59	95.46	931,396.08	720,002.79	1,216,710.82	778,802.90

- Better reporting for more profitable financial decisions: connect reports, charts, and Power BI data from across accounting, sales, purchasing, and stock teams to get accurate insights and make financial decisions with confidence.

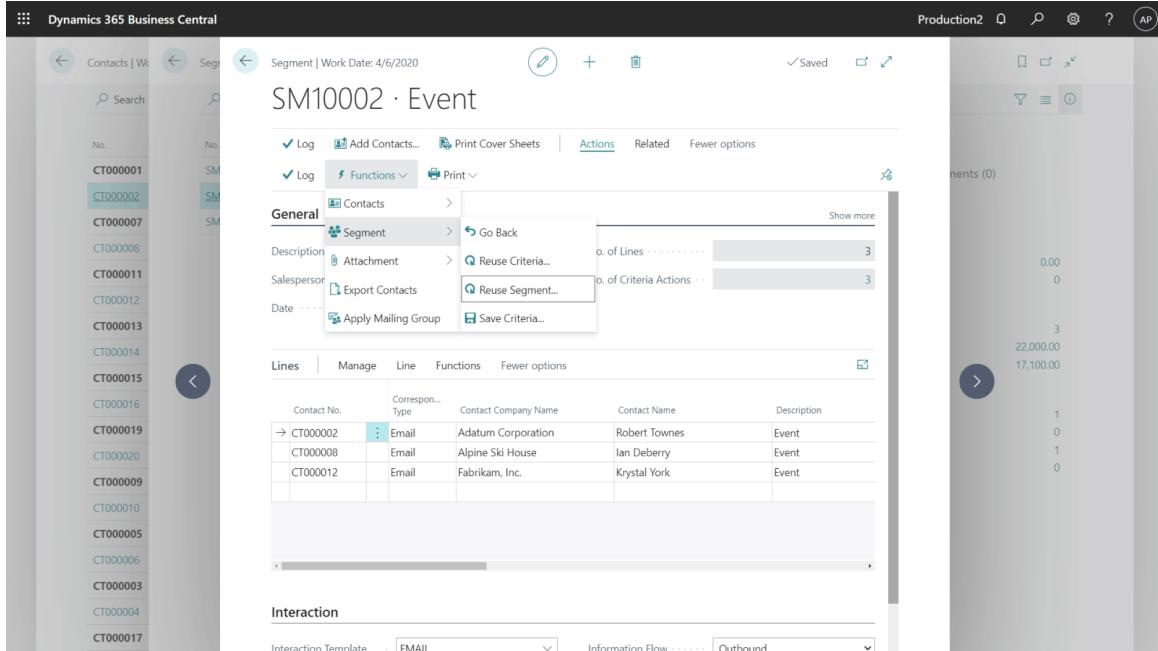
The screenshot shows a Power BI dashboard with four main visualizations:

- Gross Margin & Operating Margin % Change by Date:** A line chart showing Gross Margin % and Operating Margin % from October 2019 to July 2020. The operating margin shows significant peaks in January 2020 and July 2020.
- Net Change by Date & KPI Name:** A line chart showing various financial metrics over time. It includes Cash Cycle (Days), Days of Payment Outstanding, Days of Sales Outstanding, and Days Sales of Inventory.
- Net Change in EBI, Expenditures and Revenue by Date:** A bar chart showing Earnings Before Interest, Total Expenditure, and Total Revenue from November 2019 to September 2020. The chart shows a significant dip in revenue and expenditure in March 2020.
- Mini Trial Balance:** A table showing the net change in actual values for various financial KPIs. The table includes columns for KPI_Code, KPI_Name, and Net_Change_Actual.

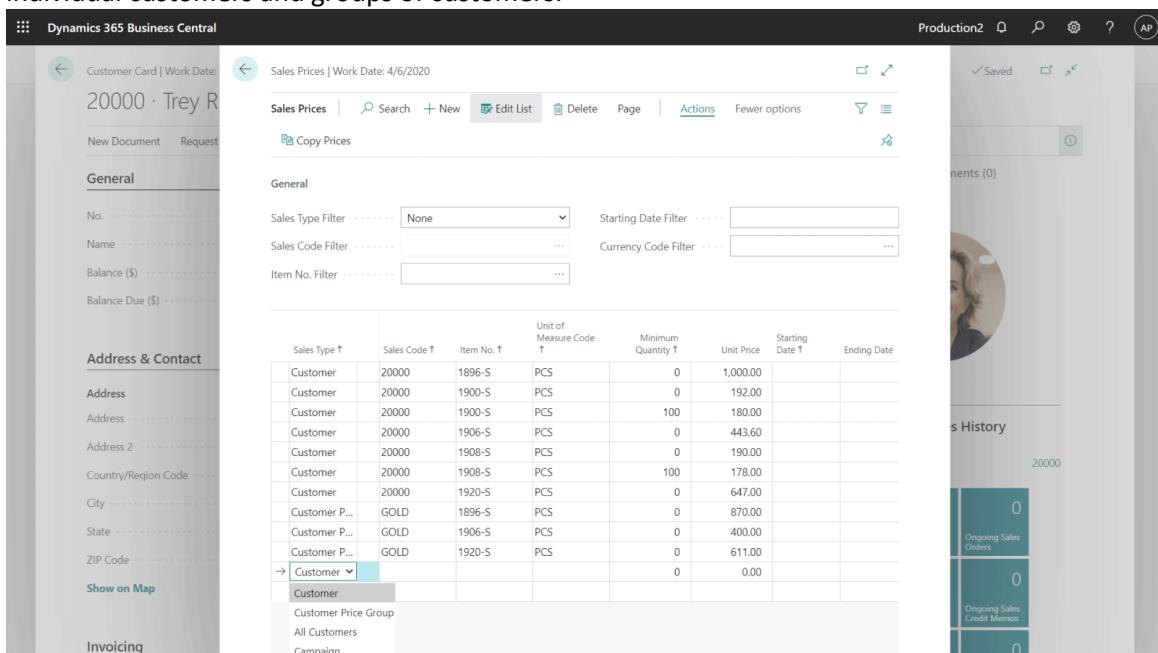
KPI_Code	KPI_Name	Net_Change_Actual
30	Gross Margin	100
40	Gross Margin %	100
90	Income before Interest and VAT	100
50	Operating Expenses	100
60	Operating Margin	100
70	Operating Margin %	100
80	Other Expenses	100
20	Total Cost	-100
10	Total Income	100

- Accelerate sales processes

- Priorities leads based on revenue potential: keep track of customer interactions and get guidance on the best upsell, cross-sell, and renewal opportunities throughout your sales cycles.



- Offer flexible pricing and discounting: create flexible pricing and discount structure for individual customers and groups of customers.



- Deliver on promised customer outcomes: track customer agreements to quickly access details about prices, discounts, delivery dates, product availability, and fulfillment status.

Reply Tue 9/19/2017 2:29 PM

JG Jim Glynn <jim.glynn@cronuscorp.net>
Request for a quote on some furniture

To: Jared Philips
You replied to this message on 12/4/2017 4:02 PM.

Hello Jared,

We are planning an office renovation and need a quote for some new furniture. Can you provide me a quote for the items listed below?

Item	Quantity
London Swivel Chair	7
Antwerp Conference Table	2

We plan to have renovations completed by the end of June. Can we have the furniture delivered by the third week of June?

Best regards,
Jim

Jim Glynn
Coho Winery
jim.glynn@cronuscorp.net
(701) 555-0151

Coho Winery

Business Central

C00010 · Jim Glynn

Details

7,050.72	0.00	11,154.00
Balance (LCY)	Past Due	LTD Sales
<hr/>		
11,154.00		
YTD Sales		

Aged Accounts Receivable ▾
Period Length: Week | 1 month overdue

Sell-to Customer Sales History

1	1	0	0
Ongoing Sales Quotes	Ongoing Sales Blanket Orders	Ongoing Sales Orders	Ongoing Sales Invoices

- Improve cash management: increase your cash flow by rightsizing stock and maximizing the lifespan and governance of asset capitalization.

Cash Flow Forecast ▾

DEFAULT | Combined | Working Date | Month | Source Type (Updated: 1:53:31 PM)

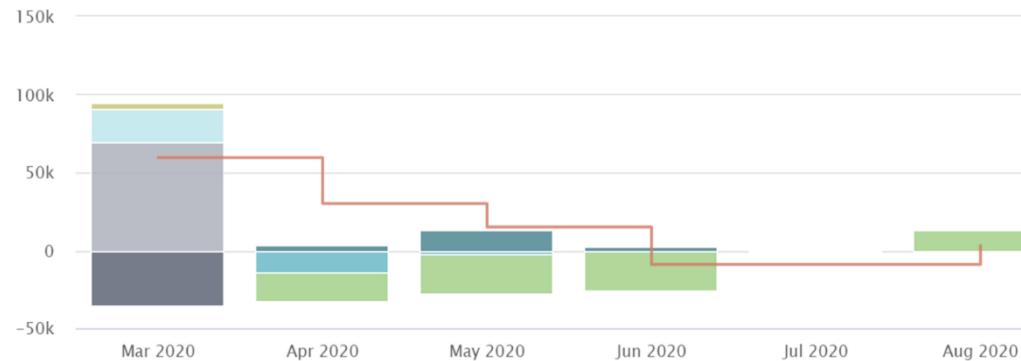
● Payables
● Tax

● Liquid Funds
● Azure AI

● Sales Orders
● Total

● Purchase Orders

● Job



- Deliver exceptional customer service

- Ensure a smooth transition from sales to service: automatically register shipped goods as service items and keep the required details in one place so both sales and service teams can respond quickly to enquiries.

No.	Description	Warning	Bottleneck	Qty. per Parent	Unit of Measure	Replenishment System	Available Quantity	Needed by Date	Able to Make Parent	Able to Make Top Item
→ 1969-W	Conference Package 1			1	PCS	Assembly	4	4/6/2020	4	4
1965-W	Conference Bundle 2-8			1	PCS	Assembly	4	4/6/2020	4	4
1920-S	ANTWERP Conference Table			1	PCS	Purchase	5	4/6/2020	5	5
2000-S	SYDNEY Swivel Chair, green			8	PCS	Purchase	32	4/6/2020	4	4
1953-W	Guest Section 1			1	PCS	Assembly	2	4/6/2020	7	7
1960-S	ROME Guest Chair, green			4	PCS	Purchase	20	4/6/2020	5	5
1906-S	ATHENS Mobile Pedestal			1	PCS	Purchase	7	4/6/2020	7	7

- Track customer returns and repairs: offer full replacements or simple repairs, with parts and labour charges in one service order. Boost loyalty by providing spare equipment to customers awaiting service.

Service Orders - Today	Service Orders - In Process	Service Orders - Finished	Service Orders - Inactive	Open Service Quotes	Open Service ... Quotes	Service Contracts ... to Expire
8	7	1	0	0	1	6

Pending User Tasks	Requests Sent to Approval	Requests to Approve
0	0	0

Open Time Sheets	Submitted Time Sheets	Rejected Time Sheets	Approved Time Sheets
0	0	0	0

- Live up to your service promises: effectively assign personnel to work orders and get an overview of service tasks and workloads. Keep track of service agreements to deliver reliable services to your customers.

The screenshot shows the Dynamics 365 Business Central Dispatch Board. On the left, there's a sidebar with sections for 'Activities' (Service Orders Today: 8, Service Orders In Progress: 7), 'User Tasks' (My User Tasks: 0, Pending User Tasks: 0), and a 'Headline' section with the text 'Good e'. The main area is titled 'Dispatch Board | Work Date: 1/27/2022' and contains a grid of service orders. The columns include Response Date, Response Time, Priority, Document Type, Document No., Status, Service Zone Code, Customer No., and Name. The grid shows several entries for different customers like Deerfield Graphics and Guildford Water.

- Facilitate project success

- Improve project costing and accounting: better manage projects using timesheets and advanced job costing and reporting. Develop and modify detailed budgets to help ensure project profitability.

The screenshot shows the Dynamics 365 Business Central Job Card for 'JOB00010 · Reception area remodel'. The card displays general information like Description (Reception area remodel), Person Responsible (MARY), and various Bill-to fields. It also shows a detailed breakdown of tasks under 'Job Task No.' and 'Description', including 'Phase 1 - Planning and Specs', 'Phase 2 - Demo', and 'Phase 3 - Install'. To the right, there are tabs for 'Details' (Job Details, Budget Cost, Actual Cost, Billable Price, Invoiced Price) and 'Attachments (1)'. The 'Job Details' section includes a breakdown of costs by resource, item, and G/L account.

- Optimize resource levels: manage resource utilization by planning capacity and sales. Track customer invoicing against planned or actual cost on orders and quotes.

The screenshot shows the Dynamics 365 Business Central interface for a job card. The main area displays general information such as Job No. (JOB00010), Description (Reception area remodel), and various responsible parties. Below this is a table of tasks, categorized into Phase 1 - Planning and Specs, Phase 2 - Demo, and Phase 3 - Install. To the right, there are sections for Job Details (No. of Prices) and Job Costs, showing budgeted and actual costs for resources, items, and G/L accounts.

- Drive profitability with project insight: get real-time business intelligence on project status, profitability, and resource utilization metrics.

The screenshot shows the Dynamics 365 Business Central Insights page. It features several key performance indicators (KPIs) and charts. In the top section, there are cards for User Tasks (Pending User Tasks: 0), Approvals (Requests Sent for Approval: 0, Requests to Approve: 0), and Self-Service (Time Sheets: Open Time Sheets: 0, Submitted Time Sheets: 0, Rejected Time Sheets: 0, Approved Time Sheets: 0). Below these are three bar charts: Job Actual Price to Budget Price, Job Profitability, and Job Actual Cost to Budget Cost. The Job Profitability chart shows Total Revenue, Total Cost, and Profit Margin. The Job Actual Cost to Budget Cost chart shows Actual Total Cost, Budget Total Cost, and Cost Variance. On the right side, there is a 'My Jobs' list showing two open jobs: 'Reception area remodel' and 'Decorate Conference Room'.

- Drive supply chain optimization

- Improve supplier engagement: built better relationships with supplies and convert the best offers to orders. Ensure compliance with internal and external policies with process governance and approvals

Dynamics 365 Business Central interface showing Purchase Order details, Power Automate templates, and Vendor statistics.

- Get a holistic view of your stock: use the same costing method or different ones for stock items, and easily move items between locations to control the quantity on hand using cycling counting.

Dynamics 365 Business Central interface showing Sales Order details and Item Availability by Location report.

- Predict stock replenishment: replenish stock based on actuals, demand, and availability using built-in intelligence, sales forecasts, and expected stock-outs to automatically create replenishment plan

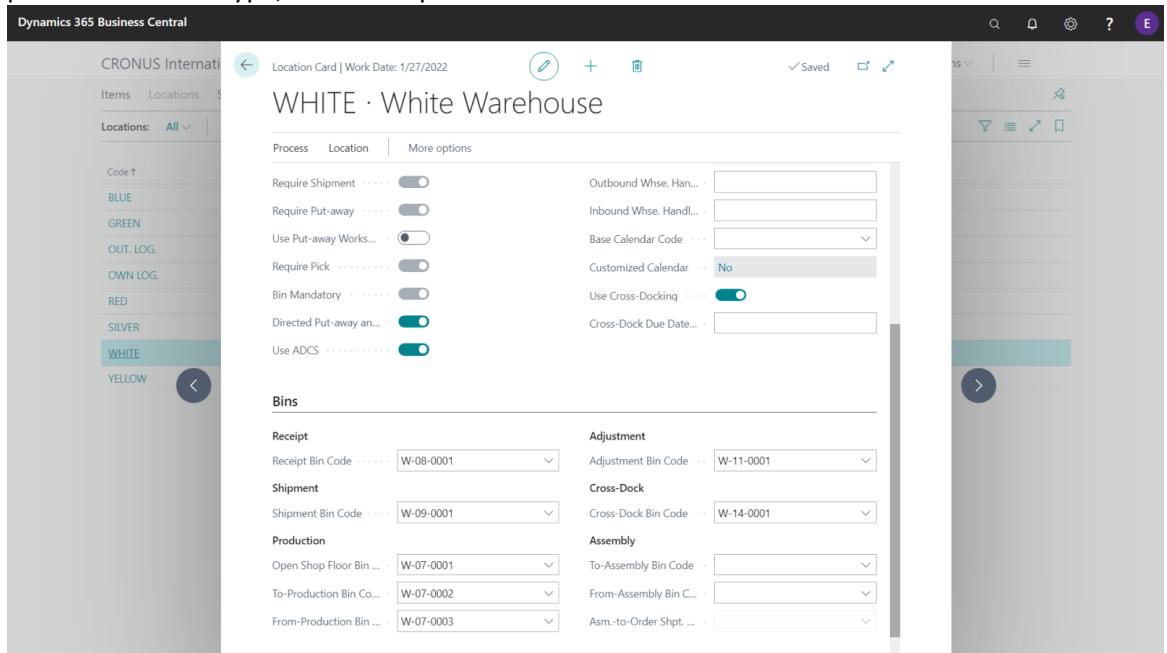
The screenshot shows the Order Planning screen in Dynamics 365 Business Central. The main area displays a grid of items with the following columns: Demand Date, Status, Demand Type, Order No., Item No., Description, Needed Quantity, Replenishment System, Supply From, Reserve, Qty. to Order, Order Date, and Due Date. The grid contains several rows of data, including items from Adatum Corporation, Trey Research, and Conference Bundle 1-6. At the bottom of the screen, there are filters for Available For Transfer (5), Quantity Available (-3), Substitutes Exist (No), and Earliest Date Available (4/14/2020).

- Optimize warehouse management

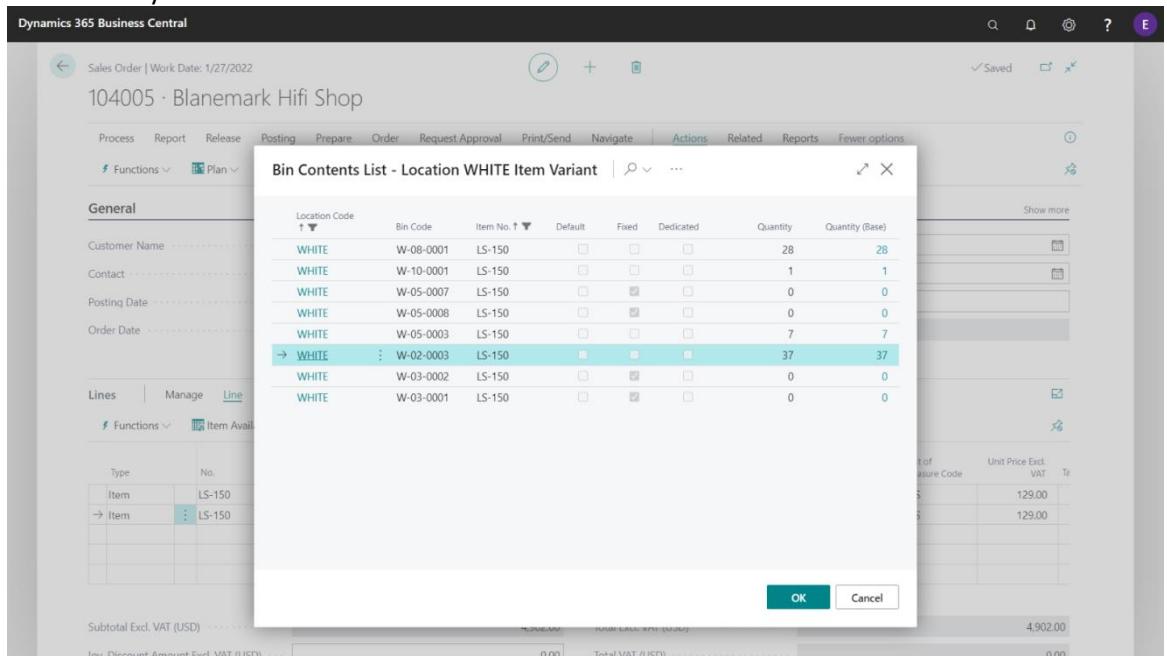
- Optimize organization within storage facilities: set up bins and zones to reflect the layout of your warehouse, including its racks and shelves

The screenshot shows the Physical Inventory Order screen in Dynamics 365 Business Central. It displays a bin contents list for Location EAST2, Item 2000-S, with columns for Location Code, Bin Code, Item No., Default, Fixed, Dedicated, Quantity, and Quantity (Base). Below this, a detailed view of item recordings is shown, with columns for Item No., Description, Location Code, Base Unit of Measure Code, Qty. Expected (Base), Qty. Exp. Calc., Qty. Exp. Item Tracking (Base), Use Item Trac., Qty. Recorded (Base), On Rec. Lines, No. Finished Rec-Lines, Pos. Qty. (Base), and Neg. C.

- Streamline receiving and capacity: use a template to determine the best placement of product based on type, size and capacities.



- Control better inventory: use real-time data on every item's zone, bin and quantity to better fulfil your customer's orders.



- Provide optimal manufacturing outputs

- Produce within supply and capacity constraints: implement manufacturing processes according to plan, even in agile and complex environments.

No. ↑	Name	This Period	This Year	Last Year	Total
100	Assembly				
200	Packing	30,240	374,400	375,840	750,240
300	Painting				
400	Machinet				

General

	This Period	This Year	Last Year	Total
EXPECTED				
Total Capacity	30,240	374,400	375,840	750,240
Effective Capacity	30,240	374,400	375,840	750,240
Efficiency %	100	100	100	100
Total Cost	0	0	0	0
ACTUAL				
Need	0	2,050	0	2,050
Efficiency %	0	0.54754	0	0.27325
Total Cost	0	724.8	0	724.8

Prod. Order

Capacity (Effective)	750,240	Need (Qty)	3,310
----------------------	---------	------------	-------

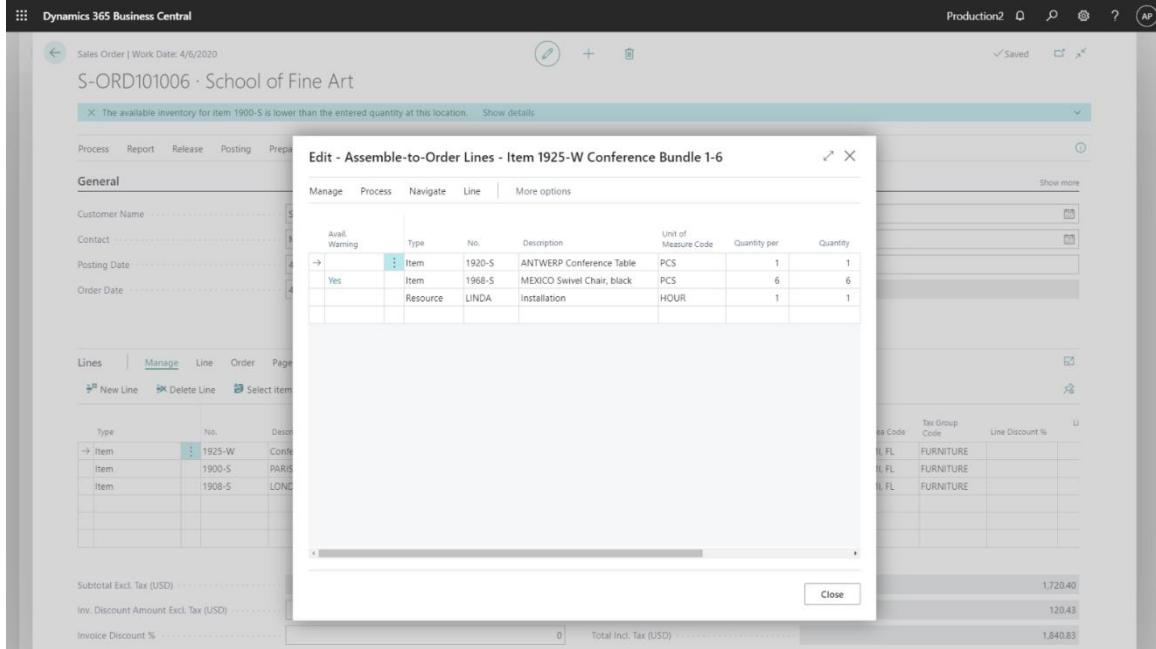
- Create detailed bills of materials: define raw materials, subassemblies, or resources as a bill of materials that comprises a finished product or a kit.

Annual Amount	38.30	Automatic Credit Memos	<input checked="" type="checkbox"/>
Allow Unbalanced Amou...	<input checked="" type="checkbox"/>	Invoice after Service	<input type="checkbox"/>
Calcd. Annual Amount	38.30	Combine Invoices	<input checked="" type="checkbox"/>
Invoice Period	Month	Contract Lines on Invoice	<input type="checkbox"/>
Next Invoice Date	2/1/2022	No. of Unposted Invoices	2
Amount per Period	3.19	No. of Unposted Credit ...	0
Next Invoice Period	02/01/22 to 02/28/22	No. of Posted Invoices	0
Last Invoice Date	1/1/2022	No. of Posted Credit Me...	0
Prepaid	<input checked="" type="checkbox"/>		

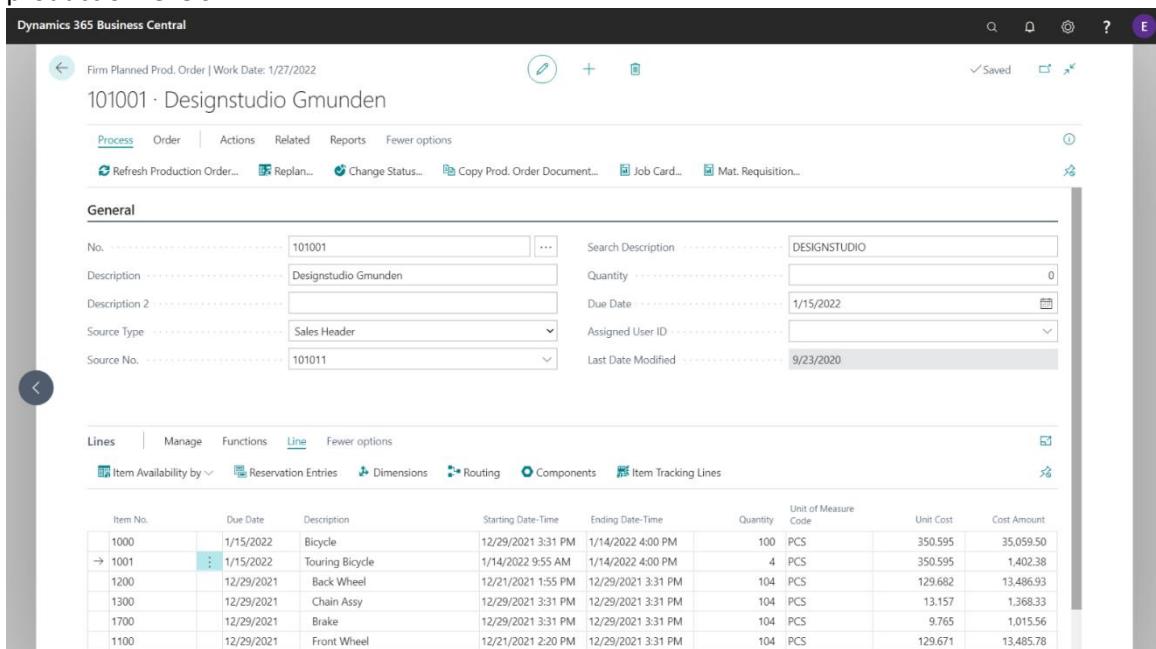
Customer Statistics

Customer No.	40000
Balance (LCY)	1,275.72
SALES	
Outstanding Orders (LCY)	4,970.40
Shipped Not Invd. (LCY)	0.00
Outstanding Invoices (LCY)	0.00
SERVICE	
Outstanding Serv. Orders (LCY)	57.07
Serv Shipped Not Invoiced(L...	0.00
Outstanding Serv.Invoices(LCY)	6.72
PAYMENTS	
Payments (LCY)	0.00
Refunds (LCY)	0.00
Last Payment Receipt Date	—
Total (LCY)	6,309.91
Credit Limit (LCY)	0.00
Overdue Amounts (LCY) as of...	1,275.72
Total Sales (LCY)	0.00
Invoiced Prepayment Amoun...	0.00

- Support assembly-to-order: capture special requirements within a bill of materials and pull directly from the quote and sales order during assembly-to-order processes.



- Use works orders or more complex processes: register consumption and output across multiple bills of materials and routes. Control and reconcile scrap or deviations in every production levels.



* Appendix C for more detailed Microsoft Dynamics 365 Business Central capability

4. Scope of Work

1. Financial Management

- a. General Ledger: Stores financial data and shows the chart of accounts that all general ledger entries are posted to.
- b. Receivables: Apply incoming payments from customers and collect outstanding balances.
- c. Payables: Make payments, apply outgoing payments, and work with vendor balances.
- d. Cash & Bank: Reconcile bank accounts and transfer funds between bank accounts.
- e. Dimensions: Add dimensions for richer business intelligence, such as: item categories, sales area, department, cost center/profit center, etc.
- f. G/L Budgets: Create G/L budgets to forecast different financial activities and assign dimensions for business intelligence purposes.
- g. Expense Management: Post employees' personal expenses for business-related activities and reimburse employees by making payment to their bank account.
- h. Cash Flow: Monitor the flow of cash in and out of your business.
- i. Multi Currencies: manage multiple currencies and currency exchange rates
- j. Fixed Assets: Overview company fixed assets, fixed assets book value and ensures correct periodic depreciation, maintenance costs, and generate various reports and statistics.

2. Sales Management

- a. Customer and contact: create customers and manage unlimited contacts related to customers.
- b. Sales order management: create a sales quote, order or invoice to sell product and/or services with partial or full shipping or invoices on certain delivery and payment terms. Create a credit memo to revert a specific posted invoice to reflect which products the customer returns and which payment amount you will refund.
- c. Report & analysis: provide insight from various report and analytics tools within the sales module.

3. Purchase

- a. Vendors: manage vendor and suppliers
- b. Purchase order management: create a purchase request, order or invoice to buy product and/or services with partial or full receiving or invoices on. Create a credit memo to revert a specific posted invoice to reflect which products you are returning to the vendor and which payment amount you will collect.
- c. Report & analysis: provide insight from various report and analytics tools within the purchase module.

4. Inventory

- a. Items: create item cards for manage inventory items and transactions. Maintain an overview of items and manage items by organizing them in categories. Assign item attributes of different value types to items to help you sort and find items.
- b. Inventory counting and adjustment: perform inventory counting and various adjustment.
- c. Transfer between locations: transfer inventory items between locations with transfer orders.
- d. Serial / lot numbers: assign serial or lot numbers to any inbound or outbound inventory transactions, for example to track items in case of customer complain or recalls.
- e. Assembly management: combining components in simple processes without the need of manufacturing functionality. Assembly management include features to assemble items that integrate with sales, purchase, inventory and costing features.

5. Service Management

- a. Service price management: set up personalized service price agreements for customer. Setup different service price groups for a limited period of time, or for a specific customer or currency.
- b. Service order status & repair: track service order status for all ongoing orders.
- c. Resource management: allocate resource to service order and managing resource cost & price
- d. Service order managements: create a service quote, contract, order or invoice.
- e. Dispatch board & service worksheet: utilize service technicians or dispatcher to handling outstanding service orders. Assignments can be based on service zones or special skills required.
- f. Manage loaner item: lend customers loaners to temporarily replace service items that you have received for servicing.

6. Other functionalities:

- a. Workflow: set up and connect business process tasks performed by different users. Requesting and granting approval to create a new record in system.
- b. Profiles and role center: preinstalled role center based on common job function. Give employee an advantage with relevant information and insight within the first minute in the system.
- c. Financial Reporter: create and analyze a financial statement for reporting or for display as chart with zero technical skills.

- d. Add-hoc data analytics enables users to analyze data directly from the page, without having to run a report or switch to another application. It provides interactive and versatile way to calculate, summarize, and examine data.
- e. Indonesia VAT modules integration with E-Faktur
- f. 10 customize business documents / reports.

* All customization not included in this tables are considered out of scope. And will be charged separately using change request mechanism.

5. License Price

Qty.	SKU Name	Unit Price (IDR)	Line Amount (IDR)
	Dynamics 365 Business Central ERP License		
	Microsoft Dynamics 365 Business Central Premium Users (per user per annual)	18.480.000	
	Microsoft Dynamics 365 Business Central Team Members (per user per annual)	1.478.400	
Total Exclude VAT			
VAT 11%			

*Menggunakan Kurs USD: 15.400, kurs aktual mengikuti tanggal PO/Kontrak License

** Jumlah user adalah estimasi, aktualnya bisa berubah menyesuaikan kebutuhan/konfigurasi yang ada.

6. Professional Services

Quantity	Service Description	Line Amount (IDR)
1	Implementation of Dynamics 365 Business Central	1.052.925.000
	Total Exclude VAT	1.052.925.000
	VAT 11%	115.821.750

Term of Payment:

No.	Description	Percentage (%)
1	Downpayment (upon sign off contract)	20
2	Term 1 (upon sign off FRD – BAST 1)	20
3	Term 2 (upon UAT sign off – BAST 2)	25
4	Term 3 (upon go live – BAST 3)	25
5	Term 4 (3 months after go live – BAST 4)	10

Post Go Live Support:

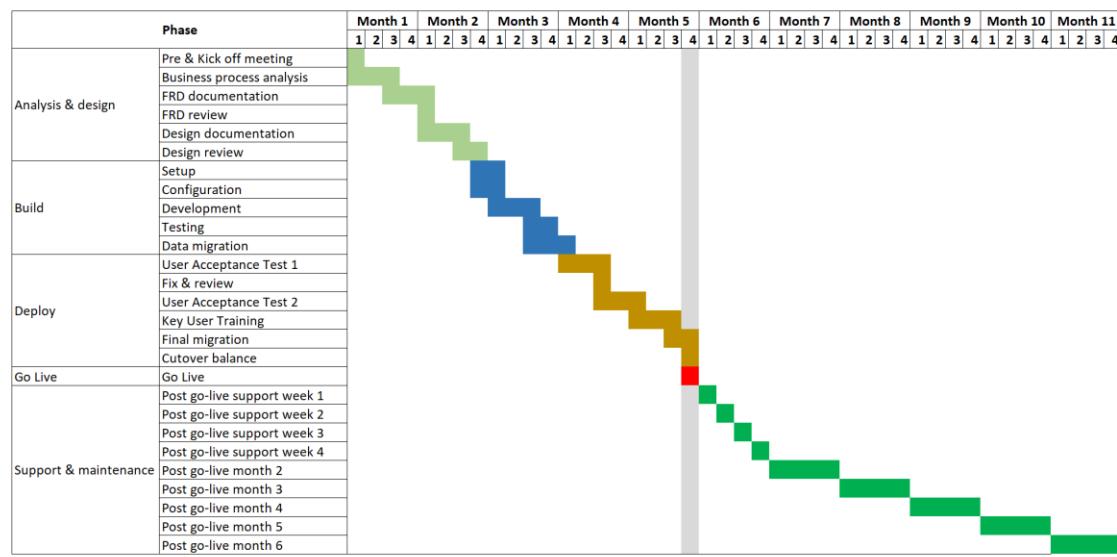
- Option: Annual Maintenance Support

Quantity	Service Description	Unit Price (IDR)	Line Amount (IDR)
1	Annual Maintenance Support	180.000.000	180.000.000

*Details can be seen in appendix B.

7. Project Timeline

Project Timeline



WBS	Task Name
1	MS DYN 365 ERP
1.1	DIAGNOSTIC
1.1.1	Prekick-Off Meeting & Conduct Project Kick Off Meeting
1.2	ANALYSIS
1.2.1	Business Process Analysis - Sales
1.2.2	Business Process Analysis - Service
1.2.3	Business Process Analysis - Purchase
1.2.4	Business Process Analysis - Inventory
1.2.5	Business Process Analysis - Finance
1.2.6	Business Process Analysis - Accounting
1.2.7	FRD Documentation
1.2.8	Review FRD
1.3	DESIGN
1.3.1	Pre-production & Production Installation
1.3.2	Review Design Documentation - Business Documents
1.3.3	Review Design Documentation - Reports
1.3.4	Review Design Documentation - Sales
1.3.5	Review Design Documentation - Service
1.3.6	Review Design Documentation - Purchase
1.3.7	Review Design Documentation - Inventory
1.3.8	Review Design Documentation - Finance
1.3.9	Review Design Documentation - Accounting
1.4	DEVELOP AND CONFIGURATION
1.4.1	Setup and Configuration ERP
1.4.1.1	System Setup
1.4.1.2	Application Configuration

1.4.2	Development & Testing
1.4.2.1	Development- 10 Reports/Business Documents
1.4.3	Data Migration
1.4.3.1	Validate Data Migration
1.4.3.2	Import Master Data
1.5	DEPLOY
1.5.1	User Acceptance Testing
1.5.1.1	Preparation & Confirm "User Acceptance Test Scripts" process
1.5.1.2	Conduct User Acceptance Testing Cycle 1
1.5.1.2.1	UAT 1 - Sales
1.5.1.2.2	UAT 1 - Service
1.5.1.2.3	UAT 1 - Purchase
1.5.1.2.4	UAT 1 - Inventory
1.5.1.2.5	UAT 1 - Finance
1.5.1.2.6	UAT 1 - Accounting
1.5.1.3	Conduct User Acceptance Testing Cycle 2
1.5.1.3.1	UAT 2 - Sales
1.5.1.3.2	UAT 2 - Service
1.5.1.3.3	UAT 2 - Purchase
1.5.1.3.4	UAT 2 - Inventory
1.5.1.3.5	UAT 2 - Finance
1.5.1.3.6	UAT 2 - Accounting
1.5.2	Conduct Key User Training Cycle 1
1.5.2.1	KUT - Sales
1.5.2.2	KUT - Service
1.5.2.3	KUT - Purchase
1.5.2.4	KUT - Inventory
1.5.2.5	KUT - Finance
1.5.2.6	KUT - Accounting
1.5.3	Cutover and Go Live
1.5.3.1	Final Data Master Migration
1.5.3.2	Cut Off (Opening Balance)
1.5.3.3	Go Live
2	POST GO LIVE SUPPORT
2.1	Post Go-Live Support - Week 1 (ON SITE)
2.2	Post Go-Live Support - Week 2 (ON SITE)
2.3	Post Go-Live Support - Week 3 (ON SITE)
2.4	Post Go-Live Support - Week 4 (ON SITE)
2.5	Post Go-Live Support - Month 2 (ON SITE)
2.6	Post Go-Live Support - Month 3 (ON SITE)
2.7	Post Go-Live Support - Month 4
2.8	Post Go-Live Support - Month 5
2.9	Post Go-Live Support - Month 6
3	PROJECT CLOSURE
3.1	Review Project Completion Notice

3.2	Conduct Project Closeout Meeting
3.3	Conduct Hand Over Meeting with support

8. Client Acceptance

The foregoing clearly states our understanding of our engagement with Dynamia, and we hereby agree to the project scope, objectives, assumptions, task assignments and deadlines described herein.

We accept our responsibility to ensure that scope; resources and time will be committed on the approval of this request. We understand that our failure to meet these responsibilities could result in an out of scope condition and adjustment of the overall project plan and deliverables, including the possibility of change orders or an entirely new project budget and timeline.

By executing this signature page each of the parties agrees it has read, understood and agrees to be bound by all the terms and conditions of this Task Order.

THIS CHANGE REQUEST SHALL BE BINDING UPON PT SURGIKA ALKESINDO AND PT DYNAMICS INOVASI SOLUSINDO.

<u>PT DYNAMICS INOVASI SOLUSINDO</u>	<u>PT SURGIKA ALKESINDO INDAH</u>
Signature: 	Signature:
Name: Steven Leo	Name:
Date:	Date:

9. Appendix A

Team Member Limitation (Subscription)

Team Members use rights:

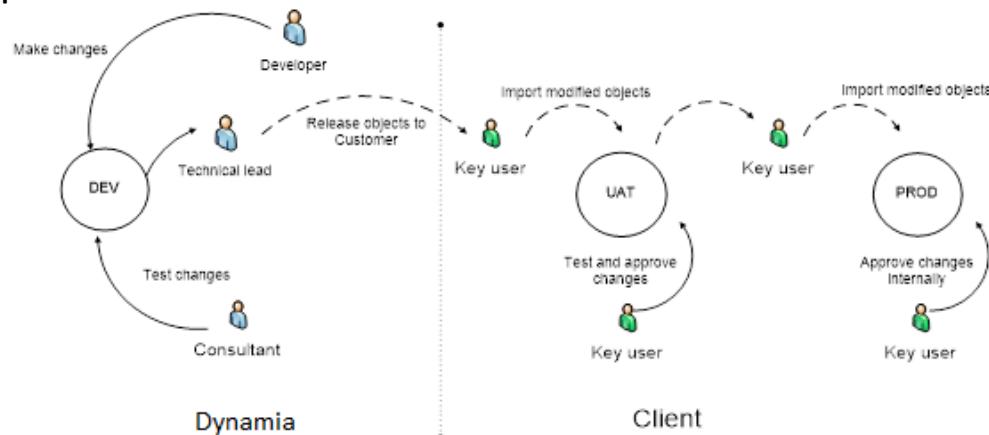
- (i) Read anything within Business Central
- (ii) Update existing data and entries in Business Central - existing data are records like customer, vendor or item records which are already created. Entries means entries on which it is specifically allowed from an accounting perspective to update specific information. (e.g. due date on customer ledger entries)
- (iii) Approve or reject tasks in all workflows assigned to a user
- (iv) Create, edit, delete a quote
- (v) Create, edit, delete personal information
- (vi) Enter a time sheet for Jobs
- (vii) Use Power Apps/Power Automate Use Rights with Dynamics 365 license
- (viii) Team Members application module¹ may be customized with maximum 15 additional entities (custom entities or standard Common Data Service entities) available to the Team Members license² per pre-approved application scenarios

¹For Business Central the Team Member application module is defined as the Business Central application capabilities available to Business Central Team Members users as described in Team Members use rights i – vii.

²Customization is only allowable if it does not result in a change to core purpose of the specified scenario. The limitation of 15 objects is on a per user/employee basis and a firm limitation to that specific user/employee. This user is not allowed to log out and log in and modify 15 different objects.

10. Appendix B

Support & Maintenance



Priority / Business Impact

The points below explain the procedure for handling incidents / tickets. Incidents that are not within the scope of this proposal as explained above will not follow this SLA. PT. Dynamics Inovasi Solusindo will make all improvement efforts to provide alternatives and workarounds until Microsoft or third-party vendors provide hotfixes. The following are categories and priorities for maintenance supports.

1. Critical – Priority 1, target resolution time: 4 hours working time)

Examples of incidents with critical categories:

No user can access the system or the system cannot be accessed. This incident will be responded to within 4 hours of the incident being reported. The support team will work and provide updates during business hours until work on the incident has been resolved or the system is functioning normally.

2. High – Priority 2, target resolution time: 8 hours working time)

Examples of incidents with high categories:

Users can still work within the system and can work using the system, but important functions of the system cannot be continued. This incident will be responded to within 8 hours of the incident being reported. The support team will work and provide updates during business hours until work on the incident has been resolved or the system is functioning normally.

3. Medium – Priority 3, target resolution time: 2 working days)

Examples of incidents with medium categories:

All users can work using the system, but there is a disruption to a small number of individual users. This incident will be responded to within 8 hours of the incident being reported. The support team will work and provide updates during business hours until work on the incident has been resolved or the system is functioning normally.

4. Low – Priority 4, target resolution time: 4 working days)

Examples of incidents with low categories:

All users can work using the system, but there are minor annoyances that need attention and be fixed. This incident will be responded to within 8 hours of the incident being reported. The support team will work and provide updates during business hours until work on the incident has been resolved or the system is functioning normally.

11. Appendix C

Microsoft Dynamics 365 Business Central Capability Guide:

Financials

Accelerate financial close, improve forecasting, and get real-time performance metrics while fostering compliance and security across subsidiaries.

General ledger

Set up companies and post to the general ledger through general journals. Use features for VAT and sales tax, recurring journals, and background posting of journals. Posting and reporting can be done in one additional reporting currency.

Use built-in reports, customized reports (both RDCL and Word), and easily refresh data in Microsoft Excel, and Power BI reports and charts.

View and edit the data in most general ledger pages using Microsoft Excel.

Dimensions

Use unlimited dimensions in transactions in all ledgers for important parts of your business, such as departments, projects, sales channel, and geographical areas. Set up rules for how to combine dimensions and dimension values. Control the use of dimensions and increase the reliability of output based on dimensions. Assign default dimensions values to master data such as general ledger accounts, customers, vendors, fixed assets, resources, and items. Set up rules to prioritize the use of default values.

Use data from dimensions in reports for filtering, account schedules to analyze your general ledger, and in data sent to Power BI.

Multiple currencies

Conduct business with customers and vendors in any number of currencies. Use multiple currencies on sales and purchase documents, bank transactions, and payables and receivables payments. Store currency details for transactions in receivables, while payables are stored in local and foreign currencies. Adjust currency values in local and foreign currencies for unrealized gains and losses to keep aging reports correct for receivables and payables.

Budgets

Track business progress using budgets in the general ledger. Use budgets in financial reports, user-defined analysis in account schedules, or in data sent to Power BI for data sharing and analysis.

Import budget information to and from Microsoft Excel for enhanced calculation capabilities when you prepare budgets.

Cost accounting

Gain insight into costs through the visibility of actual and budgeted costs of operations, departments, products, and projects. Combine base data in general ledger transactions with dimensions with known future costs and define a hierarchy of cost centers and cost objects. Allocate costs using allocation runs with different allocation keys and methods.

Analyze general ledger actuals and budgets in user-defined scenarios. Explore the scenarios to gain insight into the business that are not immediately reflected in your chart of accounts.

Deferrals

Set up deferral templates that automate the process of deferring revenues and expenses based on a schedule. Recognize revenues and expenses in periods other than the period in which the transaction is posted.

Financials: Multi-site capabilities

Consolidation

Consolidate companies from the same Business Central tenant and pull data directly into the consolidation company. Or use XML files to pull data from other Business Central tenants, databases, or third-party business management application. Use multiple currencies, dimensions, and budgets for consolidations.

Intercompany postings

Manage accounting for more than one company in a posting process that includes one or more Business Central tenants or databases. Send sales and purchase documents to partner companies and post journals transactions through a mapping to shared charts of accounts and dimensions. Control the document flow through an Inbox/Outbox feature that automates sending and receipt. Use sales and purchase documents with multiple currencies to reconcile intercompany balances.

Fixed assets

Track fixed assets such as buildings, machinery, and equipment. Post fixed-asset transactions such as acquisitions, depreciation, write-downs, appreciation, and disposal. Assign one or more depreciation books to define methods and conditions for calculating depreciation. Use depreciation books to meet managerial, internal accounting, and legal reporting requirements. Register maintenance costs, insurance coverage, and cost allocations for assets.

Fixed assets allocation

Use allocation keys to distribute percentages of fixed asset transactions, such as acquisition cost and depreciation, to departments or projects.

Fixed assets insurance

Track insurance coverage and annual insurance premiums for fixed assets and easily determine whether they are under- or over-insured. Attach assets to one or more insurance policies and index insurance amounts.

Fixed assets maintenance

Record maintenance and service expenses for fixed assets. Get detailed information to analyze and make decisions about fixed asset renewal and disposal.

Financials: Cash management

Bank account management

Create, operate, and manage multiple bank accounts for diverse business needs and different currencies.

Cash flow forecast

Predict how your company's liquidity will evolve over time. Forecast expected cash receipts and disbursements plus available liquid funds.

Create basic cash flow forecasts that can be extended and adjusted. Use an assisted setup guide to complete tasks and take advantage of automatic daily or weekly data updates. Include data from jobs and taxes as sources for the cash flow forecast. Use Azure ML capabilities to generate cash flow predictions using Business Central data.

Financials: Cash management (continued)

Electronic payments and direct debits

Create payment proposals based on vendor documents and generate bank payment files in ISO20022/SEPA format. Or use the AMC Banking Service to generate electronic payment files in the format your bank requires. Create direct debit collections for a bank direct debit file in ISO20022/SEPA format.

Easy payment process for your customers

Provide efficient payments submissions to your customers by adding online payment services links to invoices in Business Central (online version only).

Use the PayPal extension for access to a trustworthy global payment service that offers multiple ways to accept payments, including credit card processing and PayPal accounts.

Reconciliation of incoming and outgoing bank transactions

Import bank transaction data from electronic files sent from your bank in ISO20022/SEPA format or other file types. Apply transactions automatically to open customer and vendor ledger entries and create your own matching rules. Review proposed applications and account matches. Change the algorithm behind the record matching by modifying, removing, or adding rules.

Reconcile bank payments from the Payment Reconciliation Journal in one step, and in one place.

Bank account reconciliation

Import bank statement data from electronic files sent from your bank in ISO20022/SEPA format or other file types. Reconcile bank statement data automatically to open bank account ledger entries and keep track of all bank statements.

Filter bank statement information to view only the transactions that need attention. Summarize outstanding bank information and drill-down to the details of each bank transaction.

Check writing

Print checks as automated electronic checks or to write them manual, both with flexible options for voiding, reprinting, using check forms with preprinted stubs, and testing before printing. Consolidate payments to a vendor in a single check.

Reporting and data analysis

Small and mid-sized companies rely on built-in analytics and reporting that they can use out-of-the-box to help keep track of their business. Business Central supports common business processes and more complex processes for such organizations. Each of these processes comes with reports and analytics tools, and you can also do ad-hoc analysis directly from your Home page. To get an overview of Reporting and data analysis features in Business Central, please visit <https://aka.ms/bcreporting>

Financial reporting (Accounts schedules)

Use account schedules as a powerful financial reporting tool. Accountants and controllers can include essential business data from the chart of accounts, budgets, cash flow accounts and cost types in financial reports.

Use the data to efficiently monitor the health of the business and provide valuable input for business decision makers. Define row and column layouts and combinations to generate the report you need. Calculate totals and sub-totals and control the print output, for example, to compare current and historical budget figures.

Sales

Empower your sales team to take better care of customers by establishing best practices using familiar productivity tools to managing the entire sales process from within Microsoft Outlook.

Contact management

Maintain an overview of your contacts and personalize your approach to each one. Record contact information for all business relationships, and specify the individual people related to each contact. Be alerted if you enter duplicate contact information. Get a precise view of prospects and customers by categorizing your contacts based on weighted profiling questions (assign the weights of two questions to identify the value of a third question). Divide customers into ABC segments and rate results to target contacts for campaigns. Easily create quotes for prospects and send sales documents for specific contacts.

Campaign management

Organize campaigns for segments of your contacts that you define based on reusable criteria, such as sales, contact profiles, and interactions, and reuse existing segments. Send documents to people of different nationalities in their native language by using Campaign Management with Interaction/Document Management.

Interaction and document management

Record interactions that you have with your contacts, such as telephone calls, meetings, or letters, and attach documents such as Word, Excel, or TXT files. Automatically log other interactions, such as the sales orders and quotes that you exchange contacts, and revisit them if needed.

Email logging for Microsoft Exchange Server

Log all inbound and outbound email messages sent through Business Central or Microsoft Outlook®. Logging can be manual, or automated. Use a server-based solution with Microsoft Exchange Server to keep email messages in their native environment and ease administration.

Opportunity management

Keep track of sales opportunities. Section your sales processes into different stages to get an overview of and manage your sales opportunities.

Better together with Microsoft Dynamics 365 Sales

Enable integration between Dynamics 365 Business Central and Sales for a more efficient lead-to-cash process. Empower users to make more informed decisions without switching products. Gain efficiency by ensuring tight integration between accounts and customers and adding cross-product features for the lead-to-cash flow.

Use the assisted setup guide connect Business Central with corresponding records in Sales.

Work with prices in currencies that differ from the local currency, using the coupling of the sales price list record in Business Central with the price list in Sales.

Check for available product inventory directly from Sales and synchronize sales orders to Business Central for fulfillment, invoicing and payments.

Sales: Delivery management

Sales invoicing

Set up, post, and print customer invoices and sales credit memos.

Sales order management

Manage quotes, blanket orders, and order processes. Create partial shipments, ship and invoice separately, create prepayment invoices for the sales order, and use quotes and blanket orders.

Sales line pricing and discounting

Manage flexible item price and discount structures that differentiate between special agreements with customers and groups and are conditioned by parameters such as minimum quantity, unit of measure, currency, item variant, and time period.

Offer the lowest price on sales lines when the sales order meets the conditions you specify on for sales prices. Update the price agreements by using the sales price worksheet.

Campaign pricing

Connect prices and line discounts to sales campaigns to give special pricing and discounts to customers and contacts in campaign segments. Specify periods for which prices are valid. Apply campaign pricing and discounts to sales and service orders.

Sales invoice discounts

Calculate invoice discounts automatically. Set up any number of invoice discount terms, including a certain minimum amount, discount percentage, and/or a service charge. The discount is calculated on the individual item lines and becomes part of the net sum of the invoice. Calculations can be done in both local and foreign currencies.

Alternative shipping addresses

Set up multiple ship-to addresses for customers who receive goods at more than one site. The person creating a sales order or invoice can specify exactly where to send it.

Sales return order management

Create return orders to compensate customers who received incorrect or damaged items. Then receive returned items and link to a replacement sales order. Create a partial return receipt or combine return receipts on one credit memo.

Bulk invoicing from Microsoft Bookings

For companies using Microsoft Bookings in Office 365, it's possible to do bulk invoicing. The Un-invoiced Bookings page in Microsoft Dynamics Business Central provides a list of the company's completed bookings. In this page you can quickly select the bookings you want to invoice and create draft invoices for the services provided.

Supply chain management

Deliver products on time and adapt to changing business models with visibility across purchasing, manufacturing, inventory, and warehouses.

Purchase invoicing

Set up, post, and print purchase invoices and purchase credit memos.

Purchase order management

Manage quotes, blanket orders, and purchase order processes. Creating a purchase order differs from creating a purchase invoice directly. The quantity available is adjusted as soon as an amount is entered on a purchase order line, but it is not affected by a purchase invoice until it is posted. Easily manage partial receipts, receive and invoice separately and create prepayment invoices for the purchase order, use quotes and blanket orders in the purchase phase. Quotes and blanket orders do not affect inventory figures.

Purchase return order management

Create a purchase return order in order to compensate your own company for wrong or damaged items. Items can then be picked from the purchase return order. You can set up partial return shipments or combine return shipments in one credit memo and link purchase return orders with replacement purchase orders.

Alternative order addresses

Set up multiple addresses to manage orders from vendors who have more than one shipping site. These additional locations can then be selected by the purchasing agent when creating a purchase order or invoice.

Purchase invoice discounts

Calculate invoice discounts automatically. The discount can differ from vendor to vendor with different minimum amounts (also in different currencies) and different rates, depending on the size of the invoice. The discount is calculated on the individual item lines and becomes part of the net sum of the invoice.

Purchase line discounting

Manage multiple item negotiated purchase price discounts as based on such parameters as minimum quantity, unit of measure, currency, item variant and time period. The best unit cost, as based on the highest discount, is calculated for the purchase line when the order details meet the conditions specified in the purchase line discounts table.

Alternative vendors

Manage purchase of the same item from different vendors. Set up alternative vendors for items, specify typical lead times, and record price and discount agreements with each vendor.

Vendor catalog

Offer items to customers that are not part of regular inventory, but can be ordered from vendors or manufacturers on a one-off basis. Register these items as non-stock items but treat them like regular items.

Supply chain management: Inventory control

Inventory management

Set up stock items and specify properties such as unit of measure, costing method, inventory posting group, and unit cost and price. Post item transactions, such as sales, purchase, and negative and positive adjustments from item journals. Store quantity and cost records of posted transactions in the inventory ledger, and use it as the basis for valuation and other costing calculations.

Set up non-inventory and services in the same way as stock items and use them in sales, purchase, or consumption transactions, but without need to keep track of stock and costing.

Item categories

Group items in a hierarchy and define custom categories that include specific attributes.

Item attributes

Add custom data, such as color, country of manufacture, size, or product dimensions, to applicable items, to supplement built-in global item fields. Use Azure AI to let Business Central analyze images of your items and automatically suggest attributes.

Define types of attribute options, including list and text, and integer and decimal that can include units of measure. Translate attribute names and options to multiple languages.

Block attributes or attribute options from being used, for example, they no longer are applicable.

Item tracking

Manage and track serial and lot numbers. Assign serial or lot numbers manually or automatically, receive and ship multiple quantities with serial or lot numbers from a single order line entry.

Use the additional customizable item tracking dimension to keep track of simple WMS packages or pallets.

Multiple locations

Manage inventory in multiple locations, such as production plants, distribution centers, warehouses, show rooms, retail outlets, and service cars. Inventory on each location can have its own location-specific financial dimensions or posting rules. Enable CFO or financial leaders to get information about inventory using financial reporting.

Stock-keeping units

Manage stock-keeping units (SKUs). Identical items with the same item number can be stored in different locations and managed individually at each location. Add cost prices, replenishment, manufacturing information, and so on, based on the location.

Item variants

Item variants are a great way to keep your list of items under control, especially if you have a large number of items that are almost identical—for example, when they vary only in color. Rather than setting up each variant as a separate item, you can set up one item and then specify the various colors as variants of the item. Variants are supported in all areas of product including manufacturing and planning, unlocking scenarios in industries where for example, inventory is tracked by revision.

Location transfers

Track inventory as it moves from one location to another. Account for the value of inventory in transit and at various locations.

Shipping agents

Set up multiple shipping agents (for example, UPS, DHL, external carriers, or your own carrier) and relate their services (express, overnight, standard) with shipping time. Associate default shipping agents and their services with individual customers or specify those details on sales orders and transfer orders to improve accuracy of order promising.

Supply chain management: Inventory control (continued)

Calendars

Set up calendars with working and non-working days. Assign a base calendar to customers, vendors, locations, companies, shipping agent services, and the service management setup and make changes when needed. Use calendar entries in date calculations on sales, purchase, transfer, production, and service orders, and the requisition and planning worksheets.

Item charges

Manage item charges. Include the value of additional costs such as freight or insurance in the unit cost or unit price of an item.

Item references

Identify the items a customer is ordering based on item numbers other than your own. Store and easily access cross-reference information from customers, vendors, and manufacturers, as well as generic numbers, universal product codes (UPCs), and European article numbers (EANs).

Item substitutions

Link items that have the same or similar characteristics to suggest alternatives for out-of-stock items on orders. Provide extra service to customers by offering lower-cost alternatives.

Item budgets

Define sales and purchase budgets on the customer, vendor, and item levels. Prepare and record a sales budget that can serve as input to decision makers in operational areas such as purchasing and logistics. Get information about expected demand and use it in business discussions with customers.

Finalize budgets and track the actual sales performance by calculating the variance. Export budget figures to Excel for flexible calculations in the budgeting process.

Analysis reports

Provide decision makers with insightful details that inform day-to-day decisions regarding sales, purchases, and product portfolio management. Build on item entries to provide customizable analytics that let you add and combine analysis objects, such as customers, items, and vendors, according to your needs.

Cycle counting

Manage cycle counting to verify inventory record data used to maintain and increase inventory accuracy. You can set up cycle counting on the item or SKU level.

Supply Chain Management: Planning and availability

Supply planning

Plan material requirements based on demand with support for master production scheduling and materials requirements planning. Generate optimal suggestions for replenishing inventory transfers based on the item's current and future demand and availability, as well as a variety of planning parameters, such as minimum and maximum quantities and reorder quantities.

Use automatic orders for assembly, purchase, production, and transfers, and action messages to balance supply and demand. Use time buckets when planning material requirements.

Demand forecasting

Manage demand forecasting based on items. Input demand (sales) forecasts for products and components in a more convenient way (daily, monthly, quarterly). Create production and purchase orders that consider the demand forecast, available inventory, and plan requirements.

Supply chain management: Planning and availability (continued)

Sales and inventory forecasting

Get deep insight into potential sales and a clear overview of expected stock-outs by using the Sales and Inventory Forecast extension. Leverage its built-in Azure AI capabilities to generate reliable forecasts that make it easier to manage replenishment.

the customer without having to physically stock items in your inventory. Keep track of order costs and profit. Link sales orders to purchase orders to control the sequence of posting tasks.

Order promising

Promise accurate order shipment and delivery dates based on an item's current and future availability. When items are not available to meet a customer's requested delivery date, calculate the earliest shipment date as either an available-to-promise date that is based on upcoming uncommitted supply or a capable-to-promise date, which is when items can become available.

Order planning

Plan supply for all types of demand on individual orders using a simple supply planning tool.

Calculate availability on the fly

Once quantity is entered in any type of order: purchase, sales, production or transfer, the system immediately updates the availability information, notifying the user who enters the order about current and future situation. Be fully equipped with information about inventory availability by date, event, variant, location, even bill of material and unit of measure.

Drop shipments

Handle orders that ship directly from the vendor to

Project management

Ensure successful project execution and profitability with planning, resourcing, tracking, costing, billing, accounting, and real-time intelligence.

Basic resources

Keep track of resources and prices. Register and sell resources, combine related resources into one resource group, or track individual resources. Divide resources into labor and equipment and allocate resources to a specific job in a time schedule.

Define as many work types as you need.

Jobs:

Track usage on jobs and data for invoicing the customer. Manage fixed-price jobs and time-and-materials jobs:

Create a plan for a job with multiple tasks and task groupings. Each task can have a budget and can be done for whatever period you need.

Copy a budget from one job to another and set up a job-specific price list for item and resource charges and general ledger account expenses for the customer.

View suggested WIP and recognition postings for a job.

Plan and invoice job in multiple currencies.

Capacity management

Plan capacity and sales and manage usage statistics and the profitability of resources. Create your plan in a calendar system with the required level of detail and for the period you need. Monitor resource usage and get a complete overview of resource capacity including availability and planned costs on orders and quotes.

Multiple costs

Manage alternative costs for resources and resource groups. Costs can be fixed, percentage based, or an additional fixed charge.

Project management (continued)

Assign a specific job to a specific customer and invoice the job completely or partially.

Change bill-to customer for projects where the party that is receiving a service is different from the party that is paying the bill.

Use an assisted setup guide to set up jobs, easily enter time sheets and job journals, and use the Project Manager Role Center to access common tasks, new charts, and the list of your jobs.

Use the Job page to access tasks, assign job ownership, and get visibility into costs and billings.

Use the Job Quote report to quickly email a customer the price for a project.

Split work between project managers, who create plan for job, warehouse workers who deal with picking inventory for jobs and staff performing the work.

Time sheet

Register time spent and get manager approval using the simple and flexible Time Sheet. Time Sheet integrates with Service and Project Management and can include resources.

Service management

Deliver better service experiences with planning, dispatching, and service contract management.

Planning and dispatching

Assign personnel to work orders and log details such as work order handling and work order status. For dispatching, manage service personnel and field technician information, and filter according to availability, skills, and stock items. Gain an overview of service task prioritization, service loads, and task escalations.

Manage warranties for service items and spare parts.

Record details on service levels, response times, discount levels, and the service history of each contract, including service items and parts used and labor hours.

Measure service contract profitability.

Generate service contract quotes.

Service contract management

Set up agreements with the customers about service levels:

Maintain information on contract history, contract renewal, and contract templates.

Service management (continued)

Service item management

Record and keep track of all your service items, including contract information, component management, and BOM reference and warranty information. Use the Trendscape Analysis feature to view key performance indicators for service items during various periods.

Service order management

Register post-sales issues including service requests, services due, service orders, and repair requests. Let customers initiate service requests or create them automatically according to the terms of service agreements.

Register and manage equipment loans to customers. Get a complete history of service orders and service order quotes through the Service Order Log.

Service price management

Set up, maintain, and monitor service prices. Set up price groups based on criteria, such as the service item (or several item groups), the service tasks, or the type of fault for a period of time or for specific customers or currencies. Define price calculation structures that include all parameters involved in providing service, such as the parts used, the types of work, and the service charges. Automatically assign the correct price structure to service orders that match the price group criteria. Assign fixed prices, minimum prices, or maximum prices to price groups and view statistics about profitability.

Warehouse management

Reduce operations costs with efficient warehouse operations that help you ship orders on time and deliver on promised customer outcomes.

Levels of warehouse management

Configure warehouse processes as required for each location. Decide whether to use bins or not, should warehouse team work with separate documents or update sales and purchase orders. Should pick and shipment be separate steps or can be performed in one go.

Bin

Organize your warehouse by assigning items to bins, the smallest unit in the warehouse logical structure. Use item journals to assign bin directly on document lines. Default or fixed bins will speed up document processing.

Bin setup

Set up and maintain bins by defining both the layout of your warehouse and the dimensions of your racks, columns, and shelves. Give input to planning by defining characteristics for bins.

Inventory pick and inventory put-aways

Create pick lists from sales orders and put-away work from purchase orders to assign tasks to warehouse team, who can complete picking and put away work without opening sales and purchase orders.

Warehouse receipt

Manage receipts from a separate user interface in a multi-order environment. Create a put-away work directly from warehouse receipts or use put-away worksheet to create multiple put away tasks.

Warehouse shipment

Manage warehouse shipments from a separate user interface in a multi-order environment. Create picking lists from shipments or pick worksheet

Warehouse management (continued)

Internal pick ups and put-aways

Create pick and put-away orders for internal purposes, such as testing put-away for production output, without using a source document (such as a purchase order or a sales order).

Directed pick up and put-away

Receive and put away items in bins according to put-away templates, and pick items based on zone and bin rankings. Use worksheet to move items between bins to optimizes the picking process and the use of space. Avoid wasting time by utilizing cross-docking. Deal with different units of measures for same items.

Manufacturing

Enable proactively manufacturing operations to improve throughput, quality and uptime, while reducing costs and delivering on customer expectations.

Assembly management

Specify a list of sellable the items, raw materials, sub-assemblies, and resources as an assembly bill of materials that make up a finished item or a kit. Use assembly orders to replenish assembly items. Capture customer requirements for the kit's bill of materials directly from sales quotes, blanket orders, and order lines in the assembly-to-order processes.

Standard cost worksheet

Give company controllers a reliable and efficient way to maintain accurate inventory costs. Work with standard cost updates in Business Central in the same way you would in an Excel spreadsheet. Prepare for cost updates without changing data until you're ready.

Product bill of materials

Create bills of materials and calculate their standard costs. Keep track of different versions and know which components were valid at a specific moment of time and for specific production batch.

Basic capacity planning

Add capacities (work centers) to the manufacturing process. Set up routings for production orders and material requirements planning. View loads and the task list for the capacities.

Machine centers

Add machine centers as capacities in the manufacturing process. Manage capacity for each machine or production resource on a detailed level for machine centers, and on a consolidated level for work centers. Use machine centers to store default information about manufacturing processes, such as setup, wait, and move times and default scrap percentages.

Version management

Create versions of manufacturing bills of materials and routings.

Production orders

Create production orders and post consumption and output. Calculate net requirements based on production orders. Use a manual supply planning tool as an alternative to automatic planning. Get visibility and tools to manually plan for demand from sales lines and to create supply orders.

Automatic components and capacity consumption

Reduce data entry, and have accurate stock and WIP information in the same time. Use routing codes to link components with specific operation to minimize waste by implementing just-in-time principles.

Manufacturing (continued)

Subcontracting

Delegate all or part of operations to external work centers. Use separate location and transfer order to track raw materials. Register performed work with purchase orders.

Finite loading

Manage finite loading of capacity-constraint resources. Account for capacity constraints for periods to avoid overloading work centers.

Scrap

Scrap can be inevitable in the manufacturing process. But making sure it is properly recorded is essential to proper inventory and cost management.

Globalization and compliance regulations

Support globalization and compliance regulations like International Financial Reporting Standards, local functionality, GDPR, and more. Confidence in a business management solution is key to running an efficient business. With Business Central companies are empowered to streamline business processes while consistently and cost-efficiently complying with increasing regulation and reporting requirements.

Data privacy

Business Central supports data privacy initiatives such as General Data Protection Regulation (GDPR).

Accounting processes and controls to aid compliance

Companies face increasing financial accounting challenges. Depending on industry, markets, geographic location, and financing needs, an organization may be subject to local generally accepted accounting principles (GAAP) and one or more of:

The Sarbanes-Oxley Act (SOX), a U.S. law passed in 2002 to protect investors by improving the accuracy and reliability of corporate disclosures.

The International Financial Reporting Standards section of the European Union's International Accounting Standards (IAS/IFRS), which went into effect in 2005 and sets forth international accounting standards for recognition, measurement, consolidation, and reporting.

The New Basel Accord (Basel II), enacted in 2006 to address issues of financial institution risk and to promote greater stability in the overall financial system.

Manage compliance standards

Deliver integrated information, aligned processes, and easy-to-use tools to help your people meet the financial management expectations and standards that matter to your specific business. [Read more](#) about data privacy and application compliance.

Globalization

Get support for 25 languages, localizations, and no-code user interface changes. Purpose-driven extensibility from the Microsoft AppSource business applications marketplace will help you meet local requirements.