**Reference Companion Guide**

**Course 80949 Introduction to Microsoft Dynamics NAV 2017**

The Reference Companion Guide is a Students guide and take away for this course. Please download, email or upload this guide for future use and take notes or provide additional information on any given topic.

The Reference Companion Guide should be used in conjunction with an E-Learning or trainer led instruction course.

**NOTE:** that module practices are best executed when a trial and/or test environment is available.

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Module 1: Microsoft Dynamics NAV 2017 as an ERP System

Welcome to the course Introduction in Microsoft Dynamics NAV 2017. My name is Koen Stox. I'm from Belgium. I'm a Microsoft certified trainer, and I've been working with Microsoft Dynamics NAV for over 15 years. Let's go and have a look at what we will cover in this course. So we will learn everything that you need to know to get started with Microsoft Dynamics NAV. And first, we will have a look at why we can consider Microsoft Dynamics NAV as an ERP system. Then we will also look at the multiple client support. So on which clients can we use Microsoft Dynamics NAV, and then we will browse the different application areas. So this should give you an idea of all the different functionalities, all the features that you can use in NAV. Then we will look at the user interface. And before we can start working with the system, we have to have a good idea of all the different components of the interface, and then we will look at how we can personalize the user interface. In Module 6, we will look at the basic functionalities. So there we will discover, for example, how we can search, how we can filter, how we can export data out of the system. And then in Module No. 7, we will look into the master data such as G/L accounts, items, vendors, and customers. So basically all the master data that we need in the standard sales and purchase processes. And these processes we will discover in Module 8. So there we will focus on the typical sales and purchase processes. And then finally, in Module 9, we will also discover the most important technology features of the system.

# Module Overview

In this first module, we will have a look at why Microsoft Dynamics NAV can be classified as an ERP system, and we will also touch the basic features of an ERP system in general.

## Lesson 1: What Makes Microsoft Dynamics NAV an ERP System?

Now, it's important that everyone who wants to learn to work with Microsoft Dynamics NAV has an understanding of the basic concepts of an ERP system. This will allow you to better grasp the overview and insights of NAV. For example, you will better understand what happens when, in the general ledger application area, you post a sales invoice and of course also why this happens. Now, an ERP system has some typical features that you will also find in Microsoft Dynamics NAV. And these are a common database, integrated functionalities, and an ERP system is always modular. Let's take customer data as an example. Now, in a company, customer data is used in different departments. For example, the salesperson uses customer data on sales documents while a bookkeeper needs the same data when processing a customer payment. And in the warehouse, customer data is used by a warehouse worker, for example, in a sales shipment. Now, because of the common database used in an ERP system, you only need to enter the customer data once to make it available in all the different application areas or departments. Another important feature of an ERP system is the realtime availability of data. Now, in today's online world, we need information in realtime to make quicker and better decision. And the advantage of an ERP system is that as soon as data is entered into the system, it becomes instantly available. And with Microsoft Dynamics NAV and Office 365 and on Azure, you can have your ERP data available in realtime at anyplace on any device. And we'll talk more about these devices in one of the upcoming modules. Then there's also the support of growth. And the ERP system is more than only an accounting software. For example, ERP systems can support distribution, service, manufacturing, and ERP allows companies to implement industry-specific solutions and then even tailor them more to specific company processes. Microsoft Dynamics NAV supports a company's growth by offering rich functionality out of the box. And then there is also job roles and authorization. ERP systems include security systems which is necessary because an ERP database can contain a mass of information and that's why an advanced security system makes sure that data cannot be accessed by unauthorized people.

## Lesson 2: In Office 365 Experience

Microsoft Dynamics NAV 2017 is more than just an ERP system. This slide perfectly shows the world of Microsoft Dynamics NAV nowadays. You can run the solution on any device on premise or in the cloud. And if your organization uses Office 365, Dynamics NAV 2017 includes an add-in so you can invoice your customers based on entries in your Outlook calendar. You can manage business interactions in Outlook, and you can also create a data connection. In the following module, I will so you more on the Microsoft Dynamics NAV Outlook client.

## Lesson 3: Embedded Power BI

You can use embedded PowerBI to easily create insightful charts and reports using PowerBI. And you can make them available within your Dynamics NAV 2017 role center. The content pack provides sample reports that you can use in both the demo or production environment. You can also make edits to the content pack. Any report that is created in PowerBI may be made visible on the Dynamics NAV 2017 role centers, and this enables users to get the information they need to perform their job right from within their role center.

# Module Review

In this module, we had a look at the basic concepts and features of an ERP system in general, and we also saw how these concepts and features are used in Microsoft Dynamics NAV. But Microsoft Dynamics NAV is more than just an ERP system. Besides the core ERP functionalities offered in Microsoft Dynamics NAV, we also saw that it now seamlessly integrates with Office 365 and PowerBI.

Module 1 Key Take Away

* What Makes Microsoft Dynamics NAV an ERP System?
  + Common Database
  + Real Time
  + Support growth
* ERP System
  + Job Roles and Authorization
* In Office 365 Experience
* Embedded Power BI

Test Your Knowledge Module 1

What is the main objective of ERP?

* 1. To offer a consistent look and feel across all modules.
  2. To facilitate information flow between all business functions.
  3. To integrate all departments and functions across a company into a single system by using a common database.
  4. To process activity beyond accounting.

1. Microsoft Dynamics NAV 2017 brings you the In Office 365 experience. What does this mean?
   1. That you need an Office 365 subscription to use Microsoft Dynamics NAV 2017.
   2. That you can invoice your customers from calendar appointments in you Outlook Calendar.
   3. That once you installed the NAV add-in in Outlook, you always should create new contacts in Outlook, and then synchronize them to NAV.
   4. That the Office 365 integration gives you the possibility to run NAV on a tablet or a phone.

Module 1: Your Notes

Test Your Knowledge Answers

Module 1

Question 1 (Answer: C)

*Motivation:* Enterprise resource planning (ERP) is business management software—typically a suite of integrated applications—that a company can use to collect, store, manage and interpret data from many business activities.

*Lesson: What Makes Microsoft Dynamics NAV an ERP System?*

Question 2 (Answer: B)

Motivation: From a calendar appointment, you can open the Dynamics NAV add-in and get an overview for the customer associated with the appointment. Then, you can create and send an invoice for the services provided in the meeting.

*Lesson: In Office 365 Experience*

Module 2: Multiple Client Support

# Module Overview

In this module, I will provide an overview of the different clients for Microsoft Dynamics NAV. So we will have a look at the Windows client, the web client, the tablet client, and the phone client, and also the Outlook client.

## Lesson 1: Multiple Client Support

Different types of users require different types of clients. Intensive users need a client that allows quick and efficient data entry, while users on the road should be able to consult data on their phone. The following Microsoft Dynamics NAV clients interact with Microsoft Dynamics NAV database through the Microsoft Dynamics NAV server. We have the Microsoft Dynamics NAV Windows client. There is also the web client, the tablet client, the phone client and also the Microsoft Dynamics NAV Outlook client.

## Lesson 2: The Windows Client

Let's start with looking at the Windows client. The Microsoft Dynamics NAV Windows client is an intuitive and versatile Windows application that developers, partners, administrators, but also super users can customize to support the job function of a full range of work roles in an organization. Like, for example, a salesperson, a bookkeeper, an accountant, a purchaser, and so on. Now, each role has a customizable role center that displays key information required for relevant employees, and it will make their day-to-day tasks easier to complete. Users render role tailored client to find the information and data entry points that their jobs require. Now, the Microsoft Dynamics NAV Windows client is installed when you select the demo option, the client option, or the developer option in Microsoft Dynamics NAV setup.

## Lesson 3: The Web Client

And then there is also the web client. The Microsoft Dynamics NAV web client gives users access to Microsoft Dynamics NAV data over a network such as the Internet, and this is done by using a web browser. Users can view and modify data from a user-friendly interface that resembles the Microsoft Dynamics NAV Windows client where the starting point is also the role center. The role center can be customized to users' individual needs based on their role, company, and daily tasks. Unlike the Microsoft Dynamics NAV Windows client, you do not have to install any Microsoft Dynamics NAV components on devices that users will use to access the Microsoft Dynamics NAV data. The Microsoft Dynamics NAV web client does not replace the Microsoft Dynamics NAV Windows client but compliments it by enabling scenarios that are not possible with the Microsoft Dynamics NAV Windows client. In the following modules of this course, I will use both the Microsoft Dynamics NAV Windows client and web client to demonstrate the different functionalities in this course.

## Lesson 4: The Tablet Client and Phone Client

For users on the go, there is the tablet and the phone client. Now, the Microsoft Dynamics NAV tablet client and phone client allow users in small- and medium-sized businesses to access data from a tablet or a phone. The Microsoft Dynamics NAV universal app is available for Windows, Android, and Apple devices. Some of the advantages of offering this solution are portability and flexibility when the user is away from the desk. Most tablets have an on-screen keyboard, but the keyboard plays a less central role on the tablet. And this forces you to have to consider the touch experience. The phone is a very light device and has an even smaller screen than tablets which is why the tasks that usually make sense to perform using the phone are brief and typically reading of data or very lightweight data entry such as approving an invoice or getting an overview of the business. Having a Microsoft Dynamics NAV solution that runs on a smaller device brings it in the hands of many more users and your app is easy to distribute. Other advantages are that using a tablet or phone, you can capture data closer to the source, for example, at the customer site, and thereby improve accuracy and reduce end-to-end time.

## Lesson 5: The Outlook Client

And then there is also the Outlook client. Now, the Outlook client allows you to perform a number of tasks in Outlook such as invoicing your customers based on entries in your Outlook calendar. From a calendar appointment, you can open the Dynamics NAV add-in and get an overview for the customer of this appointment. And then you can create and send an invoice for the services provided in a meeting, all of this happening right there in the Outlook calendar. You can work directly with e-mail attachments. It's also easy to update the add-in. You'll get notified that a new version is ready for you in Outlook. The add-in works for attachments in an e-mail as well. You can send the e-mail attachment directly to the incoming documents list and send the documents such as PDF files to an optical character recognition service. Here, the documents are turned into a machine-readable format so that the invoice information can be added automatically to Dynamics NAV. This reduces the risk of errors and, as a result, increasing productivity. From the contacts list in Dynamics NAV, you can manually synchronize your Dynamics NAV contacts to Office 365 people. The contacts from Office 365 will sync back to Dynamics NAV as well. There is a filter that can be applied to the synchronization process so users will only need to sync the contacts they use most often. The same filter is used during the automatic background sync as well. The synchronization process also works with Microsoft Outlook on the desktop.

Module Review

In this module, I have showed you the Microsoft Dynamics NAV client types. So we looked at the Windows client and the web client, the tablet client and the phone client, and I've also showed you how to work with the Outlook client. In the upcoming modules, we will work with the Windows and the web client.

Module 2 Key Take Away

* Multiple Client Support
* Windows Client
* The Web Client
* The Tablet Client and Phone Client
* The Outlook Client

Test Your Knowledge Module 2

1. Which of the following clients installs when you select the demo option in the Microsoft Dynamics NAV Setup?
   1. The Windows Client
   2. The Demo Client
   3. The Web Client
   4. The Tablet Client
2. You’re meeting a customer at his facilities and you want to check his outstanding balance. What is the most efficient way to do this?
   1. You should call a colleague at the office and ask him/her to check the customer’s outstanding balance.
   2. If you brought your laptop, try to go online to access the web client, and check the customer’s outstanding balance.
   3. You can use the NAV phone client on your phone to check the customer’s outstanding balance.
   4. Print a customer report before leaving to the customer.
3. Because of flexibility and accessibility reasons, you want to use the Web client. Which of the following limitations do you have to take into account?
   1. To use the Web client, you first have to install the Windows client
   2. You can only use the Web client with Internet Explorer
   3. The Web client only uses one predefined role center.
   4. None of the above limitations exist.

Module 2: Your Notes

Test Your Knowledge Answers

Module 2

Question 1 (Answer: A)

Motivation: The Microsoft Dynamics NAV Windows client is installed when you select the Demo Option, Client Option, or Developer Option in Microsoft Dynamics NAV Setup.

*Lesson: The Windows Client*

Question 2 (Answer: C)

Motivation: When you’re away from the desk, the phone client allows you to perform tasks, such as reading of data and lightweight data entry.

*Lesson: The Tablet Client and Phone Client*

Question 3 (Answer: D)

Motivation: The web client can be used independently of the Windows client an any browser. You can select any of the role centers included in the installation.

*Lesson: The Web Client*

Module 3: Browse Application Areas

# Module Overview

To have a good understanding of all the application functionality included in Microsoft Dynamics NAV, in this module, we will have a look at the different application areas. Now, of course, this is only a general overview of these application areas. There are separate courses like finance essentials, finance advanced, trade, and so on, that are covering some of these features more in detail. So let's have a look at the different areas that we will cover. So we will start with finance. We will also have a look at the business intelligence within NAV. Then there's marketing and sales. I will also explain the main concepts of design and engineering, of operations planning. There is also of course purchasing. We have shipping and receiving in from warehouse. There are the warehouse activities itself. You can also set up and use service management in NAV. There is resource planning which is of news in combination with jobs. So project management. And finally, there is also human resources.

## Lesson 1: Finance

Let's start with the finance application area. Microsoft Dynamics NAV enables you to manage all common finance processes and information such as posting financial transactions, preparing financial statements, managing bank accounts, inventory costs, manufacturing costs, and fixed assets. When you create a new company, you must first set up a chart of accounts and configure the posting processes. Typically after the finance processes are configured, you can then configure the sales and purchasing processes. In the general ledger application area, we can create G/L accounts in the chart of accounts. We can then post to the G/L accounts. For example, from a sales document or a purchase document, but also from journals like general journals. G/L accounts can then be used in financial statements or reports such as the account schedules. In cash management, we can set up bank accounts. So all the bank accounts that a company should process can be created as bank accounts in NAV, and NAV is also fully SEPA compliant which means that you can set up electronic banking. You can, for example, set up payment journals, have the system suggest vendor payments, and then create an electronic file that you can send to your bank. But you can also import bank statements in order to process these bank transactions automatically. Then there is also fixed asset management. We can set up fixed assets for all of the fixed assets that the company acquires. So on a fixed asset card, we can assign depreciation methods and then have the system calculate and process depreciations automatically. In multi-company transactions, we can consolidate the financial information of different business units. Or we can also set up intercompany transactions between different partners that are selling and purchasing from each other. And then there is also multi-currency. So you can set up any currency in the system such as euro, U.S. dollar, British pound, Japanese yen, and so on. And based on the exchange rate that the system can update automatically using a web service, you can then post your purchase, sales, and bank transactions in any currency.

## Lesson 2: Business Intelligence

Let's now look at business intelligence within NAV. Now, businesses capture a tremendous amount of data through daily activity. This data such as the organization's sales figures, purchases, operational expenses, employees' salaries, budgets, and so on, they can become very valuable information for decision-makers. Microsoft Dynamics NAV contains a number of feature that help you to gather, analyze, and share your company's data. In Microsoft Dynamics NAV, you can set up as many dimensions as you want, and you can use these dimensions to tag transactions before you post them. This will allow you to, for example, run reports in which you can report your sales by area, by customer group, and so on. Now, dimensions can be used in a wide range of reports within the system. You can use them, for example, in account schedules but also in the analysis by dimensions. Dimensions can also be included in budgets. Besides general ledger accounting, you can also set up cost accounting in the system. Now, in cost accounting, we will allocate each cost that the company makes to cost centers or cost objects. Cost centers are typically the departments of your company while cost objects are the business. So what do you sell? Which services? Which items? So they will become your cost objects. The intention, the idea, or the purpose of cost accounting is to calculate the real margin of your business by allocating all these expenses, all these costs that your businesses are making. For companies, it's important to have a good understanding and overview of their future cash flow. Now, with the cash flow forecasting function in Microsoft Dynamics NAV, we can make these predictions taking into account different types of transactions such as customer payments, vendor payments, sales and purchase orders and so on, and also manual revenues and expenses that we will have in the near future. Based on the cash flow forecast, we can then retrieve cash flow worksheet lines, and they can be used after processing in typical cash flow reports. We can also set up cash flow reports in, for example, account schedules. With account schedules in Microsoft Dynamics NAV, users can create their own financial reports. They will do this by creating or setting up account schedule lines and by defining columns in the column layout. You can integrate budgets and account schedules, and you can also use dimensions. By default, you will always have your two global dimensions available, but by combining an analysis view, you can use up to four different dimensions in an account schedule. Account schedules can be used based on G/L accounts but also based on cost types in cost accounting and cash flow accounts. The analysis by dimension will allow us to create financial reports based on any of the dimensions that we have set up in the system. In an analysis by dimension, we can use up to four dimensions concurrently. Once the analysis by dimensions is created, we can run it in an analysis view, and if you want, you can also export the analysis by dimensions to, for example, Microsoft Excel. By setting up charts, we can display financial information graphically. So for example, once you have created an account schedule, you can create a chart based on the account schedule and display it, for example, in the accounting manager role center. Besides the account schedule charge that we can create, there are also the PowerBI reports based on the content pack available for Microsoft Dynamics NAV.

## Lesson 3: Marketing

The marketing features of Microsoft Dynamics NAV help you manage and support your marketing and sales efforts. With these features, you can access to complete an accurate information so you can focus your interactions on preferred customer segments. You can target potential customers by using different kinds of marketing panes. You can group customers based on common characteristics. You can then segment your customers into different mailing groups, for instance, according to the data gained from profiling. Examples of marketing campaigns could be advertisements, television commercials, direct mail, e-mail marketing campaigns, and so on. Good sales and marketing practices are all about how to make the best decisions at the right time. Microsoft Dynamics NAV provides a precise and timely overview of your contact information so that you can serve your prospective customers more efficiently and increase customer satisfaction.

## Lesson 4: Sales

With the sales application area, you can use Microsoft Dynamics NAV to manage all common sales processes and information such as quotes, orders, and returns. There are also tools to plan and manage different types of customer information and transaction data. But before you can start to manage sales, you must configure your sales policies and values initially to set up general sales setup and periodically to create master data for customer records. When configuration tasks are complete, you can use various customer management and sales functionality for central processes such as to sell goods and forecast future sales. To target specific customer groups, you can set up prices and discounts based on a wide range of conditions such as the minimum quantity, the order date, the currency, and so on.

## Lesson 5: Design and Engineering

There are many common processes in central design and engineering work such as specifying how and when items are handled. For example, you can specify whether items are just purchased and sold or manufactured from components before sale. For the first design tasks, you need to define rules and values for all items by completing item cards with specific master data. Lastly, for produced items, you must define the material structures and process structures in master data records for specific production bill of materials and routings. The data and setup that you enter during design and engineering is later used in sales and operation when the item is handled.

## Lesson 6: Operations Planning

The production operations require to transform inputs into finished goods must be planned daily or weekly depending on the volume and nature of the products. Microsoft Dynamics NAV offers features to supply for anticipated and actual demand from sales and production as well as features for distribution planning using stock-keeping units and location transfers. Although a production order can be used to execute a project sales of produced items, the planning of operations involved in a project may be better supported with the project management functionality. Operations planning typically starts with resource planning such as setting production capacities in the shop calendars and planning for potential subcontracting or production operations. Then you can perform master planning to manage sales demand and production demand for components.

## Lesson 7: Purchasing

Let's now have a look at the purchasing application area. We can of course use Microsoft Dynamics NAV for many common processes and information needs related to managing purchases such as using purchase quotes, orders, return orders, and so on. There are also tools to plan and manage different types of vendor information and transaction data. Now, before we can start to manage purchases, we of course need to configure the company's purchasing policies and values initially to set up general purchases and periodically to create master data for vendor records. When configuration tasks are complete, we can use various vendor management and purchasing functionalities for central processes such as to purchase goods. So also in purchases, we can set up prices and discounts and have the system automatically retrieve the best purchase price possible with the highest discount.

## Lesson 8: Shipping and Receiving

The physical handling of items received and shipped at the company warehouses can be managed and recorded in different ways depending on the level of warehouse management features in the installation. For example, the warehouse of a small manufacturing company may require simple functionality while busy distribution warehouses for wide product selections and complex business models may require that different levels of warehouse activities be performed in a directed workflow. The simplest receiving and shipping process don't require a specific warehouse user interface but they can be performed from the purchase and the sales order. A basic warehouse installation may include the inventory put-away and the inventory pick document where warehouse workers process one order at a time. And they can then automatically post the receipt and the shipment from the inventory put-away and the inventory pick document. In advanced warehousing installations that are set up for directed put-away and pick, different warehouse rules perform separate receiving and put-away tasks and picking and shipping tasks for multiple orders according to the implemented workflow.

## Lesson 9: Warehouse Activities

Besides receiving and shipping goods in and from the warehouse, there are also a number of other warehouse activities that we can perform in the system. So after goods are received and before they are shipped, a series of internal warehouse activities take place to ensure an effective flow through the warehouse and to organize and maintain company inventories. Like the receiving and the shipping processes, the detail level of warehouse activities can vary depending on the scope of the license and the location setup. Typical warehouse activities include putting items away, moving items inside or between warehouses and picking items for assembly, production, or shipment. The assembling of items for sales or inventory is also included in warehouse activities.

## Lesson 10: Production

Let's now have a look at the production application area. When production orders are planned and created as part of operations planning, shop floor staff can proceed to fine schedule the activities, pull the required material and output the finished goods. In order to convert material into an item, a complete set of production resources must exist. This setup work is also the responsibility of the production department.

## Lesson 11: Service

Providing ongoing services to customers is an important part of any business and one that can be a source of customer satisfaction and loyalty. However, managing and tracking service is not always easy, and Microsoft Dynamics NAV provides a set of tools to help. With service management in Microsoft Dynamics NAV, we can schedule service calls and set up service orders. We can track repair parts and supplies. We can also assign service personnel based on skills and availability, and we can provide service estimates and service invoices. In addition, you can also standardize coding, set up contracts, implement a discounting policy, and create root maps for service employs. In general, there are two aspects to service management. Configuring and setting up your system and using it for pricing contracts, orders, service personnel, dispatch, and job schedulers.

## Lesson 12: Resource Planning

Many companies use resources management to track the time and effort that is involved with performing and providing services. For example, an employee may visit a site to talk with a customer about a project. That time and effort can be charged to the customer on a sales order. Before you can start selling services and jobs or assigning resources to assembly projects, you must set up information about policy and pricing which can be used in resource transactions. All pricing information is adjustable. In addition, you can set up time sheets to track the time that is used by a resource in various projects.

## Lesson 13: Project Management

Resource management is often used in combination with jobs. Now, the jobs area supports common project management tasks such as configuring a job and scheduling a resource as well as providing the information needed to manage budgets and monitor progress. With the jobs feature, you can manage long-term projects that involve the use of man hours, machine hours, inventory items, and other types of usage that you want to keep track of. You can track machine and employee hours on the project by using time sheets. Using the jobs functionality will provide a good overview, not only of individual jobs but also of the allocation of employees, machinery, and other resources being used in all projects. You can also use this functionality for many types of services and consultancy tasks.

## Lesson 14: Human Resources

The human resources application area allows you to keep detailed records of your employees. You can register and maintain employee information such as employment contracts, confidential information, qualifications and employee contracts. You can also use human resources to register employees' absences which allows to you analyze register absences as necessary. To start using human resources, you must set up employees and other basic information. You can also associate various codes to an employee which allows you to filter information and view specific employees.

Module Review

In this module, I provided a brief overview of the different application areas in Microsoft Dynamics NAV. And this should now give you a better understanding of all the application functionality that we have available in the system.

Module 3 Key Take Away

* Finance
  + General Ledger
  + Cash Management
  + Fixed Assets
  + Multi-company transactions
  + Multicurrency
* Business Intelligence
  + Dimensions
  + Cost Accounting
  + Cash Flow Forecasting
  + Account Schedules
  + Analysis By Dimensions
  + Charts
* Marketing
  + Contacts
  + Tasks
  + Campaigns
  + Opportunities
  + Interaction Log
  + Microsoft Dynamics CRM Integration
* Sales
  + Prices and Discounts
  + Sales Forecasting
  + Sell goods
* Design and Engineering
  + Design Products
  + Material and process structure¨
* Operations Planning
  + Resource Availability
  + Plan for material
  + Supply Orders
* Purchasing
  + Prices and Discounts
  + Purchase Goods
* Shipping and Receiving
  + Ship Items
  + Receive Items
* Warehouse Activities
  + Inbound Items
  + Internal Activities
  + Outbound Items
* Production
  + Production Orders
  + Execute Production
* Service
  + Plan Service
  + Service Contracts
  + Deliver Service
* Resource Planning
  + Manage Resources
  + Use Time Sheets
* Project Management
  + Set up Jobs
* Human Resources
  + Set up Employees
  + Register Absences

Test Your Knowledge Module 3

1. What can you use the fixed assets application area for?
   1. To set up a list of fixed assets that you can export to Microsoft Excel, where you can then calculate the depreciations.
   2. To create fixed assets with a depreciation method, based on which the system can calculate and post depreciations.
   3. To enable fixed assets fields on the **G/L Account** card that you can use to assign a depreciation method to a G/L account.
   4. To set up machines in the production department as fixed assets, and use them in production orders.
2. Which of the following best describes a Cost Center in Microsoft Dynamics NAV 2016?
   1. Cost centers are dimensions that are responsible for income.
   2. Cost centers are projects, products, or services of a company.
   3. Cost centers are departments that are responsible for costs and income.
   4. Cost centers are departments that allocate all their expenses to cost objects.
3. You can receive items with an inventory put-away. Which of the following is a limitation when working with inventory put-aways?
   1. You cannot use bins in an inventory put-away.
   2. You can only set up inventory put-aways for one location.
   3. Only users with the Warehouse Worker profile can post inventory put-aways.
   4. You can only create an inventory put-away for one order at a time.
4. Which feature in Microsoft Dynamics NAV allows you to monitor resource usage and allocation?
   1. Job Tasks and Planning Lines
   2. Human Resources
   3. Time Sheets
   4. Cost Allocations

Module 3: Your Notes

Test Your Knowledge Answers

Module 3

Question 1 (Answer: B)

Motivation: With the fixed assets application area, you can create fixed asset cards and post acquisitions. Based on the depreciation method, the system can calculate and post depreciations.

*Lesson: Finance*

Question 2 (Answer: C)

Motivation: Cost centers are typically departments that make expenses.

*Lesson: Business Intelligence*

Question 3 (Answer: D)

Motivation: Inventory put-always are created “order-by-order”. For receiving multiple orders at once, you can set up warehouse receipts on the location card.

*Lesson: Shipping and Receiving*

Question 4 (Answer: C)

Motivation: In the Resource Planning application area, resources can enter timesheets that can be approved by Time Sheet Approvers.

*Lesson: Resource Planning*

Module 4: User Interface

# Module Overview

To work efficiently with Microsoft Dynamics NAV, you need to have a good understanding of the components of the user interface, and in this module, we will have a look at the user interface. This is something that we will do by covering the following topics. So we will start with comparing the Windows client and the web client so the two most commonly used clients, and you will see that these are very similar although there are a number of important differences that we will cover. And one of these differences is that, for example, in the Windows client, we have the application menu and in the web client we have My Settings. We will also look at the ribbon, a very important component in the user interface just as the navigation pane. Then we will also focus on the two most commonly used page types so the list page and the card page, and we will finish the module with exploring the role center.

## Lesson 1: The Windows Client and Web Client Interface

In Module 2 of this course, we had a look at the multiple clients support, and we saw that the two most important clients that we can use are the Windows client and the web client. Now, in this module in which we will have a look at the user interface, we will also look at the main differences between these two clients and although they're very much alike, there are also some important differences and it's important to know what these differences are.

## Lesson 2: Searching for Pages and Reports

In applications such as NAV, it's very important that we can efficiently search for pages and reports that we want to use. Now, both the web client and the Windows client offer a very intuitive search function. Let's have a look. So here in the web client, I can search for pages and reports by clicking here on the search button. And then I can start entering what I'm searching for. So for example, customers. So if I enter customers, you will see now all the pages and reports including my search criterion. So I can start scrolling down. I can click on one of these options, and in this case, you will see know that the system will open, for example, the customer list. So this is how we can search in the web client. Now, we can of course do the same in the Windows client. Here on the Windows client, I will use the search box. So if I want to do the same, I can just start entering customers and also here, I will get a list of all the pages and the reports that includes my search criterion. So also here, if I click on the first option, the system will open a customer list. Now, you will also see that both in the Windows client and the web client, the search function is very intuitive. So for example, if I'm looking for a, let's say, sales quote, I don't need to enter the complete search criterion. I can just enter, for example, s-a q-u. You see. So in this case, the system will look for sales quotes. And the same goes for the web client. So if I do this here, I can just enter s-a q-u. And also here, now, I can get a number of options that allow me to open, for example, the sales quote list. So this is the way that we can search both in the Windows client and the web client.

## Lesson 3: The Application Menu

In the first lesson of this module, I explained that although the Windows client and the web client are very much alike, there are also some important differences. And one of the first differences that we will cover is the application menu. Now, the application menu is something that is only available in the Windows client. In the web client instead, we will use My Settings which we will cover in the following lesson. So let's start with the application menu. So like I just said, the application menu is only available in the Windows client, and we will use it, for example, to change the work date, the language, the server, the company, and so on. So if you want to change from one -- if you want to go from one company to the other, you can do this by going to the application menu. The application menu also offers the customized options, and we can also find the help function in the application menu. So let me show you this in the application. So here in the application, where can we find the application menu? Well, very simple. It's the little blue box that you can find at the top left of the application window. And if you click here, you can see the different options that we can use in the application menu. Now, the first thing that we can do is change the work date. So if I click here, you can see the current work date which is January 25, 2018. And by the way, this is a demonstration work date so in real life, this would be today's date. So but in this case, because we are using a demonstration company, this is also a demonstration work date. If I want to change the work date, I can do this simply by clicking here on the dropdown, and I can switch, for example, to the 31st of January 2018. And by clicking on OK, you will see now that here in the status bar, my work date has changed to January 31st. What you will also see is that also the information here in my queues is updated based on the new work date. You can also change the work date simply by clicking here on the status bar so that will also work. If I want to revert, for example, to the 25th, I can click on the dropdown, select 25th, and then click on OK. So this is the first thing that we can do here in the application menu. Another thing that you can do is select language. So if your license would include different languages, you could switch from one to the other. In this case, the W1 license I'm using here for my demo company only includes English. But in a lot of country versions like, for example, the French version, you will have both French and English available. And in this way, you can then switch from one to the other language. So what else can we do? We can select server. So if you want to switch from one to the other server if multiple servers have been set up, for example, for testing or developing purposes, you can switch from one to the other server by using the select server option. We can do the same for companies. So if you want to go from one to the other company, I can click here and then look at the different companies included in my database. So currently only have one company, but you can create multiple ones if you want and then switch from one to the other. And also this is something that you can do by clicking on the company name in the status bar. So if I click here on the status bar, you will see the same page and also here, I can switch from one to the other company. We also have a number of customized options. So in the following module, we will look at the personalization in detail. And all the personalization options that we have on a specific page can be accessed by going to the application menu and then customized. So for example, in this page, I can customize the ribbon, this page, the navigation pane, and I can also reset the user specified settings. You will see that if I open another page, the customized options are also updated. So now, if I go to the application menu, if I select customize, you will see now a number of other options that are available on this page. And finally, we can also open the help function. So if you want to find help on the topics or on the functions that you want to use in the system, you can open the Microsoft Dynamics NAV help function, but there is also the About This Page that I will explain in one of the following modules.

## Lesson 4: My Settings

So like I just said, we don't have a similar application menu in the web client. We only have it in the Windows client. But of course, also in the web client, we should be able to switch work dates or to switch companies. And this is something that we will do with the My Settings function. So My Settings, we only have My Settings in the web client, and we will use it to change, for example, the role center, the company, the work date, the region, the language, and the time zone. So the number of settings that you can change by going to the My Settings and the web client. And what we can also do is set up My Notifications. Let's have a look. So here in the web client, you can access My Settings by clicking here on your account icon and then go to My Settings. And here we can see now the different options that we can use. So for example, currently, I'm using the business manager role center, but if I would like to switch to another role center, I can use My Settings. Now, this is something that we will cover at the end of this module. What we can also do is switch from one to the other company. So in the Windows client, this is something that you could do with the application menu. Here I can do this with My Settings. And the same goes for the work date. So also in this case, I can very easily enter the 31st of January as the work date by select -- sorry. Not December 2016. There we go. So the 31st of January 2018. So based on my work date, and so switch from one to the other work date. Then there's also the region. So in this case, I'm using the United States English region, but if you want to switch to, for example, your local region, you can do this from My Settings. And the same goes for the language and the time zone. And then finally, very important, you can also specify which notifications you want to receive. So by clicking here on the link, the system will open all the notifications that you can receive. Like notifications on the item availability, the credit limit of the customer, and so on. So here, I can very easily enable or disable, for example, the notification. And if you would like to enable it but only for specific customers in this case, you can also open the filter page and start entering filters that will specify for which customers I will receive the credit limit warning. In the practice of this lesson, you can switch from one to the other work date.

## Lesson 5: The Ribbon

One of the most important components in the user interface is the ribbon. All actions, all functions, all reports that we can use from a specific page are accessible from the ribbon. Now, most users will recognize the ribbon from other applications such as, for example, Microsoft Word and Excel. And this makes it very intuitive to work with a ribbon. Let's first look at the structure and then at some examples. So again, the ribbon, we know from other applications and all these applications use the same structure. So a ribbon has a number of tabs. Each tab can have a number of groups and in groups, have we have actions. And here we can see an example. So this is, for example, the ribbon of a customer list. And one of the tabs is actions. In action, we have a group manage. And within the group, we have a number of actions. Like, for example, new, or, for example, in the manage group, you can see the actions edit, view, and delete. So this is always a structure that we will use in ribbons in the NAV, both in the web client and the Windows client. So here in the web client, you can see that we already have a role center ribbon as we call it. So here in the role center ribbon, you can see that there's one tab, actions, that there are a couple of groups, new, payments, reports, and setup, and that each group has a number of actions like, for example -- and creating a new sales quote, sales order, and so on. But let's also look, for example, at the items ribbon. So if I click on items, the item list will open and here we can see multiple tabs. So, for example, we have home, actions, navigate, and there is also report. So within each tab, we have a number of groups. If I click on navigate, you can see groups such as availability, assembly/production, sales, purchase, warehouse, and then within a group, we have the number of actions like, for example, prices, line discounts, and so on. And of course, if I would like to enter prices, I can go to the navigate tab, the sales group, and there click on prices. So you will see that in the Windows client, we will use the ribbon in the same way. So here in the Windows client, we also have the role center ribbon so with the same actions, the same groups available. And, for example, if I take customers, and if I open the customer list also here, you will see now a ribbon with different tabs, home, actions, navigate, and report, with different groups like new, manage, process, report, and so on, and with all the actions contained in specific groups.

## Lesson 6: The Navigation Pane

The navigation pane is the menu at the left side of the application window. And we have a navigation pane both in the web client and the Windows client, although there are a couple of differences. So here you can see the differences. So both in the Windows client and the web client, we have a navigation pane and we have a home menu. So this is the role center menu containing the lists and the options and the pages. Very important for your specific role center. Then we also have additional menus. So also here, both in the web client and the Windows client, you can have additional menus like, for example, the menu that will give you access to all the posted documents. And then there's the departments menu. Now, the departments menu, as you can see here, is only available in the Windows client. We don't have a departments menu in the web client. Although we can access the pages and the functions from the departments menu also in the web client by using the search function. Let's have a look. So if we start with the Windows client, you can see here at the left side, the navigation pane with, first of all, my home menu and then a number of additional menus like finance, sales, purchasing, and so on. So I'm using the business manager role center and all these additional menus focus on this specific role. So if I click, for example, on finance, I can very easily access a number of finance pages like general journals, the chart of accounts, and if I want to do the same, for example, with purchasing, I can go to purchasing and very easily access vendors, incoming documents, and different purchase documents. And then besides home and the additional menus, what we also see in the navigation pane in the Windows client is the departments menu. And the departments menu will show all the different application areas that we looked at in one of the previous modules. And from here, I can access any page, any report, any function available in the system. So for example, if I would like to access specific warehouse functions, I can click on warehouse, planning and execution, and from there, I can go, for example, to stock-keeping units. So this is the structure of the navigation pane in the Windows client. Now, in the web client, you will see something very much alike. So here in the web client, if I go to the role center, you can also see here my navigation pane with, in this case, the home menu displayed. And just as in the Windows client, the home menu will give me very quick access to customers, vendors, and items. Now, by clicking on home, I can also access the other menus. So here, for example, finance. So also here, you will see that we have general journals, charts of accounts, and so on. And I can do the same just as in the Windows client by clicking on purchasing. And from there, access vendors, purchase documents, and so on. What we don't have here in the web client is the departments menu. And you will see only the additional menus that we also have in the Windows client, but you don't see the departments menu. Although by using the search function, I can also very easily search for stockkeeping units, for example. So there we go. And if I click on stockkeeping units, they will also open in the web client. So we don't have a departments menu but all the functions, features, and reports available from the departments menu in the Windows client can also be accessed by using the search function in the web client.

## Lesson 7: The Status Bar

In the Windows client, we also have a status bar. And this is the bar at the bottom of application window but we don't have a status bar in the web client so that's why let's switch to Windows client. So here in the Windows client, like I just said, at the bottom you can see the status bar. There's not very much information available there and I already explained that we can use the status bar to switch from one to the other company or to enter a new work date, and then you also see the user account working currently in the system, in this case, the admin account. And this is basically what we can see in the status bar and for what we can use the status bar.

## Lesson 8: Pages

Pages are a very important part of the user interface of the system. We use pages to display information but also to enter new information or to modify existing data. And so that's again why pages are very important, and we have different types of pages. So for example, there is the card page, the list page, the role center page and so on. You can see here a number of different types of pages that we can use in NAV, but the two most important or the two most commonly used types are the list and the card pages. And so that's why let's focus on these two different page types. And also here, we will make the comparison between the Windows client and the web client. So for example, if we start with looking at the list page of the Windows client, you can see here the customer list as an example. And the first component that we see is the ribbon. And so we explain the ribbon in one of the previous topics, and you can see here the ribbon containing different tabs, groups, and actions. Then there is a filter pane. So in the Windows client, we can use the filter pane to enter a quick filter or to expand the advanced filter pane. Then we have the list itself. So the list with different fields like number, name, responsibility center, and so on. And finally, there is also the FactBox pane. So this is also very interesting because FactBoxes show additional information on the record that you have selected. So in this case, the first customer record, the one of Sportsmeyer Furnishing is selected. And at the right side, you can see additional information on that customer. So you don't have to open the customer card to display the information such as the number of invoices, return orders, and so on. So this is very useful in my opinion. Now let's do the same in the web client. So also here, I have used the customer list as an example. And we can start in the same way because also here, the list page has a ribbon. And also here, you can see that the ribbon has a number of tabs, groups, and actions. Then here, we can see a display and search pane. So we don't have a filter pane as we have it in the Windows client, but there are some options to change the display of the records and to enter search criteria. And so that's something I will also show you in one of the following modules. Then there's the list itself with the same columns as you can see and also the FactBox pane. And here we can see that the FactBox pane looks quite different. So here, we have the queues to open, for example, the number of posted sales invoices or shipments but basically, it's showing you the same information and giving you also access to additional information on the record that we have selected. In this case, the record, The Cannon Group PLC. And then there's the card page. Second very important page type. Now, in this case, I didn't make the difference between the Windows client and the web client because you will see that card pages in the Windows client and the web client are very much alike so they basically have the same components. And the first component also here is the ribbon with a number of tabs, groups, and actions. And then we have an expanded FastTab. So here, we can see the general FastTab which is expanded which basically means that the different fields are shown like number, name, balance, local currency, and so on. But you can also see the -- sorry, the collapsed FastTabs. So the closed or the collapsed FastTabs like address and contact, invoicing, payments, and shipping. And then finally, also here we have the FactBox pane showing additional information on customer 10000, The Cannon Group. And to show you that the card pages in the Windows client and the web client are very much alike, let me go to the application. So here in the application, if I go to customers, and if I open a customer card like, for example, customer 10000, you can see the card page similar to the one we just saw on the slide with the different components like the ribbon, the expanded FastTabs, and if I scroll down, some collapsed FastTabs and here the FactBox pane, and you will see the same components in the Windows client. So in the Windows client, I can do the same. Customers. If I double click on customer 10000, also here, the customer page will open with the ribbon, the expanded FastTabs, the collapsed FastTabs, and the FactBox with additional information. And although it looks a little bit different, the components and the information displayed is exactly the same.

## Lesson 9: The Role Center

Microsoft Dynamics NAV is a role-tailored application. And this means that the most important information functions and actions for you on a daily basis are promoted in a role center. And we have many different role centers based on different job roles like the business manager, the accountant, the sales order processor, and so on. Now, let's have a look at the main features and then also at the role center that we can use in the web client and in the Windows client. So like I just said, the role center, it's a central point for all information and actions based on your job role. It's like a sort of a personal home page that you can set up in NAV. And there are many different parts that we can use. So there's the activities part. We have charts. There's my notifications. Lists, and so on. And also here, you will see some minor differences between the role center and the web client and in the Windows client. So that's why let's look at an example in both clients. Let's start with the web client. So here, which are the different components that we can see in the web client? Well, first of all, there's the role center ribbon. And because I'm using the business manager role center, this contains the most important functions and actions based on my job role. So as a business manager, I need to be able to create sales and purchase documents very quickly but also process payments. I need to enter company settings and so on. Then there is the role center navigation pane only containing three different items in this case and we have here the actions. So here, you can see the different queues. And in the module and personalization, we have a more detailed look at these queues and on how to personalize them, but again, the queues, they will show my KPIs. So my most important, the most important information that as a business manager I'm using on a daily basis. And, for example, one of the things is the sales this month. So here I can very quickly click on the queue and the system will show me a list of all the sales of this month. You see? So as a business manager, this is very important for me. I can go, for example, to the overview sales invoice amount. So if I want to see which sales invoices are overdue, I can simply click on the queue and there you go. So these are all the individual sales invoices that I can use now to create reminders for. Then besides the queues, another thing that we can see here is a chart. In this case, we can see the top five customers by sales value. So you can see the names of the customer represented by a specific color and by clicking on one of the pies, I can very simply go to the customer entries. So here you can see the customer list. From there, I can go to the customer entries of one of these customers. Then there are a number of queues that I can very easily use to enter a new sales quote, a sales order, and a sales invoice. So suppose that for one of my customers, I need to create a sales quote. So, the quickest way to do this is by just clicking here on this queue and as you can see now, the system will create now a new sales document and I can start entering customer information. If we scroll down, you can see here a number of sales service queues. So quite a lot of queues presented in this role center, but I can also make lists such as the list of my favorite accounts. So the G/L accounts that I'm using most frequently, a cash account, a bank account, and so on. And if I scroll down, there is also the trial balance that I can use, and there's a report inbox. And here in trial balance, you can see that you can very easily switch from one to the other period or that you can also switch or enter specific reports by clicking on the financial statements action in the ribbon. So for example, if I want to look at an income statement, I can very easily enter starting date and an ending date and then preview the report. So as you can see, this is an example of the role center in the web client, and it offers me all the important information and all the important actions that I'm using on a daily basis as a business manager. And we can see the same in the Windows client. So also here, in the Windows client, I'm using the business manager role center. And also here, we can start with the ribbon at the top. We have the same queues available here in the role center. If I scroll down, you can see the ongoing sales, purchases queues, but also, for example, links to create new documents. So similarly, as in the web client, if I want to use or if I want to create a new sales quote for one of my customers, I can simply click here on the link and start entering the quote. You can see the same chart displayed here at the right side. And if I scroll down, you can also see the same favorite accounts. We have the same self-service queues that I can use to, for example, enter time sheets and besides the report inbox, we can also see the trial balance here. Now, it's possible to rearrange the components of the role center to add new components and so on. So this is something that we will cover in the module on personalization, but to already give you an idea of other components that we can add here in the role center of the Windows client, I can very easily click here on the application menu, go to customize and then select customize this page. And here you can see that I can add, for example, an additional chart part and I can start rearranging here by moving up, moving down the different components such as activities, self-service, and so on.

# Module Review

In this module, we had a look at the user interface. And it's important to have a good understanding of all the different components that we can use in the user interface and also why to use them for. Now, most of these components can also be personalized, and that's something that we will cover in the following module.

Module 4 Key Take Away

* The Windows Client and Web Client Interface
* Searching for Pages and Reports
  + Searching in the Web Client
* The Application Menu
  + Dynamics Application Menu
* My Settings
  + Edit My Settings
* The Ribbon
  + The Ribbon Structure
* The Navigation Pane
  + The Home Menu
  + Additional Navigation Pane Activity Buttons
  + The Departments Menu
* The Status Bar
* Pages
  + List Page
  + Card Page
* The Role Center
  + Activities
  + Charts
  + My Notifications
  + Lists
  + Online Information
  + Report Inbox
  + My Job Queue

Module Practice

# Practice: Set the Work Date

##### **Exercise Scenario**

Phyllis, the accounting manager at CRONUS International Ltd., wants to use the general journal to enter some year-end transactions for fiscal year 2017.

To have the system suggest the posting date of 31 December, 2017, she changes the work date to 12/31/2017.

##### **High Level Steps**

1. Change the work date to 12/31/2017.

##### **Detailed Steps**

1. Change the work date to 12/31/2017.
2. Click the **Application** menu, and then click **Set Work Date**.
3. In the **Work Date** field, enter 12/31/2017.
4. Click **OK**.

Test Your Knowledge Module 4

1. What can you use the **Search** box for?
   1. To find any page, report, or form present on the Departments page.
   2. To find any page or report present on the Departments page.
   3. To find any page, report, or view present on the Departments page.
   4. To find any page, report, or view present on the Home page.
2. How can you change your role center in the Web client?
   1. Use the search function to search for the **Role Center Setup** page, and assign your user account to the role center you want to use.
   2. Go to **My Settings**, and in the **Role Center** field, select the role center you want to use. After signing out and in again, your new role center is applied.
   3. You cannot change the role center directly from the Web client. This has to be done from the Windows client.
   4. You cannot change your role center yourself. This has to be done by the administrator in configuration mode.
3. Which of the following statements about the navigation pane is true?
   1. Some role centers have a navigation pane without the **Home** menu.
   2. At a minimum, the navigation pane in the windows client contains the **Home** and **Departments** menu.
   3. The navigation pane in the web client doesn’t have the **Departments** menu.
   4. You can create five additional menus.
4. Which of the following is not a component of the **Customer List** page?
   1. Filter Pane
   2. FactBox
   3. Ribbon
   4. FastTab

Module 4: Your Notes

Test Your Knowledge Answers

Module 4

Question 1 (Answer: C)

Motivation: You can find any page, report, or view in your installation by using the Search field in the upper-right corner of the application.

*Lesson: Searching for Pages and Reports*

Question 2 (Answer: B)

Motivation: In the **My Settings** page, you can specify a number of settings, such as the role center you want to use.

*Lesson: My Settings*

Question 3 (Answer: C)

Motivation: The Web client has a navigation pane, but never with the Departments menu.

*Lesson: The Navigation Pane*

Question 4 (Answer: D)

Motivation: A FastTab is a component of a card page.

*Lesson: Pages*

Module 5: User Personalization

# Module Overview

In the previous module, we had a look at the user interface, and we saw that we are a using a RoleTailored user interface based on our job role. Now, we can make that user interface even more efficient by displaying the important information and hiding the less important information. And this is something that we can do by personalizing the user interface. So we will start with explaining the difference between personalization and configuration in the system, and then also here we will compare the Windows client and the Web client, because there's some major differences what personalization is concerned. And then we will start with looking at how to personalize the different components of the user interface, like the ribbon, the navigation pane, customize this page, customizing FactBoxes, customizing FastTabs. Also how to customize a chart. We will also customize the parts on the Role Center page, and we will also look at how to customize queues. And finally we will also change the profile and Role Center in the system.

## Lesson 1: Personalization and Configuration

There's a difference between personalization and configuration. Now, Susan is a sales order processor, and she would like to add the country/region code in a customer list. Now, this is something that she can do very easily by going to the choose columns function and add the country/region code fields. And this is what we call personalization. Now, we also have other sales order processors in the company, and also they could benefit from having the country/region code field in a customer list. By opening the application in configuration mode, we can add the same field with the same choose columns function but then for the profile sales order processor, and the result is that each sales order processor will then have the country/region code available in the customer list. Now, configuration is explained in detail in the installation and configuration course in Microsoft Dynamics NAV. In this course, we will focus on personalization.

## Lesson 2: Personalizing the Windows Client and the Web Client

Both the Web client and the Windows client can be personalized, but there's some very important differences between these two clients. Let's look at an overview. So if we start with the Windows client, you will see that we have full personalizations, which means that we can personalize all components. And if we personalize components, it can have an impact on the Windows client but also the Web client. If we then look at the Web client, we will see that there is limited personalization options. And basically what we can do in the Web client is use the choose/hide columns functions in order to display or hide columns in a list. If we want to personalize other components of the Web client, we will have to do this through the Windows client.

## Lesson 3: Customize the Ribbon

Personalizing one of the clients is all about specifying which information we want to show and the information we want to hide. And that's a concept that we can apply to all the different components in the application. Let's start with looking at how we can personalize the ribbon. So here in the Windows client we discussed the ribbon in the previous module. So the ribbon contain a number of tabs, groups, and actions. And let me go to the customer lists. And, for example, I would like to personalize the customer list ribbon. So in order to open the personalization page, you can right click on the component, and then I could choose customize ribbon, or you can also go to the application menu, select customize, and there select customize ribbon. You see? So different ways of achieving the same. So here if you now click on customize ribbon, here at the left side you always have the available actions or the available fields, and at the right side you will have the ones that are currently shown in this specific order. And so, for example, here we can see the different tabs, like home, actions, navigate, report. And you also recognize them here -- home, actions, navigate, and report. And you have the different groups within a specific tab. So, for example, new, manage, process, and so on. And you can also see them here. And by clicking on, for example, process, you can then see the different actions. Now, what can we do here in the personalization of the ribbon? Well, there are quite a number of things. So, for example, I can move actions from one place to the other. So, for example, if I click on customer, you can see contacts. And suppose a I would like to move contact to the manage group. I can simply use the move up function and click it until we have the action in the place where we want to have it; for example, here in the manage group. So now if I click on OK, you will see now that the ribbon or the application is showing now contact in the manage group. So that's a first thing that we can do. If I now go to customize ribbon, and then let's look at the other things, you can also see that we can create new tabs. I can create a new tab, for example, which I will call closing. And I would like to enter or I would like to display a number of things that we need when closing the fiscal year related to customers. Now, if you create a new tab, each new tab should have at least one group. So the next thing I need to do is create a new group. So, for example, my group in this case is general. And now I can start entering actions in the group. Now, currently you will see that here the group is of course empty. So I will have to add actions. And here at the left side you can see the different actions that we can add. So, for example, actions related to home, to actions itself, to report, navigate, and so on. And so, for example, if I would like to add a report, I can go here to report, click on general, and one of the things I would like to add is, for example, the customer top ten list report that I need when closing, for example, a fiscal year. So I can select now the action. I can select here the place where I would like to add the action. And now I can simply click on add. And now if I scroll down, you will see that now in the general group of my new closing tab the action is added. So let me show you this. If I click on OK, you can see now that we have a new tab. If I click on the tab, there's a general group, and in the group we have the report I just added. So let me go once more to customize ribbon. So we have moved actions from one place to the other. We have created a new tab, a new group, and we have added some actions to the new group. What else can we do? Well, as you can see here, you can, for example, select default icon size. So you saw that some actions in the ribbon are displayed as large actions while other are displayed as small actions. And here you can select as a user which size you would like to use. And, of course, you can also remove actions. If you want to remove an action that you currently added, for example, you can simply click on remove. You can click on rename and so on. And so this is basically what we can do in order to personalize the ribbon that we use on a specific page like, for example, the customer list. Personalizing the ribbon is only possible in the Windows client. So this means that you cannot personalize the ribbon directly from the Web client. However, the personalization that you do in the Windows client is also applied in the Web client. Let me show you this. So in the Web -- in the Windows client, I'm sorry, I went to the customer list, and here we can see that my personalizations are also applied now in the Web client. So, for example, here in the manage group you can see here the contact action that I've added or that I've moved, and you can also see the new tab that I've added. So the new closing tab with the general group and the customer top ten list. You see? So if you want to personalize the Web client, suppose that users are using the Web client, you can personalize the Web client by personalizing the ribbon in the Windows client. As you can see here, these changes are also applied then in the Web client.

## Lesson 4: Customize the Navigation Pane

In the previous module, we saw that the navigation pane is the menu displayed at the left side of the application window. And just as the ribbon, we can also customize the navigation pane. But also here, similar to personalizing the ribbon, this is something that we can only do in the Windows client. So I've opened the Windows client, and now by right clicking on the navigation pane, I can select here customize navigation pane. Here at the left side I can see now the different navigation pane buttons. You recognize home, finance, sales, and so on. And at the right side you can see the content of a specific button or menu. So, for example, if I click on sales, you can see all the different lists that we currently have in sales. Now, also here there are a number of things that we can do. But also something that you cannot do. For example, if you go to departments, you cannot change the content of departments. So if I go to purchases, planning, there's a specific content, so a specific number of lists that we have in planning. But you can see here that I cannot add something, I cannot rename or remove something. So departments, as you can see, is noneditable. The only thing that you can do, however, is remove the departments menu. And this could be interesting, for example, suppose for specific profiles for which you don't want to grant access to the departments menu. But that's something that you then might want to do in configuration mode instead of personalization. Another thing that we cannot do is, for example, remove the home menu. You can see here that we cannot remove the home menu, so we're always using the home menu, and you can also not rename it. However, here in this case, it's possible to add lists to the home menu. So, for example, if I click on add, you can see here that we are presented the departments menu structure. And if I want to add something to the home menu, so currently we have customers, vendors, items, and suppose I would like to add resources, I can click on resource planning, I can select resources, and I can click on OK. And you can see now resources are added. So now if I click on OK, the system will reopen, and you can see now that we have resources in the home menu. So that's the first thing that we can do. So let's go back to the customize navigation pane. Another thing that you can do now is that you can remove the different lists in the home menu again. So if I would like to remove resources again, I can simply select resources and click on remove. And we can even rename the captions or the names of the lists in the home menu. Then another thing that we can do is go to one of the additional menus, like finance, and there we have the same flexibility. So we can add lists in finance. We can remove lists that we might not use. So, for example, suppose that I'm not using let's say in this case cash receipt journals. I can select cash receipt journals and I can simply remove them. If I now click on OK, again, the system will reopen. And you can see if I click on finance that we don't have the cash receipt journals anymore. So let's go once more to customize navigation pane. So I clicked on finance, so we have all the flexibility to add, remove, or rename lists within finance. And what you will also see is now that these additional menus, they can be removed or renamed. So you can perfectly remove one of the additional menus if you say, for example, that you don't need them. So suppose that we don't use approvals. You can simply select approvals and click on remove. You see? So here we have the flexibility to do this. And finally we can also add new menus. So if I click on new, I can enter a name, so let me use again closing as an example. I can add a specific icon. So let's say that I would like to use this icon. And, there you go, you can see now that a new navigation pane button is created. And now I can start entering or adding lists to the navigation pane button. So if I click on add, I can say, for example, that when closing we need the chart of accounts. When closing, for example, we also need to check customers and so on. So you see? You can very simply go to a specific place here in the structure of the departments menu, so to the available lists, select one of the items and then click on OK, and now they're added. So now if I click on OK, you will see my changes applied in the system. So, for example, I don't have approvals anymore. But instead now you can see my closing menu. And if I click here, I have the chart of accounts and the customers. And also here similar to the ribbon you will see that the personalization I've applied to the navigation pane in the Windows client is also applied in the Web client. So remember some of the examples I made is adding the resources in the home menu, and also here you can see now that we have resources. Take into account, if you want to try yourself, before these changes are applied, you first need to sign out and sign in again. So this is something I already did. And you can see now that my personalization of the navigation pane in the Windows client is also applied to the Web client. So I have resources, and if I click here on home, you can also see here if I scroll down that we have the new closing menu with my two lists that I've added, the chart of accounts and the customers, and that we don't have the approvals menu anymore. You see? So these changes are also applied here in the Web client now. In the practice of this lesson, you can try to add a list in the navigation pane.

## Lesson 5: Customize This Page

In the Windows client, by clicking on the application menu, you can go to the customize this page option in which you will see all the different options that you have to customize the page that you have opened. Let's have a look. So customize this page will enable you to specify the different display options, to choose columns, to also personalize or customize the different FastTabs, also the FactBoxes, and also, finally, the ribbon. So remember in the previous examples I've used the right click, so right clicking on the mouse to go to the customize option, like customize ribbon or in this case customize navigation pane. However, you can also go to the application menu, go to customize, and there select customize this page. So then based on the list or the page that I've opened, in this case the chart of accounts, you can see a number of options that are available. Like, for example, the display options. In this case, the filter plane is displayed. You can see it here. We have the FactBox pane at the right side, and there is the enable automatic filter and lookup fields enabled. Then there's choose columns. So this is very important, probably the most used personalization option in the system. So in this case I'm looking at the list with the number of columns displayed, like number, name, income/balance, and so on. And now as a user, I can add or remove columns. So if some columns are displayed that I don't need, like, for example, the default deferral template, I can simply click on remove. And I can add our columns that might be important for me, like, for example, direct posting. So by clicking on direct posting and then add, it's added here at the bottom of the list, and now I can move up to change the order of the column. So I can put it, for example, next to name. So now if I click on OK, you will see that my default deferral template is not displayed anymore but instead I have the direct posting field now displayed here at the right side of the name field. So this is something which is very important and which we can very easily do by going to customize, customize this page, and then go to choose columns. There are a couple of other functions that are very important here, but I will come back to them in a minute. So what else can we do, we can go to FactBoxes and we can go to ribbons and there also customize these components. But let's look at some other very interesting functions when customizing lists by choosing or hiding columns. So in this case, for example, let me go to customers. And here I can do the same by right clicking here on the menu bar and then click on choose columns. So, again, here I can very easily specify which columns to display or not. And suppose I would like to add the country/region code. I can do this by clicking here on add and by, for example, moving it up the order. There we go. Now, what you will see here now, if I go to the Web client and if I open customers, we will have different display options. And let me display it as a list. So you can see here now the different columns of my customer list. And you will see now that the column that I've added is not applied here. So I don't have the country/region code yet. But in this case this is not really a problem because I can now also display and hide columns from the Web client. You see? So this is a personalization option that you can also access directly from the Web client. So I can click here on the title bar, and then I can go to the hide column/choose columns function. So if I select now choose columns, you can see all the available columns that we have. And also here by simply selecting one of the columns, like, for example, country/region code, and by clicking on OK, you can see now that the column is added here in my customer list. So this is something, again, that we can do directly from the Web client. However, take into account that we cannot change the order of the columns. So if you want to move the country/region code next to the name field, this is something that you still have to do from the Windows client. And so now if I go to the Windows client, if I go to home, and if I select customers, so here I will have to move the order. I will have to move columns from the left to right or right to left in order to change the order.

## Lesson 6: Customize a FastTab

So by using the choose columns function, we can specify which field that we want to display or that we want to hide in a list. And we can do the same for a card page, and that's something that we can do by customizing the FastTab. So customizing a FastTab is basically the same as using the choose columns function in a list. So it's specifying which fields to show in a FastTab, so on a card page. Now, very important and also very interesting is that we can assign the importance of a specific field. And we have a standard importance, we have a promoted importance, and we have also additional fields. And I will use some examples to explain what these importances mean. And then also very interesting, and also this is something that I will explain, is the quick entry function. So let's make some examples. Here in the Windows client I can go to the customer list, and let me double click on a customer. And here we can see now that the customer card opens. So in this case you can see that each FastTab contains a number of fields, like, for example, the number field, the name field, credit limit, blocked, and so on. Now, if I as a user would like to specify that some fields are not very important for me, I can go here to the application menu, I can go to customize, next I will select customize this page, and here from customize this page I can select FastTabs. Now, here you can see the different FastTabs that we currently have in the customer card, and we have general, we have address and contact, we have invoicing, payments, and so on. So now I can select a specific FastTab, like, for example, payments, and I can click on customize FastTab. So there we go. So here currently we can see all the different fields displayed in the payments FastTab. But you can see that all these fields are additional and there is only one promoted field. Now, these importances can be assigned by using here the importance button. So we have standard, promoted, and additional. Now, let me explain what these options mean. And let me close the personalization pages. There we go. And let me now go to the payments FastTab. So now if I open the payments FastTab, you can only see one field. Although, we had many more in the customize page that we just had a look at. Now, remember there was one promoted field. And if I close the FastTab, you can see here a value on the collapsed FastTab. And this is the promoted field. So if you promote a field, there are displayed all the collapsed FastTabs. So also the invoicing tab, for example, has a number of promoted fields like the general business posting group, the customer posting group, and so on. And, again, for the payments FastTab, this is the payments term. You see? So the payment terms code is a promoted field which means that it's displayed on a collapsed FastTab, as you can see here. If I open the FastTab, you will see that, of course, the promoted field is also displayed, but this is the only field currently displayed. Now, we also had a number of additional fields. And additional fields by default are hidden, but you can very easily display them by clicking on the show more fields link. So if I click here, you can see now all the additional fields. You see? So many more fields than only the one payment term codes -- terms code field, so also the additional fields are now displayed. You see? So that's something that can be very interesting. Instead of removing fields, you can make them additional. So which means that by default they are hidden, but if you need one of these fields, for example, to enter a prepayment percentage, you can very easily show them by clicking here on show more fields. Once that the percentage, for example, is entered, like 30, you can click again on show fewer fields, and these less important or less frequently used fields are now hidden again. So let me go back here to customize this page. So I will go to FastTabs, and I will select payments again and then customize FastTab. You see? So now you know what additional and promoted means. But there's one more option that we can use, and that's standard. Now, standard are the fields that we would like to display on an expanded FastTab but not promote on a collapsed FastTab. So, for example, suppose that reminder terms code is an important field for me so it should be displayed at any time; I can switch from additional to standard. So let me show you the result. So now you can see that if I scroll down to payments, beside the payment terms code also the reminder terms code is now displayed because it's a standard field. And because it is standard, you will not see it displayed on the collapsed FastTab. You see? Only the payments terms code. You see? So these are the standard fields. So most of the fields that you see here are standard fields because they are displayed on an expanded FastTab. But if I collapse, you see that only a couple of fields are left here, so these are promoted fields. You see? So these are the three values that we can use -- promoted, to display fields on collapsed FastTabs; standard fields that are displayed on expanded FastTabs; and then additional fields that by default are not displayed but that you can display it by clicking on show more fields/show fewer fields. We can also set up fields as quick entry fields. Let's make an example. So if you enter records like, for example, a new customer record, you probably might want to use a specific sequence of fields that you need to enter. Like, for example, first a number, then a name, then the credit limit, and then you might want to jump to, for example, the address and the address and contact FastTab and so on. Now, the sequence of the fields that you would like or that you have to enter can be defined by assigning fields as quick fields. So let me go to customize, customize this page, FastTabs, and there you can see now if I go to the general FastTab, I can click on customize FastTab. And you will see here that we have the quick entry field. Now, number is a quick entry field, and this means that if you create or if you use the enter key on your keyboard, the system will jump from one quick entry to another quick entry field. So the first one is number. Then we have name. So this means that if you use the enter or the return key, the system will jump from number to name. Then you have intercompany partner code. Now suppose that for me this is not that important. I can remove quick entry because when creating a new customer, not each customer is an intercompany partner. So the system shouldn't jump to the quick -- to the intercompany partner code field. Then we have balance. So also not important for me. You see? So you can very easily -- credit limit I would like to use. You can very easily remove or enable quick entry. So in this case, you will see that most fields are assigned as quick entry. So let me remove the quick entry here. So I will do this for all the remaining fields on this FastTab just to show you the result of this. So basically what we have now is that my quick entry fields are number, name, and credit limit. So these are the only quick entry fields that I have assigned, and for the rest I have cleared the quick entry field here, as you can see. So let me show you the result. So I will click on OK, and I will accept the personalization. And suppose now I'm creating a new customer. So I will click on new. So I will ignore the template, so I will click on cancel, and I will enter the new customer manually. And the first thing I need to do is assign a number. And number is a quick entry field, and you can see here the cursor in the number field. I will use the enter or the return key to assign a number. And at the same time you will see now that the cursor jumps to the name field. Next I can enter the name, training customer. I will again enter or hit the return key on my keyboard, and you will see now that the cursor jumps to credit limit because also this is one of my quick entry fields. I will enter a credit limit of, for example, 10,000, and I will hit enter. And because in the general FastTab I don't have any more quick entry fields, you will see now that cursor automatically jumps to the first quick entry field of the next FastTab, and this means that I can start entering now the address, for example. You see? So this is for what you can use quick entry fields, and this means that you can specify the way that you want to enter records and in that way enter new records, for example, in the most efficient way. So a very interesting feature to use. So these quick entry fields can be very interesting to assign, but please take into account that this only applies to the Windows client. So the quick entry fields are not available in the Web client. Let's now have a look at how we can personalize FactBoxes.

## Lesson 7: Customize a FactBox

FactBoxes that we see at the right side of the application window can display very variable information on the record that we have selected. Now, also here for FactBoxes, we have a number of customized options. So here in the customer list you can see. So I have selected customer 10000, that at the right side I can see additional information on that customer, like, for example, the ongoing sales orders for -- like, for example, the posted sales shipments, but also the balance in local currency, the outstanding orders, and so on. Again, this is very valuable because this is important information, and this means that I don't need to open additional or other pages to look at the information. So that's why they can be very, very interesting. Now, also here there are a number of things that you can do. Now, in first place I can select the FactBoxes I would like to display. So you can see, for example, that we have a links FactBox, a notes FactBox, and so on. So there's customer statistics, sell to customer sales history, and so on. Now, by clicking here on the application menu, customize, the first thing I can do is choose FactBoxes. So besides the ones that are currently displayed, you can see that we have a number of additional FactBoxes like customer details. So I can very easily add customer details and instead, for example, remove links. So by doing this, if I now click on OK, you will see that my changes are applied. So you can see now that we have -- sorry, links removed and customer details displayed, as you can see here. Now, also within a FactBox I can specify which fields to show or to hide. So, for example, here we can see a number of documents. But suppose that let's say we don't use blanket orders. Then for me it doesn't make sense that here the ongoing sales blanket orders are displayed. What I can do now is click here and select customize. And here we can see now all the different fields currently displayed in my FactBox. And if I would like to remove one of the fields, I can simply select it, click on remove, and now if I reopen, you can see now that the ongoing blanket orders have been removed. So they're not displayed anymore and in this way only the documents that we use in our company are displayed in the FactBox. So in that way I can make it more efficient. When customizing FactBoxes in the Windows client, you will see that these changes are also applied to the Web client. So in the example I just made, I have removed the blanket sales orders, and also we can see now that we don't have any blanket sales orders displayed anymore. And also here please take into account that you have to sign out and sign in again in order to have the changes applied. And if I scroll down, you can also see that we don't have the links FactBoxes anymore but instead we have the customer details. So these were the changes I performed on the Windows client. And, as you can see now, they also have been applied here in the Web client.

## Lesson 8: Customize a Chart

Most Role Centers contain charts that graphically display information. In most of the cases, of course, very valuable information. And also here we have some customized options available. So let me start on the Web client. And here we can see the top five customers by sales value. So one of the charts that we have available. And by clicking here on the business assistant link, you can see that there are a number of options that we have available to customize the chart. So if I stay within the same chart, first of all, I can specify the period length. So I can select, for example, month, and I can have a look at the specific sales by customer, by month, by quarter, by year, and so on. So that's the first thing that you can do, specify the length of the period. And then a second thing that I can do here is select chart. So in this Role Center we have a number of charts available. And by clicking on select chart, you can see that we can select between the cash cycle, the cash flow, income and expense, and so on. So let me select in this example for income and expense, and you can see now the new chart displays. And also here by clicking on business assistance, you will see, of course, that we have the same options available, switching between different periods or moving through different periods. So I can click on next period to go to the next period and so on. Now, in the Windows client, we will have the same options available. So if I open the Windows client, you can see here the same chart. Here I can click on, for example, the period length to switch from one to the other. So let me display this by year. And you can see that we also can move within these -- through the different charts by using the previous next chart button. And also here you can see, for example, the title of the chart. You see? So these are a number of options that we have available for the charts that are displayed in the Role Center.

## Lesson 9: Customize Parts on the Role Center Page

A Role Center can contain different parts such as activities, my customers, my items, a chart, and so on. Now, first of all, we can specify which parts we would like to include in our Role Center and also where to position them. Now, also this is something that we can only do in the Windows client. So here in the Windows client, I have opened the sales order processer Role Center, and you can see that we have parts such as activities, trailing sales orders, we have my items, we have report inbox, my customers, and so on. So now I can click here at the left side on the application menu, and I can go to customize and customize this page. And, first of all, here we can see now the parts currently displayed in my Role Center, and what I can do is remove parts that we have currently displayed. So, for example, if I don't use the my notifications function, I can simply select it and click on remove. Instead, I could add other parts, like, for example, the my job queue. So by selecting my job queue, I can click on add, and now by clicking on OK, the system will restart, and you will see now that we have my job queue instead of the notifications that I've removed. So that's the first thing that we can do, and then the second thing, as you could see, if I go back to customize this page, we can also move around the components so that we can specify where to position them. So, for example, I have my items, my customers, and I would like to position them above and under each other, so I can select my items, for example, and then select move left. I can take Power BI reports and move right. And now if I click on OK, you will see that now we have, if I scroll down, my customers and my items here. You see? So these are some of the things that we can do, so specify the parts we would like to display in the Role Center and also specify where to display them. Now, similar to most of the other customizations we already had a look at in this module, you will also see here that you cannot specify the parts to display or where to display them directly in the Web client but that the changes you make in the Windows client are also applied in the Web client. So I just modified the Role Center in the Windows client, and you can see that these modifications are also applied here in the Web client. So you can see now my job queue which is replacing, for example, the notifications that I've removed and you can see my customers and my items. So I've moved my items to the left, and now it's displayed here beneath my customers. You see? So, again, if you want to change the components or the position of the different parts of your Role Center in the Web client, you can do this by applying the customization in the Windows client.

## Lesson 10: Cues

The cues in the Role Center display very important KPIs, and in some cases we can assign values to cues in order to set up a sentiment of a cue. So, again, the cue is a visual representation of aggregated business data. You can have, for example, cues for bookkeepers, for warehouse workers, for salespersons, and so on. Now, some of the cues, for example, in the sales order processer Role Center are the ones that you can see here, so partially shipped, delayed, and average days delayed. Now, some of these cues, and these are some good examples, also display a colored indicator at the top of the cue. And you can see green, you can see orange, and you can see red. Now, these display the sentiment, and you can assign these values or you can assign the values based on which of these colors should be displayed. Green is of course positive; red is ambiguous, so danger zone you could say -- sorry, yellow is danger zone you could say; and then red of course is not so good. Let's have a look at how we can assign these values. So this is something that we can do both in the Web client and the Windows client. So here in the Web client if I click on activities, I can go to set up cues. And now you can see here the different cues displayed in my Role Center and that we can add thresholds to the cues. So we have a threshold 1 and we have a threshold 2. And then within these thresholds, you can specify the low range style, the middle range style, and the high range style. So basically this means that we can specify when, for example, a specific value can be considered as favorable, ambiguous, and unfavorable. And now you can see, for example, delayed, favorable is everything from 1 and below 1; then between 1 and 20 is ambiguous; and above 20 is unfavorable. And that's why, if I close this page, you can see that now currently delayed is displayed as green because there's no delay. Now, this is because of my work date. So let me change the work date to the 25th of January 2018, so the demonstration work date, and then you will see that if I now refresh the page that there's another value, 14, and that this is now colored orange or yellow, so which is ambiguous. So let me go back. If I go to activities, set up cues, you can see indeed that between 1 and 20 is ambiguous. Now, I can change this. So, for example, I can go to 20 and I can change this, for example, to 10, saying that everything that is delayed 10 days or more should now be considered as unfavorable. And what you see now is that I have a personalized cue. So let me show you. If I now go to close, you can see now that the bar displays red, the red color, which means, again, unfavorable. But, again, what is very important here is that this is now a personalized cue because, in general, for all the other users, 20 remains the value from which on it is unfavorable. You see? So this is now only for my specific Role Center for my specific case. So this is how we can set up these cues with colored indicators, as you can see here, by assigning these values and by assigning favorable, ambiguous, and unfavorable. Also notice that not all cues have a favorable low range style. This is of course also possible to only assign the middle range the high or to only assign low middle range or low high and so on. So you can assign each combinations of these three range styles as you want.

## Lesson 11: Setup Cues for the Company

So I just changed one of the values of the delayed cue. And, as you could see, this was a personalization. So this is only applied to my specific Role Center. Now, it's also possible that you want to apply these values for everyone in the company, and then you can set up the company cues. So, again, here we can see the modification I made in my previous example. So the delayed cue is showing a value of 14, and it's displaying the cue in red, which is unfavorable. And this was because I've personalized for myself for my Role Center this cue by changing 20 to 10 as a threshold to a value. And you can see -- you can still see that this is a personalization. So suppose that I would like to apply this value for everyone in the company, so for everyone everything more than 10 days should be unfavorable, then I can go to the cue setup. So I can use the search function to go to the cue setup. So in here you can see all the cues that you can set up, so activities cues, sales cues, and so on. And by scrolling down, you can also see here at the bottom my personalized cue, you see, where I've changed 20 to 10. But you can still see the default value also. So here we can see the standard delayed cue with still the default value of 20. Now, suppose now that like I just said I would like to change this to 10 for everyone. Then, first of all, I can click on edit list, and then I can go here to the delayed sales cue and change 20 to 10. So there you go. I can do exactly the same as in my previous example, but by doing this here from this page, this now will be applied to everyone in the company. You can now go to the practice of this lesson in which you can set up cues in the Role Center yourself.

## Lesson 12: Change the Profile and Role Center

In this module and the previous one, we saw the importance of a Role Center. So based on your job role, the Role Center will allow you to work in the most efficient way with the application. Now, this means, of course, that everyone should have the Role Center based on his or her job role, and let's have a look at how we can assign Role Centers. Now, Role Centers are profiles in the system. So let me first show you the profiles. So if I use the search function to search for profiles and if you now click profiles here, you can see the different profiles that we have out of the box, like, for example, accountant, accounting manager, accounts payable, bookkeeper, and so on. And you can see for most of the application areas there are one or multiple profiles. We also have purchasing profiles, there's a project manager, manufacturing profiles, and so on. Now, let's have a look what a profile is. So let me open the sales order processor profile, and here we can see what we can assign, what we can set up for a profile. So we have an ID. There's the description. And then a profile is linked to a Role Center ID. So this is a page ID. And this will define what is shown in a specific profile page. Then we can assign a profile or a role as the default Role Center which means that each user that doesn't have a specific role or profile assigned will use the default Role Center. In this case, the default Role Center for Cronus is the business manager Role Center. So if a user account doesn't have a specific other Role Center, it will use the business manager Role Center. What else can we specify? Very interesting, in some cases you can disable personalization. So if you don't want specific roles or profiles to have all the functions we discussed in this module available, then you can disable personalization. And then here at the right side you can enable also the OneNote feature which will allow users to make notes using OneNote. So once the profile is set up, you can start assigning it to users. And that's something that we can do in two different ways. So, first of all, I can go to the user personalization. So here we can see a list of users, and for each user we can now assign a profile. So if I click here on home, if I click on edit -- sorry, let me select the second one, the admin one, you can see now that admin currently is using the profile ID order processor. But suppose that admin would benefit more from let's say the accountant profile. I can very simply select or switch to accountant, and the next time that admin will start the application, the accountant profile will be used. So let me show you this. So after signing out and signing in again, you can see now that the accountant profile is enabled. So now I'm an accountant, and very variable information on, for example, budgets, VAT statements and so on is now displayed in my Role Center. Now, the last way to assign a profile to a user, one that we already saw in this course, is by going to my settings, and there you can change if you want your own profile or your own Role Center. So currently this is accountant, the one I just assigned. But as we already demonstrated in this course, now I can also very easily switch to another Role Center specifically for my user account. To finish this module on personalization, you can go to the practice in which you can assign a new Role Center.

# Module Review

Personalizing or customizing the application can increase the efficiency on a daily basis. With personalization, you basically will specify which fields to show and which fields to hide. And in this module, we had a look that you can almost personalize each component in the application and that the personalization will take effect both in the Windows client and the Web client. But, remember, for some personalization options, we will have to use the Windows client, and they will then be automatically applied in the Web client.

Module 5 Key Take Away

* Personalization and Configuration
* Personalizing the Windows Client and the Web Client
* Customize the Ribbon
* Customize the Navigation Pane
  + Add and Arrange a Navigation Pane Button
  + Remove a Navigation Pane Button
  + Restore Defaults
* Customize This Page
  + Display Options
  + Choose Columns on List Pages
  + Add and Remove a FactBox from the FactBox Pane
  + Customize a FastTab
  + Customize a FactBox
  + Customize a Chart
* Customize Parts on the Role Center Page
  + Customize the Activities Part
  + Customize My Customers Part
  + Customize My Notifications Part
  + Customize a Blank Chart
* Cues
  + Setup Cues on Your Role Center
* Setup Cues for the Company
* Change the Profile and Role Center
  + Change the User Profile
  + Change the Default Role Center

Module Practice

# Practice A: Add a List Place to the Navigation Pane

##### **Exercise Scenario**

As the order processor at CRONUS International Ltd., you generally perform tasks in the sales application area. Your role center includes the corresponding available activity buttons in the navigation pane.

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

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

##### **High Level Steps**

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

##### **Detailed Steps**

1. Open the **Customize Navigation Pane** page, and add the required list places to the **Home** group.
   1. Click the **Application** menu > **Customize** > **Customize Navigation Pane**.
   2. In the navigation pane buttons, click **Home**.
   3. Click **Add**.
   4. Click **Sales Marketing** > **Marketing** > **Segments**, and then click **OK**.
   5. Click **Add**.
   6. Click **Sales Marketing** > **Marketing** > **Contacts**, and then click **OK**.
   7. Click **Add**.
   8. Click **Purchase > Order Processing** > **Purchase Orders**, and then click **OK**.
   9. Click **Add**.
   10. Select **Sales Marketing** > **Order Processing > Approval Request Entries,** and then click **OK**.
   11. Click **Add**.
   12. **Sales Marketing** > **Order Processing** > **Requests to Approve**, and then click **OK**.
   13. Click **OK** to close the **Customize Navigation Pane** page.
   14. Click **Yes** to restart the Microsoft Dynamics NAV client.

Practice B: Set Up Cues in Your Role Center

##### **Exercise Scenario**

You are using the sales order processor role center. This role center displays a cue with the number of delayed sales orders.

Because of a new customer service policy at CRONUS International Ltd., your target is to not have more than fifteen delayed sales orders.

For that reason, you want to set the delayed sales order cue on your role center as follows:

* Favorable: 0 – 2
* Ambiguous: 3 – 14
* Unfavorable: 15 –...

##### **High Level Steps**

1. Set up the delayed sales order cue in your role center.

##### **Detailed Steps**

1. Set up the delayed sales order cue in your role center.
   1. In the **Activities** part of the **Sales Order Processor** Role Center, click **Set Up Cues**.
   2. Select the line with cue name **Delayed**.
   3. In the **Low Range Style** field, select **Favorable**.
   4. In the **Threshold 1** field, enter 3.
   5. In the **Middle Range Style** field, select **Ambiguous**.
   6. In the **Threshold 2** field, enter 14.
   7. In the **High Range Style** field, select **Unfavorable**.
   8. **Click OK.**

Practice C: Assign a Role Center

##### **Exercise Scenario**

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

Assign the accountant profile to your user account.

##### **High Level Steps**

1. Assign the role center.

##### **Detailed Steps**

1. Assign the role center.
   1. In the **Search** box, enter **User Personalization**, and click the related link.
   2. Double-click the line with your user ID to open the **User Personalization** card**.**
   3. In the **Profile ID** field, click the drop-down, and select the ACCOUNTANT profile ID.
   4. Click **OK.**
   5. Restart Microsoft Dynamics NAV.

Test Your Knowledge Module 5

1. You are the administrator of company using Microsoft Dynamics NAV 2016. You do not want order processors to be able to access the Departments menu. How can you achieve this?
   1. Open the **Order Processor Profile Card** page, and select the **Disable Departments Menu** field.
   2. Open the Order Processor profile in configuration mode, then go to Customize Navigation Pane, and remove the Departments Menu.
   3. In the Development Environment, open the Order Processor Navigation Pane in design and remove the Departments Menu.
   4. Create a Permission Set that does not allow access to the Departments Menu, and assign this to all Order Processors.
2. Some fields on the **Invoicing** FastTab of the customer card are only used from time to time. What is the best way to set up the **Invoicing** FastTab of the customer card?
   1. By customizing the **Invoicing** FastTab, you can set the importance of these field to“Additional”. This means that by default they are hidden when you expand the **Invoicing** FastTab. By clicking on the **Show more fields** link, you can show the additional fields.
   2. By customizing the **Invoicing** FastTab, you can hide these field. This means that when you expand the Invoicing FastTab, these fields are not displayed.
   3. You can go to the development environment, open the page designer for the customer card, and remove the fields from the invoicing FastTab.
   4. By going to the company information, you can set the user experience to “Basic”, which means that only the most important fields are shown on the customer card.
3. What can you use the **Quick Entry** field for when customizing a FastTab?
   1. To define a default value for a field so that it can be entered faster.
   2. To hide fields that already contain default values.
   3. To determine whether a field should be part of the data entry sequence.
   4. To only show fields that should be part of the data entry sequence.

Module 5: Your Notes

Test Your Knowledge Answers

Module 5

Question 1 (Answer: B)

Motivation: By doing this in configuration mode for a specific profile, the modification applies to all users of that profile.

*Lesson: Personalization and Configuration*

Question 2 (Answer: A)

Motivation: By customizing a FastTab, you can assign the importance of a field. You can choose between **Promoted**, **Standard**, or, **Additional**. Additional means that these fields are not shown by default. However, you can show the additional fields by clicking on the **Show more fields** link.

*Lesson: Customize a FastTab*

Question 3 (Answer: C)

Motivation: By personalizing or configuring a list or card page, users can set quick entry fields to define entry sequence of the list or card.

*Lesson: Customize a FastTab*

Module 6: Basic Functionalities

# Module Overview

Before we can start setting up master data and processes in the system, we first need to have a clear understanding of how to perform basic functionalities such as filtering, searching, entering dates, and so on. And that's something that we will explore in this module by covering the following topics. We will start with looking at how to enter and edit information but also how to perform functions such as zooming, running reports, sorting, searching, filtering, and so on. I will also demonstrate the integration with other Microsoft Office products such as Word and Excel, and we will look how to print reports and documents.

## Lesson 1: Enter and Edit Information

Let's start with looking at how we can enter and edit information in the system. And the first thing that we need to have a look at is the field type because the field type will define what kind of information you can enter in a field. So, first of all, there are date fields. And we, of course, use date fields to enter dates. So these fields will only accept date parameters. We also have number fields that will only accept numbers. And then in text fields you can enter information in any format. There are code fields that will accept predefined codes, and then we also have flow fields which are calculated fields. So they will display amounts and quantities as you can see here calculated by the system. Now, especially for date fields, it's interesting to have a more detailed look because there it could be very interesting to use shortcuts because you will have to enter dates on many places in the system, think of documents that you need to enter. It could be very useful to use these shortcuts such as the W to enter the work date, the T to enter today's date, but also enter date fields without entering manually the separators and so on could be interesting. Let's look at some of these things in the system. So here in the application, let's go, for example, to orders to focus on the date field. And let me take an existing order. So, for example, this one. And if we look for a date field, you can see here, for example, the requested delivery date in the header. So let me enter here, for example, requested delivery date. So, first of all, if I would use the work date as the requested delivery date, I can simply enter W and then go to the next line. If I now accept the message, you will see now that the system automatically entered the 25th of January, 2018, which is indeed my work date. I can do the same for today. So if I enter T, again, after accepting the message, you will see now that the 1st of December 2016 is entered. You see? So in that way we can enter dates more efficiently. And also if I create a new document, so after entering the number and the customer number, if I go to the order date, for example, and if I want to enter a new order date, I can do this in a short way. So, for example, if my order date is in the same month and the same year as my work date, then you only need to enter the day. So, for example, if you want to enter the 28th of January 2018, I can only enter 28, and the system will automatically add the month and the year of the work date. If you want to enter the same in February, you can do, for example, 0228, and you will see that the system will add the year and so on. You see? Again, because we will have to enter dates in a lot of fields in the system, it could make it easier and more efficient and faster to enter days in a short way. Now, as we saw on the slide, the type of the field will define also the information that we can enter, and also let's have a look here at some examples. So if I go to customers, the first thing that you will have to take into account is that when you open a list, lists are always noneditable. There are a couple of exceptions, but in most of the cases you will see that a list is noneditable. So, for example, I cannot directly my -- edit directly my customers from the customer list. To do this, you will need to click on edit. So, for example, I can select a customer, and in the ribbon I can click on edit. And this will open the customer card in this case. So here, like we just saw, the field type will define the information that we can enter. So we already looked at date fields, and we also have text fields. So, for example, address 2 is a text field, so I can enter anything. So I can enter, for example, letters, back road. You can enter numbers and so on. You see? So because this is a text field, it's not very important that we follow specific conventions or whatever. So you can enter text or in any format. Then we have the typical code fields, and they will include predefined codes like, for example, post code. So if you would like to enter the post code, you can click on the lookup value, and you will get a list of existing post codes. You see? So this is a typical code field where I can select a predefined code that we can then enter. And then we also have the flow fields, as we saw. Now, here, if I scroll up, you can see a number of fields which are colored in blue, and these are typical flow fields. So they will display, for example, the total balance in local currency for that customer. And I can very simple click now here on the amount, and the system will now show me the detail. So the 168,000 is calculated based on these customer ledger entries. You can see here the remaining amount. So this totals to, if I now go back to the customer card, 168,000. You see? So a very good example of what a flow field is and how you can use these flow fields.

## Lesson 2: About this page/report

In most of the cases, a card or a list doesn't display all the available fields of the underlying source table. Now, with the about this page, about this report function, you can display all the fields for a specific record of the underlying source table. And let me show you this by making an example using a customer. Now, first of all, important to notice, the about this page, about this report function can only be used in the Windows client. And that's why I've opened the Windows client. I'm using the business manager Role Center. And let me use customers as an example. So here in my customer list, you can see a number of fields. And we saw in the previous module that we can use the choose columns function to display additional fields. So there are quite a lot of additional fields that I can display by simply selecting one and clicking on add, and now the currency code will also be displayed. But although this is quite a list, this is still not each field that we have in the underlying source table, the customer table. So the customer table contains many more fields than the one you see here. So this means that there are a number of fields that as a user I cannot display by using the choose columns function. Now, in order to look at the values of these fields, so the ones that we cannot display, you can use the about this page function. So let me show you. So in this case I've selected Customer 10000. Now I can go to the application menu, and by clicking on help, I can open about this page. So there we go. And, first of all, you can see here the page ID that we are looking at. So the customer list is page ID 22. You can see the source table, so the underlying source table, No. 18 in this case. And now by expanding table fields, you can see all the fields of the underlying source table for this specific record. So the ones that are displayed, the ones that you can still -- can display by using the choose columns function but also the one that you cannot display. And as you can see here, by scrolling down, there are much more fields than the one that we can display. You see? And now I can consult the values, I can look at the values so that we don't have to go to the development environment and add these fields, for example. So that is the advantage. Now, a couple of remarks. First of all, this is only for consulting purposes. You cannot edit information. So I cannot change, for example, the responsibility center from one to the other. That's not possible. That's something you can only do in the customer record itself. So this is only for viewing, for looking at information, but not for editing information. And then second of all, or second, you can see that this is sorted alphabetically based on the name of the field. So this will help you searching for a specific field especially in large tables such as the customer table or the item table. Then the last thing that is important when you want to use this function, so what I just did, I went to the application menu, help, and then about this page. But you can see there's also a shortcut available, which is control alt F1. Now, in subpages of documents, you have to use the control function. So let me show you. If I go to an existing sales order -- so let me open one, this one, for example -- we have two different tables here. So there's the header, and we have the lines. Now, it could be possible that you want to use the about this page function on the header, and then you can simply go here to the application menu like I just did and run the about this page. But as you can see here, if you use the application menu, so sales order and sales header is a source table, but suppose I would like to use the function for the sales line table. So I would like to use the about this page function for this specific sales line. Now, there it's very important to know that you will have to use the shortcut because if I now go to the about -- sorry, to the application menu, help, about this page, you will see that the system is still using the sales header and the sales order as the source table and the page. But instead it will have to use the sales line, and that's something I can do by using the shortcut. So by clicking on -- so by positioning on the line and then clicking on control alt F1, you can see now that the sales order subform is displayed based on the source table sales line. And now by expanding the fields, you can see that now everything, so each field for my sales line, is now displayed here. You see? So, important to remember. You can use the application menu, but if you want to use the function for subforms, like, for example, sales lines or purchase lines, you have to use the shortcut control alt F1.

## Lesson 3: Making Notes and Comments

In our system, we already have a lot of data. Think of customer data, vendor data, data on accounting, for example, resource data, sales transactions, purchase transactions, and so on, but still sometimes you would like to link or add data from outside the system. Now, there are a number of things that we can do. We can, for example, make notes or we can link files. Let's have a look at the possibilities. And also here we will need to make a difference between the Windows Client and the Web Client. So the first thing that we can do, we can make notes and that's something that is available in both the Windows Client and the Web Client. However, there's some minor differences. In the Windows Client, you can send notes from one user to the other. This is not available in the Web Client. However, in the Web Client, you can edit notes that you already created previously. Then there's also the comments function, which is available in both the Windows and the Web Client. We can link files; also something that you can do in both clients. And there is also the possibility to create notes in OneNote, but this is only available in the Windows Client. Let's now have a look at how we can enter notes and comments in the system, and I will start with the notes function, and this is a function that we can use both in the Web Client and the Windows Client. So let me start here in the Web Client. Now, notes are descriptive information that you can manually use and link to specific records. So, for example, if I go to customers and if I select Customer 10,000, you can see now in the ribbon here there's a note function. And in most of the cases, you will also see that there's a notes FactBox display. So by clicking on notes and then by clicking on new, I can enter now the descriptive information that I would like to link to this customer. For example, new bookkeeper starting on January 1st. There we go. So next, if I click on OK, you will see now, first of all, that the note is created, and of course, if I close this page, that now the note is also displayed here in the FactBox. So you see additional information, descriptions, important information that you would like to link to a customer but also to any other record in the system, you can enter as a note. And suppose that afterwards you would like to modify the note or you would like to delete it, because now this is not an action anymore. I can simply click on delete. You see? So it's that easy to enter notes in the system. Now, in the Windows Client, we have an additional function available. So let me show you. So also here I can enter notes in the same way. So I can go to customers and I can also enter here notes by clicking in the ribbon or by looking here at the notes FactBox at the right. One small difference is that in most of the cases, in the Windows Client, you will have to go to the cards to enter notes. So, for example, now I would like to enter a note. I can scroll down to the notes FactBox -- there we go -- and I can click here to create a new note. So, first of all, I can enter the same descriptive information. So, for example, on the 1st of January a new bookkeeper will start working for this customer and that will be our new contact person. So I can enter the information, but on top of entering the information, I can also send it to one of my colleagues. So by clicking on to, you will get a list of users and I can select, for example, the admin user and I can notify that user. Now, by saving the note, first of all, the note is also added to the record here. So you can see both appearing on the card and the list, but on top of that, it's also appearing now in the notifications part on the role center of the user to which we have sent the note. So if I go to the role center here and if I scroll down, you can see here in the my notifications part that there's a new note. So the first one, new bookkeeper starting on January 1st. So here as a user, I can double-click on the note and the system will then bring me to the record for which the note was created. You see? So that's an additional feature that we have in the Windows Client, sending notes to another user. You can also enter comments for a record, and this is quite similar to entering notes. Let's have a look. So if I use again customers as an example -- so in the previous example, I've entered notes for a customer, but you can also enter comments. So if I go to navigate, you can see here the comments action in the ribbon, and now if I click on comments, I can start entering comments. So comments are always entered for a specific date and then I can start entering the comments. So, for example, new bookkeeper contacts from January 1st, for example, and so the same comment as the note I just wrote, but here as a comment. You can also see that here we can enter an unlimited number of lines. So, for example, for an item you could enter the whole description or a user manual if you want here in comments, and so on, and all these comments are now available from the record itself. So in this case, if I just click again on comments, you will see the comment that has been entered for this customer. If you want to link files saved on the hard drive, for example, to records in the system, you can use the links function. So if I go to customers -- and by the way, you can use the function on any record in the system; so also vendors, items, documents, whatever, but let me in this case use again customers as an example. I can select Customer 10,000, and here in the ribbon you can see links. Now, in a lot of cases, you will also see that there is a designated FactBox available, so the one you can see here. So now if I click on links, you can start adding links. However, take into account that in the Windows Client, you always need to go to the customer or to a card page. So in this case, let me double-click to open the customer card. And also here I have the links function available and now I can start adding links. So by clicking here on the actions, I can select new and now I can add a link. So by clicking on the assist edit, you will see that my browser will open -- or my Explorer. And suppose that the file that I want to link is saved on my desktop. I can scroll down, and for example in this case, it's the sales invoice I would like to link. Now, by clicking on open, you will see now that the file will be linked once that I click save. There we go. So now the file is linked, which is also displayed, for example, now here in the customer lists. And of course, by clicking here on the link, I can very easily open the file. So if I click here on the location, the system will ask me to open the file and in this case the sales invoice is displayed. You see? So this function will allow you to link files saved somewhere on a drive -- your local hard drive, a network drive, but even in the Cloud -- to, for example, records in the system.

## Lesson 4: Send to Word and Excel

You can very easily export the information that is displayed on a page to Word or Excel. Let's have a look. From the Web Client, we can very easily open in Excel. So here you can see my customer list, and if I would like to have my customers in Excel to send them, for example, to my external accountant, I can very easily click here on open in Excel. So if I now click on open, you will see now that all my customers are available in Excel. So the customers that are exported or opened in Excel are based on the ones that are displayed on the page, and this means that if I apply a filter -- so, for example, if I filter on location yellow, which means that now only my customers linked to the yellow location are displayed. And if I now click on open in Excel, you will see that also here I only have the yellow customers. So this means that, again, by assigning filters, you can specify what you want to export to Excel. In the Windows Client, I can use the same function. If you don't find the function in the ribbon, then you can always go to the application menu and there go to print and send. And also here you will see the option to send to Excel, but in this case, you can also send to Word. So by sending to Word, I can open now the document and here you can see now my customer list appearing in Word.

## Lesson 5: Print Reports and Documents

Microsoft Dynamics NAV contains many reports and documents that you can print, and you can print them in different ways. So let me go to one of the popular reports that you can use. So I will click on sales, and now if you click on the report tab in the ribbon, you can go to the customer top 10 list, but as you can see, there are many other reports. So whatever report we use, you will see that we have a number of options that we can apply. So first of all, there are a number of options, like what do we want to print. In this case, you can choose between sales or balance local currency. Do we want to have our top 10 maybe or top 20 customers? So this is typical about reports in NAV; you can apply a number of options and a number of filters. And then by clicking on the print button, I can select if I want to print to paper -- so the classic print option -- if you want to print to PDF, to Word, or to Excel. And if I select Microsoft Word, you will see now that the document is printed to Word and that I have my report -- so my top 20 customers in this case -- in Word, including a nice chart. You see? So this is something that you can apply for each report specified to what you want to print. Now, this is an option we also have available in the Web Client. Let me show you. So here in the Web Client, I can do the same. So I can go to sales, I can click on report in the ribbon. And if I go to the customer top 10 list, you can see that we can apply the same filters. And also here, by clicking on send to, I can select between a number of options. In this case, we have the PDF, the Word, and the Excel option available. And if I select PDF in this example, you will see now that the system will create the PDF document with my top 20 customers and the same chart. Now, instead of printing documents immediately, you can also schedule these tasks. And that could be very interesting if you want to print very large reports, because then you can specify you would like to execute them outside of business hours. So suppose that my customer top 10 list is a very heavy, a very large report and that running the report during business hours could result in performance issues. Then you can also schedule. So if you click here on send to, you see that we have the option to schedule a report. So if I now click on schedule, OK -- there we go -- we can now specify, for example, the start date and the time we would like to run the report. You see? So in that way I can specify, for example, I would like to schedule it today, but, for example, at 8 o'clock this evening. So outside of business hours. It's also interesting to know that you can use the same scheduling functions for reports that don't have a specific printed output. So, for example, the update analysis view report. If I click here, there we go. So this is a report that will update our analysis views for reporting purposes, and this is something that could take quite some time, because there can be many new analysis view entries that need to be created. And also here, although this is not a report that has a specific printed output, you will see that we have the schedule function available. So also here I can click on schedule and enter the date and the time on which we would like to run the report.

## Lesson 6: Sort Information

It can be important to sort your information in a specific way. Now, we will see that sorting is very easy and intuitive to perform. Let's have a look. So here in the Web Client I can go to customers, and by default you will see that the customer list is sorted on number. Suppose now that I would like to sort my customers alphabetically. I can very easily do this by simply clicking on name. So if I click on name, you will see now that my customers are sorted by A, B, C, and so on. So, again, by clicking on name, I can go from ascending to descending. In this case you will see Z, W, T, and so on. You can do the same by simply clicking on the field itself and then select ascending or descending. Now, in the Windows Client we can do the same. So here, if I go to the Windows Client, if I go to customers, you will have the same options. And also here, first of all, you will see that my customers are sorted by number, but I can very easily sort by name, for example. Now, the other thing that we can do is, suppose I'm sorting by location; so all my yellow customers, for example. By holding the shift on your keyboard and by clicking then on, for example, the name field, you can see that now we are sorting on two fields. So first of all, everything is sorted on location, but within location I'm sorting descending on the name field. So Z, W, T, and so on. You see? So in the Windows Client, you have the option to sort on multiple fields.

## Lesson 7: Search Information

Because in the application we can have a mass of data, we need to have effective and efficient search and filter options. Now, in this topic, we will have a look at how we can search and how we can filter, and also here we will need to make a difference between the Windows Client and the Web Client. So let's start with an overview. So here in this table, you can see an overview of the functions, the features that we have available in the different clients. So let's start with searching. Now, in both clients, we can search in lists. So both in the Windows and the Web Client, we can search, for example, customers from a customer list. In the Windows Client, we can also search in cards. Then there's the quick filter, which basically is a filter that you can very quickly assign to one field, and I will demonstrate how to use it. And that's a filter that we have available both in the Windows and the Web Client. Then we also have the advanced filter, and there we will need to make a difference between applying the filter on visible fields, which is possible on both clients, but in the Windows Client you can also apply the filter to nonvisible fields. Then we have the limit totals, which is a filter that we can apply to calculate a flow field. So this filter is applicable or usable in the Windows Client, and in both clients, we can use filter criteria. And then finally there's also a save view as function, which we have available in the Windows Client. So let's start with making some examples, and the first thing that I will show you is how we can use the search function. So let's start in the Windows Client, and if I go to customers, you can very easily use the search function by clicking on find in the ribbon or by using the shortcut, control F. So with control F, you can see that the following search page will open. And by default, the system will display the field or the column in which the cursor was positioned, but we can also very easily change this. So, for example, if you would like to search on contact name, I can very easily click on contact and next I can start entering a match. For example, I'm looking for a contact called Eric, and now if I click on enter or find previous or find next, you will see that the system will bring me to contact Mr. Eric Lange. So that's the first thing that we can do, and we can also search in -- not exactly the same way but a similar way in the Web Client. So let me show you. So here in the Web Client, I will also go to customers, and here I can -- and maybe let me collapse here the FactBox page, so that we can see a bit more information. So here we can also search very intuitively, and if I click here on the search function, I can start entering what I'm looking for. So, for example, in this case I can just enter Eric and you can see that now very efficiently the system will show me the one record on which the contact -- or for which the contact is Eric. And you see, I don't even have to specify the field for which -- or in which we will have to search, which we had to do in the Windows Client. By the way, here you can just start typing and the system will start looking for what you are typing. You see? So there's a difference in searching, of course, in the Windows and the Web Client. Now, a function that we also have available in the Windows Client is searching in cards. So, for example, if I open the card of John Haddock, we can also start searching here in card pages. And here we don't call the function find, but we call the function go to. And if you would like to use shortcuts, it's important to know that find is control F; go to, as you can see here, is control G. And now I can click here and if I would like to search or look for the name field, I can enter now the match -- for example, Cannon. If I now click on go to next, you will see now that the system will bring me to customer the Cannon Group. You see? So that's the way that I can also search in card pages in the Windows Client. Now, besides searching, we can also filter, and in the Windows Client these are two separate functions, but in the Web Client these are combined. So if we start in the Web Client here in my customer list, if I, for example, enter blue, you will see that the system will not only search for all the records that contain blue -- in this case, in the location code field -- but also will filter only the records containing location blue. You see? So it's not only searching, but at the same time it's filtering here location blue. So by using the search function, at the same time we are filtering in the Web Client. Although you can also click here on one of the fields and go to filter, and there I can start entering filters. So, for example, I can enter KRI and see in this case that there is only one customer with contact containing KRI as a filter criterion. You see? So that's a second way that we can filter, and basically it's quite similar. So you can do the same here. So just enter this here -- so let me, first of all, remove the filter. Clear filter, there we go. And if I go to the search function and enter KRI, you will see that we have the same result. You see? So here it's sort of a combined function, filtering and searching at the same time. However, in the Windows Client this is different. So here in the Windows Client, we looked at the search function and we saw that the system will literally search. So it's still displaying all the records but showing or highlighting the one that we have searched for. But now we can also filter and there's a first filter that we can use, which is the quick filter. So I can go here to the quick filter field, I can specify the field I want to filter -- for example, location code -- and I can enter blue, for example, and in this case I only have customers with location code blue. So it's the same result as we have in the Windows Client but with one additional step, because first I will need to specify the field I would like to filter on. However, to apply the same filter, there's also a quicker and easier way. So the only thing that I need to do is go to one of the values I would like to filter on, and if I now right-click on the value, I can very easily select now filter to this value and this will give me the same result. You see? So instead of entering the filter manually here in the quick filter pane, you can also look for the value, right-click or use alt F3, and then the system will also apply the quick filter. Now, besides the quick filter, we can also use the advanced filter, and the advanced filter will allow us to filter on multiple fields. And also here you will see a difference in using an advanced filter in the Web Client, as opposed to the Windows Client. So let's start with the Web Client, and basically in advanced filter, it's very easy to apply. You will just filter the multiple fields you want to filter. So, for example, I can start again with location code, and I would like to use the same filter. So I would like to display all the customers assigned to location blue, but to be more specific, I would like to have all Swiss customers assigned to location blue, and Cronus can identify Swiss customers based on the currency code. So now I can go to a second field -- so currency code, for example -- and I can again select filter. And now if I enter CHF, which is the currency code for Swiss francs, if I click on OK, you will now see the two customers from Switzerland assigned to location code blue. So in that way, I can very easily create an advanced filter; so a filter using multiple fields, multiple criteria. To do the same in the Windows Client, we will have to work slightly different, and in this case, what we will have to do is expand the filter pane. So if I click here, you can see the filter pane. And by the way, by clicking on customers, you can do the same. So by expanding the filter pane, we can see now the advanced filter and now I can start entering the filter I would like to use. So if we were making the same example as in the Web Client, the first thing I need to do here is select location code. Then in value I can select location code blue, I can click on add filter, and for example, the second filter is the filter on currency code. And in this case, I can also enter the currency code manually, which means that also here we are left with two customers -- or two Swiss customers assigned to location blue. You see? So some differences in applying the advanced filter. However, an additional option that we have in the Windows Client is that you can also use the advanced filter on nonvisible fields. So let me show you. First of all, I will clear the filter -- there we go -- and suppose I would like to have a filter of each customer that has a blank VAT number. Now, the VAT registration number is not visible, and if I go to choose columns, you will also see that I cannot add it. So it's not available here in the available columns. However, I would like to filter on the VAT registration number, because I want to have a list with all customers that don't have a VAT registration number. So here in the Windows Client, I can go to the advanced filter, which is already visible, then I can click on filter. And now if I click on the number field here, where you can see that first of all there is a number of columns displayed. So these are the visible columns, as you can see, so everything that we see here in the customer list, but here I have the option to click on all and this will give me now all the columns; so all the fields of the source table, so the customer table. And now if I click on V, the system will bring me to the first field starting with a V, and there, the second one is VAT registration number. So now I can select VAT registration number, and if I enter two single quotes, which is the same for blank, you can see now all the customers with blank VAT registration numbers. You see? So this is an example of how we can apply an advanced filter on a nonvisible field in the Windows Client. The third filter we can use in the Windows Client is the limit totals filter, and that's a filter that you can apply on calculated fields, so on flow fields, and let me show you an example. So for this example, I will go to finance and I will go to the chart of accounts. And here in the chart of accounts, let me scroll down to a sales account. So, for example, Account 6110. Let me also remove here the FactBox -- there we go -- so we have a little bit more information that we can see now. And if I scroll to the right, you can see that we have a net change of 761,000. Now, if I click on the flow field, we will get the detail, which is calculated based on the general ledger entries, and basically you see now that the total we just saw in the chart of accounts is based on two different years, 2018 and 2017. So this basically means that 2017 isn't closed yet, and again, so the total that you can see here now is based on two fiscal years. Now, suppose I'm making an analysis of 2018, so the most recent fiscal year. I would like to see here the total only including the entries of 2018. Now, for that purpose, we can use the limit totals filter. Let me show you. So if I click here on chart of accounts, I can select limit totals. And now I can add a filter, and the filters that you can add are filters that will be used to recalculate the flow fields. So, for example, calculating flow fields only containing a specific department or a specific project but also based on dates, and that's the one I would like to apply right now. So I will select date filter, and now the date filter I would like to use is the 1st of January, 2018, until the 31st of December, 2018. Now, by accepting this filter, you will see now that the net change of each line will change, because it's recalculated taking into account this filter. So let me do this. There we go. And now if I go back to Account 6110, which you can see here, you can see now that the 761,000, which we can still see in balance, now has changed to 10,503.70 in net change. And basically what happened is that the system now applied the date filter to the underlying table. You see? So if I click now on the drill-down, you see that only the general ledger entries with posting date 2018 are displayed and you can see here the filter that has been applied. You see? So this is what a flow filter does, and so it will filter flow fields based, for example, on dates. In the practice of this lesson, you can apply a flow filter yourself.

## Lesson 8: Search Information - Filter Criteria

In the previous lesson on filters, I have used a couple of filter criteria. Now let's have a look at the most popular ones, the ones that are most used. So one of the criteria I have used were the two points in order to specify the 1st of January until the 31st of December. So you can use this filter criterion in order to specify a range. Another example of this is -- for example, I only would like to see the GL accounts from 1,000 until 1,200, for example. So then I can go to filter and I can enter 1,000, and then at two points 1,200. So there we go. And in this case, you see that we only have 1,000 and 1,200. So that's quite a popular filter, one that will allow you to specify a range, a number range or a date range, whatever. So let me remove the filter. Other criteria that I use a lot is smaller than, greater than. So, for example, if I go to net change, I can enter a filter in which I say I would like to see everything smaller than 100,000, for example. Now, if I click on OK, you can see only GL accounts with a net change smaller than 100,000. So you can, of course, use it in the same way to display amounts greater than a specific amount, and that's also interesting to demonstrate. You can also use the same filter to display lines different from a specific amount. So, for example, I only would like to see lines that have a net change. So I would like to hide lines with zero. Then I can say OK, everything should be different; so smaller than, greater than zero. And now if I click on OK, you will see now that only these lines that have an amount in the field net change are displayed. So these are a number of filters, filter criteria, but we have many more that we can use in filters. And if you go to the online help and if you search on filter criteria, you can have a list of all the criteria that you can use. Now, once you apply filters to a list, for example, in the Windows Client, you can save the view as. Let me show you some examples. So remember the limit totals example I made, and let me make it again. Here in the Windows Client, suppose I only would like to see my chart of accounts based on the entries we have posted this year. So 2018 for Cronus. Then I can apply a date filter. So I can say where date filter is starting on the 1st of January until the 31st of December, and there we go. So now, again, you will see that my net change amounts has been filtered based on the date. Now, this could be interesting to save, because this is something I would like to use quite a lot, and before the fiscal year is closed, this is a very easy way to look at everything of the current fiscal year. So now I can go here to chart of accounts and I can use the save view as function to save this filtered view. So I could give it a name. So, for example, 2018. And now if I click on OK, you will see that the system will reopen and here in my role center I now have the filtered view. So now I can just click on chart of accounts and here you can see now this is my chart of accounts filtered on 2018, which means that I don't have to assign the filter each time manually again. Another example might be I would like to have an overview of all my customers assigned to location blue, because I'm available for -- sorry, I'm responsible for location blue. So I will filter to this value. And again, I can click here on customer, I can save view as, and I can specify here that these are the customers for location blue. There we go. And also here in this case, the system will reopen and now you will see that this filtered view is an option of my customers. So now we can go to customers blue and I will get all my blue customers. You see? So it's very easy to save filtered views, which means that you can create your own views and save them in the system. Now, also interesting to know is how to remove such a saved view, because maybe afterwards I don't need chart of accounts 2018 anymore, because fiscal year 2017 is closed and by default we are looking at 2018. Now, the way to remove a filtered view is by going to the customized navigation pane option -- there we go -- and now you will see the filtered views appearing here in my home pane. Next, I will select one of the views and I will click on remove, and now if you click on OK, you will see that after reopening the filtered view is removed. In the practice of this lesson, you can apply some of the important filtered criteria.

## Lesson 9: Navigate

A function I use myself quite a lot is the navigate function. Now, the navigate function will show you all the entries the system created in the posting process. So, for example, a bookkeeper would like to know which GL entries have been created after posting a sales invoice. Well, he or she can navigate on the posted invoice. So the navigate function is available from both the Windows and the Web Client. So in this case I will use the Web Client as an example. And like I just said, one of the documents that we use quite a lot to navigate on are, for example, sales invoices. So if I go to a posted sales invoice -- and let me scroll down to one of the examples. Let's have a look at this one. You can see that we have sold computers to a specific customer. So here we can see the items that are sold, but suppose now, as a bookkeeper, I would like to see which GL accounts have been posted for which amount, did the system calculate VAT, and so on. Then we can navigate. So if I click on actions, you can see the navigate function, and by clicking on the function, you will see now that, first of all, the system will display the different entries created in the posting process. So, for example, let us create one posted sales invoice, the one that we just looked at, but also three GL entries. There is a VAT entry, a customer ledger entry, and so on. And now if you want to look at these entries, you can just select one of the lines, click on the number of entries or click on the show related entries in the ribbon, and now I can see the GL accounts that have been posted in the posting process, and you can, for example, see the sales account with the amount posted to it. There is the VAT account and the receivables account. So this is a very good example of what you can use -- or for what you can use the navigate function.

# Module Review

In this module, we had a look at basic functions such as searching, filtering, entering, and editing information, the navigate function, printing documents, and so on. So these are functions that everyone that wants to work efficiently with the system should be familiar with.

Module 6 Key Take Away

* Lesson: Enter and Edit Information
  + Field Types
  + Enter Dates
  + Enter Quantities and Amounts
  + Enter Codes
  + FlowFields
* About this page/report
* Making Notes and Comments
  + Add Notes to a Record
  + Add Comments to a Record
  + Links to a Record
* Send to Word and Excel
* Print Reports and Documents
  + Output options
  + Schedule reports
* Sort Information
* Search Information
  + Find and Go To
  + Use Filters
* Search Information - Filter Criteria
  + Enter Criteria in Filters
  + Save View as…
* Navigate

Module Practice

# Practice A: Limit Totals

##### **Exercise Scenario**

Phyllis, the accounting manager at CRONUS International Ltd. is making a financial analysis for the month of January 2018. For that reason, she wants the **Chart of Accounts** page to display the net change for January 2018.

To achieve this, she uses a limit totals filter.

##### **High Level Steps**

1. Use the limit totals filter to filter the **Chart of Accounts** page.

##### **Detailed Steps**

1. Use the limit totals filter to filter the **Chart of Accounts** page.
   1. In the **Search** box, enter Chart of Accounts, and click the related link.
   2. Click the **Chart of Accounts** button, and select **Limit totals**.
   3. In the **Limit totals to** section of the Filter pane, click **Add Filter**.
   4. In the **Where** field, select **Date Filter**.
   5. Enter 01/01/18..01/31/18, and then press ENTER.
   6. Notice that the chart of accounts is adjusted so that the net change of all accounts displays only the total of the month January 2018.
   7. To remove the Limit totals filter, click the **Delete** button (red **X** icons) in the Filter pane.

Practice B: Use Filter Criteria

##### **Exercise Scenario**

It is your task to update vendors with missing contacts. To do so, you filter the vendor list to only display domestic vendors without a contact person. You then want to save this filtered view so that you can update the responsible purchase on a regular basis with a list of all vendors with missing contacts.

##### **High Level Steps**

1. Filter the vendor list to only display domestic vendors without a contact person.
2. Save the filtered view.

##### **Detailed Steps**

1. Filter the vendor list to only display domestic vendors without a contact person.
   1. In the **Search** box, enter Vendors, and click the related link.
   2. Expand the Filter pane.
   3. Click the drop-down arrow of the **Where** field, and then select **Country/Region Code** (through All Columns).
   4. Click the drop-down arrow to enter a value, select GB, and then press ENTER.
   5. Click **Add Filter**.
   6. Click the drop-down arrow of the **And** field, and then select **Contact**.
   7. Enter ‘’ (two single quotation marks) as the value, and then press ENTER.

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

1. Save the filtered view.
   1. With the filtered **Vendors** page still opened, click on the **Vendors** button at the top of the list, and select **Save View As**.
   2. In the **Name** field, enter “Vendors – Missing Contacts”.
   3. In the **Activity Group** field, select Home.
   4. Click **OK**.

The filtered **Vendors** page is now added in the **Home** menu.

Test Your Knowledge Module 6

1. What is the quickest way to enter today’s date?
   1. Enter “w” (work date)
   2. Enter “t” (today)
   3. Enter “c” (current)
   4. Enter “n” (now)
2. What would the following filter expression display: 1100..2100?
   1. All records except 1100 through 2100 are displayed.
   2. Records 1100 and 2100 are displayed.
   3. Records 1100 through 2100 are displayed.
   4. All records except 1100 and 2100 are displayed.
3. Which of the following outputs can you select when you print a report? (choose 3 that apply)
   1. PDF Document
   2. XML Document
   3. Microsoft Word Document
   4. Microsoft Excel Document
4. What can you use the **Navigate** function for?
   1. To navigate to the page for which you entered the search criteria.
   2. To show all the fields of a record.
   3. To navigate from a purchase or sales order/return order to all the posted documents (receipts, shipments, return receipts, return shipments, invoices, credit memos).
   4. To find entries based on a wide range of information.

Module 6: Your Notes

Test Your Knowledge Answers

Module 6

Question 1 (Answer: B)

Motivation: By entering “t” in a date field, the system inserts today’s date.

*Lesson: Enter and Edit Information*

Question 2 (Answer: C)

Motivation: the filter criterion .. is used to specify a range from..to.

*Lesson: Search Information - Filter Criteria*

Question 3 (Answer: A;C;D)

Motivation: Besides sending reports to a printer, you can also send them to PDF, Word, or Excel documents.

*Lesson: Print Reports and Documents*

Question 4 (Answer: D)

Motivation: You use the **Navigate** function to find all related entries of a posted transaction.

*Lesson: Navigate*

Module 7: Master Data for the Sales and Purchase Process

# Module Overview

For most companies, the most important and commonly used processes are the sales and the purchase processes, and in the following module we will have a look at how to set up and perform sales and purchases in the system. But first we need to set up master data, because if you want to sell, we need customers, we might need items, GL accounts. If we want to purchase, we should purchase from vendors and so on. So in this module, we will have a look at how to set up master data. So in this course, we will cover the master data we need for sales and purchase processes, such as GL account cards. We will also have a look at the chart of accounts. And of course, to sell and purchase, we need customers and vendors, and in a lot of cases, we are purchasing and selling items. Now, it's important to know that because this is an introduction course, we will cover the basic setup of these different types of master data, but also know that there are additional courses available that will cover the setup of master data more detailed; like, for example, Finance Essentials in which GL accounts are discussed more in detail, and Trade in which, for example, customers, vendors, and items are covered more in detail.

## Lesson 1: G/L Account Cards

So the first type of master data I would like to have a look at are the GL accounts. So here you can see a GL account card and the different components of a GL account card or the different ribbon tabs that we have available, such as home, actions, and report. You can see the expanded general FastTab and the collapsed posting, consolidation, reporting, and cost accounting FastTab. So let's have a look at the most important fields in these different FastTabs by looking at an example. So to go to the chart of accounts, there are different ways to do this. You could click on home and then go to finance or you can, of course, also very easily use the search function. So chart of accounts, for example. There we go. And here we can see the chart of accounts that I've also used in some of the examples in the previous module; so all the different GL accounts that we have set up in the system. So you already recognize important fields, such as here the income balance field and so on, but let's look at a typical example and I will scroll down to a sales account. So account 6110, which is sales retail, domestic. So by clicking here on the account number, the GL account card will open. So we already had a look at an example on the overview slide, but let's more closely look now at the different fields. And here on the general FastTab, we have a number of general fields which can be very important. So we will start with the number, which of course is assigned manually. So we don't use number series, of course, to assign numbers to GL accounts. No, you will always enter it manually. Then we can enter a name -- the name of the account, and then this is a very important field, income balance. Now, this is specifying whether the account is an income statement account or a balance sheet account, and the system will use this field to close a fiscal year. So if you run the close fiscal year batch, the system will balance all GL accounts that have income statement in this field. And for that reason, this is an important field; so when you close a fiscal year. Then there is the account category. So here we can specify different categories, and as a user, you can set up the categories you want. So here we have a number of frequently used categories, like assets, liabilities, equity, income, and so on. So this is an income account, and then each category can have a number of subcategories. So for example, if I click on the assist edit, you can see here the whole overview. So my income category has income services, product sales, jobs, and so on. So this is a way to structure your chart of accounts and this is also used in reporting. So you can run a number of reports that are using the category and subcategory structure, and in Finance Essentials, there's more information on how to set up and use these categories and subcategories in reports. Then we have debit/credit in which we can specify if this is a typical debit/credit account or both, and we can use the account type. Now, also this is a very interesting field, because this will allow you to create a specific structure in the chart of accounts. So if I go to the chart of accounts -- excuse me, this was one click too far. So let me go to the chart of accounts again -- there we go -- and let me quickly scroll down to my sales account that I was using. There we go. You can see a number of accounts in bold and non-bold. And here you can see by looking at the account type that we have end total accounts, total accounts, begin total accounts, and so on. So first of all, to assign a specific structure, you can use the account type, and there are different account types that we can use. So let's have a look. There's begin total and end total, and with begin total and end total, you can mark the beginning section of a different series of accounts and the ending section. So for example, here we have sales of retail and we have domestic, EU, export retail, and so on. So sales of retail is begin total, and at the end, you can enter an end total account and everything within begin and end total is then added here in the totaling formula. Now, this is something that you can do automatically. So if you just enter begin total and end total, afterwards you can use the indent chart of accounts function and the system will then automatically indent all the accounts based on the structure you have set up with begin and end total and will also automatically update the totaling formulas. You see? So that could be very interesting, because this will give you a specific structure in the chart of accounts, as you can see here. So let me go back to 6110. So that's why we can use account type. Now, here you can see again the different account types. Posting is what we use for GL accounts to which we want to post, of course. Heading is a title. Then we have total, where we can just enter a totaling formula. And then, as we just saw, begin and end total, which will also be used as markers; so the beginning and the ending marker of a specific section in the chart of accounts, and based on that, if necessary, you can enter totaling formulas. Then here at the right side, we have balance. So this is showing me the total balance of the GL account. Again, this is a flow field to which I can drill down. And then we can also specify a number of specific features, such as, for example, reconciliation account. Now, if you assign an account as a reconciliation account, you can include it in a reconciliation report that you run from the general journal. So this is typically used for bank accounts and cash accounts. Then we can include automatic extended text and -- and this is a very important field for me -- you can also set up accounts for direct posting or not. Now, if you don't want to directly -- if you don't want users to directly post on accounts, you can clear this field, and this means that it's only possible to post on the GL account indirectly. So for example, by posting on a customer and based on the customer posting group, the system will then post on a specific GL account. So this is also something which is explained in detail in Finance Essentials. So next we have blocks, and let me then scroll down. There is the posting FastTab. Now, in the posting FastTab, we can assign posting groups that the system can use to calculate, for example, VAT. So here you can see that we have VAT 25, which means that the system will calculate 25 percent VAT. You see? So that's what we can specify on the posting FastTab; so the posting groups we need or the system needs to calculate VAT on an account. Then there is consolidation. So you can set up a consolidation in which, in the consolidated company, the system will consolidate different GL accounts. So what we can do here is map to the GL accounts in the consolidation company. Then we can also set up an additional reporting currency, and based on the currency, you can then do a specific setting here in the exchange rate adjustment. And in finance advanced, you can see that the additional reporting currency is used to run financial reports in a second currency besides your local currency. And also in finance advanced, you can set up cost accounting and here you can then see the linked cost type. In the GL account card ribbon, there are a number of very interesting actions that we can use, and let me show you the most important ones. So here you can see the ribbon, and we already explained the structure of the ribbon -- so tabs, groups, and actions. As you can see, we have many different actions. So you can enter, for example, comments for an account, but also a couple of very important and interesting actions to use is ledger entries. So if you want to have the detail of all the entries of a specific account, I can very easily click here on ledger entries and the system will show me all the detailed ledger entries for this specific account. If you want to assign dimensions to an account, default dimensions such as department, project, and so on, you can click on dimensions and you can start entering dimensions. So this is explained in the application setup in Microsoft Dynamics NAV how to do this. Next, if I go to actions, you can also apply a template. So applying templates could be an easy way to create GL accounts, because in a template you can specify predefined fields. And then finally on report, there are a number of reports specifically based on GL accounts that you can run -- like, for example, the detailed trial balance, the trial balance, and so on.

## Lesson 2 : Chart of Accounts Page

So we already saw that all the GL accounts are listed in the chart of accounts. Now let's have a closer look to the chart of accounts. So here I can see the chart of accounts and we can see, indeed, all the different GL accounts listed; so income statement accounts, expense accounts, balance sheet accounts, and so on. Now, typically we will use the chart of accounts for consulting purposes, to check, for example, GL accounts, to check, for example, the net change, the balance of specific accounts, and so on. Although, also note the edit list action in the ribbon. So you will never be able to edit, for example, customers, vendors, items from a list, but for a GL account, this is possible. So if you want to make a change -- for example, change the name of a GL account -- you don't necessarily need to go to the GL account card. You can just click on edit list. So by clicking on edit list, the same overview will open, but now you can see that this is editable and I can change, for example, discount granted and add, for example, a description. You see? So with GL accounts, we have an edit function to edit GL accounts in a list. Now, also here you will see that we have a ribbon. So if I go back to the chart of accounts -- there we go -- you also have a ribbon; home, actions, navigate, report. We also have a number of functions that you can run from the ribbon. Like we just saw, we can go to the card, we can edit the list. I already explained the indent chart of accounts function. And if you go to actions, you can open an overview of the posted documents without incoming documents. Navigate will allow you to navigate to specific auto functions, like dimensions, comments, and so on. And finally, also here we can run a number of reports; in this case, the trial balance by period.

## Lesson 3: Customer Cards

Before we can start creating sales documents in the system, we first need to set up customers. So let's have a look at the customer card. So we will create a customer card for each customer that we want to set up in the system. And also here you will see that the customer card has a number of ribbon tabs, like home, actions, navigate, and report, and that we have a number of FastTabs, like general, address and contact, we have invoicing, there is payments and shipping. Let's look at an example in the system. So let's go to customers, and I will use customer 10,000 as an example, and here you can see now the customer card with the different tabs we just saw in the overview slide, but let's focus on the FastTabs. So first of all, we have the general FastTab, which of course will include all the general information of a customer, like the customer number, the customer name, and so on. So remember in one of the previous modules, we can assign fields as additional or standard or promoted. And in this case, also the additional fields are shown, which means that the fields that we don't use that much are also shown in this display, and by clicking on show less, you will now see only the standard fields. You see? So in this way, I can switch from one to the other view. So what else can we assign on the general FastTab? So if I go here to show everything, you have the intercompany partner codes. So we can set up intercompany management in NAV, and if this customer would be an intercompany customer, we can assign the intercompany partner code. You can, very important, see the balance and the balance view, and there is the credit limit. So if you want to use the customer in combination with the credit limit, I can just enter the amount and the system will use this to perform a credit limit check when selling to the customer. And because the amount is now displayed in red, it means that the customer already exceeded its credit limit. Then there are different ways to block customers -- for example, only blocking for shipment, for invoice, or for everything. And of course, we can assign salespersons and responsibility centers to customers. Then with service management, you can assign a service zone code, and with the document sending profile, we can specify how customers would like to receive their documents, such as, for example, sales invoices, for example, by mail, electronically, in PDF, and so on. Here we can see a number of calculated fields, such as the total sales, the total cost, and so on, and the resulting profit percentage. And then a customer can also have a language code. So again a lot of fields, but by clicking show less, you can always see the most frequently used fields. Then customers, of course, also have addresses. So here we can enter address and contacts, together with phone number, email, home page; so all the communication information that we need. And by scrolling down, I can now expand the invoicing FastTab, and there you can of course see the invoicing information for the customer. So if the customer has a VAT registration number, we can enter it here. And there's also a specific check that you can have the system perform. So here you can see that it is not verified. There's the copy sell-to address to a quote. So in this case, if you enter a quote for the customer, do you want to use the company address or the person address? And then we have posting groups; so the posting groups that the system will use to assign the GL account when posting to the customer. Like, for example, the customer posting group is linked -- let me show you -- to the receivables account, as you can see here. So when posting to this customer, by using the customer posting group, the system will automatically post to the receivables account 2310. We can also set up specific prices and discounts for the customer based on groups to which they belong, as you can see here. And on the payments FastTab, we can enter payment information, such as the payment terms code and the reminder terms code. And then finally if I go to shipping, you can see shipping information, such as the location to which I have linked the customer, should the customer get combined shipments, which means can they get an invoice of multiple shipments at the same time, and do we allow reservations for the customer. Then there's the shipping advice and at the right side is shipping method, resulting in a specific shipping time. So as I've said, a lot of information on the customer card, but in all these separate cards -- like Finance Essentials, like, for example, Trade, all these fields, these functions are explained more in detail, but this should give you a general idea of the important information that we should include for customers in the system. Well, I guess after taking the previous lesson that you are now ready to create yourself a new customer, and that's something that you can do by following the practice of this lesson.

## Lesson 4: Vendor Cards

So if we need customers to sell, we need vendors to purchase, and as we will see, setting up and using vendors in the system is quite similar to what we just saw for customers and also a lot of similar fields. Let's have a look. So in the application I can go to vendors, and also here from the vendor list -- which, by the way, is displayed in a different layout, as you can see. So here you can select between a list -- between large tiles or small tiles. I can now go to a specific vendor. For example, let me take London Postmaster, and by clicking here on the tile, you will see that the vendor card is opened. And also here, we recognize more or less the same FastTabs. So we have general, there's address and contact, there's invoicing, payments, and receiving, and most of the fields are exactly the same. So let me start with general. So also here, if I click on show more, you can see all the fields available on the general FastTab. We will start with the vendor number and the name. Just as with customers, we can also block vendors and we can see the balance in local currency, the balance together with the balance view. Then also to vendors a document sending profile can be assigned. And if salespersons can be linked to customers, purchases are linked to vendors, as you can see here. Then a vendor, of course, also has an address. Here you can enter the address, the post code, the city and the country code. And at the right side, the communication details; so the primary contact number, phone, email, home page. And if necessary, you can also enter our account number that the vendor is using. Then the most important field on the invoicing FastTab, we have the VAT registration number. If I click on show more, also the posting groups are displayed, because also for vendors, the system will look at the posting groups to specify on which GL accounts vendor transactions should be posted. So that's what you can see here. And if you want to set up vendors in foreign currencies, you can enter the currency code here in this field. Then if I go to payments -- so let me expand payments -- we can assign an application method and the payment terms code. And then there's also the payment method codes and the priority, together with preferred bank account. So you can use these fields to set up payment management for the vendor; so how are we paying vendors. So by assigning, for example, a payment method, I could specify that we are paying vendors by bank transfer. You can enter priority; so how important is the vendor in, for example, the payment management. And you can specify to which bank account we would like to pay the vendor. So you can set up multiple bank accounts here for the vendor, and by selecting one of them, you will see that the system will now suggest to pay to this bank account when you run a suggest vendor payment batch from the payment journal, and this is something which is explained in detail in Finance Essentials. Then if I go to the last FastTab, so the receiving one, you can see here a couple of fields that we can use to assign vendors to a specific location. So for example, a vendor always delivers to the same warehouse, which means that I can assign, for example, location blue to this vendor, which means that the system, by default, will always use location blue when you retrieve the vendor in, for example, a purchase order. There's a shipment method code and the lead time calculation. So how much time does the vendor need to deliver items to us; for example, ten days. And there is a base calendar code that you can also assign to customers and that you can use to make a difference between working days and non-working days, and this is explained in detail in the course Trade in Microsoft Dynamics NAV. In the practice of this lesson, you can set up a new vendor from which you will purchase office furniture in one of the following modules.

## Lesson 5: Item Cards

And then we have items. Items for a lot of companies are very important because they are selling items. They are purchasing items. Maybe they are producing items or assembling items and so on. You will see by looking at an item card that the number of fields and the number of Fast Tabs that we have to enter that items are very important and also are integrated in all the different application areas. An item by default is something physical. Here you can see an example with the picture of the table. Besides items, you can also have services. Here the item card contains also a number of ribbon tabs like home, actions and navigate. You can see quite a number of Fast Tabs. We have the item Fast Tab but there is also inventory, price and posting. There is invoicing and there is replenishment. We have planning, item tracking and warehouse. There are a lot of fields and many Fast Tabs on which we can enter these fields, because of the integration with different application areas. For example, with replenishment we can integrate into production application area. With item tracking we can integrate with serial numbers, lot numbers. With warehouse we can integrate with warehouse management and so on. Let's look at an example. Here in the system I will go to the item list. Let's scroll down. We just saw table on the overview slide. In this case let's use a chair as an example. We will use the London swivel chair. By clicking on the item number we can get the item card and you can see a nice picture of the chair that we are looking at. Let's look at the different Fast Tabs. First of all, we have the item Fast Tab on which I can see the item number, the description. You can block items and here we can specify whether it is a physical inventory item or a nonphysical service item. And then there is the base unit of measure. An item we can have different units of measure, measures which I will explain in a minute. Let me click on show more. Here you can see that besides the number and the description there are a couple of other fields that we can use, for example, the GTIN. This is an identification number that is used in electronic document processing, so it's a global trade item number or identification number that you can assign to an item. Then there is inventory. On the inventory Fast Tab you can enter or consult a number of very important inventory parameters. For example, the item category, these are chairs and you can enter item categories based on a specific set up. I can have categories and subcategories like furniture, and subcategories like chairs, desks and tables. Also very important, we can consult the inventory. How many of these chairs do we have in stock? In this case, 305. You also see that we are expecting 50 because we have 50 on a purchase order and we need to deliver 18 because we have 18 on a sales order. This will give you first an idea of the item availability. Of course, you can get more detailed information on availability by going to one of the availability overviews. If I go to navigate you can see that we have a number of availability overviews like the availability by event, period, variant and so on that will give you more detailed information on the availability figures of an item. Also very important, price and posting, because an item has a cost price so here you can see the unit cost. An item also has a sales price which in this case is the unit price. In trades and trade you will also see how to set up special prices, so we can set up special prices for purchase, but you can also set up special prices for sales. If I would like to add other prices for specific customers or customer groups, I can do this by going to set special prices and enter the prices here. Again, this is covered in detail in the course Trade in Microsoft Dynamics NAV. Let's go to invoicing. On invoicing you will see important data such as the standard cost that we use, the sales unit of measure and so on. I just mentioned that you can assign multiple units of measure to an item. An item can have a base unit of measure but you could sell the item in another unit of measure. I could say that besides the sales unit of measure I would like to create a new one, because we keep these items by piece in stock, but we are selling them by box. In a box we have twelve of these chairs, for example. By creating a new unit of measure and entering the quantity per unit of measure so the relation between my unit of measure and the base unit of measure, I can now specify that we are selling this item by box and this is what the system will now use by default in a sales document. Let's now go to replenishment. Very important, on replenishment we can enter the replenishment system. How do we want to replenish this item, by purchasing it, by producing it or by assembling it? This is very important because this will define when you are planning which type of replenishment order the system will suggest. Based on the system that we select here, we can enter purchase information such as the vendor number, the vendor item number and so on. You can enter production information, such as the linked production bill of material and you can enter assembly information such as the assembly policy that you want to use for this item. Based on the replenishment system you can then also set up planning and you can use the planning Fast Tab to specify if you want to keep the item in stock. If yes, by which quantities do you want to do this? For example, reorder point of 50 and we only want to have a maximum inventory, for example, of 150. So I can enter here now 150 which the system will now use when you run a planning function for one of the planning worksheets. Also, this is explained more in detail in trades. Then there is item tracking. If your item should have serial numbers or lot numbers, you can assign an item tracking code and the system will allow you to enter serial and lot numbers for each physical transaction. Finally, we can enter a number of warehouse parameters such as the warehouse class, the put away template and so on, but this is only if you use the item in the warehouse set up for warehouse management. Before going to the last lesson of this module, you can first go to a practice in which you can create a new office furniture item.

## Lesson 6: Item Attributes

In this module we had a look at the important master data to use in sales and purchase processes. We looked at GL accounts, customers, vendors and items. For items we also focused on item attributes. Remember, there are other courses available which will explain and cover these different types of master data more in detail, for example, Finance Essentials, but also Trade in Microsoft Dynamics NAV.

# Module Review

Items can have specific characteristics that you want to use when communicating with your customers. This could be indirect communication on a web shop or even direct communication when you have the customer on the phone. With item attributes we can assign these characteristics to items. We can use these item attributes to assign characteristics to an item. Here you can see a couple of examples, year of build, the color, the material and so on. The reason for doing this is to use them in communication with customers and that could be direct communication, such as having the customer on the phone, but also allowing customers to search on the web shop. For example, a customer wants to have a look at all the chairs of a specific color, all the desks of a specific material and so this is a reason for assigning these attributes to items. We can specify different value types, like option, text, integer or decimal, and we can also assign translations, which means you can also use them for your international customers. Let me show you some examples. Let me go to an item list. If I scroll down and let's look at London swivel chair. If I go to the card, you can see here in the ribbon that we can go to the attributes. Here we can see the attributes that have been assigned to this item. There is an attribute called color, so this is a blue chair. There is the depth, so for example, 80 centimeters, the height, the material description, which is plastic and cotton, and so on. The interesting part of this is you can define these attributes yourself. For example, color, first of all, has been defined, and if I click on the assist edit, you can see that there are a number of options. You can pick the color from a predefined list. For depth you can enter a number. Material description there you will see there is not a predefined list there, which means that you can just enter free text. What happens with these attributes? They are assigned to the item. If I scroll down you can see here the item attributes. There are a number of things that we can do. The main reason for assigning these attributes is communication, because you could have a customer on the phone asking you for all of the blue chairs, which means in the item list I can very efficiently filter by attribute. If I click now on filter by attribute, I can select the attributes that I would like to filter on, for example, color. Then I can go to value and I can select blue. And now by clicking OK you can see all my blue items. In this case Cronus has two blue chairs, a swivel chair and a guest chair. If I have the customer on the phone, I can efficiently inform him or her on the blue chairs that we currently have in our item list. The same goes for web shops. This is also something that customers might want to do if they are on your web shop, so filter items by color, by year, by material description and so on. What is interesting like I just said is you can specify yourself which attributes you want to use. If I go to the search function and I click on item attributes, you can see the item attributes created by our demo company. Next, I can click on new. If I would like to use a new attribute, for example, let's take country, so I would like to also include the country in which these items have been purchased or produced or whatever, I can enter a new attribute. I can specify the type, so I could enter option to predefine a number of countries, text, integer and decimal. For example, if I choose option I can then start entering, for example, the item attribute values. Here I could say, for example, we have the U.S. There is a UK available. There is Germany available and so on. So I'm entering now these different options, which the user can pick when wanting attributes for an item. Finally, you can also translate. If you want to enter translations you can click on translations, enter the language code and then the translation of your attribute and your attribute values as you can see here.

Module 7 Key Take Away

* G/L Account Cards
  + G/L Account Card FastTabs
  + G/L Account Card Ribbon
* Chart of Accounts Page
  + Chart of Accounts Page Ribbon
* Customer Cards
  + Customer Card FastTabs
* Vendor Cards
* Item Cards
  + Item Card FastTabs
* Item Attributes

Module Practice

# Practice A: Create a Customer

##### **Exercise Scenario**

As the order processor at CRONUS International Ltd., you are responsible for setting up new customers. A new customer, Action Bikers, has contacted your company and requested to buy touring bicycles. You must create a card for the customer in the database so that a quote and sale process can start.

##### **High Level Steps**

1. Create the new customer.

##### **Detailed Steps**

1. Create the new customer.
   1. In the **Search** box, enter **Customers**, and click the related link.
   2. In the ribbon, click **New**.
   3. Select the customer template CUST000001, and click **OK**.
   4. Expand the **General** FastTab.
   5. In the **Name** field, type "Action Bikers".
   6. Expand the **Address & Contact** FastTab.
   7. In the **Address** field, type "16 Lower Oakfield".
   8. In the **Post Code** field, type "GB-PH16 5DS".
   9. In the **City** field, type "Pitlochry”.
   10. In the **Country/Region Code** field, enter GB.
   11. In the **Contact Name** field, enter Richard Turner.
   12. Expand the **Shipping** FastTab.
   13. Click the drop-down of the **Location Code** field, and select BLUE.
   14. Click **OK**.

Practice B: Create a New Office Furniture Vendor

##### **Exercise Scenario**

CRONUS International Ltd. made a purchase agreement with a new vendor, offering a wide range of office furniture.

It is your task to set up the new vendor in Microsoft Dynamics NAV with the following information:

* Lewis Office Furniture, Ltd.

89 Radcroft Road

GB-IB7 7VN Gainsborough

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

##### **High Level Steps**

1. Create the new office furniture vendor.

##### **Detailed Steps**

1. Create the new office furniture vendor.
   1. In the **Search** box, enter Vendors, and click the related link.
   2. In the ribbon, click **New**.
   3. Select the customer template VEND000001, and click **OK**.
   4. Expand the **General** FastTab.
   5. In the **Name** field, type "Lewis Office Furniture, LTD".
   6. Expand the **Address & Contact** FastTab.
   7. In the **Address** field, type "89 Radcroft Road".
   8. In the **Post Code** field, type "GB-IB7 7VN".
   9. In the **City** field, enter Gainsborough.
   10. In the **Phone No.** field, type "23159799".
   11. In the **Contact Name** field, type "Katie Jordan”.
   12. Expand the **Payments** FastTab.
   13. In the **Payment Terms Code** field, select 1M(8D).
   14. In the **Payment Method Code** field, select BANK.
   15. Expand the **Receiving** FastTab.
   16. In the **Location Code** field, enter BLUE.
   17. In the **Shipment Method Code** field, enter CIF.
   18. Click **OK**.

Practice C: Create a New Office Furniture Item

##### **Exercise Scenario**

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

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

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

##### **High Level Steps**

1. Create the new office furniture item.

##### **Detailed Steps**

1. Create the new office furniture item.
   1. In the **Search** box, enter Items, and click the related link.
   2. In the ribbon, click **New**.
   3. Select the item template ITEM000003, and click **OK**.
   4. In the **Description** field, type "ANTWERP, Conference Chair".
   5. Expand the **Inventory** FastTab.
   6. In the **Item Category Code** field, enter FURNITURE.
   7. Expand the **Price & Posting** FastTab.
   8. Click on the **Show more fields** link to show all fields.
   9. In the **Costing Method** field, select FIFO.
   10. In the **Unit Cost** field, enter 150.00 LCY.
   11. In the **Last Purchase Cost** field, enter 150.00 LCY.
   12. In the **VAT Prod. Posting Group** field, enter VAT25.
   13. Click **OK** to close the **Item Card** page.

Test Your Knowledge Module 7

1. Which of the following posting groups is not assigned on an item card?
   1. General Product Posting Group.
   2. General Business Posting Group.
   3. VAT Product Posting Group.
   4. Inventory Posting Group.
2. How can you specify that a G/L account is an income statement account?
   1. First in the General Ledger Setup, assign a number range for income statement accounts, and then create G/L accounts in that range.
   2. By selecting posting groups for the G/L account.
   3. If you select **Automatic Insurance Posting** in the **FA Setup**, insurance coverage ledger entries are posted automatically when you post acquisition cost entries with the Insurance No. field filled in.
   4. By selecting the option Income Statement in the Income/Balance field on the G/L Account Card.
3. Where can you specify that a vendor needs 2 days to ship items to your company?
   1. On the **Receiving** FastTab of the vendor card, you can enter a date formula in the **Shipping Time** field.
   2. On the **Receiving** FastTab of the vendor order address card, you can enter a date formula in the **Shipping Time** field.
   3. On the **Receiving** FastTab of the vendor card, you can enter a date formula in the **Lead Time Calculation** field.
   4. On the **Receiving** FastTab of the vendor order address card, you can enter a date formula in the **Lead Time Calculation** field.

Module 7: Your Notes

Test Your Knowledge Answers

Module 7

Question 1 (Answer: B)

Motivation: The General Business Posting Group is assigned to customers and vendors. Not to items.

*Lesson: Item Cards*

Question 2 (Answer: D)

Motivation: The Income/Balance field on the G/L Account card is used specify that a G/L account is an income statement account. This is not done by looking at the number because of regional differences.

*Lesson: G/L Account Cards*

Question 3 (Answer: C)

Motivation: By entering a date formula in the **Lead Time Calculation** field on the vendor card, you can specify how long it takes the vendor to ship items to your facilities.

*Lesson: Vendor Cards*

Module 8: Process Sales and Purchases

# Module Overview

In the previous module we covered the important master data that we need to set up sales and purchase processes. This means that now we are ready to start performing these processes. In this module we will have a look at how we can set up the typical sales and purchase processes in the system. We will start with looking at the process flows, so which are the typical components of the sales and purchase process in the system. Then we will start with purchasing. We will go from purchase order to purchase invoice, but we will also create purchase invoices directly. And then finally, we will also go from sales quote to sales invoice.

## Lesson 1: Process Flows

There are many ways to process purchases and sales. For example, you could start with a quote. You can start with a blanket order and so on. But in this module we will focus on the basic, the typical purchase and sales processes and they will look as follows. For purchase process, the central purchasing document is a purchase order. If you purchase items you will see that we will receive items which will result in a posted receipt and which will update the inventory, so the item. And then we will also receive the invoice from the vendor, which means that we can also post the purchase invoice, which will result in the posted invoice that will update the general ledger by updating the chart of accounts. And it will also update the item. Also the vendor card will be updated and based on that update the final step in a typical purchase process is the issuing of the payment. And that will also update the vendor card and the chart of accounts. We will see something similar for a typical sales process, however, in a lot of cases you will see that such a typical sales process will start with a sales quote. So customers, companies first want to have a quote before they will actually decide if they will purchase or not, which means that if they decide to purchase we can convert the quote to an order. And then we can start shipping the items from the order, so we will post the shipments which will result in a posted shipment, which will also result in this case in updating the inventory and the item. Then we will also invoice the customer and that is something that we will do by posting the invoice, which will result in a posted invoice and that posted invoice will update the chart of accounts and also the item. Also, the customer card is updated which means that also the last step is recording the payment. In this case, the customer payment that will update the chart of accounts and will update the customer cards.

## Lesson 2: From Purchase Order to Purchase Invoice

Let's now make some examples of typical purchase and sales processes. We just saw the first step or the most important document in the purchase process is the purchase order. I will start with creating a purchase order and from there we can post the receipt and the invoice. Let's start with creating a new purchase order and that's something I can do directly from the ribbon in my role center. Here you can see a new purchase order. Let me first show all the standard fields and I will come back to the additional fields later. The first thing we need to do is enter the vendor number. That's something I can do by entering the number itself or if you know your vendors better by their name, you can also enter the name like London. Next, I can say, like for example, the first vendor. This is the first step in manually entering a purchase order. By the way, this shouldn't always be the first step in the purchase process. You can also start the purchase process with a purchase quote, a blanket order or the planning worksheets. These functions are discussed more in detail in the course Trades. Next, you can see the vendor invoice number with a red asterisk and this means that this is a mandatory field, but at this moment I will leave it blank because we only need the field when invoicing the purchase order. And when you enter the purchase order in real life in most cases you don't know the vendor invoice number already. Let me click on show more and here you can see all the additional fields of the general Fast Tab of my purchase order. I would like to focus here on the three date fields that you see here. First of all, there's the document date, so this is the date of the document, and with the document we mean the invoice. If we invoiced the purchase order which I will do in one of the following steps, I will need to make sure that the document date is correct. And the document date is used to calculate, for example, the due date. So the document date plus the payment terms will result in the due date, in this case the last day of the month. Then there is the posting date, also very important because if I start posting the purchase order which is something that I will do by clicking on post in one of the following steps, so when I would like to receive the items or post the invoice, I will need to make sure that the posting date is correct so that the entries are posted on the correct date. And then we have the due date and the due date is calculated based on the document date and the payment terms. Here on the right side you can see the order date, so this is the date the order was created. This is important on the header. You can see a lot of the additional fields which can be very interesting to use, but for this introduction course I will just leave them blank. If I click on show less we have basically at the general Fast Tab. If I scroll down you can see a number of other Fast Tabs, for example invoice details, shipping and payment, foreign trade and in all these Fast Tabs you can see specific information such as the payment terms, such as, for example, the address to which to ship, so based on a location of addresses and so on. Again, you can enter information here, but for my introduction course I will just leave these blank or I will just leave it as it is. I will go to the purchase lines. This is very important. What can we purchase? By clicking on the type field you can see the different options we have. We can enter G/L accounts, which for purchasing is quite important because you will also purchase expenses like office furniture. You will receive the phone bill, the electricity bill and these purchases are posted in most of the cases directly to a G/L account. I will make an example after this one. Then we also have item, so one of the most important types when purchasing items, for example. You can also purchase fixed assets like cars, machinery, computers and so on. And there is also item charge. Item charge is used to assign additional charges such as freight, packing, import duties and so on to items. In this case I will select item and next I can enter an item. You can start entering the number, but if you know your items better by their description you can start entering the description and select, for example, item 1920-S. Next, the system will retrieve the location code from the purchase header. In this case blue, and then I can enter the quantity, for example, 48. If I scroll a little bit more to the right based on the direct unit cost, the system will then calculate the total line amount as you can see here. This is a first step in my purchase process. In real life the next thing that I will do is probably send the purchase order to the vendor, which you can do by sending it by e-mail or by printing it and sending it indirectly by e-mail or by fax. Then after the confirmation, if we then receive the items, we should update the fields here on the line. Once a confirmation has been received and once the vendor starts shipping the items, we can start posting the receipts. When the receipts are posted based on the quantity to receive. In this case I only see the quantity received, so let me go to the choose columns function. Let me add a number of columns. I will add in this case the quantity to receive, the quantity to invoice and the quantity invoiced, because these four fields will give you an overview of the status of your purchase order. Again, we have ordered 48 pieces and now if I scroll to the right you can see that the 48 is repeated in the quantity to receive field and the quantity to invoice field. But you can also see that they are editable, so I can change 48 in the quantity to receive field to 32. If I would post this we are doing a partial receipt. It could be possible that the customer doesn't have the 48 desks in stock, but they have 32 which they already delivered to us and we can do a partial receipt. Let's do this. I will go now to the post action in the ribbon and there you can see now that we can select receive, invoice or receive and invoice. In this case the vendor only shipped the tables to us, so I will select receive and next I can click on OK. And now you will see that based on this the system will update the line, so we have quantity to receive, 16 . There is quantity received, 32, but we still need to invoice everything so the full 48 pieces still needs to be invoiced, which means that there is not an invoiced yet. Suppose that in a couple of days the vendor ships the final 16 pieces and also invoices the full quantity, the 48 pieces. We can then do a second posting. First of all, I will update the document date. For example, this is now received on let's say 2 February, so I will enter 2 February. Now I need to enter the vendor invoice number because I also want to invoice the purchase order and on the vendor invoice I see that the number is LP18001, for example. Next I can go to post and now I will select receive and invoice which means that the system will receive the final 16 pieces and will invoice all 48 pieces. Let me do this. Everything is posted now and the system will now ask me to open the posted invoice, so let me click on yes and here you can see now the posted results. This is the posted invoice on which I can see the 48 tables. As you can see I can see also the amounts and so the total amount excluding VAT. The VAT amount we need to pay and the total amount including VAT. As we saw in one of the previous modules, I can now also very easily navigate in this document because I would like to see which entries have been created. Now you can see the posted purchase invoice, the three G/L entries, the VAT entry and so on. In this case the system created a posted purchase invoice which updates the chart of accounts as we saw on the diagram at the beginning of this module. But it also has created posted purchase receipts. Let's go to the posted purchase receipts. If I enter posted purchase I can go to the posted purchase receipts. There we go. As you can see here at the top, 2 purchase receipts for vendor 10,000. And let me select the first one. If I open the first one you can see if I scroll down the 32 tables received with the first receipt we posted. And if I click on navigate here you can see that the system when posting the receipt created a posted purchase receipt, but also an item ledger entry and a value entry. And the item ledger entry, as we saw in the diagram, is used to update the inventory. So if I click on show related entries, you can see here the item ledger entry created by the system and when posting the inventory has been updated with 32 pieces of this item. This was the first example of a typical purchasing process and you can now go to the practice of this lesson where you can make a similar example.

## Lesson 3: Create Purchase Invoices

Besides creating purchase orders, you can also create purchase invoices. This is generally done in two different situations. The first one, if you want to post expenses, for example, and at the end of this lesson there is a practice in which you can post an expense by creating a purchase invoice. But the second scenario is one that I will show you right now, is when the vendor sends a purchase invoice including receipts of different purchase orders, so you will receive one invoice with multiple receipts. This means that by default you cannot post the invoice from the purchase order because there we are limited to a one-on-one. So let's have a look at what I mean and how we can process such a purchase invoice. I've done some preparations. Let me go to purchase orders. I will use the search function to go to the existing purchase orders. And I've created two purchase orders for vendor 10,000. Let me scroll down. Here we can see the first one, and so order 106026, so let me show you. In this purchase order I've entered some chairs, so item 1900-S, 20 pieces. And as you will see I already received these pieces, so they have been shipped by the vendor and we have received them in our warehouse, which means I was able to post the receipt, but we didn't receive the invoice yet. So nothing has been invoiced so far. And the same goes for the second order. If I click on 106027 you can see the same, but in this case we have ordered one-day later and we have included two different items, so guest chairs, blue ones and red ones. And also here you will see that everything has been received but nothing has been invoiced yet. That's what you can see here. Suppose that this is based on the agreement that we have with this vendor and this means that, for example, we can purchase throughout the whole month and at the end of the month we will receive one general invoice in which everything that we have received that month is included. That scenario is the situation that we have here. This means that at the end of January we will receive an invoice with these two items together with the item of the other purchase order. And this means that we only have one invoice to invoice two different purchase orders. This also means that I cannot post the invoice from the order because then I will have to post two purchase invoices and we only have one. There is now a specific function that we can use to post such an invoice. Let me show you. In this case we will create a new purchase invoice. If we go to the role center and if I click here on purchase invoice I can create a new purchase invoice and I will start in the same way as the purchase order. I will enter the vendor number. In this case I also have to enter the vendor invoice number and, by the way, let me invoice on the last day of January and then the vendor invoice number. Now we will have to enter the lines and on the purchase invoice that we physically received from the vendor we see the three different items being invoiced. But we don't enter the lines manually here because otherwise if I would do that and post the invoice, the system will again post a receipt of the items. That's something that I cannot do. Instead, I will use a specific function to get the received items that haven't been invoiced yet. Here in the ribbon I will click on lines, functions and there you will see now the function get receipt lines. This function now displays all the items that we have received but for which we didn't get an invoice yet. These are the three items that I just showed you in my example. So now we can select more. And I will select all the three items because they all have been invoiced by the vendor. Next, I will click on OK and there you will see now that the items are inserted in the purchase lines with their specific references like the receipt number, for example. If necessary, you can still make changes to the quantities or the amounts. In this case we will suppose that everything is invoiced as we see it here. I can now post the invoice. I can go to the home tab in the ribbon. I can click on post and next I will post the invoice. So everything is posted now. I will not go to the posted document because we already saw an example in the previous one. But let's go to the purchase orders. I will now go to the purchase orders and if I scroll down to the purchase orders we just looked at, 106026 and 27, you will see now that if we scroll to the right here on the purchase lines that now the items are not only received but are also invoiced. So posting the purchase invoice automatically updated the purchase order and we can see now that everything has been received and invoiced. And so using the get receipt lines will allow us to post an invoice for multiple receipts at the same time and this function will also update the underlying purchase orders. You can now go to the practice of this lesson and in this practice you can create manually a purchase invoice to invoice expenses.

## Lesson 4: From Sales Quote to Sales Invoice

Let's now also look at the typical sales process. In real life you will see that sales processes in a lot of cases start with a sales quote, and only when the customer or the prospects or the company decides to purchase, you will convert the quote to a sales order. In this case one of our customers requires a quote. They would like to have a quote indicating the prices of the items they want to purchase. That's something I can do by creating a new quote. Here in the ribbon I will click on sales quotes. And we can enter the sales quote by first of all entering the customer. Another option that we have which is explained in the course Trade, is entering quotes for contacts. It could be possible that a company asking for the quote isn't a customer yet. And you only want to create customers when they will actually purchase items or services. So only when the customer or the company decides to purchase, so when you convert to an order the system will then create a customer from the contact. That's an option that you also have. In this case let me stick with creating a quote for a customer. I will enter the customer, for example, The Cannon Group. Now you will see a notification. Remember in one of the previous modules I showed you that by going to my settings we can specify the notifications that we want to receive and in this case we received one of these notifications. The customer's credit limit has been exceeded. This is just a warning. It's not a blocking. For all of these notifications we can ask additional details. By clicking on details you can see the additional details that we receive. I can see the credit limit for the customer, which I have entered in one of the previous examples at 120,000 has been exceeded because the balance is 168,000. Again, this is a notification so the system is warning me, but I can just continue with entering the sales. I can click on close and I can now continue with the documents. Sales quote, so we have the general Fast Tab. There is the lines Fast Tab and if I scroll down you have invoice details, shipping and billing and foreign trade. So also here you can change the parameters. You can change the information if you want, but for this introduction course we will stick with the default parameters. Let me now go to the sales lines. We just saw in one of the previous examples that there are different types on the purchase line. We have the same types plus an additional one on the sales lines. Also, here we can choose G/L account, to enter a G/L account, or an item. But we also have resources in sales documents, so you don't have resources in purchase documents because by default resources are internal. Resources have it here. In the sales document you could also select resource. What is resource? It is a person or a machine that you can use servicing your customers, like a technician for example or machines that you rent to your customers and so on. And then there are also fixed assets and item charge. In this case I will choose item. We can enter the item number. Say a customer asks a quote for some swivel chairs, so I will enter item 1908-S. To this customer we have linked location blue which means that eventually if you are shipping items to this customer the system will suggest to ship them from the blue warehouse. And the customer asks, for example, two boxes. Remember in one of the previous examples we entered box as the sales unit of measure, and here in the first document that we now enter for this item the system will retrieve box as the unit of measure. Because we are now updating the amount of the document, the system will again warn us about the credit limits. But we already saw this warning so we will leave it as it is. Here you can see now the price and so the total price and let's also enter the discount, because this customer can have a 15 percent discount so there we go. So this is an example of how we can enter a quote. You can enter additional information and once the quote is ready we can send it to the customer. I can click on send by e-mail and the system will then retrieve the necessary information and so I will not do that here. But then you can send the quote very easily with your e-mail clients and to the customer and they will receive it in the most efficient way. Here you can see the document. It is a PDF document, by the way, so with some basic information and that's something that you can send out to your customer maybe with someone else in copy and so on. I will click on cancel here, so I will not actually send it for this example. Once the customer has received the quote, they can then choose between purchasing the items or not purchasing the items. And based on that decision I will leave the quote as it is or I can convert it to an order or an invoice. Suppose that the customer informs you that they actually want to purchase the two boxes of swivel chairs. I can then click here on make order. The system will then convert the quote to an order as you can see here. Let me do this. So as you can see that the quote has been converted to order 1002 and let's click on yes to open the order. Here we can see the sales order. And so the sales order obviously for the same customer also with all the important information on the header. Let's also have a closer look here. We can see a lot of fields on the header, but by clicking on show more you can even display more fields. Here we can see the same dates as we saw on the purchase order. The document date which is the actual date that we will use when we invoice the customer. The posting date that we will use if we post transactions like a shipment, like an invoice and so on. Then there is the order date from which the order has been placed and the due date which is calculated based on the document date plus the payment terms. Also here you can enter a number of additional fields, like requested delivery date, the external document number and so on. In this case let me show you just the standard fields. Here on this line you can see now the same item with the same quantity the same prices and the 15 percent discount that I have entered on my sales quote. And once that we are ready to ship we can start shipping. Also, similar to the purchase order you can see the quantity to ship and to invoice and the quantity shipped and invoiced. And by looking at these fields I can see that we didn't already post anything for this sales order. If I now want to post I can click on post in the ribbon and I will get similar options to the ones we saw in the purchase order. I can ship. I can invoice or I can ship and invoice at the same time. Because we have all of these chairs in stock we can ship them all to the customer and at the same time I will also send the invoice to the customer. Let me now click on OK and the system will now process the sales order. In this case we have a posted invoice, so let's have a look at the posted invoice. And you can see here the posted documents, again, with the same items, the same quantities and so on. And if you navigate you will see that in this case G/L entries are created. We have a VAT entry or two VAT entries, the customer ledger entry and so on. This is a result of invoicing the sales order. And then let's also look at the posted shipment. And because the posted sales shipments will show us the items have been shipped to the customer. And this case if I click on navigate you can see here that there is one item ledger entry. Let's have a look at the item ledger entry. I will click here and show related entries. You will see now that 24 pieces have been shipped, so remember, we sold two boxes to the customer because for the item, the sales unit of measure was box. But in this case when creating the item ledger entry the system took the conversion factor and has multiplied it with the two boxes which means that 12 multiplied by 2 or 24 pieces that have been shipped to the customer and they are now removed from stock.

## Lesson 5: Send Invoices to Customers

Nowadays customers want to have their invoices in different ways. Some of them still want to have printed documents while others might require PDFs or even electronic XML documents. By setting up and assigning document sending profiles to customers, we can specify for each individual customer how they want to receive their invoices. Let's have a look. I will go to the search function and I will go to the document sending profiles. If I open document sending profiles you can see that currently Cronus didn't already create any of these profiles. So let me click on new to show you the possibilities. Here I can enter a code and I will enter a description PDF by e-mail, because I have many customers that would like to receive their invoices as a PDF document, sent by e-mail. That's why you can assign one of these document sending profiles as a default. And then you have these sending options. For example, you can still opt for printing, so I could say I do want to print the document because some customers might require a printed document. In this case we will not print, but instead we would like to e-mail. If I click on yes you can then specify your e-mail attachment, so this can be a PDF, but also an electronic document in XML or both of them. Let me stick with PDF. And then you also have even more advanced ways of sending invoices by disks or even by an exchange provider. And by the way, these functions are explained in detail in the course Finance Advanced. In this case I have created a profile in which we will send PDF documents by e-mail. Once the document sending profile is created we can assign it to customers. You don't need to assign the default profile for customers that require the default profile, so all customers that want to have PDF invoices by e-mail shouldn't have a document sending profile because they will, by default, use the default profile. But if you want to assign one you can click on the general Fast Tab on show more and here you can assign the document sending profile. Here if this wouldn't be the default profile I can now assign e-mail and this customer will now receive invoices by e-mail, so PDF invoices by e-mail. How is this used? On sales documents and let me go, for example, to the existing sales orders, you will see that in the ribbon you do not only have the post function but you also have post and send. And the send will use the document sending profile assigned to the customer or the default one to specify what should happen if you run the function. For example, if I go here to this sales order. Let me first look if we have something in here. This is for customer 10,000. Let me quickly enter a line, so two of these desks. Suppose that these desks have been shipped to the customer, so the two pieces have been shipped. I can now click on post and send instead of clicking on post, because this will now trigger the document sending profile assigned to the customer or the default one if the document sending profile of the customer is blank. As you can see here the system will already tell me that there is a PDF document that will be sent by e-mail. By clicking here on the assist edit, the document sending profile will open and you can still make changes. You can still specify now that besides the PDF document you want to have a printed copy and so on. If you now click on yes the system will now send by clicking ship and invoice, for example, the invoice to the customer if at least all the necessary information is included. Let me skip these settings. And there we go. We, again, will have the PDF document now attached to an e-mail that we can send to a customer. And because this customer requires a PDF document by e-mail, this is the result. But customers that require printed invoices you will see that by clicking on post and send the system will print these invoices from the predefined printer. Before finishing this module there is a practice you can take. In that practice you can sell wooden doors to a customer.

# Module Review

In this module we had a look at the sales and the purchases process, the two most used processes in general. We first had a look at how a typical purchase process and a sales process looks like and by using a diagram and then we made some examples. We saw the order, both the purchase order and the sales order are the central documents in such a purchase and the sales process. And from the order we have posted receipts, shipments and invoices, but we also saw that we can create separate invoices, for example, to invoice multiple orders at the same time. And then we also looked at the document sending profiles that we can use to specify how customers would like to receive their invoices, by e-mail, printed on paper and so on.

Module 8 Key Take Away

* Process Flows
  + Purchase Process Flow
  + Sales Process Flow
* From Purchase Order to Purchase Invoice
  + Create a Purchase Order
  + Process a Purchase Order
* Create Purchase Invoices
  + Create Purchase Invoices Using the Get Receipt Lines
* From Sales Quote to Sales Invoice
  + Create a Sales Quote
  + Convert the Quote to a Sales Order
  + Process the Sales Order
* Send Invoices to Customers
  + Set Up Document Sending Profiles
  + Assign Document Sending Profiles to Customers
  + Email an Invoice to a Customer

Module Practice

# Practice A: Purchase Furniture from the New Vendor

##### **Exercise Scenario**

##### You must create a purchase order to purchase two items. You will order the items from a newly added vendor, Lewis Home Furniture XY.

##### Use the following information to create the purchase order:

|  |  |
| --- | --- |
| **Purchase Order Number** | System Assigned |
| **Vendor Name** | Lewis Office Furniture |
| **Item Numbers** | 1920-S and 1900-S |
| **Item Name** | Antwerp, Conference table & PARIS Guest Chair, black |
| **Location Code** | BLUE |
| **Quantity for Item No. 1920-S** | 2 |
| **Quantity for Item No. 70061** | 20 |
| **Unit of Measure** | PCS |

When the items arrive in the BLUE warehouse, you fully receive and invoice the purchase order based on the following information:

|  |  |
| --- | --- |
| **Vendor Name** | Lewis Office Furniture |
| **Item Numbers** | 1920-S and 1900-S |
| **Item Name** | Antwerp, Conference table & PARIS Guest Chair, black |
| **Location Code** | BLUE |
| **Quantity for Item No. 1920-S** | 2 |
| **Quantity for Item No. 70061** | 20 |
| **Vendor Invoice Number** | LOF-16021 |

***To successfully complete this practice, you must complete the practices “Create a New Office Furniture Vendor” and “Create a New Office Furniture Item” in the module “Master Data for Sales and Purchase” of this course.***

##### **High Level Steps**

1. Create the purchase order, based on the information that was provided.
2. Receive and invoice the purchase order.

##### **Detailed Steps**

1. Create the purchase order, based on the information that was provided.
   1. In the **Search** box, enter Purchase Orders, and click the related link.
   2. In the ribbon, click **New**.
   3. Expand the **General** FastTab.
   4. In the **Buy-from Vendor No.** field, click the drop-down arrow and select the new vendor Lewis Office Furniture.
   5. Expand the **Lines** FastTab.
   6. Move to the first purchase line.
   7. In the **Type** field, enter **Item**.
   8. In the **No.** field, enter 1920-S.
   9. In the **Quantity** field, enter 2.
   10. In the **Location Code** field, enter BLUE.
   11. Move to the second purchase line.
   12. Make sure the **Type** field is set to **Item**.
   13. In the **No.** field, enter 1900-S.
   14. In the **Quantity** field, enter 20.
   15. In the **Location Code** field, enter BLUE.
   16. Verify that the **Direct Unit Cost Excl. VAT** field is filled on both lines.
2. Receive and invoice the purchase order.
   1. Expand the **General** FastTab.
   2. In the **Vendor Invoice No.** field, enter LHF-10021.
   3. Expand the **Lines** FastTab.
   4. On the **Actions** tab in the ribbon, click **Post**.
   5. Leave the default posting option, **Receive and Invoice**, and then click **OK.**
   6. **Click No on the message on opening the posted invoice.**

Practice B: Record an Automobile Maintenance Expense

##### **Exercise Scenario**

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

##### Use the following information to enter the expense:

|  |  |
| --- | --- |
| **Purchase Invoice Number** | System Assigned Number |
| **Vendor Number** | 44127914 |
| **Vendor Name** | Mortimer Car Company |
| **Posting Date** | 01/30/18 |
| **Vendor Invoice Number** | LP-45002 |
| **Item Type** | G/L Account |
| **G/L Account Number** | 8530 |
| **Description** | Repairs and Maintenance |
| **Direct Unit Cost Excl. VAT** | 132.94 |

##### **High Level Steps**

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

##### **Detailed Steps**

1. Create the purchase invoice based on the information that was provided.
   1. In the **Search** box, enter Purchase Invoices, and then click the related link.
   2. In the ribbon, click **New**.
   3. Expand the **General** FastTab.
   4. In the **Vendor** field, enter 44127914.
   5. In the **Posting Date** field, enter 01/30/18.
   6. In the **Vendor Invoice No.** field, enter LP-45002.
   7. Expand the **Lines** FastTab.
   8. In the **Type** field, enter **G/L Account**.
   9. In the **No.** field, enter 8530.
   10. In the **Quantity** field, type 1.
   11. In the **Direct Unit Cost Excl. VAT** field, type 132.94..
2. Post the invoice.
   1. In the ribbon, click **Post**.
   2. Click **Yes**.
   3. **Click No on the message on opening the posted invoice.**

Practice C: Sell Wooden Doors to an Existing Customer

##### **Exercise Scenario**

##### As an order processor, you must create a sales order to sell five wooden doors to an existing customer, Libros S.A.

##### Use the information from the following table to create the sales order.

|  |  |
| --- | --- |
| **Order Date** | 01/15/18 |
| **Type** | Item |
| **No.** | 70010 |
| **Quantity** | 5 |
| **Unit Price** | 52.10 |
| **Qty. to Ship** | 5 |
| **Qty. to Invoice** | 5 |

##### The items are delivered to the customer on 01/29/18, together with the invoice

##### **High Level Steps**

1. Create and post the sales order according to the scenario.

##### **Detailed Steps**

1. Create and post the sales order according to the scenario.
   1. In the **Search** box, enter Sales Orders, and click the related link.
   2. In the ribbon, click **New**.
   3. Expand the **General** FastTab.
   4. Press ENTER to automatically assign a number.
   5. In the **Customer** field, enter 34010100, Libros SA.
   6. In the **Order Date** field, enter 01/15/18.
   7. Expand the **Lines** FastTab, and move to the first line.
   8. In the **Type** field, enter **Item**.
   9. In the **No.** field, enter 70010.
   10. In the **Quantity** field, enter 5.
   11. In the **Posting Date** field, enter 01/29/18.
   12. In the ribbon, click **Post**.
   13. Leave the default posting option **Ship and Invoice**, and then click **OK**.

Test Your Knowledge Module 1

1. You have received an invoice from a vendor, combining different orders. How do you have to create this purchase invoice?
   1. Create a purchase invoice, and use the Get Receipt Lines function to retrieve all non-invoiced receipts from all orders.
   2. Create a purchase invoice, in the ribbon click on Combine Orders, and enter the order numbers that you want to invoice.
   3. In one of the purchase orders, click on Post Multiple Orders, and select the orders to post.
   4. In the purchase order list, select the orders you want to post, and click Post in the ribbon.
2. How can you post a partial shipment from a sales order?
   1. In the ribbon, click Post, then Ship, and then enter the quantity you want to ship.
   2. On the sales order lines, enter the quantity to ship in the field Shipped Quantity, and then click Post > Ship in the ribbon.
   3. On the sales order lines, enter the quantity to ship in the field Quantity to Ship, and then click Post > Ship in the ribbon.
   4. On the sales order lines, enter the quantity to ship in the field Quantity, and then click Post > Ship in the ribbon.
3. What is the simplest way to email a PDF invoice to a customer when you’re posting a sales order?
   1. Set up a document sending profile for emailing PDF documents, assign it to your customer, and on the sales order, click **Post and Send**.
   2. In the sales order ribbon, click **Send by Email**.
   3. Post the sales order, then go to the posted sales invoice and print it to PDF. You can then send the PDF document to your customer.
   4. In the sales order ribbon, click **Send to Outlook**.

Module 8: Your Notes

Test Your Knowledge Answers

Module 8

Question 1 (Answer: A)

Motivation: The Get Receipt Lines function in a purchase invoice allows users to create one invoice of multiple receipts of different orders.

*Lesson: Create Purchase Invoices*

Question 2 (Answer: C)

Motivation: If users don’t want to ship the full quantity of an item, they can use the Quantity to Ship field to enter the quantity the want to ship.

*Lesson: From Sales Quote to Sales Invoice*

Question 3 (Answer: A)

Motivation: You can set up document sending profiles to specify how you want to send invoices to customers. One of the options you have is sending invoices by email.

*Lesson: Send Invoices to Customers*

Module 9: Technology Overview

# Module Overview

In the last module of this course I will provide an overview of the most important technology concepts of Microsoft Dynamics NAV. First of all, we will have a look at the Microsoft Dynamics NAV development environment. Then we will also provide an overview of web services and the multilanguage functionality.

## Lesson 1: Microsoft Dynamics NAV Development Environment

Let's start with looking at the development environment. We use the Microsoft Dynamics NAV development environment to develop Microsoft Dynamics NAV applications. In the Microsoft Dynamics NAV development environment we can act as the object designer. The object designer will provide an overview of all of the application objects such as tables, pages, reports and so on. Other uses of the development environment are creating or maintaining databases and using a debugger. We can also upload or change the NAV licenses in the development environment. Let's take a look at the development environment. This is the Microsoft Dynamics NAV development environment. The first thing we can do is open the object designer. If I click on tools and I select object designer you can see now all of the different objects we have here in the object designer. We have tables. There are pages, reports and so on. A couple of examples, we have tables, very important, so all the data maintained in the database is stored in tables. For example, the customer table, if I click on design you can see the different fields we have in the customer table. We have obvious fields such as number, name, address, posting groups, the currency code. There is also the payment terms and so on. Here all the fields that we want to record for customers are created or defined. If users want to create a new customer, they do not do this by creating records directly in a table, but they are using pages. Let me click on page and here we have, for example, the customer cards. If a user wants to create a new customer they can go to a customer card and create a new record. Let me also click on design here. Here we can see how the design of a customer or a typical card page looks like and here you recognize the different Fast Tabs that we have on the customer cards. We have the general Fast Tab. There is address and contact and if I scroll down you have invoicing and so on. So on each card fields of the customer table are linked. For example, the number field, the name field, the search name field and so on. Furthermore, besides tables and pages we have reports to print, for example, information from the system. There are code units which combine a number of lines of codes that can be triggered in other objects. There are queries. We have XML ports that we can create in order to import or export information based on the XML statements. And we have the menu suite. This is the first and very important use of the object designer. And so developers they will work in the object designer to modify existing objects or to create new objects. Furthermore, what else can we do with object design? We can maintain databases, so if I click on file and I go to database you can see that there are a number of options. We can create new databases. We can change existing databases or we can retrieve some general database information. If I click on tools I can also access debugger, so if a developer wants to debug a specific session, they can start the debugger here. And we can also upload license information so if you want to change from a customer license to your own portal license, for example, you can also do this from the development environment.

## Lesson 2: Web Services Support

Microsoft Dynamics NAV supports the creation and publishing of Microsoft Dynamics NAV data and functionality as web services. Web services are a lightweight, standardized way to make application data and functionality available to many external systems and users. Web service architecture enables applications to communicate with one another in a language and platform independent manner. Applications access web services through standardized web protocols and data formats such as HTTP, XML, SOAP and OData without having to adjust for how each web service is implemented. To get an overview of the available web services in your company, you can use the search function. If I now enter web services I can go to the web services and these are the ones that have been created for my demo, company Cronus International. You can see different object types, for example, pages and queries, and you can see web services for account schedules, for sales orders and for a number of reports, dashboards and so on.

## Lesson 3: Multilanguage Functionality

Microsoft Dynamics NAV is multi language enabled and this means that a localized version of Microsoft Dynamics NAV can present itself in different languages. Users can change the language that is used to display text and the change is immediate so they don't have to stop and restart. To change the language in the web client I can go to my settings and here you can see the languages available for your installation. In this case because I'm using the worldwide demonstration company, I only have English United States as a language available. But most localized country versions do have their specific language available on top of English. For example, in Germany, you will have the German language available and you will also have English. In this way you can then switch from one to the other. From a technical perspective let me also show you there how we can implement multilanguage functionality. Here in the object designer if I take table 18, as an example, and I click on design, you can see all the different fields that have been defined such as number, name, contact and so on. If I select one of the fields and if I click on the properties you can see here the caption multilanguage and this will allow me to enter the field name so the captions in other languages. Also here you will see that your local version has captions for your own local language and for English. But if you would like to enter new translations, new captions or if you would like to enter the translation for a new field that you define, I can just click here on the assist edit and if I would enter, for example, the caption for my own language, so in Dutch, I can enter then, for example, nan. If I now click on OK, I have translated now the name field into another language.

Module Review

In this module we had a look at some of the important technology concepts of Microsoft Dynamics NAV. We looked at the development environment with the object designer. We also had a short look at web services and at the multilanguage functionalities of Microsoft Dynamics NAV.

Module 9 Key Take Away

* Microsoft Dynamics NAV Development Environment
  + Object Designer
  + Objects
  + Special Features
  + Other Uses
* Web Services Support
* Multilanguage Functionality
  + Language Layers
  + Developing Multilanguage-Enabled Applications

Test Your Knowledge Module 9

1. Which function can you only use in the Development Environment?
   1. Upload License
   2. Select Language
   3. Set Work Date
   4. Select Company
2. You have some Italian customers, and you want to translate the order confirmation report so that they receive the document their native language. How can this be achieved?
   1. In the Windows or Web client, you can go to the **Document Translations** page, where you can translate documents to another language.
   2. In the Development Environment, you can go to the **Document Translations** page, where you can translate documents to another language.
   3. You can export the order confirmation report to Word, translate it to Italian, and then import back in NAV.
   4. In the Development Environment, you can use the CaptionML property of the related source tables, to translate fields to another language.

Module 9: Your Notes

Test Your Knowledge Answers

Module 9

Question 1 (Answer: A)

Motivation: Uploading licenses can only be done in the Development Environment.

*Lesson: Microsoft Dynamics NAV Development Environment*

Question 2 (Answer: D)

Motivation: With the CaptionML field, you can translate fields to another language.

*Lesson: Multilanguage Functionality*

Course Review

Now that we are at the end of this course, let's do a quick course review. In this course, Introduction to Microsoft Dynamics NAV, we started with looking at why we can classify NAV as an ERP system. We had a look at the main features of an ERP system, for example, the common database. Then in the following module we had a look at the different client types that we can use. There is, of course, the Windows and the web client, but for users on the go we also have the tablet client and the phone clients. You can also run a number of tasks from the Outlook client. In Module 3 we had a look at the different application areas in Microsoft Dynamics NAV to give you an understanding of all the different application functionality that we have available in the system. And then we started looking at the user interface. In order to efficiently work with the system each user should have a general overview of the different components of the user interface that we have in NAV. Based on the user interface we then had a look in the following module on how to personalize the user interface. So from the web client and especially from the Windows client you can personalize all the different components from the ribbon to the navigation pane to cards and lists. Then in the module thereafter we looked at master data and typically, the master data that we need for sales and purchases, such as G/L account, customers, vendors and items. And then we had a look at the typical sales and purchase processes, so we created sales orders, purchase orders that we have received, shipped, invoiced and so on. And in the last module of this course we had a technology overview and so the main concepts, the main important concepts of the technology in Microsoft Dynamics NAV in which we had a look at the development environments, the multi-languages and also the web services. Thank you for following this course, Introduction to Microsoft Dynamics NAV. I really hope you have learned something and that you are now ready to start using Microsoft Dynamics NAV. I hope to see you in one of the next courses which are available on the Microsoft Dynamics learning portal.