

10:00	<p><b>Nyheter i Microsoft Dynamics F&amp;O</b>  Release wave 2 2020 inneholder en rekke planlagte oppdateringer. BizApps MVP Kurt Hatlevik tar oss gjennom de viktigste punktene.  v/<a href="#">Kurt Hatlevik</a>, MVP &amp; Nordic Capability Lead Retail/Commerce hos DXC Technology</p>
10:45	<p><b>Nyheter i Microsoft Dynamics BC</b>  Det blir blant annet en kikk på de mest sentrale nyhetene som kom i oktober og veien videre mot neste versjon, mulighetene for backup, mer enn tre tenants og litt om telemetry-data, samt noen nyheter på utviklingssiden.  v/<a href="#">Peter Jakobsen</a>, Microsoft</p>
11:30	Lunsjpause
12:00	<p><b>Power BI Adoption Framework</b>  Riktige og raske beslutninger, tatt på bakgrunn av gode data og ikke magefølelsen, er viktig i dagens forretningsliv. Du får et overblikk over hva Power BI Adoption Framework innebærer og en demo for å vise de viktigste komponentene.  v/<a href="#">Hans Kristiansen</a>, Capgemini</p>
12:30*	<p><b>Covid-19 og Power BI</b>  Helsedirektoratet har benyttet Power BI for å dele data under Korona-epidemien. Her får du vite litt om prosessene og logikken bak dette.  v/<a href="#">Hans Christian Sundsfjord</a>, Information Architect hos Helsedirektoratet</p>
13:00*	<p><b>Power Apps for å komme gjennom Korona-hverdagen</b>  Med Power Apps er det enkel å automatisere ulike prosesser. Skill har laget tre ulike app-er som hjelper dem å organisere hverdagen under Korona-epidemien. Tukkensæter viser også hvordan du kan lage dine egne apper på en enkel måte.  v/<a href="#">Brage Rønning Tukkensæter</a>, Skill</p>
13:30*	<p><b>Bærum Kommune: Smittevernustyr, styring, system</b>  Bærum kommune var proaktive og mente at digitalisering av fordeling av smittevernustyr-prosessen ville minimere presset, og det gjorde det også. Denne verdikjede løsningen ble bygget ved hjelp av SharePoint, Power Apps, Power Automate og Logic Apps.  v/<a href="#">Ahmad Najjar</a>, Infoworker</p>



## Latest Features and Customer's FAQ on D365 F&O platform

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Kurt Hatlevik  
25 Aug 2020





# News in Dynamics 365

## Dynamics 365

### Dynamics 365 2020 release wave 1

Features releasing from April through September 2020.



### Dynamics 365 2020 release wave 2

Features releasing from October 2020 through March 2021.

<https://docs.microsoft.com/en-us/dynamics365/release-plans/>

# Core Product Capabilities – Finance

## FINANCE



General Ledger



Accounts Receivable



Accounts Payable



Budgeting & Forecast



Time & Expense Management



Financial Reporting & Analytics



Credit and Collections



Cash & Bank Management



Fixed Assets



Public Sector Financials



Revenue Recognition



Project Accounting



Cost Accounting



Consolidations



Regulatory Compliance



Configurable E-invoicing & Payments

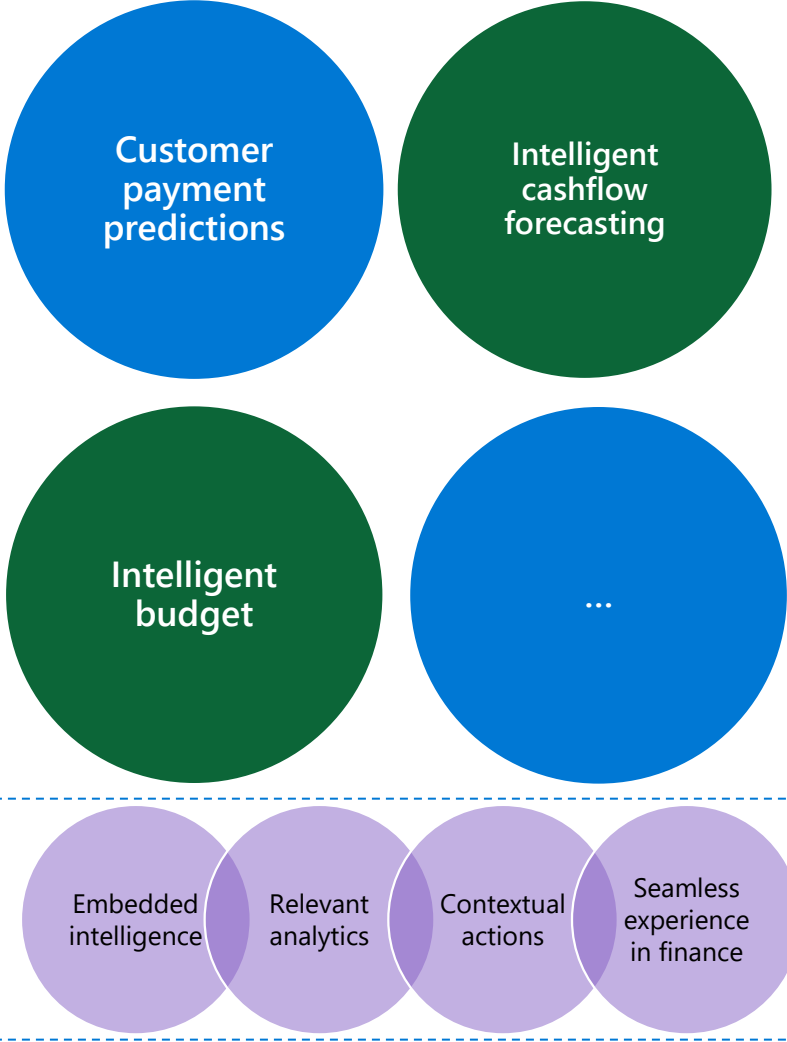


Configurable Tax & Regulatory Reporting



Regulatory Discovery & Alerting Service

# Finance Insights—key capabilities



# Customer Payment Predictions



## TRANSACTIONS PREDICTED TO BE PAID LATE



Customer account ↑	Name	On time probability	Invoice	Voucher	Transaction type	Date	Due date	Description	Amount in transaction cur
US-001	Contoso Retail San Diego	27% ●	INV000901	CIV-000129	Sales order	6/1/2020	7/1/2020	Comment	26
US-001	Contoso Retail San Diego	21% ●	INV000904	CIV-000130	Sales order	6/12/2020	7/12/2020	Comment	2
US-001	Contoso Retail San Diego	18% ●	INV000905	CIV-000110	Sales order	6/10/2020	7/10/2020	Comment	32
US-003	Forest Wholesales	8% ●	180000045	000077	Project	5/27/2020	6/25/2020	Comment	67,8
US-003	Forest Wholesales	34% ●	INV000906	CIV-000016	Sales order	5/22/2020	7/1/2020	Comment	2
US-004	Cave Wholesales	29% ●	180000094	000085	Project	6/5/2020	7/20/2020	Comment	1,04
US-008	Sparrow Retail	15% ●	180000089	000081	Project	5/21/2020	6/21/2020	Comment	3,19
US-008	Sparrow Retail	27% ●	180000088	000080	Project	6/5/2020	7/20/2020	Comment	24
US-008	Sparrow Retail	14% ●	180000080	00079	Project	6/5/2020	8/19/2020	Comment	25
US-008	Sparrow Retail	25% ●	180000114	000110	Project	6/5/2020	7/19/2020	Comment	25
US-008	Sparrow Retail	48% ●	180000119	000117	Project	6/5/2020	8/10/2020	Comment	26
US-008	Sparrow Retail	26% ●	INV1000003	CIV-000020	Sales order	6/5/2020	7/19/2020	Comment	26
US-008	Sparrow Retail	21% ●	INV000012	CIV-000036	Sales order	6/5/2020	7/19/2020	Comment	27
US-008	Sparrow Retail	17% ●	INV1000007	CIV-000022	Sales order	6/5/2020	7/19/2020	Comment	27
US-009	Owl Wholesales	38% ●	INV1000405	CIV-000054	Sales order	5/18/2020	7/2/2020	Comment	2,00
US-010	Sunset Wholesales	40% ●	INV0000222	CIV-000031	Sales order	5/31/2020	7/4/2020	Comment	531,25
US-012	Contoso Retail New York	15% ●	INV1000086	CIV-000087	Sales order	6/11/2020	7/11/2020	Comment	25,00
US-012	Contoso Retail New York	48% ●	INV000062	CIV-000056	Sales order	5/22/2020	6/22/2020	Comment	2
US-015	Contoso Retail Chicago	41% ●	INV1000115	CIV-000016	Sales order	6/1/2020	7/1/2020	Comment	159,37
US-018	Contoso Retail Detroit	14% ●	INV0000189	CIV-000220	Sales order	6/10/2020	7/10/2020	Comment	31,80
US-020	Orchid Shopping	6% ●	INV1000140	CIV-000140	Sales order	6/1/2020	7/1/2020	Comment	104,00
US-022	Contoso Retail Virginia	25% ●	INV1000170	CIV-000170	Sales order	6/1/2020	7/1/2020	Comment	200,00
US-023	Shrike Retail	26% ●	INV0000157	CIV-000320	Sales order	6/3/2020	7/3/2020	Comment	7
US-023	Shrike Retail	2% ●	INV1000202	CIV-000202	Sales order	6/3/2020	7/3/2020	Comment	-

## Related information

● The model predicts that this invoice will be paid late. The prediction is based on analysis of historical data.



Balance (USD) **268.13**

### Top factors

Amount

Location

Payment method

### Prediction model performance

79%

[About payment predictions](#)

## Prediction model accuracy

**80%**

Last model run 12 min ago  
Trained 2 days ago

[Improve accuracy](#)

## Customer insights

Open invoices

34

Late invoices

32

# Customer payment predictions

When will we get paid?

## Customer problems

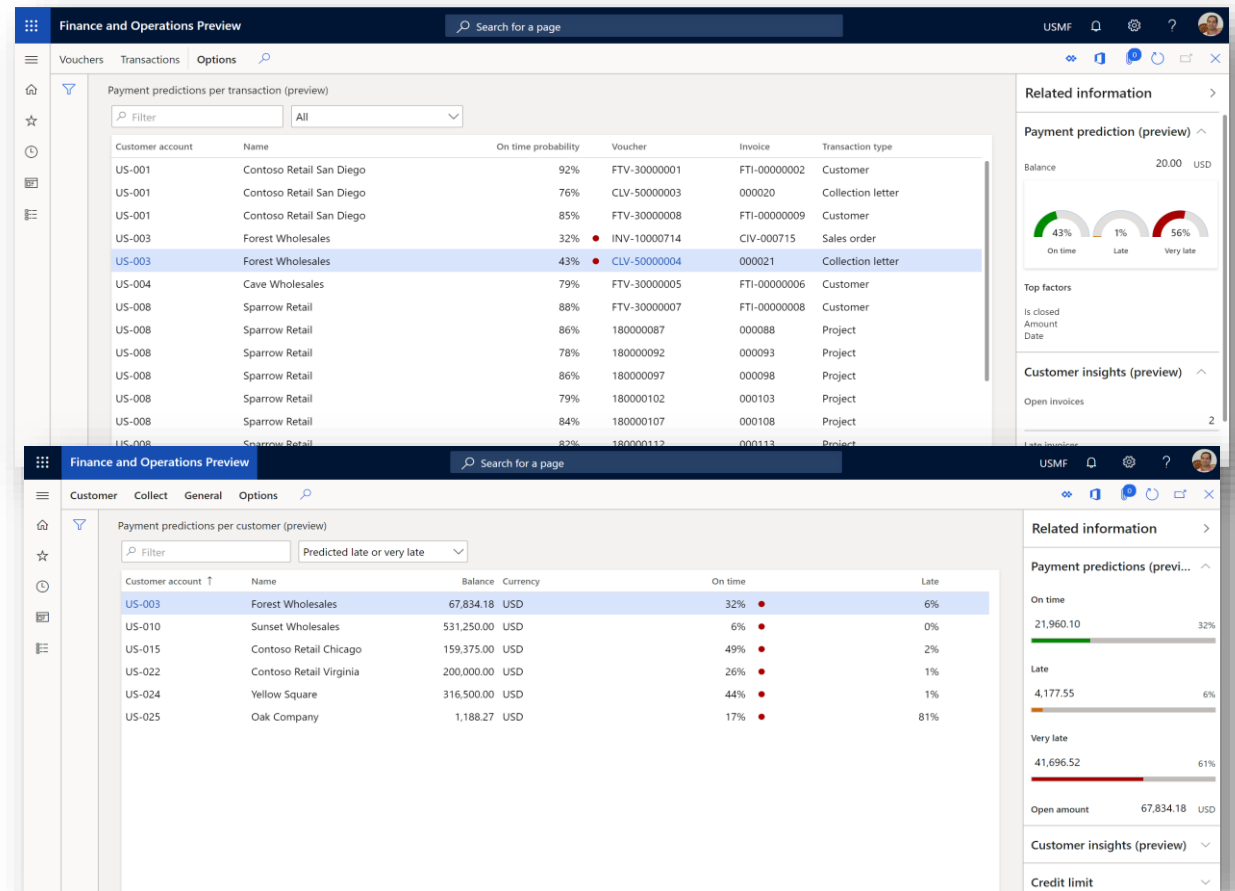
Organizations are unable to reliably predict when customers will pay their invoice

- Collection processes are started too late
- Manual and tedious prioritization and collections processes
- Cash flow forecasts are less accurate

## Solution

Predictions on when a customer will pay an invoice

- Proactive collections using payment predictions
- Strategies for automated collections tasks and communications
- Payment predictions in cashflow forecasts—accurate cashflow forecasts



*"We will save a day's worth of research per week with better collections strategies."*

*"It is especially significant to know customer payment behavior in today's environment to maximize collections."*

# Cashflow forecasting

How much cash will we have?

## Customer problems

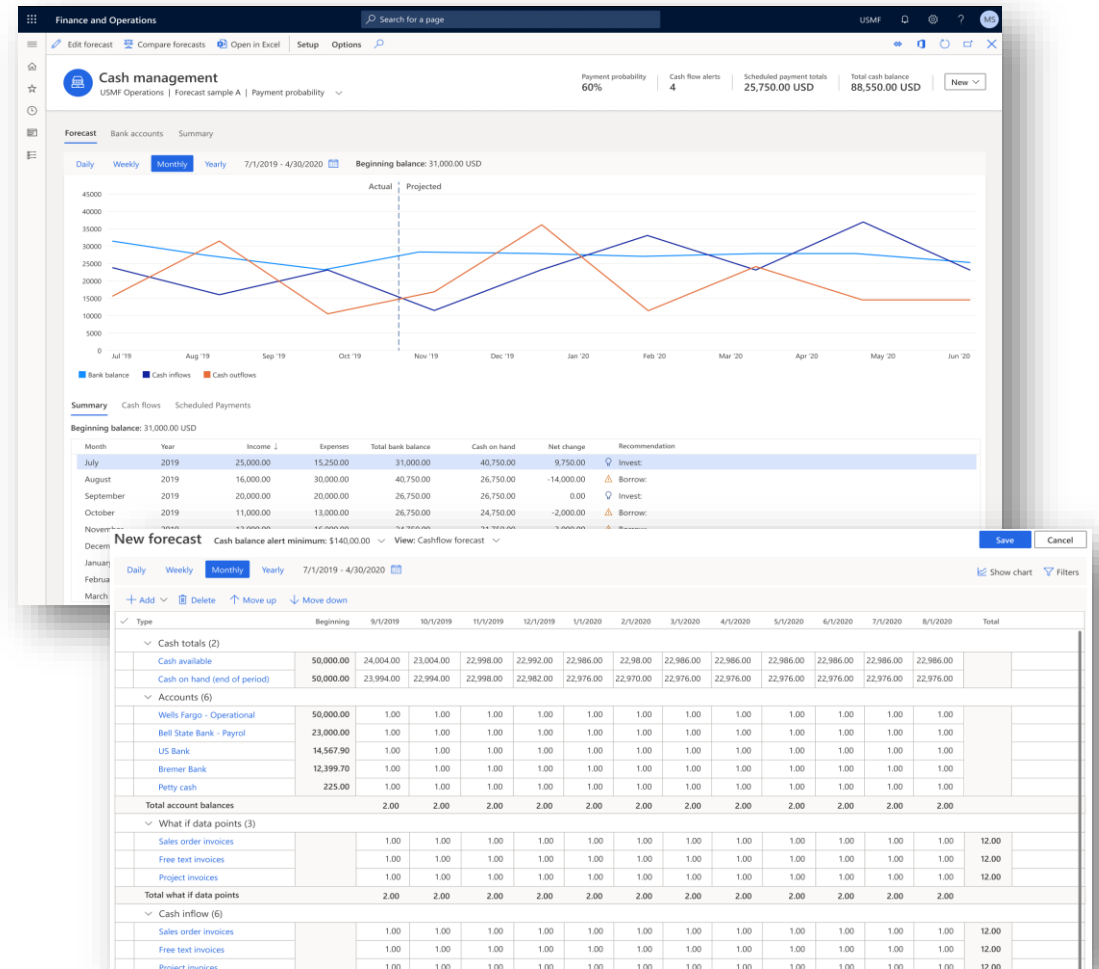
It is very tedious process to project how much cash an organization will have on a given date

- Data is in silos
- Forecasting is generally rudimentary and based on "Tribal" knowledge
- It is hard to measure accuracy of cashflow forecasting

## Solution

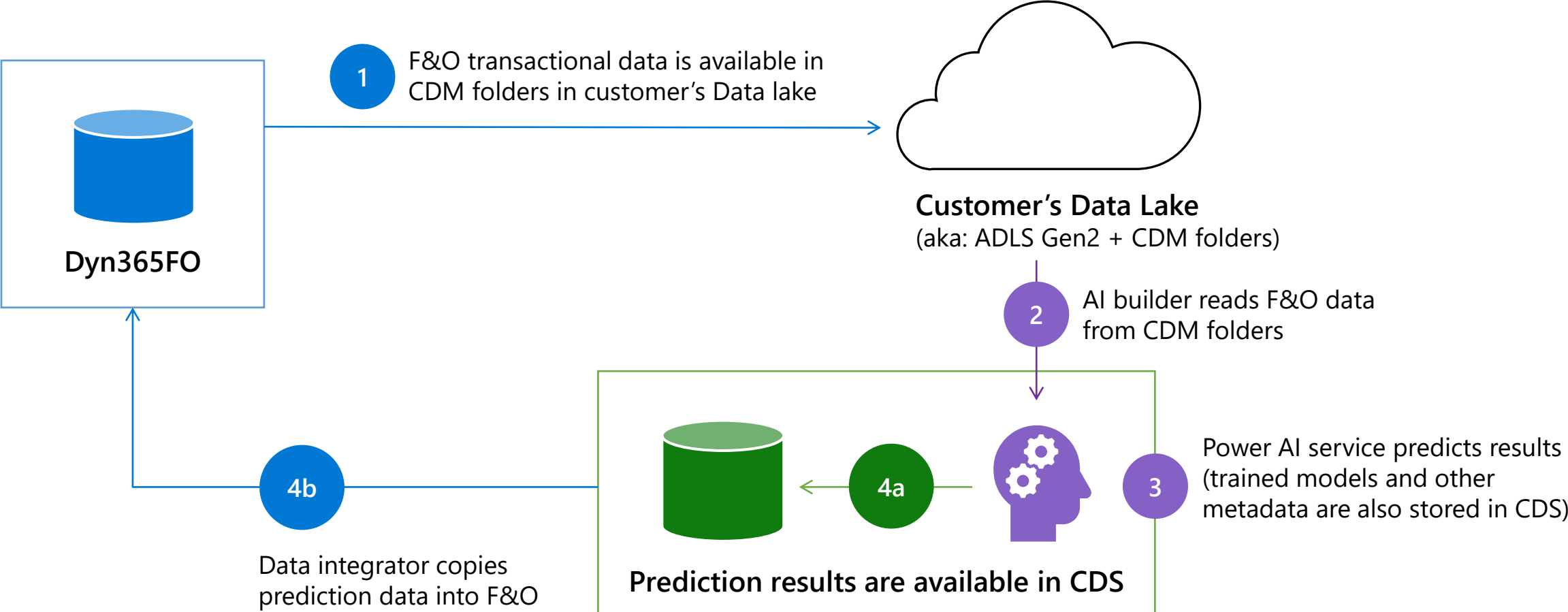
Intelligent and automated cashflow forecasting

- Integrate data from external systems to Finance using the data import export framework
- Intelligent cash position and forecasting based on customer payment predictions as well as time series forecasting through AI Builder
- Ability to save cashflow forecasts and then measure forecast performance when the financials have been realized



"Cash flow forecasting will save a lot of time; we do a lot of manual work daily to get this information today."

# Intelligence in finance—architecture



# Asset Leasing

Asset leasing helps customers feel more confident that they are following the proper accounting standards for ASC 842 and IFRS 16, reducing the risk of making, or spending extensive time doing offline calculations

Advantages:

Asset leasing includes the following functions:

- Calculation of schedules such as future lease payment, lease liability amortization, and right-of-use asset depreciation.
- Automatic classification of leases as either operating or finance for ASC 842 purposes.
- Complete lease information management such as commencement date, and transfer of ownership options.
- Automatic generation of journal entries for the initial recognition and subsequent measurement of the lease liability and right-of-use asset.
- Automatic lease modification and termination for GASB 87 purposes.
- Cash-flow forecast management.
- Balance sheet impact calculator.
- Audit controls over lease data integrity.

## **Touchless email reminders to customer**

### **Business value**

Automatically sending email reminders might initiate an activity that encourages payment sooner than would be made without the reminder.

### **Feature details**

When enabled, email reminders will be sent automatically to customers, with a list containing overdue invoice information based on email templates.

## **Vendor invoice automation - Match product receipts to invoice lines that have a three-way matching policy**

### **Business value**

- This feature saves time and labor costs by using the system to automatically match quantities on vendor invoice lines to product receipts. Your employees no longer have to monitor the arrival of goods, and then complete the matching process manually.

### **Feature details**

- When the invoice line has a three-way matching policy, someone must match the invoices lines to the posted product receipts after the goods arrive.
- Now, the system can automatically match posted product receipts to invoice lines that a three-way matching policy has been defined for.
- The process will run until the matched product receipt quantity is equal to the invoice quantity.
- As part of this process, you can indicate the maximum number of times the system should use to try to match product receipts to an invoice line, before concluding that the process failed.

## Configurable business documents conversion to PDF

### Business value

The ability to exchange business documents in PDF format is routinely requested by customers and partners. This feature helps customers cover end-to-end scenarios for exchanging business documents from within the product

### Feature details

This feature allows any business document generated in Excel or Word to be converted to a PDF, The functionality, **Convert to PDF** is added in the **Electronic reporting destination setup** for a given report

### Note:

- The PDF conversion option is only available for cloud deployments.
- The produced PDF is limited to a maximum number of 300 pages

For more information ,see [Output Conversion to PDF](#)



### Feature management

Do not enable new features automatically

New  
53

Not enabled  
310

Scheduled  
0

[Enable all](#) [Check for updates](#)

New Not enabled Scheduled All

Feature name ↑	Enable date ∨	Feature added ↓	Preview feature	Module
Convert Electronic Reporting outbound documents from Micr...		1/6/2020		Organization administration

### Convert Electronic Reporting outboun...

Feature added 1/6/2020  
Organization administration  
[Learn more](#)

#### Description

Enable conversion of Electronic Reporting outbound documents from Microsoft Office formats (Excel/Word) to PDF. This is a preview feature and is subject to the same terms of use described in the "Supplemental Terms of Use for Microsoft Dynamics 365 Previews" (<https://go.microsoft.com/fwlink/?linkid=2105274>).

#### Comments

[Schedule](#) [Enable now](#)

Filter

- Chart of Account XML ...
- Chart of Account ...

Electronic reporting destination

Reference  
Chart of Acco... Chart of Acco...

File destination

+ New Delete Translations Settings

✓	Name	File component name	Settings	Stop processin...	Convert to PDF
✓	Covering Letter Report	* ▾		✓	✓

# Page Orientation for PDF conversion

The screenshot displays the Dynamics 365 Finance and Operations interface. The top navigation bar includes 'Finance and Operations Preview', 'Organization administration > Workspaces > Electronic reporting', and 'USMF'. The left sidebar shows navigation icons for home, star, clock, calendar, and list. The main area is divided into a left pane with a filter and a list of 'Free text invoice (Excel)' items, and a right pane with configuration options.

**Electronic reporting destination | Standard view**

Reference  
Free text invo... Free text invo...

**File destination**

+ New Delete Translations Settings

✓	Name	File component name	Settings	Stop processing on failure	Convert to PDF
	Invoice to archive	Report	Archive	<input checked="" type="checkbox"/>	<input type="checkbox"/>
✓	Invoice to print out	Report	Printer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**PDF conversion settings**

Page orientation  
Portrait

# Core Product Capabilities – Supply chain

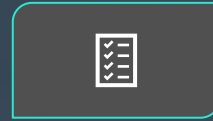
## SUPPLY CHAIN MANAGEMENT



Lean, Process & Discrete Manufacturing



Production Control



Production Reporting



Shop Floor Management



Capability & Resource Scheduling



Kanban Management



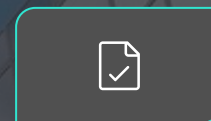
Time & Attendance



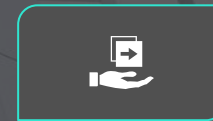
Product Information Management



Catalog Management



BOM Management



Route Management



Product Configuration



Master Planning



Inbound Consignment



Demand Forecasting



Inventory Management



Warehouse Management



Transportation Management



Vendor Collaboration



Mobile Warehouse Management



Supplier Relationship Management



Procurement & Sourcing



Sales Order Management



Trade Promotion Management



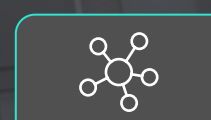
Service Management



Quality Management



Asset Management



IoT Intelligence



Planning Optimization

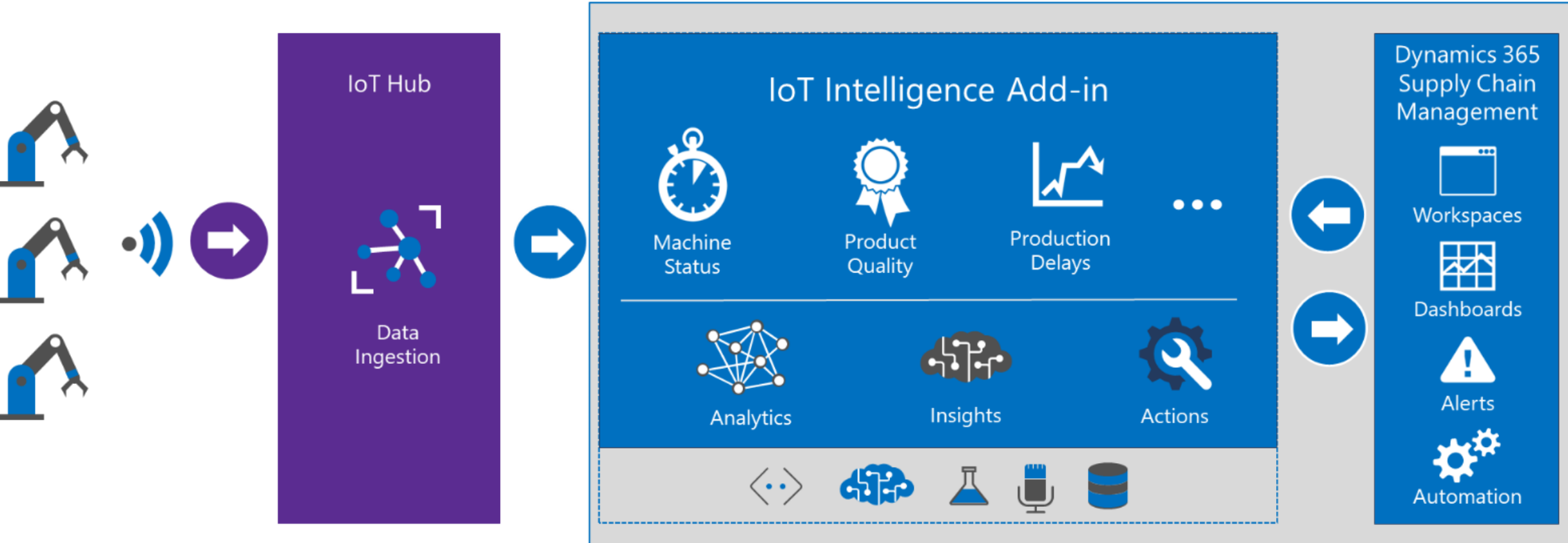
# IoT Intelligence Scenarios

IoT Intelligence supports the following scenarios:

- **Production delays** – This scenario compares actual cycle time to planned cycle time. Supply Chain Management notifies you when production isn't on schedule, so that you can intervene to maximize operating efficiency and avoid order delays.
- **Equipment downtime** – This scenario compares measured uptime to user-defined parameters. Supply Chain Management notifies you when an outage threshold is exceeded, so that you can take actions such as rescheduling a production work order or creating a maintenance work order.
- **Product quality** – This scenario compares sensor readings, such as moisture and temperature, to user-defined quality metrics. Supply Chain Management notifies you when a deviation occurs, so that you can intervene to maintain quality standards and minimize waste.

Note: Enable the “IoT Intelligence” feature flag in Feature Management

The following illustration shows the interaction of Azure IoT Hub, IoT Intelligence, and Supply Chain Management.



## **Enterprise-scale inventory performance improvements and archiving**

This feature adds archiving for inventory transactions and improves system performance when accessing and managing inventory information.



## Planning Optimization

- Why a planning service?
- Overview
- Customer story and performance
- Roadmap
- Get started

# Why Planning as a service?



Reduce the load on SQL during master planning run



Provide faster master planning, especially for large data sets



Make it easier to introduce new planning functionality

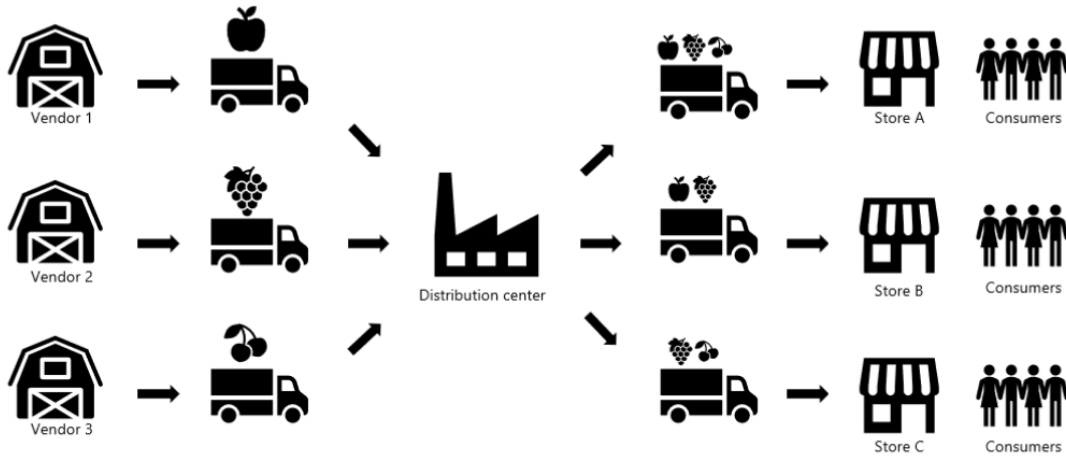


Build ground up, not all from day one

# Planning Optimization Add-in for Dynamics 365 Supply Chain Management

## SUPPLY PLANNING FOR DISTRIBUTION

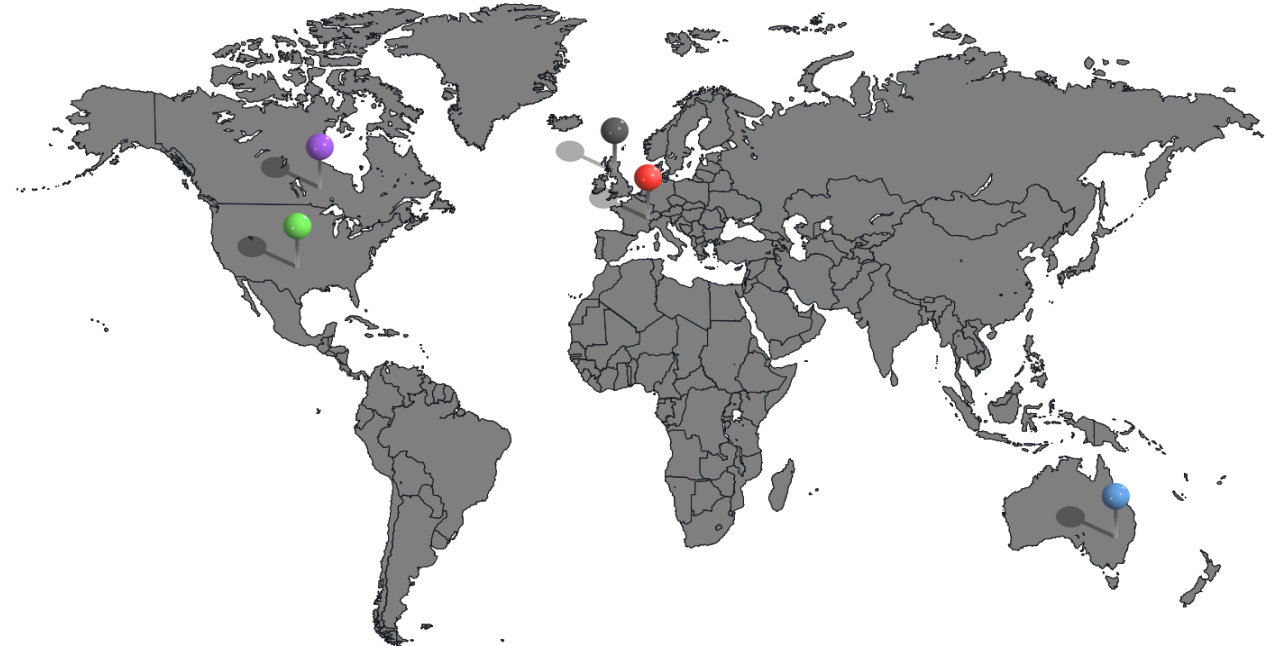
Ensuring the right goods at the right time D365SCM



## CURRENT AVAILABILITY

Hosted in 5 geographies

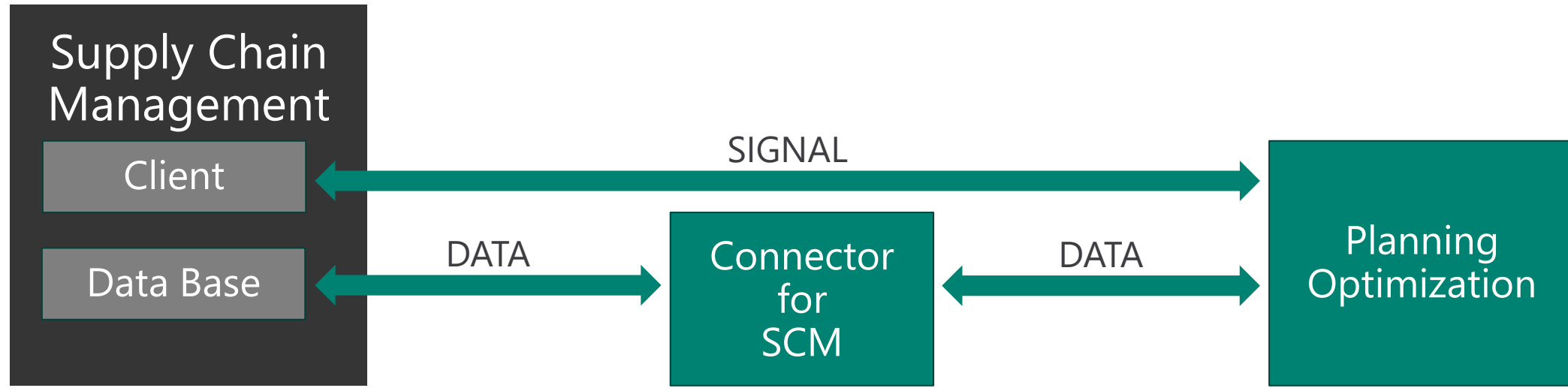
Azure geographies	
	United States
	Europe
	Canada
	Australia
	United Kingdom



## ON BOARDING VIA LCS

The screenshot shows the Dynamics 365 Lifecycle Services (LCS) interface. The top navigation bar includes 'Lifecycle Services' and 'D365 Planning Service'. The main content area shows the 'plnsrv-dev' environment with 'Environment add-ins'. The 'Planning Optimization' add-in is listed as 'Installed' with 'Uninstall' and 'Manage' buttons. Below this, the 'Available updates' section shows the current version (10.0.293.0) and the environment is up-to-date. An inset window titled 'Finance and Operations' shows the 'Planning Optimization parameters' configuration. The 'General' tab is active, displaying 'Set up Planning Optimization' with a 'Connection status' of 'Connected' (highlighted in red) and a 'Use Planning Optimization' toggle set to 'Yes'.

# Architecture



Client triggers a planning run and receives messages from Planning Optimization.

Data base (SQL) supplies Planning Optimization with information about setup and master/transactional data.

The planning result is sent to the data base.

The connector translates information between the ERP DB and the Planning Optimization service.

The Planning Optimization service holds planning related data and performs all calculations.

# Customer story and performance

TWILFIT



TWILFIT

**Customer:**  
Twilfit

**Industry:**  
Retailers

**Size:**  
50-999 employees

**Country:**  
Sweden

**Products and services:**  
Microsoft Dynamics 365  
Dynamics 365 Supply Chain Management  
Planning Optimization

[Read full story here](#)



“With Planning Optimization, we can catch the wave of consumer demand more quickly, creating orders in less than half an hour.”

—Michael Pokorny, IT Technician and Logistics Coordinator, Twilfit

**Situation:**

Swedish lingerie chain Twilfit wanted to respond to customer demand faster, reduce inventory needs, and increase sales. Master planning runs took up to nine hours and had to be done at night because of the heavy performance demand on its database.

**Solution:**

The retailer adopted the Planning Optimization Add-in for Microsoft Dynamics 365 Supply Chain Management. Its master planning calculations now occur outside Dynamics 365 and the related Microsoft Azure SQL Database, and it completes planning runs in minutes.

**Impact:**

Because its planners cut lead time by a day or more and run tailored orders based on customer demand, Twilfit spends less on storing extra inventory, stocks more variety, and sends its stores more of the items that customers are most likely to buy.

# Planning Optimization at Twilfit

From hours to minutes

Planning at Twilfit include fulfillment from production in Asia to the main distribution center in Sweden. From here the Twilfit brand is transferred to 57 Twilfit stores across Sweden, based on demand from around 10.000 item variants.

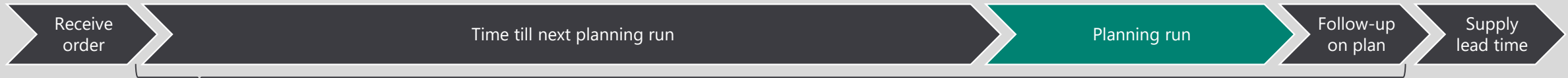
Besides this external brands are planned for direct delivery to stores.

## Before Planning Optimization

Original runtime on D365 F&O:

**8-9h -> optimized to 1,5h**

Planning is done every night - based on demand changes from the previous day. Once planners get to the office, they start to expedite the bulk of supply orders.



1. Wait for nightly plan to start (normally around 1-4am)
2. Planning run (outside of normal office hours)
3. Wait for planners getting to the office
4. Follow-up on plan

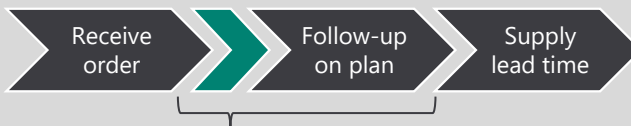
- Nightly planning job is competing for a timeslot with other nightly F&O batch jobs
- If the nightly run failed or parameters was incorrectly set the plan is not updated until the next nightly run
- Concerned that future business growth will overload the planning system or lead to runtime that excite the nightly window

## With Planning Optimization

Runtime on their live environment:

**1-2 min**

Planning is executed add-hoc during office hours - when demand require replenishment. Planners can expedite the supply orders instantly.



1. Planning run triggered right after order entry
2. Follow-up on plan

- Cost and capital savings by reduced inventory levels, due to faster replenishment (safety stock reduction around 25-50%)
- Increased sale – as store space earlier used for safety stock now can be utilized for additional item variants in the stores
- Improved customer service with shorter lead time – stockout is fulfilled one day earlier, bringing it down from 2-3 days to 1-2 days
- Parameter changes and simulations are reflected in minutes – no need to wait for a nightly run
- Eliminated nightly server time reserved for planning batch job
- Comfort that future business growth will not overload the planning system or cause long run times

# Performance – what to expect ?

Master planning runtime in minutes

- X++ engine
- Planning Optimization

- Built-in master planning**
1. Wait for nightly plan to start (normally around 1-4am)
  2. Planning run (outside of normal office hours)
  3. Wait for planners getting to the office
  4. Follow-up on plan



- Planning Optimization**
1. Planning run triggered by order
  2. Follow-up on plan



**ACHIVEMENT**

Sum of runtime went from 1620 to 43 minutes for the first 7 customers.

# Roadmap and enhancements

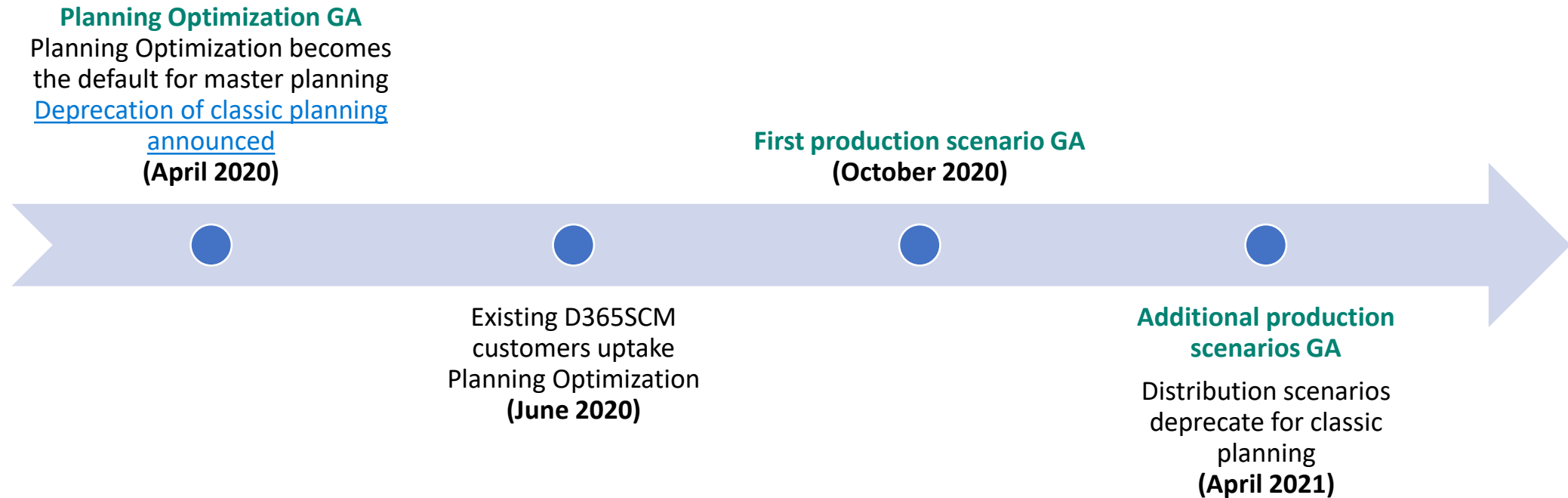
# Features for distribution – current status

Feature	Planning Optimization
Supply suggestions for purchase and transfer	Supported
Include purchase and transfer lead times	Supported
Fixed safety stock levels	Supported
Period reordering policy	Supported
Reordering to maximum inventory level	Supported
Time-based safety stock levels	Supported
Order quantity modifiers	Supported
Plan a subset of products (filters)	Supported
Include demand forecast	Supported
Pegging between supply and demand	Supported
Reservations between supply and demand	Supported
Calendar support for closed periods	Supported
Detect and communicate order delays	Supported
Inventory status support	Supported
Edit of planned orders	Supported
Manual multi-threaded firming of planned orders	Supported
Support for rule-based auto-firming of planned orders	Supported
Vendor selection based on trade agreements	10.0.12
Vendor based lead time calculation	10.0.12
Approval of planned orders	WIP
Time margins - time needed to reorder, receive, and issue goods	WIP
Intercompany planning	WIP
Support expiration and best before	WIP
Suggestions to optimize the supply plan by modifying existing supply orders – aka Actions.	WIP

# Customer journey for distribution scenarios

- from current planning engine to Planning Optimization

(subject to change)



# Support for production (Preview)

- Public preview
  - Basic discrete MRP with BOM and inventory lead time (no route-based scheduling)
- Additional production features planned throughout 2020 and beyond
  - Change planning to replace scenarios that currently rely on Explosion
  - MRP II – Infinite scheduling
  - MRP II – Finite scheduling
  - CTP
  - Subcontracting
  - Process manufacturing (batch orders)
  - Lean / Kanban

# Planning Optimization - functional enhancements

- **Negative on-hand is treated as zero on-hand**
  - Your data is wrong for some reason – the planning engine will assume zero to avoid over supply.
- **Plan filter**
  - To enhance the isolation between plans we have introduced plan specific item filters that will be honored at run time.
- **Auto firming based on order date (start date)**
  - Auto firming based on order date (start date), not requirement date (end date)
  - This will ensure that firming of planned order happens in due time, without having to include lead time in the firming time fence.

# Get started

# Onboarding from LCS

The screenshot shows the Lifecycle Services (LCS) interface for a Dynamics 365 Planning Service environment named 'plnsrv-dev'. The top navigation bar includes 'Lifecycle Services' and 'D365 Planning Service'. Below the environment name, there are several action buttons: 'Deallocate', 'Edit', 'Stop', 'Maintain', 'History', 'Microsoft Azure settings', 'Microsoft Azure portal', and 'Software License Terms'. The 'Environment add-ins' section shows that 'Planning Optimization' is installed, with 'Uninstall' and 'Manage' buttons next to it. A red box highlights the 'Planning Optimization' add-in. Below this, there is a section for 'Available updates' showing the current version '10.0.259.0' and a note that the environment is up-to-date.

The screenshot shows the 'Planning Optimization parameters' window in Dynamics 365 Finance and Operations. The window title is 'Finance and Operations' and 'Planning Optimization parameters'. The 'General' tab is selected, and the 'Set up Planning Optimization' section is visible. It contains a paragraph explaining that with Planning Optimization enabled, master planning is done using the Planning Optimization Add-in for Dynamics 365 Supply Chain Management. Below this, there is a 'More information' link. At the bottom, the 'Connection status' is 'Connected', which is highlighted with a red box. To the right, the 'Use Planning Optimization' toggle is turned on, with the label 'Yes'.

# What's the price?



No extra charge

Planning Optimization is included in the current license



Future additional planning functionality might come with additional charge

# What about extensions?



Standard service with no code changes



Pre-processing of master data



Post-processing of planning result



Plan to support flow of additional information



Long term the goal is a flexible service that support external input

# Join the preview for Production (MRP)



Focused on selected customers



Enable Planning Optimization for production in your test environment  
Require latest version of Dynamics 365 SCM



Influence the features. Provide feedback directly to the product team in Copenhagen



Send me a short description of the planning processes and needs



Get more  
information

## Documentation

- <https://docs.microsoft.com/en-us/dynamics365/supply-chain/master-planning/planning-optimization/planning-optimization-overview>

## Join the Yammer group

- Sign up for:  
<https://www.yammer.com/dynamicsaxfeedbackprograms>
- Search and join the **Planning Service** group  
(Planning Optimization internal code name)
  - Details about the preview and new functionality
  - Feedback to the product group
  - Early access to material and recordings
  - Learn and discuss Planning Optimization with people in various roles
    - users, admins, consultants, and people at Microsoft

## **New inventory dimensions for product version tracking and enhanced extensibility**

### **Business value**

- Version is a product dimension that helps companies maintain and track multiple versions of a product throughout the supply chain, while the new generic dimensions provide increased flexibility for extending the capabilities of the application to fit individual business needs.

### **Feature details**

- This feature introduces a new standard inventory dimension (version) and two new generic inventory dimensions (InventDimension11 and InventDimension12).

### **New product dimension: Version**

- Version is a product dimension that is intended to help you maintain and track multiple versions of a product throughout the supply chain.
- As a standard product dimension, version will behave similarly to the existing product dimensions of size, style, color and configuration, which means that you could also choose to use it for purposes other than tracking product versions.

- **Two new generic dimensions: InventDimension11 and InventDimension12**
- The two new generic, string-based inventory dimensions increase the number of generic inventory dimensions from 10 to 12. This gives even more flexibility for partners and ISVs to enhance the standard application capabilities through extensions.

## New grid control - General availability

The new grid provides a number of benefits:

- **Performance:** The new grid provides improved rendering speed and a faster scrolling experience.
- **Positional scrolling:** Users can now positionally scroll in the data that has been loaded in the web browser. For example, if you have browsed through 10,000 rows in a grid, you can click the middle of the scrollbar to immediately go to record 5,000 without having to retrieve data from the server.
- **General improvements:** Various enhancements have been made to improve the usability of the grid. For example, in the existing grid, users might run into situations occasionally where the grid headers and data are misaligned, or the grid jumps while users scroll through data or create new records.
- **Reorder columns:** Users can now reorder columns by dragging them. Hover the mouse pointer over the column header, and then drag the gripper control that appears on the left side of the column.
- **Pinned marking column:** The marking column in the new grid is pinned to the left and so will always be visible and available regardless of the width of the grid
- **Mathematical formulas:** Users can now enter mathematical formulas into numeric cells in a grid. For example, you can enter  $=15*4$ . To make the system recognize a value as an expression, start the value with an equal sign (=).

# Core Product Capabilities – Commerce

RETAIL



Retail Store  
Channel  
Management



Cross-channel  
Order Processing/  
Fulfillment



Rules-based  
Distributed Order  
Management



Product Category,  
Catalog & Assortment  
Management



Product Price &  
Promotions  
Management



Offline  
Capabilities



Call Center  
Channel  
Management



Point-of-Sale



Assisted Selling with  
Intelligent  
Recommendations



In-store Inventory  
Management



In-store Cash  
Management



Workforce  
Managements  
Scheduling

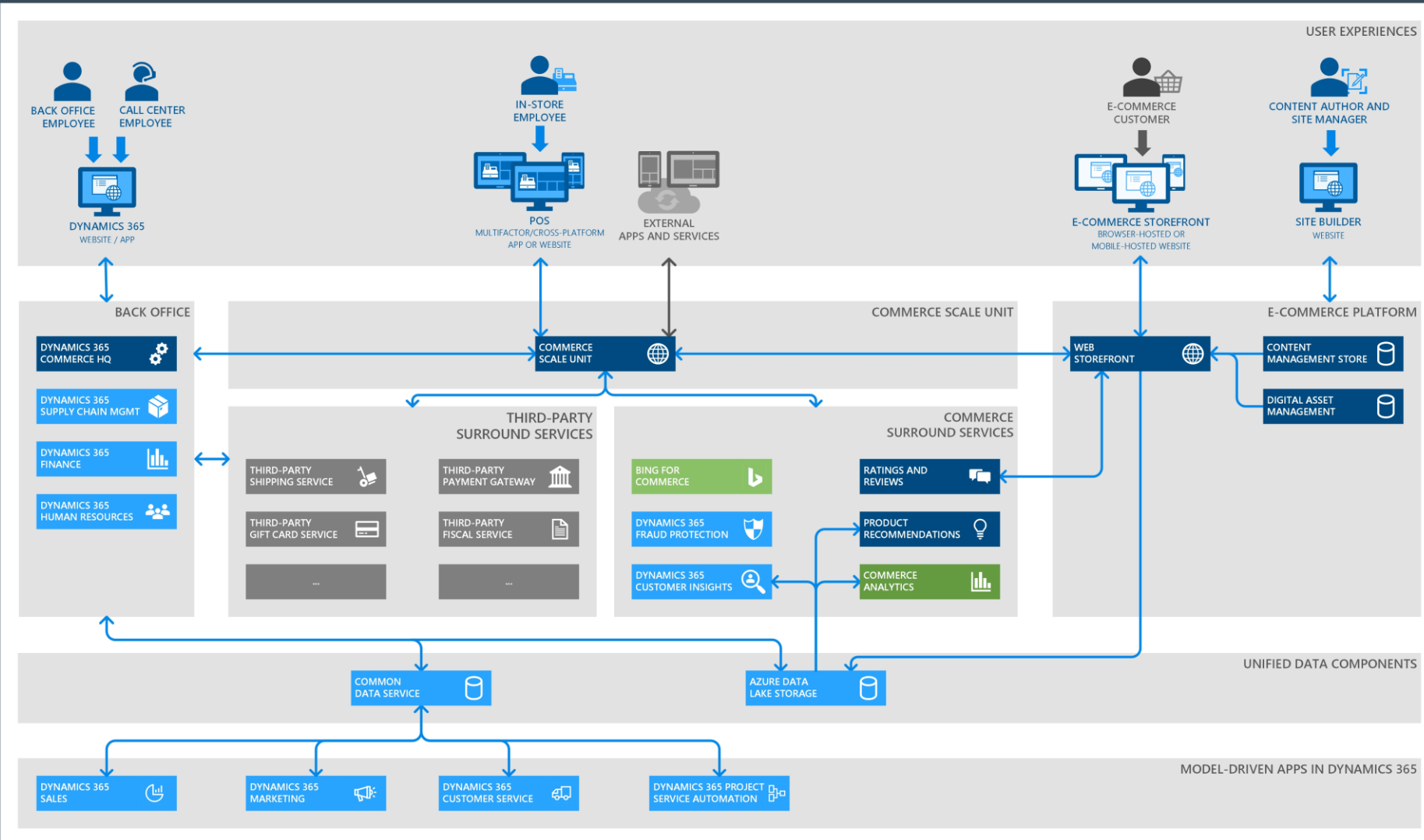


Ecommerce  
Channel  
Management



# Dynamics 365 Commerce

## Component Overview

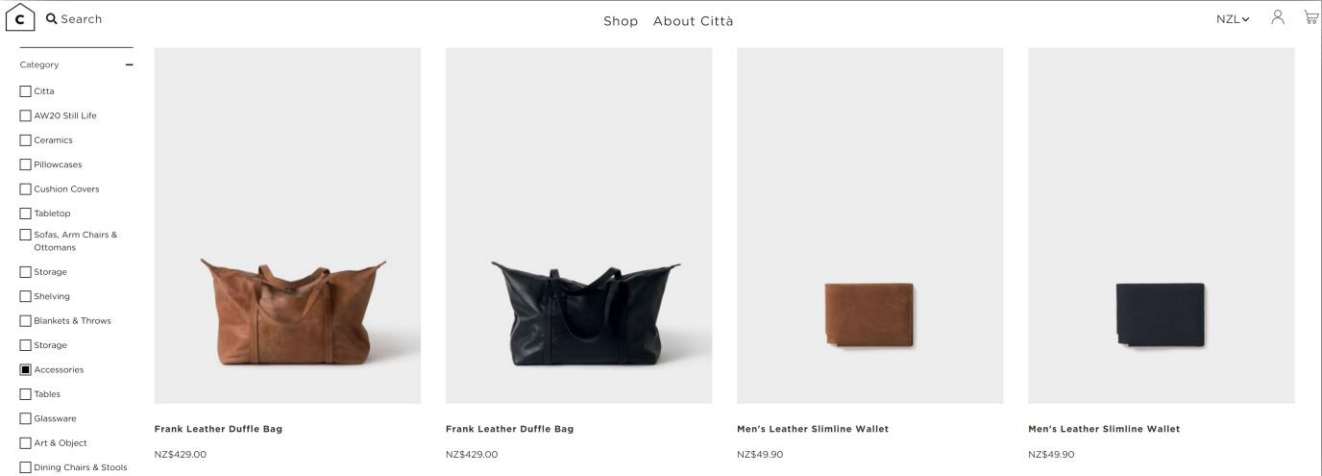


### LEGEND

<b>DYNAMICS 365 COMMERCE COMPONENT / SERVICE</b> AVAILABLE	<b>DYNAMICS 365 COMMERCE COMPONENT / SERVICE</b> COMING SOON	<b>OTHER MICROSOFT COMPONENT / SERVICE</b> AVAILABLE	<b>OTHER MICROSOFT COMPONENT / SERVICE</b> COMING SOON	<b>NON-MICROSOFT COMPONENT / SERVICE</b>
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# Showcase eCommerce

Customer	Site	Sub-Vertical	Dynamics Modules
Citta Design	<a href="https://www.cittadesign.com/">https://www.cittadesign.com/</a>	Home Furniture	eCommerce, Retail Headquarters and Modern Point of Sale
Ste. Michelle Wine Estates	<a href="https://www.elicit.wine/eli/brands/5637183577.c">https://www.elicit.wine/eli/brands/5637183577.c</a>	Wine	eCommerce, Retail Headquarters and Modern Point of Sale



ēlicit  
WINE PROJECT

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Sign in 0

Drink new, drink different.  
Looking for a wine that's toast worthy, bold or cool AF? You've come to the right place.

BRAND

- Altered Dimension
- Borne of Fire
- Cosmic Egg
- Fruit & Flower
- Intrinsic
- Liquid Light
- Merf
- Sinners & Saints
- Tenet

COLOR

- Red
- Rose
- White

VARIETAL

- Bubbly
- Cabernet Sauvignon
- Chardonnay



INTRINSIC  
COLUMBIA VALLEY  
**Cabernet Sauvignon**  
The flavors are layered with tones of blueberry jam, pomegranate and chocolate. The texture is rustic, yet silky, with a unique savory and inviting finish.

\$22.00 - 1 +  
+ add to cart



INTRINSIC  
COLUMBIA VALLEY  
**Red Wine Blend**  
This wine opens with refined notes of raspberry, white tea leaves, a hint of fresh mint and lavender. The flavors are layered with milk chocolate fig reduction, dark plu...

\$25.00 - 1 +  
+ add to cart



COSMIC EGG  
COLUMBIA VALLEY  
**Cabernet Sauvignon**  
This full-bodied wine truly expresses what Washington State Cabernet Sauvignon has to offer. Lush aromas of cherry, raspberry, and boysenberry lead into earth and spice.



TENET  
COLUMBIA VALLEY  
**The Convert Red Wine Blend**  
Bright bramble and red cherry aromas, hints of black pepper and baking spices. Blackberry and black cherry flavors on the palate, complemented by toasted oak with

## **Abandoned cart capabilities for e-commerce**

### **Business value**

- Abandoned cart capabilities are a key component of an e-commerce platform. These capabilities support a virtuous cycle which allows retailers to: - Identify abandoned purchases. - Contact those customers to encourage them to complete their purchase. - Analyze the effectiveness of those communications. - Adjust business rules to optimize conversion.
- Dynamics 365 Commerce will provide the tools and infrastructure that let retailers enable and customize the abandoned cart cycle to maximize the revenue they recover from abandoned carts.

### **Feature details**

Dynamics 365 Commerce will provide a code sample that provides the link between Retail Server and your email marketing provider. This code sample will:

- Provide a sample integration with a third-party marketing platform which can be customized by the customer.
- Retrieve abandoned carts from Retail Server on a customer-defined schedule and push them to the configured email marketing provider.

## **Gift card purchase in e-commerce**

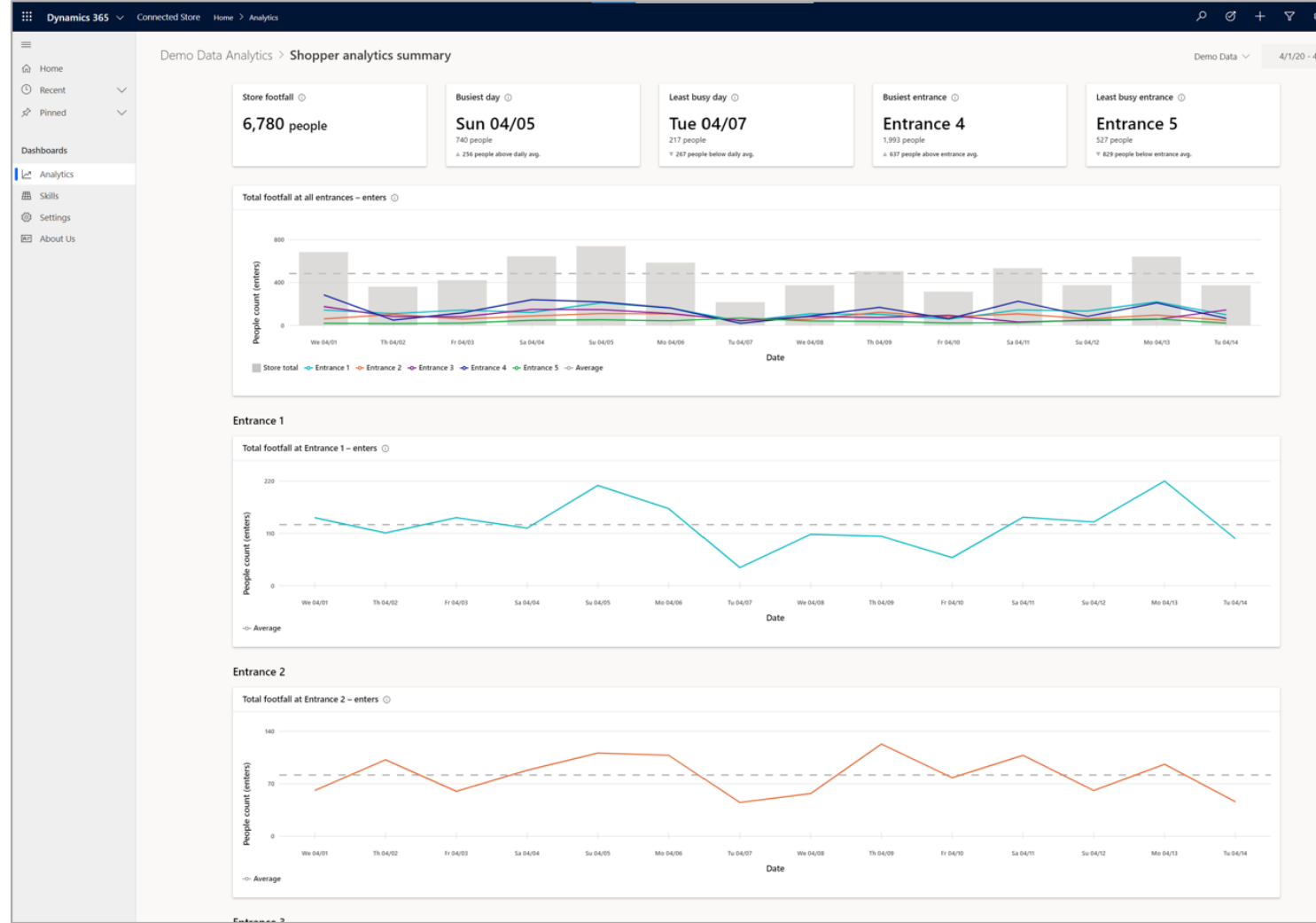
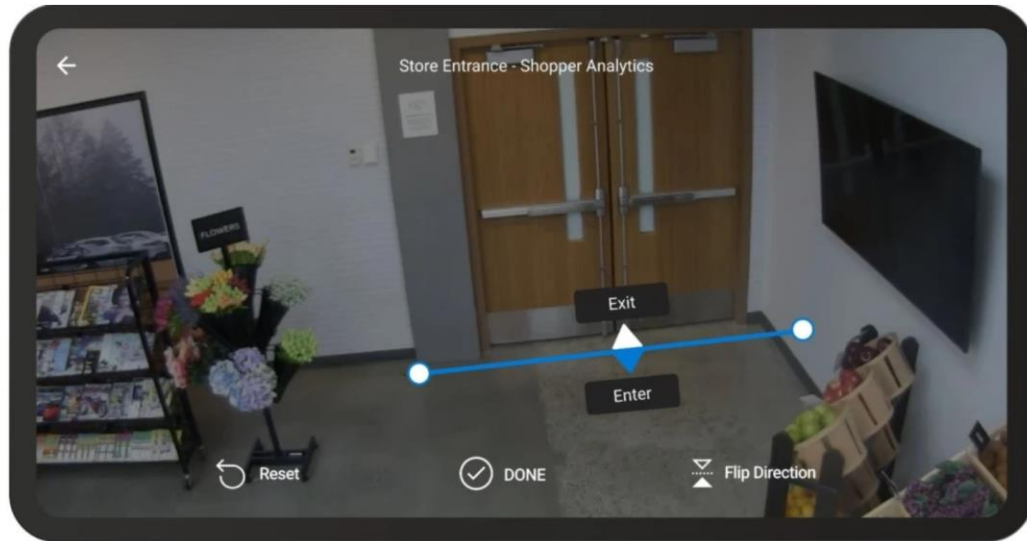
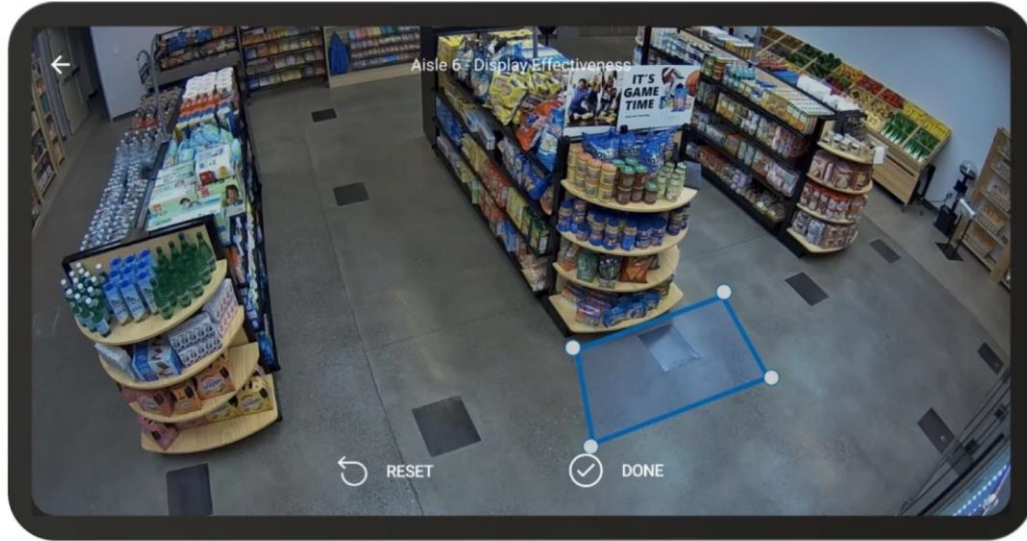
### **Business value**

- To provide a complete gift card purchasing experience, Dynamics 365 Commerce will enable the customer to purchase, send as a gift, and redeem gift cards through the e-commerce channel.

### **Feature details**

- This functionality allows the purchase of physical and digital gift cards through the e-commerce channel. New modules for the module library will be provided to support gift card purchase without the need for additional customization.

# Connected store



## **Dynamics 365 Commerce app marketplace**

### **Business value**

- Dynamics 365 Commerce will enable a vibrant online marketplace for the discovery, trial, and sales of extensions, modules,
- (in-store, call center, digital, and emerging). All items added to the marketplace will be certified using standard certification practices to ensure the quality of these extensions. The marketplace will be open to non-Microsoft providers who can position and sell their services, themes, and modules. and themes that can be used across the Commerce retail channels

# Dynamics 365 Commerce app marketplace (contd..)

This feature will enable Dynamics 365 Commerce **customers** to search for, learn about, purchase, or subscribe to and deploy certified third-party connectors, scripts, themes, modules, and more.

Examples of categories for extensions include, but are not limited to:

- Advertising
- Analytics
- Calendars
- Data Management Platforms
- Direct Marketing
- Events and Appointments
- Experimentation
- Fraud Protection
- Gift Incentives
- Journey Orchestration
- Ratings and Reviews

# **Dynamics 365 Commerce integration with Bing for Commerce**

## **Business value**

- Product discovery is a quick and easy way for a retail customer to find products by browsing through categories and using search and filtering.
- Customers are used to web search engines, sophisticated e-commerce websites, and social apps that offer relevant search suggestions as you type, faceted navigation, highlighting matching terms, and more—all with near-instantaneous response times.
- If consumers do not find the right product quickly enough, they do not hesitate to move to another retail site that offers better performance.

## **Feature details**

- Microsoft Bing for Commerce will be seamlessly integrated into Dynamics 365 Commerce to provide consistent product discovery and search experiences via the commerce scale unit across all commerce channels.
- In Commerce headquarters, retailers will have the ability to configure boosting and sinking business rules for product discovery and search experiences (for example, boost product discovery for products on discounts or remove out-of-stock items). This functionality can help retailers turn shopper frustration and site abandonment into active carts and converted sales.

## **Shop Similar looks**

- **Business value**
- Shop similar looks can bring fresh and appealing choices to the forefront of the shopping experience using the power of artificial intelligence and machine learning (AI-ML).
- This functionality uses images in the existing product catalog and will be available both at the point of sale (POS) and in online store experiences

## **Feature details**

- Shop similar looks is a new artificial intelligence capability for Commerce that uses the images of a seed product to then discover which other products in the catalog they look like.
- For example, if a shopper is viewing a black striped sweater, they might be presented with a red sweater and decide to change to that color instead.

- STOP

# D365 Platform FAQ

# How do you calculate the Downtime for SLA

**Monthly Uptime Percentage:** The Monthly Uptime Percentage for a given Active Tenant in a calendar month is calculated using the following formula:

$$\frac{\text{User Minutes} - \text{Downtime}}{\text{User Minutes}} \times 100$$

where Downtime is measured in user-minutes; that is, for each month, Downtime is the sum of the length (in minutes) of each Incident that occurs during that month multiplied by the number of users impacted by that Incident.

## Service Credit:

Monthly Uptime Percentage	Service Credit
< 99.9%	25%
< 99%	50%
< 95%	100%

## **Can the monthly one version update be delayed, what is the policy?**

Yes, the customer can pause, delay, or opt-out of an update via Update Settings in the Lifecycle Services projects.

A customer can choose to pause up to 3 consecutive updates. The following is an example of a delayed update:

- The customer is currently on version 10.0.2.
- The customer can pause updates 10.0.3, 10.0.4, and 10.0.5.
- The customer must take the 10.0.6 update when it is available

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/fin-ops/get-started/one-version>



Is it possible to have multiple LCS projects and Production environments on one Azure AD tenant

- Yes , it is possible

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/fin-ops/get-started/implement-multiple-projects-aad-tenant>

## **Scenarios where multiple production instances might be required:**

- A global implementation's requirements for data residency, latency, or data volume can't be met by one instance.
- Different business units in an organization are implementing the product separately as independent applications.

## **Licensing Requirement**

- Every LCS Implementation project that runs on the same Azure AD tenant must satisfy the minimum licensing requirements.
- For example, if there are three LCS Implementation projects on the same Azure AD tenant, a customer must purchase no less than three times the minimum number of subscription licenses i.e. at least 60 licenses.

## Advantages

There are also advantages to having multiple LCS projects. Here are some of them:

- Data centers can be selected per LCS project to provide the best latency experience.
- Data centers can be selected per LCS project to satisfy statutory requirements for data residency.
- There is more flexibility to schedule servicing operations, such as code deployments and upgrades.

## Disadvantages

- Master data isn't shared.
- Intercompany transactions aren't supported.
- Integrations must be configured in each LCS project.
- Each LCS project requires a separate Bring your own database (BYOD) instance
- User acceptance testing (UAT) must be done on each instance, even if the code is the same. UAT is required on each instance, because differences can occur across the LCS projects, even if they share a code base.
- Microsoft Azure DevOps must be configured in each LCS project. When customizations and code are shared, it makes sense to use the same Azure DevOps project.

# Can I upgrade my Data from AX2012

- Yes
- Currently upgrade from Dynamics AX 2012 R3 and AX 2012 R2 are supported. The upgrade process is built on the following elements:
- Tools to help you bring forward existing custom application code from AX 2012.
- A data upgrade process that you can use to bring your database forward. Therefore, you can upgrade your full transactional history.
- <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/migration-upgrade/upgrade-overview-2012>

# Can I upgrade my Data from AX2009

- AX2009- D365 : Data Migration (not upgrade)
- You can use the Microsoft Dynamics AX 2009 Data migration tool (DMT) to migrate your data from AX 2009 to Finance and Operations. Using the DMT is the only supported upgrade path from AX 2009.
- The DMT helps you find and fill gaps between the table schemas for each version, as well as helping you move your data.
- <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/migration-upgrade/data-migration-tool>
- [Tech Talk : https://www.youtube.com/watch?v=kdQ58arACP4](https://www.youtube.com/watch?v=kdQ58arACP4)

# Can I share data across Companies (like virtual companies in AX2012)

Yes , you can...however with following limitations:

- It can't be used to share transactional data between companies
- Only reference and group data can be shared, or tables that have specifically been enabled. For example, **Data Sharing Type** is set to **Duplicate**.
- It supports replication of fewer than one million total records per job
- It supports replication for up to 100 companies per policy. The limit is increased to 300 companies from the Platform Update for version 10.0.10.

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/sysadmin/cross-company-data-sharing>



# Where is my Data Stored

- <https://www.microsoft.com/en-in/trust-center/privacy/data-location>
- <https://dynamics.microsoft.com/en-us/geographic-availability/>



**Thank you for attending this session.  
It was a pleasure having you.**

## Virtual Learning Resources



### Microsoft Learn

Interactive learning content on Microsoft products

[aka.ms/learn](https://aka.ms/learn)



### Virtual Instructed Led Training

Deep technical scenarios across all Microsoft Cloud solutions

[aka.ms/VirtualTechTraining](https://aka.ms/VirtualTechTraining)



### Role-specific learning paths

Role-specific learning on Microsoft products and solutions

[aka.ms/RolebasedTraining](https://aka.ms/RolebasedTraining)



### India Partner Training

Upcoming sessions and On-Demand webinars for India partners

[aka.ms/IndiaTrainingCalendar](https://aka.ms/IndiaTrainingCalendar)