

# FOCUS

*Microsoft Dynamics™ NAV 4.0*

The freedom to focus on your business





CHOOSE

*“We think the world of the Microsoft Navision [now known as Microsoft Dynamics NAV] product – it is everything we thought it would be and then some... It is a reliable, stable product – we have never had a failure.”*

**–Dennis Tortora, Vice President  
Controller, Steinway & Sons**

## *Microsoft Dynamics NAV Lets You Run Your Business The Way You Want*

Microsoft Dynamics NAV, formerly Microsoft® Business Solutions–Navision® is an integrated business management solution for small to mid-size companies. With more than 48,000 companies in over 50 countries relying on Microsoft Dynamics NAV every day to help them run their operations, you can feel confident about building your business with it.

You can use Microsoft Dynamics NAV to replace as much or as little of your existing system as necessary. You choose from application areas for financial management, manufacturing, distribution, relationship management, service management, e-commerce and analytics.

A local Microsoft Certified Partner then tailors the software to meet your exact needs.

Microsoft Dynamics NAV connects information from every corner of your business. The list on the following page shows the breadth of integrated modules available. In addition, Microsoft Certified Partners around the world have developed a broad variety of industry-specific solutions, which have been proven in their respective markets.

# Microsoft Dynamics NAV Frees You to Focus on Business

It allows you to grow at your own pace. You build on your strengths and get the most out of your time and resources.

It helps you streamline your business and increase productivity.

The rest is up to you.

## Financial Management General Ledger

- Basic General Ledger
- Allocations
- Budgets
- Account Schedules
- Account Schedules Bar Chart
- Consolidation
- Responsibility Centers
- Basic Extensible Business Reporting Language (XBRL)
- Change Log
- Intercompany Postings
- Reversal of Postings
- Collapsible Chart of Accounts

## Receivables

- Basic Receivables
- Sales Invoicing
- Sales Order Management

- Sales Invoice Discounts
- Alternative Ship-to's
- Order Promising
- Shipping Agents
- Sales Return Order Management
- Calendars
- Sales Line Discounting
- Sales Line Pricing
- Campaign Pricing
- Sales Tax
- VAT
- Unapply
- Partial Payment

## Fixed Assets

- Basic Fixed Assets
- Insurance
- Maintenance
- Fixed Assets Allocations
- Reclassification

## Payables

- Basic Payables
- Purchase Invoicing
- Purchase Order Management
- Purchase Invoice Discounts
- Requisition Management
- Alternative Order Addresses
- Purchase Return Order Management
- Purchase Line Discounting
- Purchase Line Pricing
- Drop Shipments
- Unapply
- Partial Payment
- Check Writing
- Bank Reconciliation

## Analytics

- Report Generator
- Account Schedules
- Analysis by Dimensions
- Business Analytics for Microsoft Dynamics NAV

## Distribution

### Inventory Management

- Basic Inventory
- Multiple Locations
- Stockkeeping Units
- Alternative Vendors
- Bills of Materials
- Location Transfers
- Item Substitutions
- Item Cross References
- Nonstock Items
- Item tracking

- Item Charges
- Cycle Counting
- Bin
- Put Away
- Warehouse Receipt
- Pick
- Warehouse Shipment
- Standard Cost Worksheet
- Business Notifications

## Warehouse Management

- Warehouse Management Systems
- Internal Picks and Put Aways
- Automated Data Capture Systems (ADCS)
- Bin Set-up
- Returns Management
- Shipment and Delivery

## Manufacturing

### Basic Manufacturing

- Production Orders
- Production Bills of Materials

### Agile Manufacturing

- Version Management
- Agile Manufacturing

## Supply Planning

- Basic Supply Planning
- Demand Forecasting

## Capacity Planning

- Basic Capacity Planning
- Machine Centers
- Finite Loading
- Manufacturing Costing

## Customer Relationship Management

### Sales and Marketing

- Contact Management
- Contact Classification
- Campaign Management
- Opportunity Management
- Task Management
- Document Management and Interaction Log
- Contact Search
- E-Mail Logging for Microsoft Exchange
- Microsoft Outlook Client Integration

## Service Management

- Service Item Management
- Service Price Management
- Service Order Management
- Service Contract Management
- Planning and Dispatching
- Job Scheduling

## Human Resource Management

### Project Management

### Jobs

- Basic Jobs
- Budgets/Estimates
- Phases/Tasks/Steps

## Resources

- Basic Resources
- Capacity Management
- Multiple Costs

## Foundation

The Foundation series includes:

- Foundation Layer
- 1 Professional User
- Unlimited Companies
- Bank Account Management
- Salespeople/Purchasers
- User IDs and Passwords
- Permissions
- Microsoft Windows NT® (Intel)
- Microsoft SQL Server™ Option for Microsoft Dynamics NAV
- Database Server

## E-commerce

**The E-commerce series includes:**

- Commerce Portal—For customer, vendor and partner access and self-service through an Internet browser
- Commerce Gateway—A business-to-business solution that opens up Microsoft Dynamics NAV to electronic exchange of trading documents with other systems.

## Customization Tools

- C/SIDE
- Microsoft Dynamics NAV Developer's Toolkit
- Client Monitor
- Code Coverage

- Debugger
- Application Server
- C/ODBC
- C/FRONT

## Additional

### Application-wide Granules

- Multiple Currencies
- Multiple Document Languages
- Multiple Languages (Each)
- Extended Text
- Reason Codes
- Basic Dimensions
- Advanced Dimensions
- Reports
- Intrastat



# STREAMLINE

# Microsoft Dynamics NAV Delivers The Functionality You Need to Run Your Business

## **A solution that builds on your strengths...**

Microsoft Dynamics NAV's open architecture allows Microsoft Certified Partners to turn the standard technology platform into a solution for your way of doing business. And we are the only global midmarket software vendor that gives its local partners the full freedom they require to meet your specific needs. Our partners have access to the entire source code of the business logic.

## **...Delivered fast and cost effectively**

Call us, and you will be matched with a local Microsoft Certified Partner that has experience in your industry. The partner works closely with you using our proven methodology and tools. Together, you map out your business processes and identify

your competitive strengths. The partner then uses this information to design a solution that meets your exact requirements. Before implementation begins, you agree on the project scope, budget and timeframe, and it's all documented.

Implementation is fast and efficient, and there are no surprises. With one integrated solution, your information is always accurate, and you no longer have to waste time reconciling numbers that you used to pull out of various systems.

Start with core business and financial information, such as invoicing, cost control, bookkeeping and inventory. Add more financial, relationship management, manufacturing, distribution, e-business and analytics applications as your business grows. You can also start up with just one user and add on more when it's right for you. Microsoft Dynamics NAV is easy to maintain, and our partners provide ongoing support, including excellent training and upgrade programs.

*"Since implementing Microsoft Navision [now known as Microsoft Dynamics NAV], I see more tools, reports and opportunities to drive our sales. I can now find information that used to take hours and hours to create."*

**–Jonathan King, founder,  
Stonewall Kitchen**

*"We didn't realize Microsoft Navision [now known as Microsoft Dynamics NAV] would make our processes so much better. We got the information we wanted without putting in extra resources. We do better follow-up now and we manage information better."*

**–Eva Pedersen, service manager at  
Scanvaegt U.S.**

# GROW



# Microsoft Dynamics NAV Helps You Make Smart Business Decisions Without Wasting Time

## **Give you a good overview and the ability to dig into details...**

Microsoft Dynamics NAV gives you an instant overview of your business from top to bottom. You stay in the know on everything from production orders and inventory levels to customer status and marketing campaigns. Business and financial information is always up-to-date and fully integrated with information from all other areas in the program.

Every time a transaction is posted — anywhere within the system — all customer, vendor, account, and item totals will be up-to-date. If you make a mistake or want to alter a posting somewhere along the line, you can reverse the posting without it affecting the rest of your accounts. You can zero in on details by filtering information (for example, by date, account or item number) and always rely on the absolute accuracy of the information.

## **...and gives you the answers you need**

Microsoft Dynamics NAV also offers Business Analytics. Designed for midsized companies, Business Analytics turns your data into business critical information quickly and simply. It provides you with easy-to-use analytical tools for greater control over your entire business.

Using a familiar Microsoft Outlook®-style interface, Business Analytics presents this information to your desk top where easy to use analytical tools allow you to carry out targeted analysis that is tailored by you, for you.

Let's say you're in the middle of an accounting period, and you need to present an overview of business at the managers' meeting that afternoon. You use a filter to see your balance from the beginning of the month to the present day. Then, you create a report comparing budgets to actual profits by region, product and date.

You drill down and explore the details of individual transactions. When you're satisfied with your answers, you click on the Export button to turn the information into a Microsoft Excel chart, and you're ready to share the information at the afternoon manager's meeting.

*“Microsoft Navision [now known as Microsoft Dynamics NAV] gives us instant access to information such as what's profitable and what's not. It took days to get this information from the previous system, but with Microsoft Navision, you can extract it yourself from the desktop.”*

**—Graham Stirling,  
financial controller at Masterpet**

# DECIDE



# Microsoft Dynamics NAV Gives You a Powerful Way to Satisfy Customers

## All the right information...

Access the information you need to make the most of every business interaction. Customer, product, inventory, sales — all your business and financial information is integrated which means that whichever application area you are working in you can be sure that you are working with all the latest information, wherever it has been input in the system. And you have the tools to help you make the most of the data. When you have real-time, accurate information on all your contacts, you can make better decisions. You know which accounts need your immediate attention and which accounts can wait. You also improve your sales and marketing campaigns through effective planning and by targeting based on specific criteria, such as sales, contact profiles and previous interactions.

## ...Helps you get the most out of relationships

Let's say you've got some fresh leads from a tradeshow where you showed off your new product — a racing bicycle. You enter detailed information about each potential customer into the system, including the fact that they attended this tradeshow and may be interested in your new product.

Now, one of those potential customers calls to make an order. You quickly find the customer contact card, and see that the last interaction was a sales letter for the racing bicycle. You check inventory in real-time and see that there are no bicycles in stock.

Using the Order Promising feature, you let the customer know when he can expect it, based on production and lead times for the product. You see that the system recommends a certain pump, bag and water bottle to go with this bicycle. So while you're at it, you increase the value of the sale. You also sell a service contract specifying details such as parts covered, preferred payment method and the duration of coverage, and enter it into the system on the spot.

*“Microsoft Navision [now known as Microsoft Dynamics NAV] included a relationship management offering that was customizable to our needs and met the challenge of providing a single point to view all information regarding an individual contact.”*

**—Neil Minns, financial accountant,  
Marston & Langinger**

# SATISFY



## Sharpen Your Competitive Edge

### Better service by handling orders more efficiently

Handle non-stock orders just as you would any other sales order. The system processes them, and the customer never knows the difference. You can also specify that an order be handled as a cross-dock or drop shipment to save time on delivery. And you can handle inventory across multiple locations (for example, warehouses in Berlin and Madrid) from a single database.

### Deliver superior customer service

Whoever picks up the phone can give customers the information they need. You can categorize contacts based on profiling questions and personalize the way you approach them. For example, a personal profile can tell you how often a customer wants to be billed and whether they have preferred technicians and service times. And you can make sure that you satisfy customers by making to-do lists in the system and assigning tasks to other users or teams of users.

The screenshot shows a SAP Sales Order document for 'The Cannon Group P.L.C.'. The document is titled '1002 The Cannon Group P.L.C. - Sales Order'. It features several tabs: 'General', 'Pricing', 'Shipping', 'Foreign Trade', and 'E-Commerce'. The 'General' tab is active, displaying fields for 'No.', 'Posting Date', 'Order Date', 'Document Date', 'Requested Delivery Date', 'Promoted Delivery Date', 'Internal Document No.', 'Salesperson Code', 'Salesperson No.', 'Response Center', and 'Status'. Below these fields is a table with columns: 'T', 'M', 'Description', 'Location', 'Quantity', 'Reserved', 'Unit of Meas.', 'Unit Price', and 'Line'. The table contains three rows of items: '1000 Bicycle', '1001 Touring Bicycle', and '1002 Motor Hub'. To the right of the main form is a 'Customer Information' pane with links for 'Sell to Customer', 'Ship to Address', 'Contacts', 'Sales History', 'Sell to Customer', and 'App. Order'. At the bottom of the window are buttons for 'Order', 'Line', 'E-Commerce', 'Pricing', 'Print...', and 'Help'.

With the new information pane on sales documents, information about item availability, substitutes, prices and discounts are contained in a single view, which makes it easy to provide quick answers to customer questions.

## Microsoft Dynamics NAV helps you sharpen your competitive edge

### Plan for change...

Microsoft Dynamics NAV helps you plan and reorganize production to meet new and changing market demands. You can change and implement manufacturing methods and processes on-the-fly, reduce lead time with warehouse management and multiple location features and use supply and capacity requirements planning to respond to unexpected changes at a moment's notice.

Information is transparent from the shop floor to the warehouse to the back office, and even beyond the four walls of your company. Vendors manage catalogs, enter drop shipment orders and maintain delivery dates through their personalized portals. Customers use their own portals to browse through your catalog, order online and check availability all the way back to the vendor.

Greater visibility helps you identify processes that you can perform more efficiently. Flexible manufacturing and distribution functionality helps you adapt to varying market demand.

### Streamline interactions with key vendors and customers...

Commerce Gateway, which is based on Microsoft BizTalk Server, opens up Microsoft Dynamics NAV for the electronic exchange of trading documents with other systems. It reduces human error and the amount of time spent on entering data such as purchases and sales orders — without a complex EDI system.

### Reduce purchasing costs...

Use reverse auctions to find the vendor with the most attractive offer on given items or services. You enter details regarding the desired item, quantity and delivery time. Your vendors then bid on the item, and you can convert the most favorable quote to an order at the click of a button.

*“It helps us work faster and get more orders out the door. If we didn't have Microsoft Navision [now known as Microsoft Dynamics NAV], we would never be this big.”*

**—Lori King, chief operating officer,  
Stonewall Kitchen**

# COMPETE





## Master Change

### Make exceptions and last-minute changes

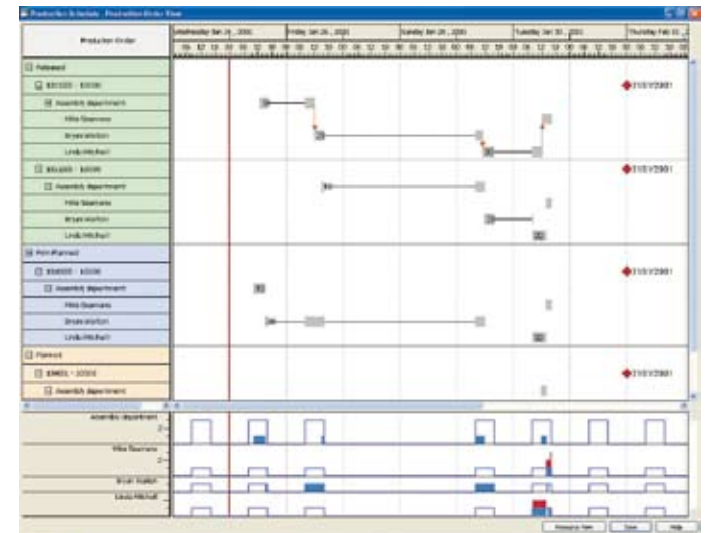
with multiple planning options, tracking, and business notifications. Plan from the sales order, the production order, the purchase requisition, or by the traditional MPS/MRP planning methods. You can handle last-minute changes by replanning from any point in the delivery cycle. Costs, materials, and operations are simultaneously replanned to reflect shop floor changes.

### Choose the most profitable manufacturing process

When planning production orders, for example, you can plan product family orders that share the same routing. This allows you to make more efficient build schedules.

**Improve warehouse organization and reduce labor costs** with put-away and picking processes. Put-away notes and picking notes can complement your company's working methods. Serial numbering

and lot tracking help you trace items at any time during the sales, purchase or transfer process. And you can handle returned inventory, and account for additional costs such as restocking charges.



The production schedule gives you the overview you need of your manufacturing process.



RESPOND

## *Microsoft Dynamics NAV Meets All Your Core Business Needs*

Microsoft Dynamics NAV helps you drive your business wherever you want it to go — and however you want to get there. With Microsoft Dynamics NAV, you stay in control with fast access to accurate information. You respond quickly to customer demands and market changes, and you take care of business in the most efficient way possible. Microsoft Dynamics NAV frees you to focus on business.

For more information, download the fact sheets at [www.microsoft.com/dynamics/nav](http://www.microsoft.com/dynamics/nav) or your local Microsoft website. When you're ready, we'll put you in touch with a local Microsoft Certified Partner.



## **Microsoft**

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Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like and with familiar Microsoft software, automating and streamlining financial, customer relationship and supply chain processes in a way that helps you drive business success.

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