Inno | Solutions

...Inh. Alexander Nassl
Modernste Prozesse für Ihr Unternehmen!

Introducing

Inno | Solutions Dynamics 365 Advanced Sales S/C 2022

for small companies

Client Version: **Microsoft Dynamics 365 Sales Professional**

Database Version: **Release Wave 2/2022 (9.2.22051.00142)**

Internal Build: **1.1.1.0001**

Pre Release: **Yes**

Supported Regions: **As per Microsoft default globally/worldwide**
(https://dynamics.microsoft.com/de-de/availability-reports/georeport/)

Document History

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1.1	Alexander Nassl	02.06.2022	In Progress
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1.3	Alexander Nassl	04.06.2022	In Progress
1.4	Alexander Nassl	05.06.2022	In Progress
1.5	Alexander Nassl	06.06.2022	In Progress
1.6	Alexander Nassl	07.06.2022	In Progress

This document is introducing a specific market solution from an end-user perspective based on Microsoft Dynamics 365 Sales Professional designed and developed by Inno | Solutions, Inh. Alexander Nassl. The document cannot be used as administration guide, functional guide, technical guide, implementation guide, solution guide or manual. It contains examples to show functionality and features of this specific market solution. Due to different Dynamics 365 versions, features can differ slightly in regards to this document.

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I. Introduction

This document introduces **Inno | Solutions Dynamics 365 Advanced Sales for small companies as Pilot 1 version (1.1.1.0001)** from an end-user view based on Microsoft Dynamics 365 Sales Professional licenses which include Sales functionality, Service functionality and Financial functionality especially for small companies selling services and products. The target market are freelancers, self-employed persons or small companies without accounting purposes whereases the company itself or the Tax Advisor of the company will do the communication and regulation within the local Tax Department and Government. Companies with accounting purposes are recommended to use the Microsoft Dynamics 365 Business Central solution, Finance and Operations Apps solution, fitting Microsoft Industry solutions or other Microsoft solutions due to its specific requirements.

This application is mainly built to reduce the Sales, Service and Financial administrative expenditure to let the running company focus on its offered services itself not spending too much time on the internal business process design and to evaluate better decisions within the used data. It is built for companies with only one or a few end-users who work within this solution. Due to a highly flexible handling of the software the company can do financial evaluation as needed (no regulated companies). Auditing is possible anyway. The implementation contains two different types as non-automated or full-automated. By choosing the full-automated type, different functions and features will have an automated data entry instead of manual data entries.

Mainly, the following end-to-end processes are covered by this solution:
- ✓ Lead to Order
- ✓ Order to Cash
- ✓ Procure to Pay
- ✓ Issue to Resolution
- ✓ Record to Report

To get more information about the functional handling of these end-to-end processes it is recommended to use existing learning material (books, e-learning…). To maintain business needs of small companies the end-to-end processes in this solution are slimmed down to meet the objectives by using this application.

Moreover, the following sub-processes are covered by this solution:
- ✓ Bank and Cash Management
- ✓ Cash Flow Forecast
- ✓ Profit and Loss Calculation
- ✓ Account Management
- ✓ Contact Management
- ✓ Lead Management
- ✓ Opportunity Management
- ✓ Contract Management
- ✓ Quota Management
- ✓ Order Management
- ✓ Sales Invoice Management
- ✓ Purchase Invoice Management
- ✓ Credit Note Management

- ✓ Collection Management
- ✓ Case Management /Ticketing
- ✓ Product Management
- ✓ Document Management
- ✓ Activities Management

As mentioned above the solution does not book vouchers and does not support similar accounting functionality.

To get more information about the functional handling of these sub-processes it is recommended to use existing learning material (books, e-learning…). To maintain business needs of small companies the sub-processes in this solution are slimmed down to meet the objectives by using this application.

The solution mainly contains extensions in form of configurations without touching Dynamics 365 default functionalities except a few changes. The solution is reduced and/or extended to the Dynamics 365 by design processes and can be upgraded with higher Microsoft Dynamics licenses which is not foreseen. More information about Microsoft Dynamics 365 is available e.g., at https://www.microsoft.com or https://docs.microsoft.com/de-de/.

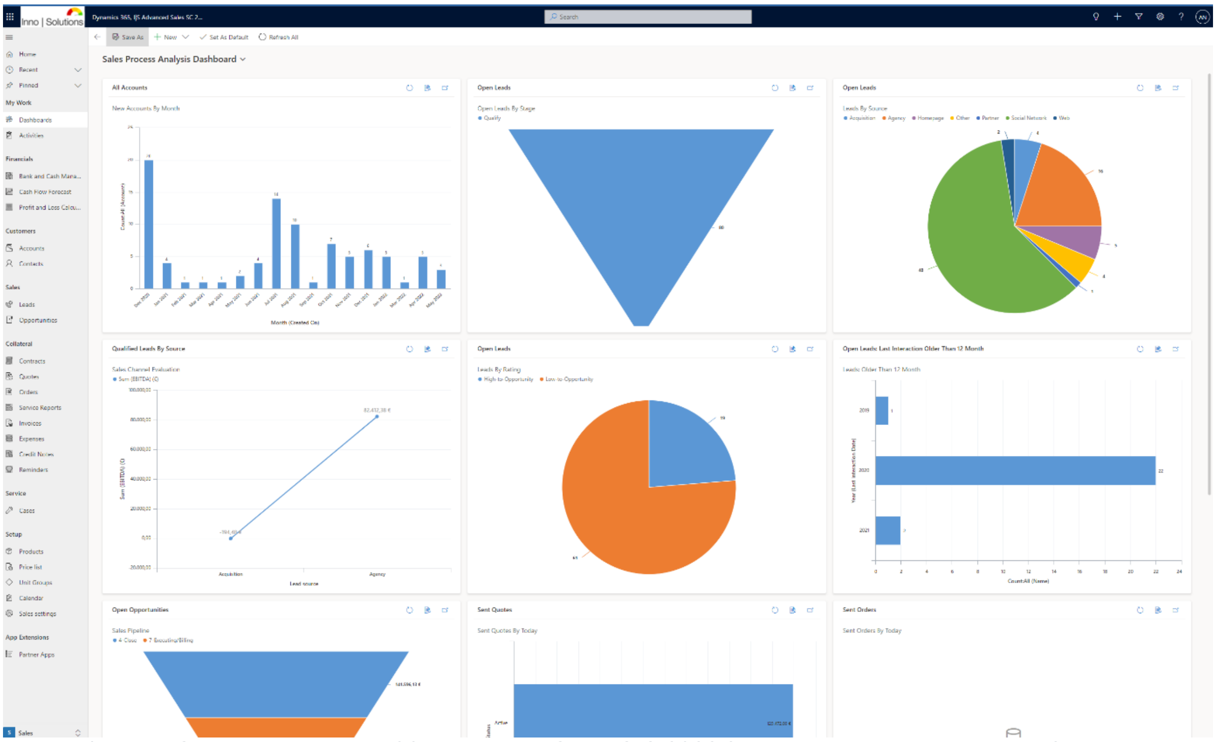

Figure 1: Inno | Solutions Dynamics 365 Advanced Sales S/C 2022 for small companies User Interface by opening the software

The overall tool to manage a business within this software solution are dashboards to get actual and complete insights into the most relevant business areas. The control therefore is handled through Dashboards (or “Business Reports”) which are the output of the data entrance. The following dashboards are included in this solution:

- ✓ Sales Process Analysis Dashboard

- ✓ Sales Analysis Dashboard
- ✓ Revision Analysis Dashboard
- ✓ Revenue Analysis Dashboard
- ✓ Profit Analysis Dashboard
- ✓ Expense Analysis Dashboard
- ✓ Cash Flow Forecast Dashboard
- ✓ Bank and Cash Balance Dashboard
- ✓ Data Quality Assurance Dashboard

As the reports are mainly filled with data from a manual data entry it is mandatory to have actual data in the software solution what leads to a recommended regular data entry by interval (e.g. daily). The following high-level business process structure is primarily used for the different data entries (if one step fails it will be handled as “canceled”):

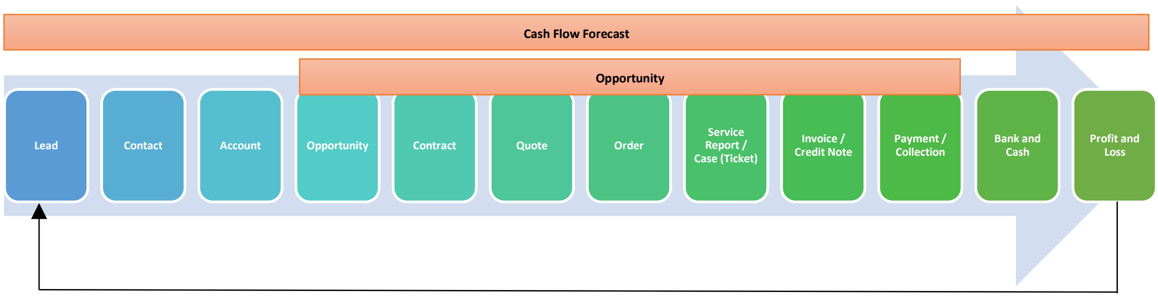

Figure 2: Inno | Solutions Advanced Sales S/C 2022 High-Level Business Processes

Whatever, each process can be handled standalone, too, to meet individual business needs.

This solution is not available as managed solution to install, neither as unmanaged solution to install. It will therefore be implemented and trained through Inno | Solutions, Inh. Alexander Nassl during a defined time range. The Microsoft Dynamics licenses are presupposed and not included in this solution. More information about rates and prices or Dynamics 365 Consulting are available at: www.inno-solutions.de or by inquiry to anassl@inno-solutions.info. Rates and Prices for the Microsoft Dynamics 365 licenses can e.g., be fetched directly from Microsoft.

II. Dashboards

As the Dashboards (or “Business Reports”) are the leading tool to control the company in this solution the most common encounters are included as described in this section below. Core functionality is to analyze, model, filter, sort and break down the visuals into smaller level until a transaction is reached. Within Pre-Defined templates in the solution .xlsx and .docx files can be created automatically for further processing.

The objective is to make better decisions within the available data in the tailored Record-to-Report processes.

1) Sales Process Analysis Dashboard

The Sales Process Analysis Dashboard in this solution contains common encounters like *New Accounts By Month*, *Open Leads By Stage*, *Leads By Source*, *Sales Channel Evaluation*, *Leads By Rating*, *Leads Older Than 12 Month*, *Sales Pipeline*, *Sent Quotes By Today*, *Sent Orders By Today* and *Cases By Status* and gives therefore actual insights into the Lead-to-Order and Issue-to-Resolution processes.

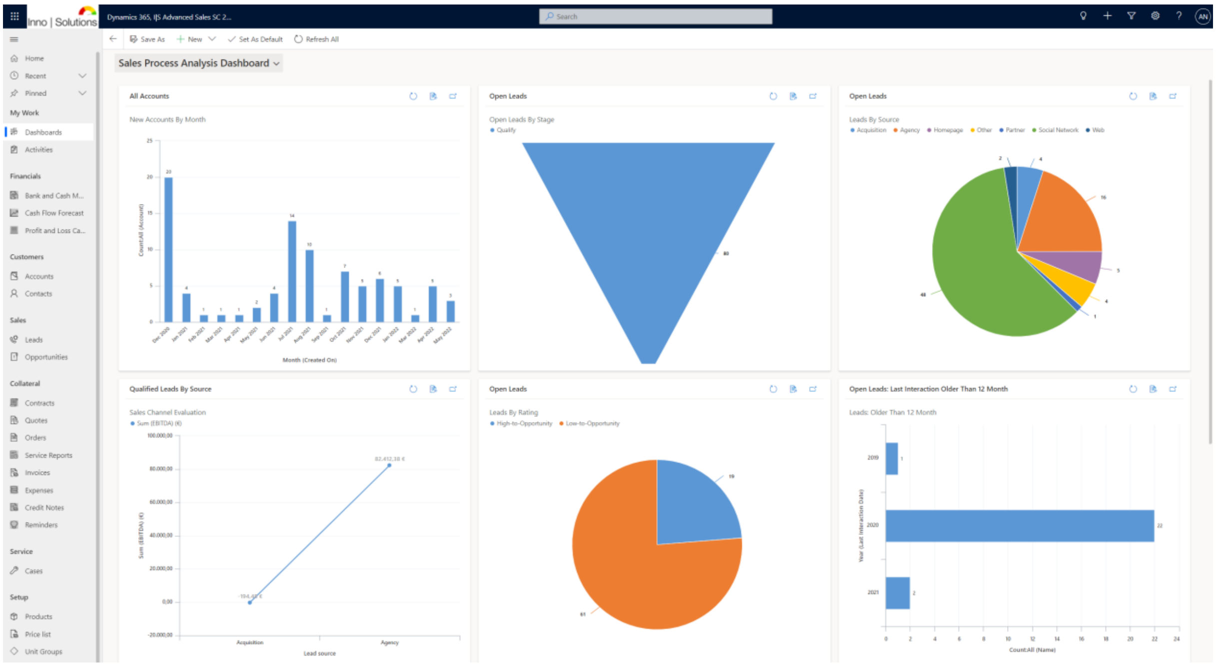

Figure 3: I|S Sales Process Analysis Dashboard 1-2

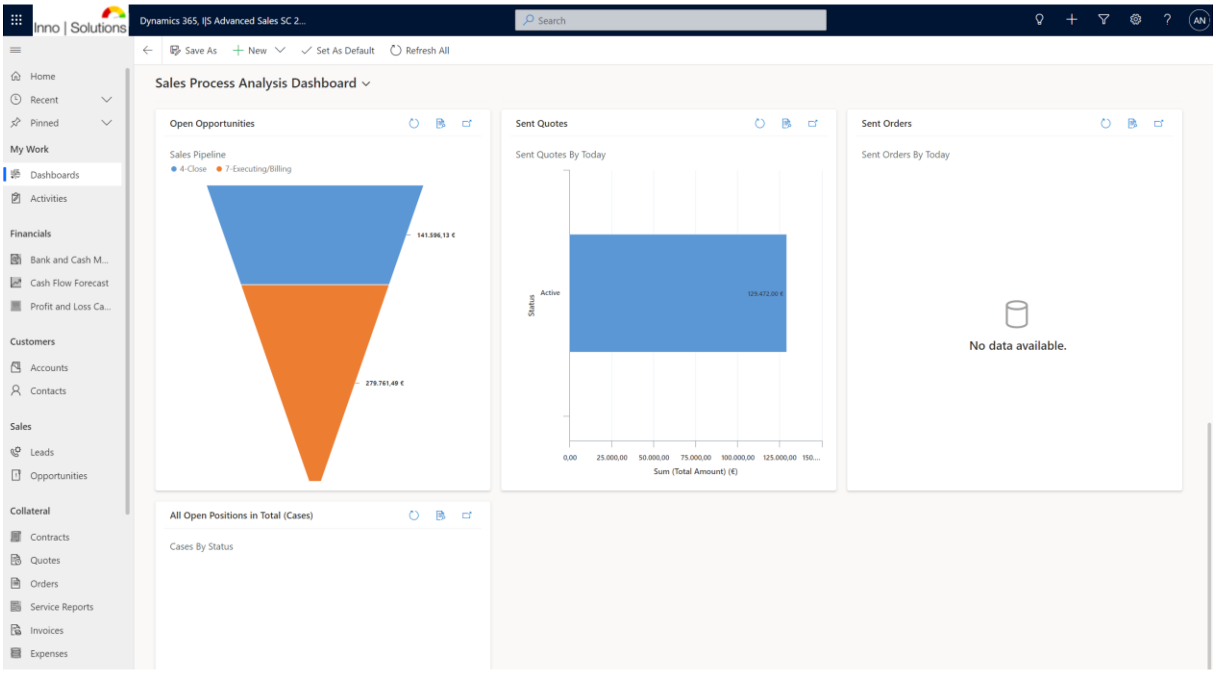

Figure 4: I|S Sales Process Analysis Dashboard 2-2

The Sales Process Analysis Dashboard lets break down to the Sales Analysis Dashboard by following the application structure and can be used standalone. Moreover, it is used to maintain Cash Flow Forecasts.

2) Sales Analysis Dashboard

The Sales Analysis Dashboard in this solution contains common information like *Open Leads*, *Open Opportunities*, *Open Activities* and *Scheduled Activities* in list form and gives therefore actual insights into the Lead-to-Order processes.

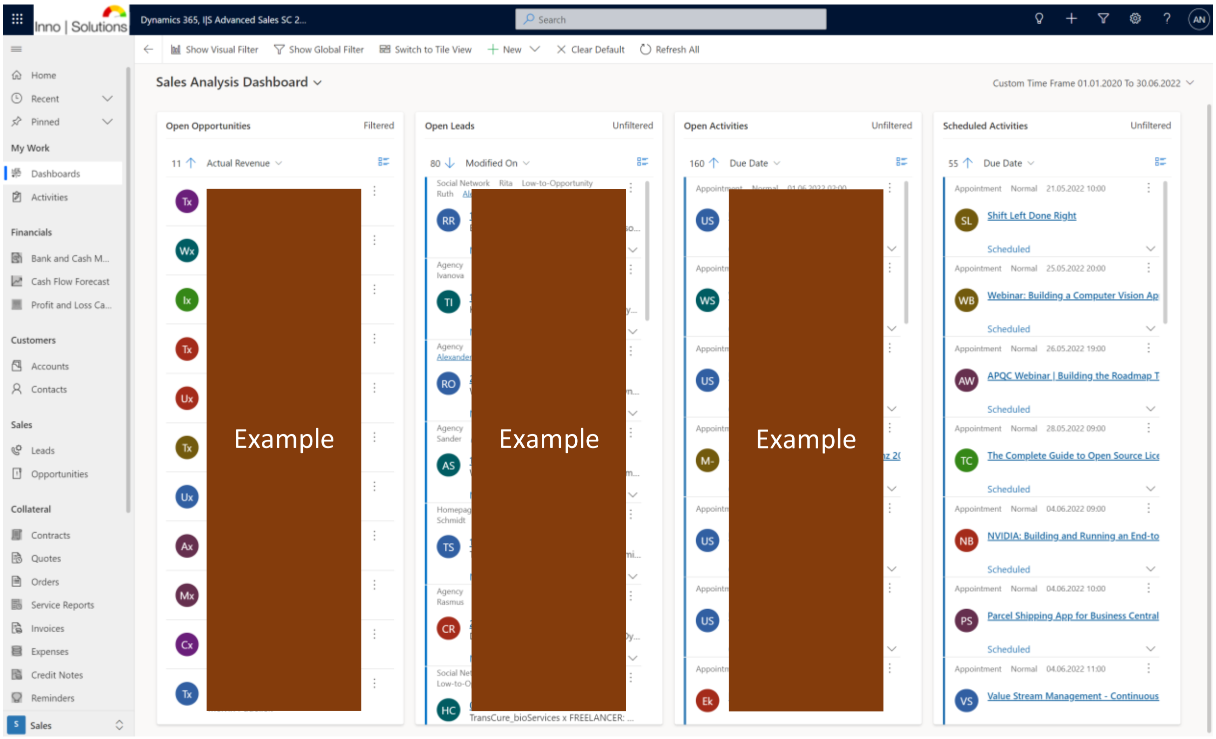

Figure 5: I|S Sales Analysis Dashboard

The Sales Analysis Dashboard lets break down to the Revision Analysis Dashboard by following the application structure and can be used standalone. Moreover, it is used to maintain Cash Flow Forecasts.

3) Revision Analysis Dashboard

The Revision Analysis Dashboard in this solution shows ongoing work encounters like *Open Service Reports*, *Fulfilled Service Reports*, *Sent Service Reports* and *Invoiced Service Reports* and gives therefore actual insights into the Order-to-Cash and Issue-to-Resolution processes.

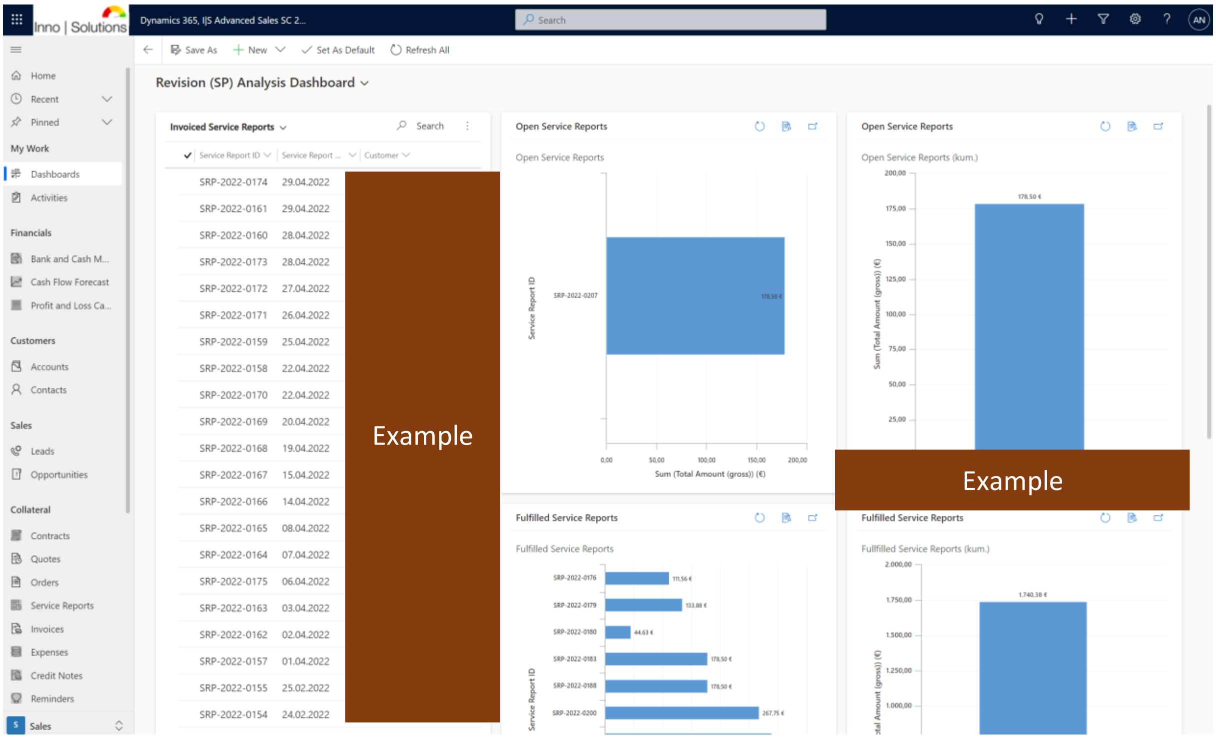

Figure 6: I|S Revision Analysis Dashboard 1-2

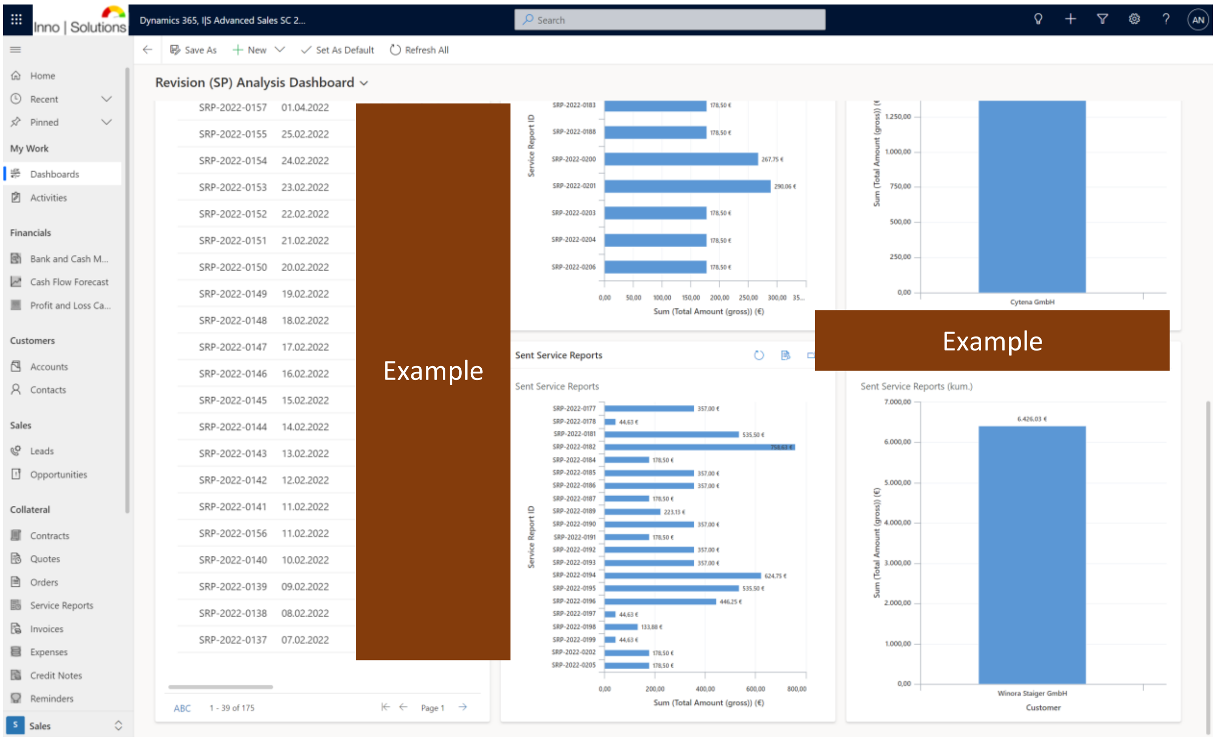

Figure 7: I|S Revision Analysis Dashboard 2-2

The Revision Analysis Dashboard lets break down to the Revenue Analysis Dashboard by following the application structure and can be used standalone. Moreover, it is used to maintain Cash Flow Forecasts.

4) Revenue Analysis Dashboard

The Revenue Analysis Dashboard in this solution contains classic encounters like *Sales Pipeline*, *Opportunities By State*, *Estimated Revenue By Customer*, *Accounts By Actual Revenue*, *Open Positions By Today (Invoices)*, *Open Positions By Today (Credit Notes)*, *Open Positions By Today (Accumulated)*, *Overdue Invoices to Date* and *Overdue Credit Notes to Date* and gives therefore actual insights into the Order-to-Cash processes.

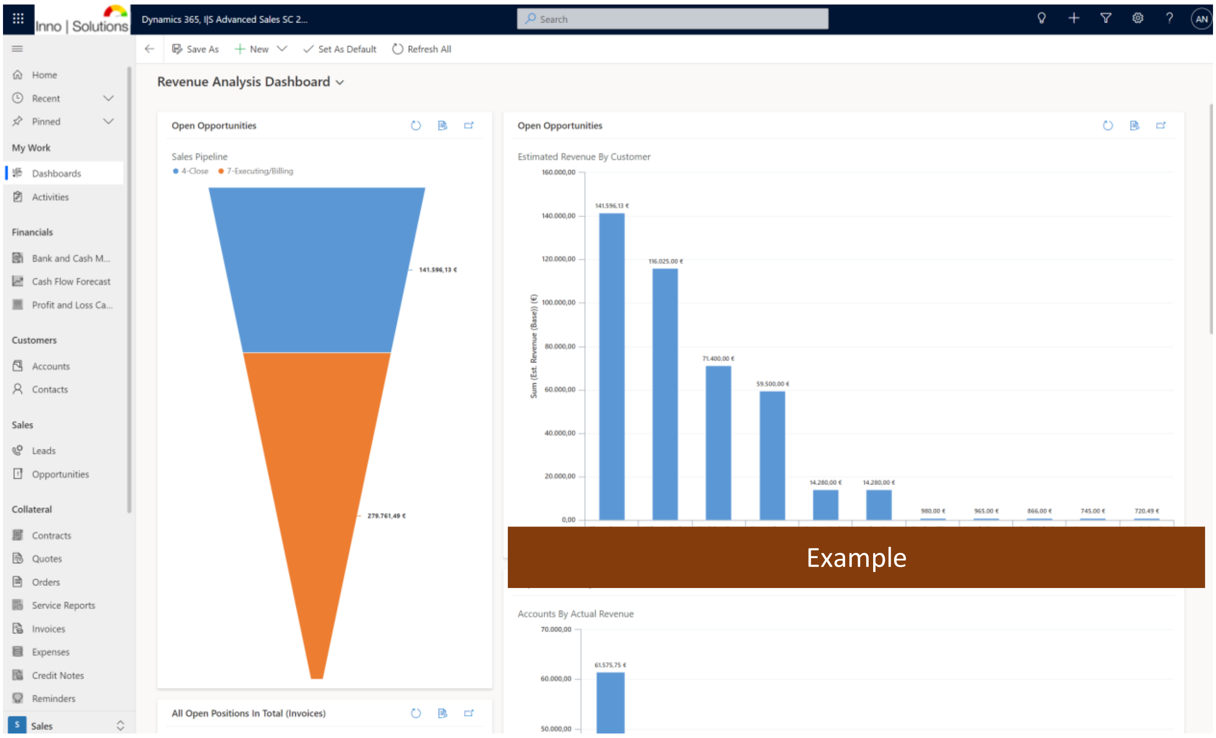

Figure 8: I|S Revenue Analysis Dashboard 1-3

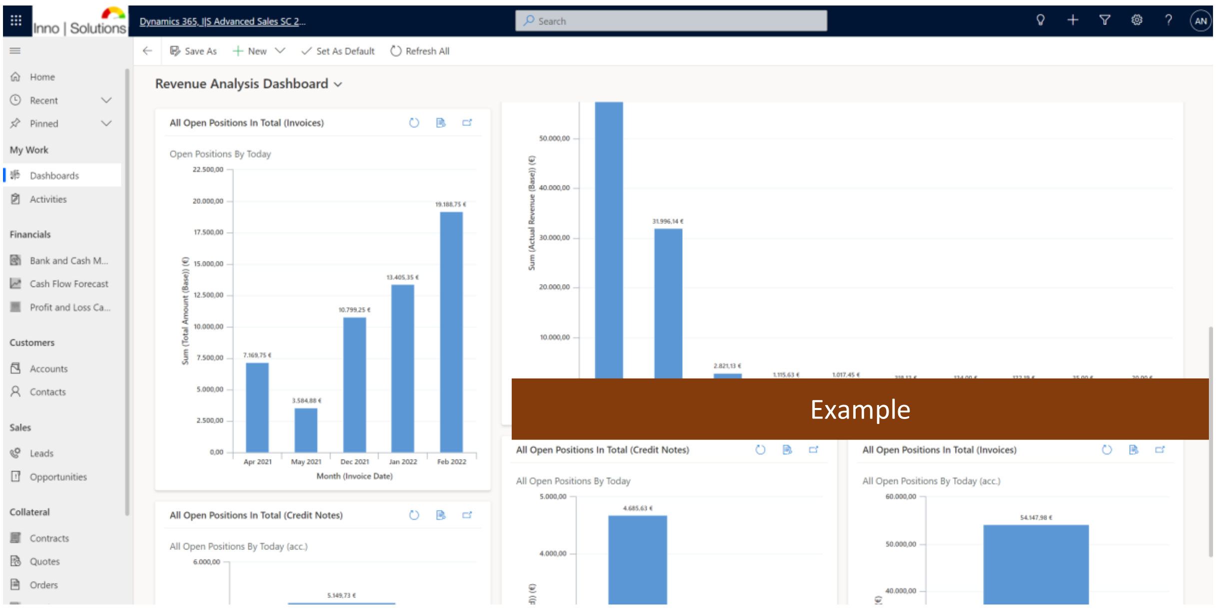

Figure 9: I|S Revenue Analysis Dashboard 2-3

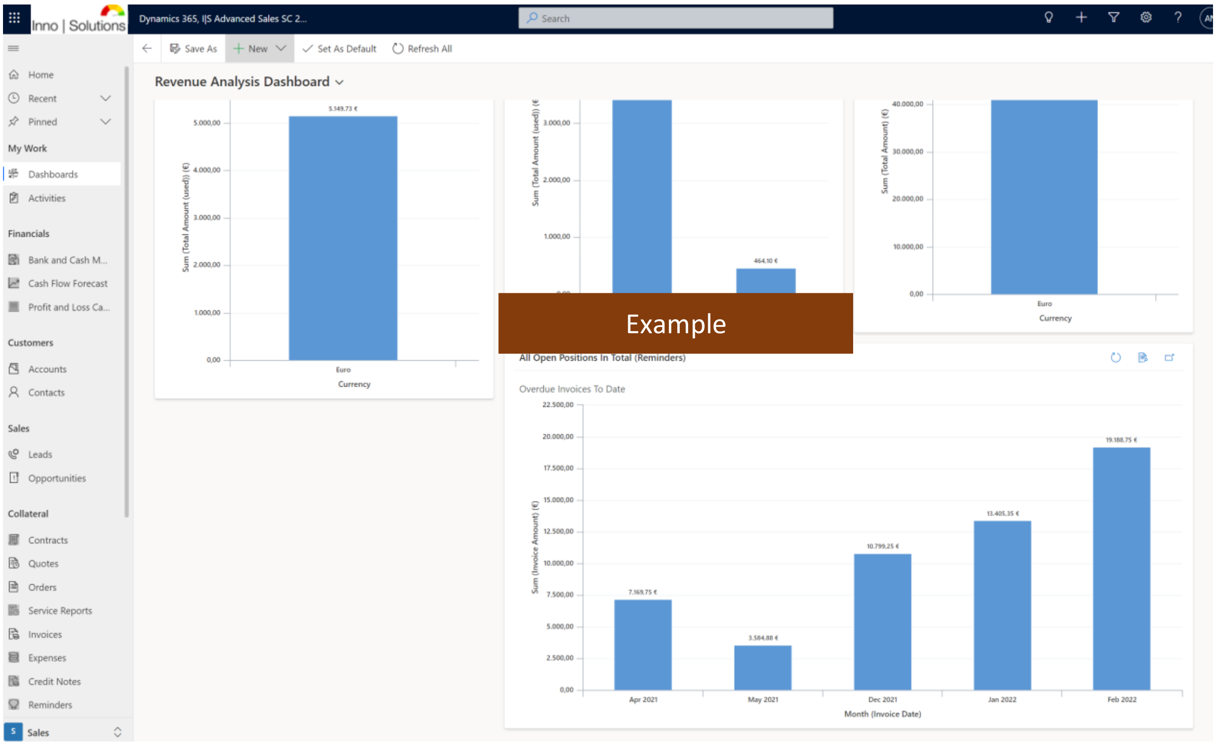

Figure 10: I|S Revenue Analysis Dashboard 3-3

The Revenue Analysis Dashboard lets break down to the Profit Analysis Dashboard by following the application structure and can be used standalone. Moreover, it is used to maintain Cash Flow Forecasts.

5) Expense Analysis Dashboard

The Expense Analysis Dashboard in this solution gives information about business costs and investments per interval such as *Open Expenses By Today*, *Overdue Expenses To Date*, *Paid Expenses By Year*, *Paid Expenses By Month*, *Forecasted Expenses By Month* and *Forecasted Expenses By Year* and gives therefore actual insights into the Procure-to-Pay processes.

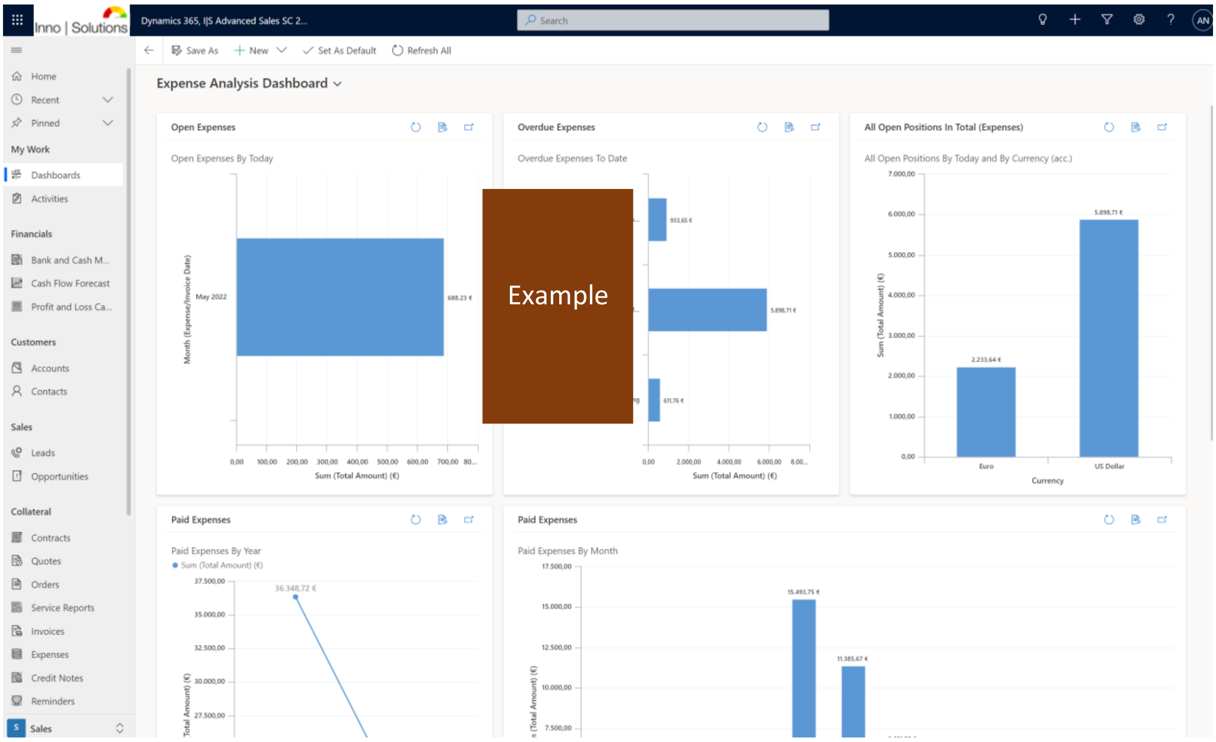

Figure 11: I|S Expense Analysis Dashboard 1-2

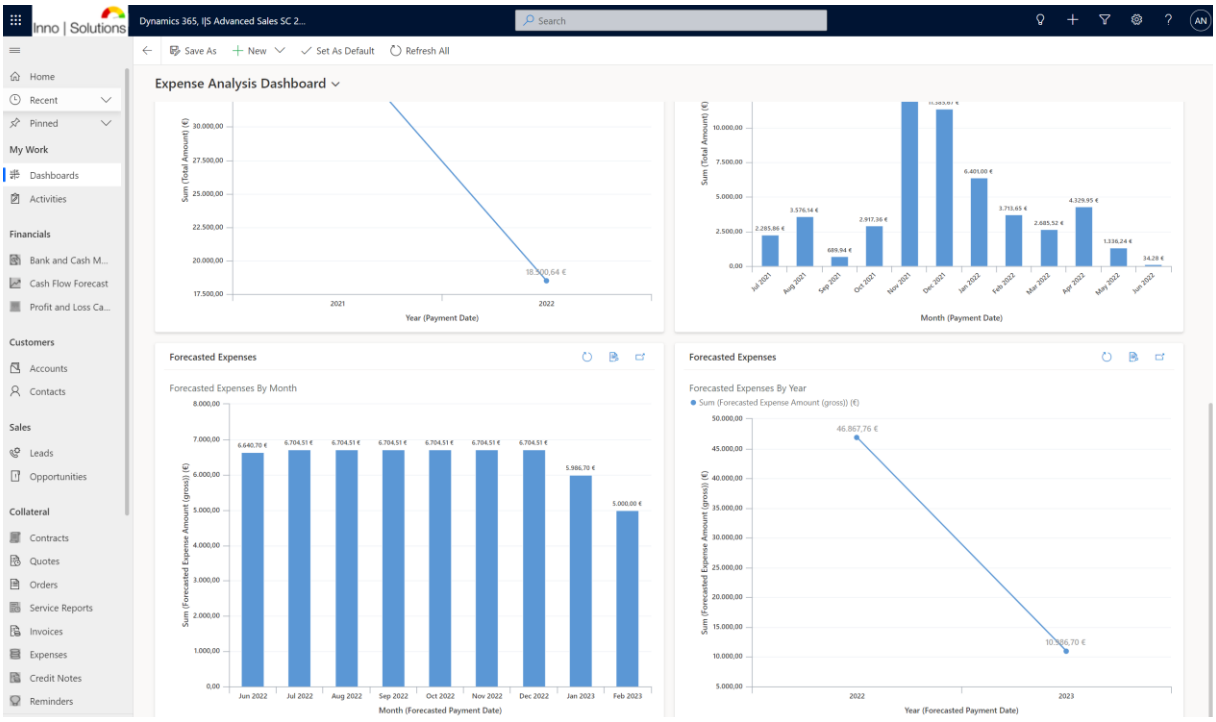

Figure 12: I|S Expense Analysis Dashboard 2-2

The Expense Analysis Dashboard lets break down to the Profit Analysis Dashboard by following the application structure and can be used standalone. Moreover, it is used to maintain Cash Flow Forecasts.

6) Profit Analysis Dashboard

The Profit Analysis Dashboard in this solution contains information about profit & loss per customer/project like *EBITDA Per Customer*, *EBIT Per Customer*, *EBT Per Customer*, *Total Profit Per Customer* and *Total Return on Sales* and gives therefore actual insights into the profitability of the company.

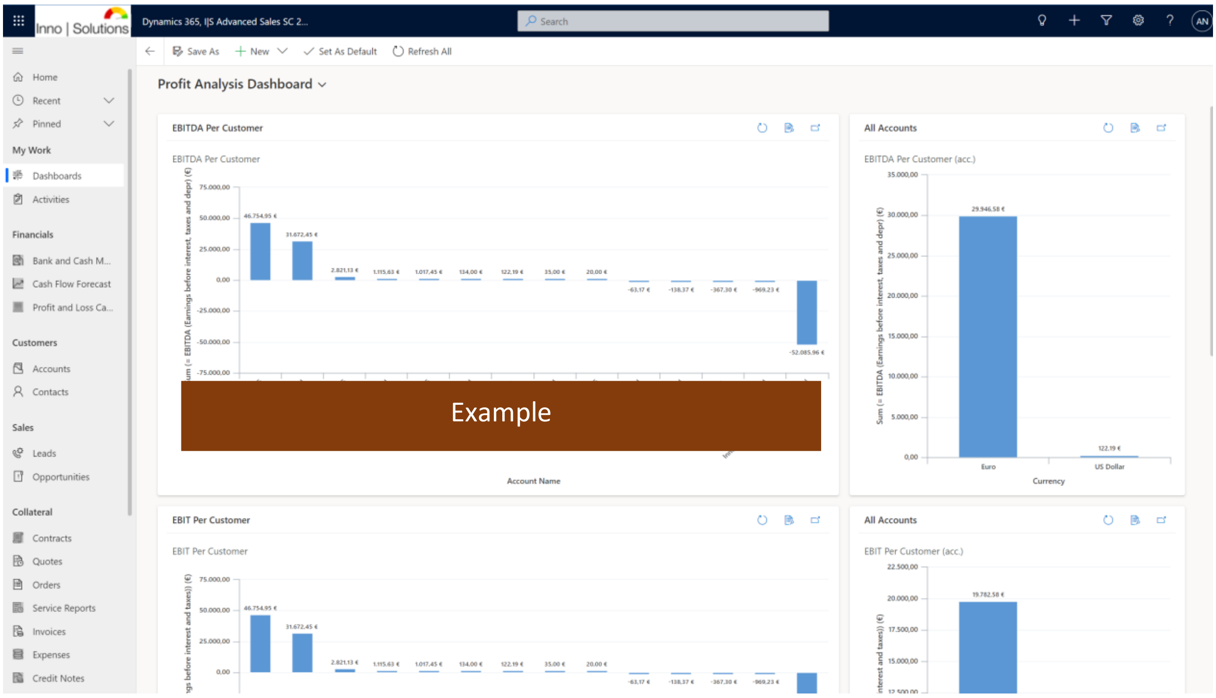

Figure 13: I|S Profit Analysis Dashboard 1-2

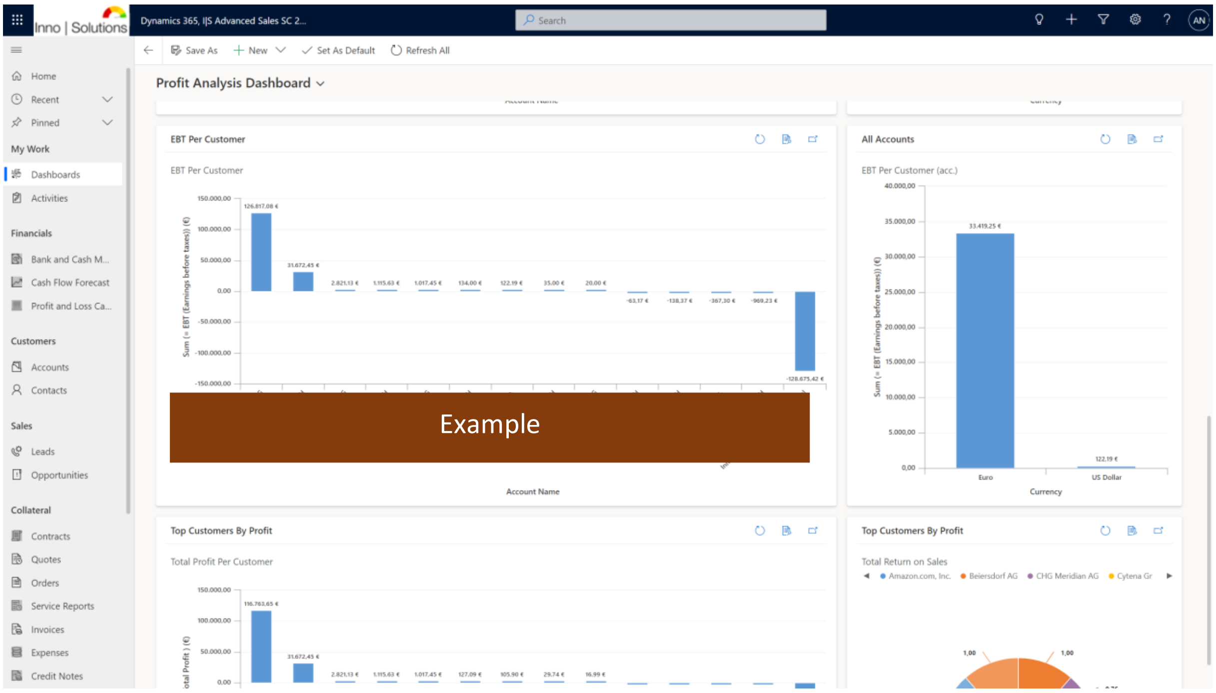

Figure 14: I|S Profit Analysis Dashboard 2-2

The Profit Analysis Dashboard lets break down to the Bank and Cash Balance Dashboard by following the application structure and can be used standalone. Moreover, it is used to maintain Cash Flow Forecasts.

7) Bank and Cash Balance Dashboard

The Bank and Cash Balance Dashboard in this solution includes data about actual Bank and Cash amounts in an interval. It includes encounters like *Cash Amount to Date*, *Bank-Amount to Date* and *Bank and Cash Amount to Date* and gives therefore information about the liquidity of the company.

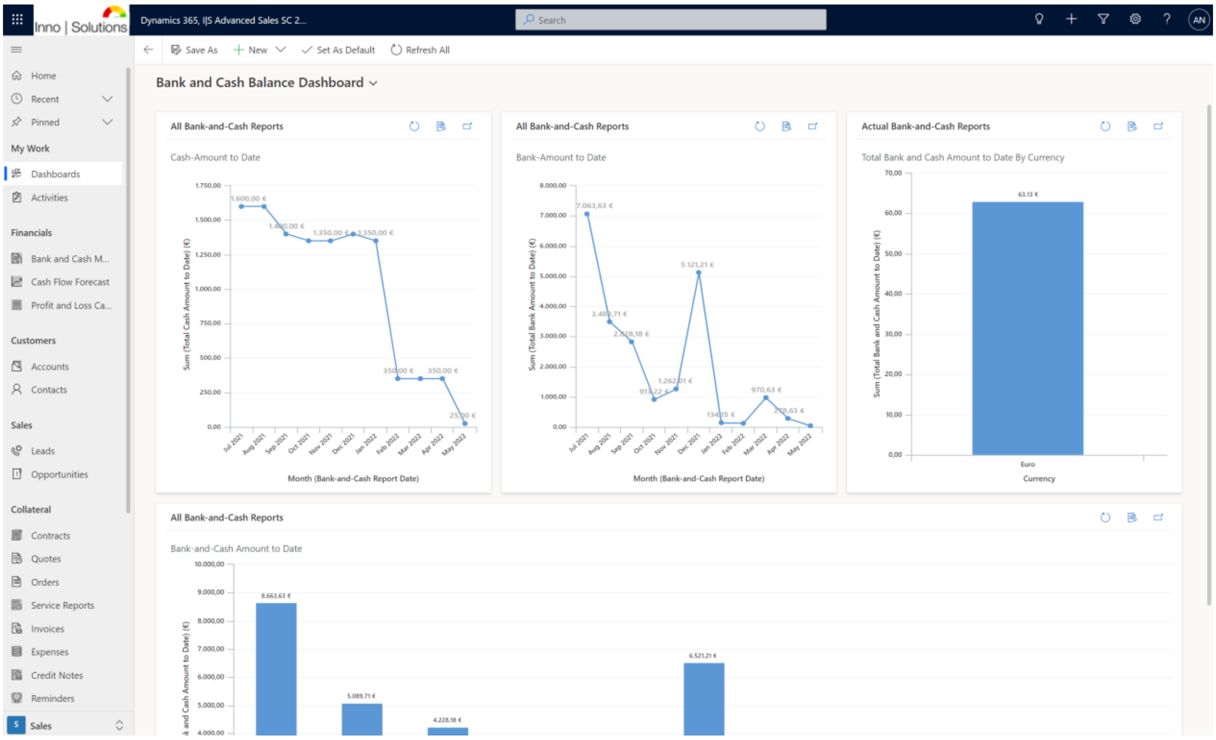

Figure 15: I|S Bank and Cash Balance Dashboard

The Bank and Cash Balance Dashboard lets break down to the Cash Flow Forecast Dashboard by following the application structure and can be used standalone. Moreover, it is used to maintain Cash Flow Forecasts.

8) Cash Flow Forecast Dashboard

The Cash Flow Forecast Dashboard in this solution gives information about actual Bank and Cash Balances plus Forecasted Revenue and minus Forecasted Cost in an interval and gives therefore an outlook of one or more business scenarios in the future. It contains encounters such *Bank and Cash Amount to Date*, *Total Forecasted Revenue to Date*, *Total Forecasted Expenses to Date*, *Cash Flow Forecast to Date* and *Cash Flow Range By Month*.

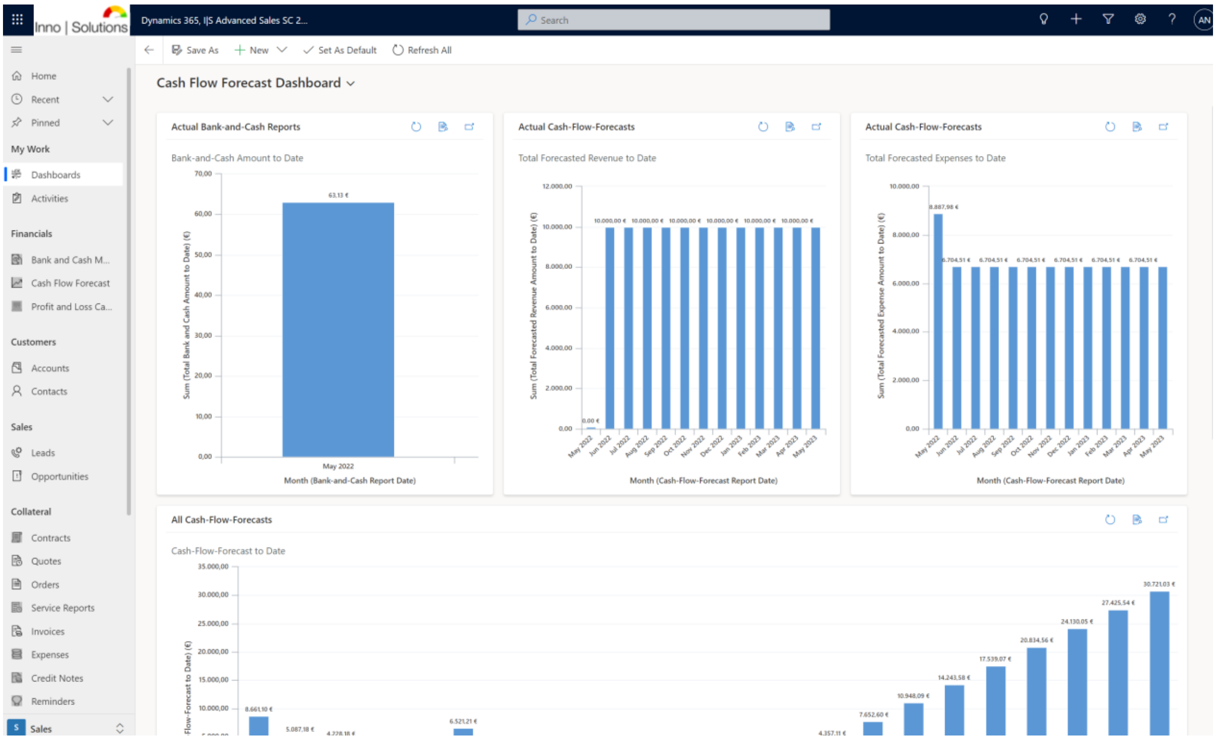

Figure 16: I|S Cash Flow Forecast Dashboard 1-2

Figure 17: I|S Cash Flow Forecast Dashboard 2-2

The Cash Flow Forecast Dashboard builds up the end process such as the start process in an interval and is used standalone by following the application structure.

III. Sales

The Sales components of this solution contains Account Management, Contact Management, Lead Management, Opportunity Management, Contract Management, Quota Management and Order Management and are primarily executed as process.

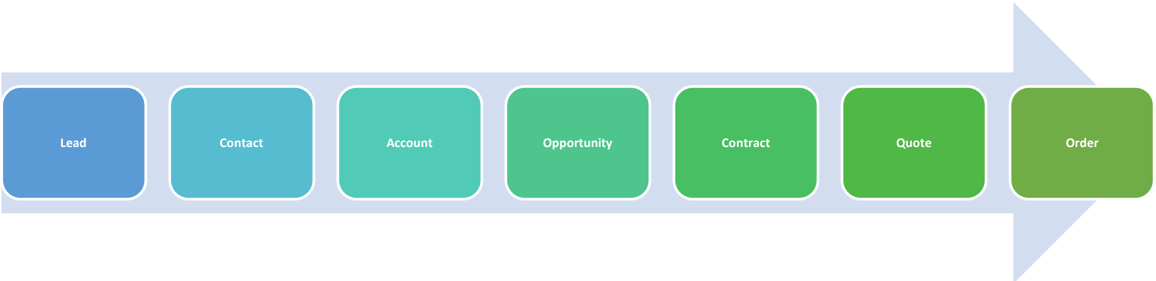

Figure 18: Inno | Solutions Dynamics 365 Advanced Sales S/C 2022 High-Level Sales Processes

Each process can be handled standalone, too, to meet individual business needs. To ensure efficient or effective work performance on different tasks, this solution uses defined views. Every transaction contains relevant relationships into other tables to ensure easy and efficient or effective handling by showing, looking up or adding needed other created data entrances. By using the full-automated type defined transactions and/or field values will be created and/or filled automatically. Within Pre-Defined templates in this solution .xlsx and .docx file can be created automatically for further processing.

The objective is to reduce administrative expenditure within manual and/or automatic data entrance due to the combination of business processes in one system for the Lead-to-Order processes.

1) Account Management

The Account Management in this solution includes information about company accounts and customers. It provides information about the company, revenue, cost, profit and some other details. The following views are used for the Account Management:

- *All Accounts*
- *Active Accounts*
- *Inactive Accounts*

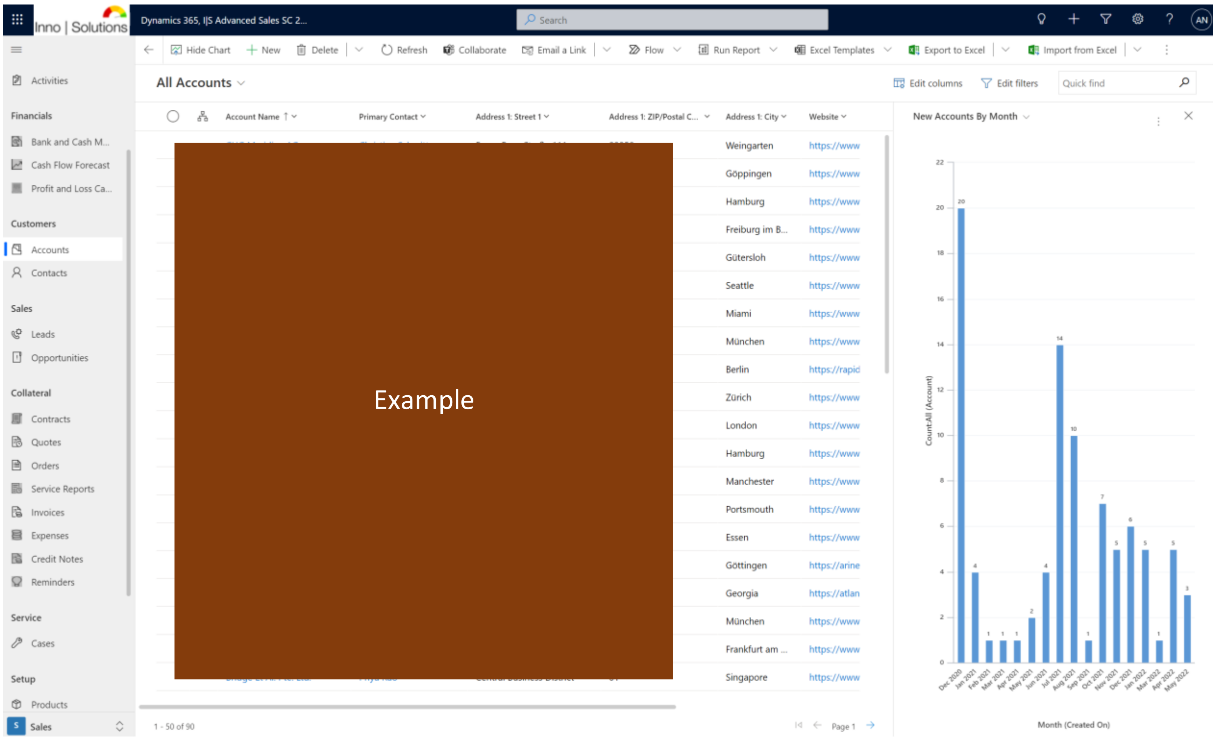

Figure 19: I|S Account Management list view (All Accounts)

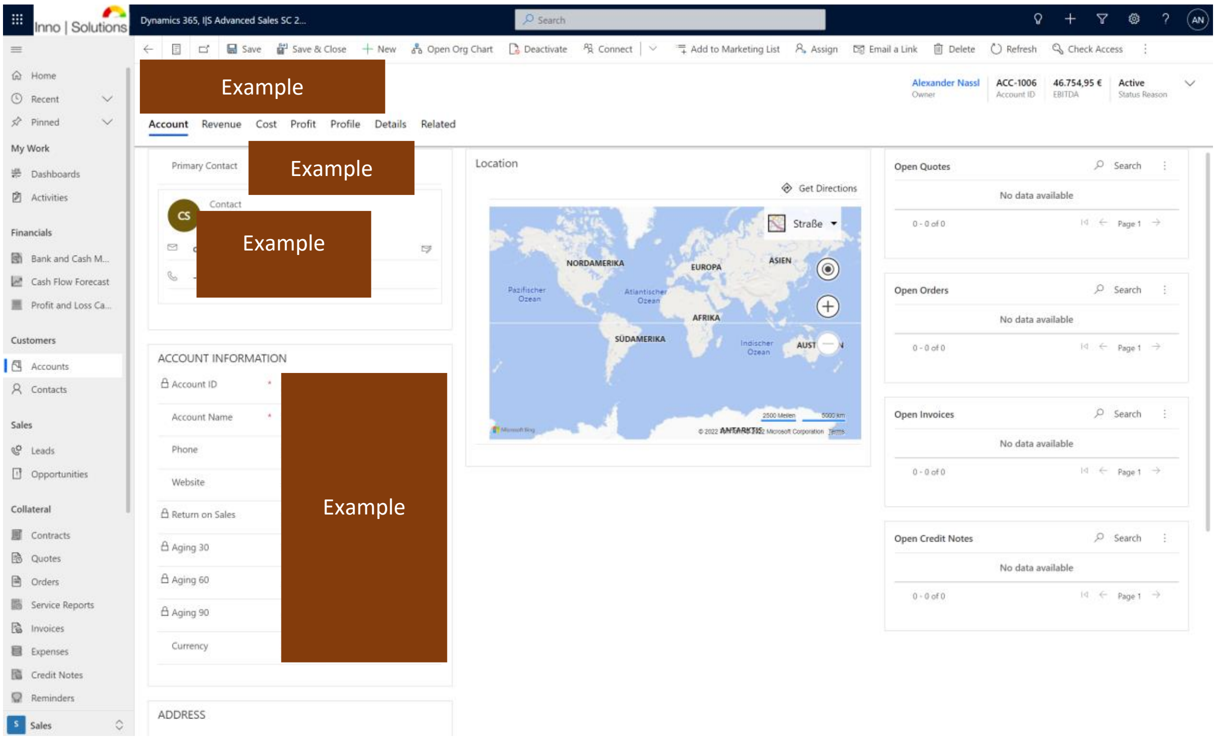

Figure 20: I|S Account Management form view 1-6

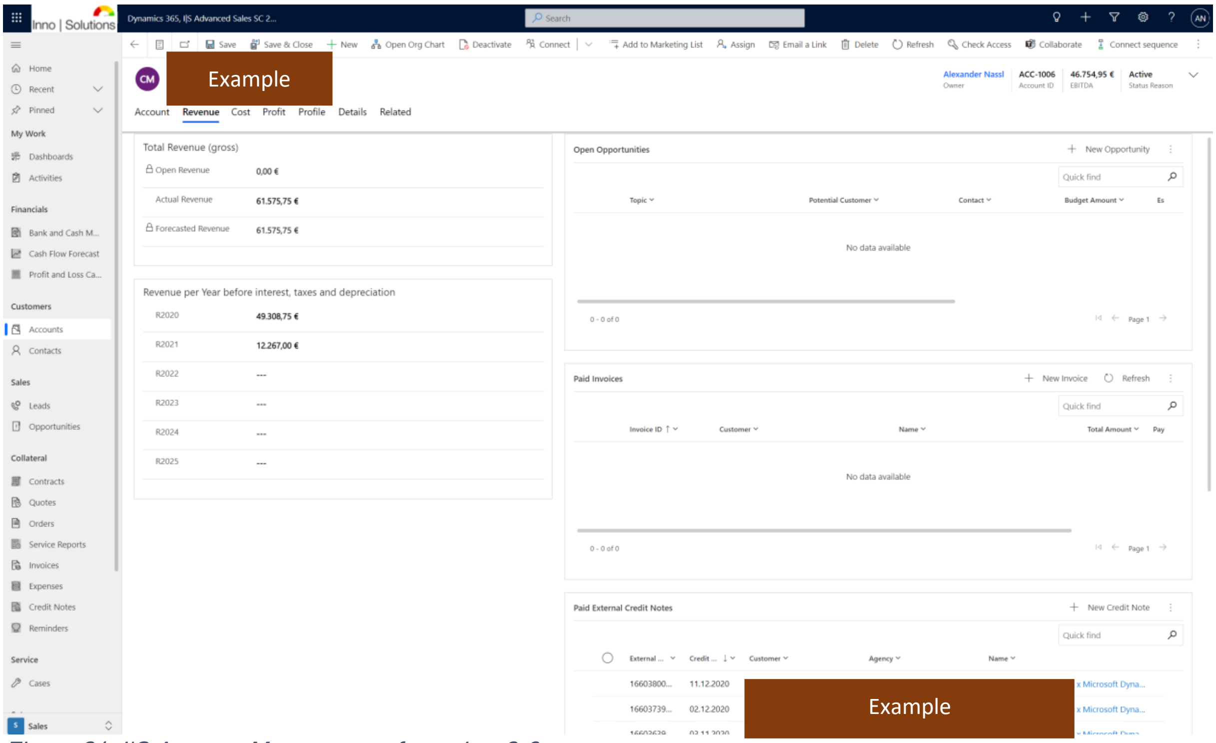

Figure 21: I|S Account Management form view 2-6

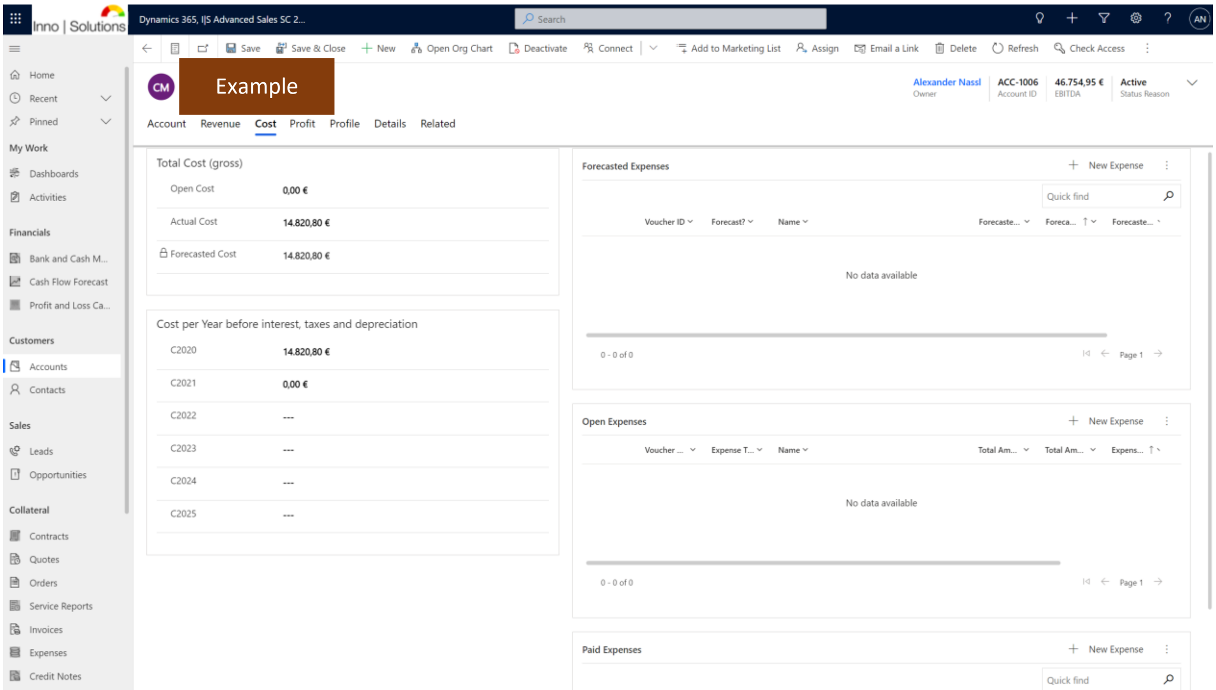

Figure 22: I|S Account Management form view 3-6

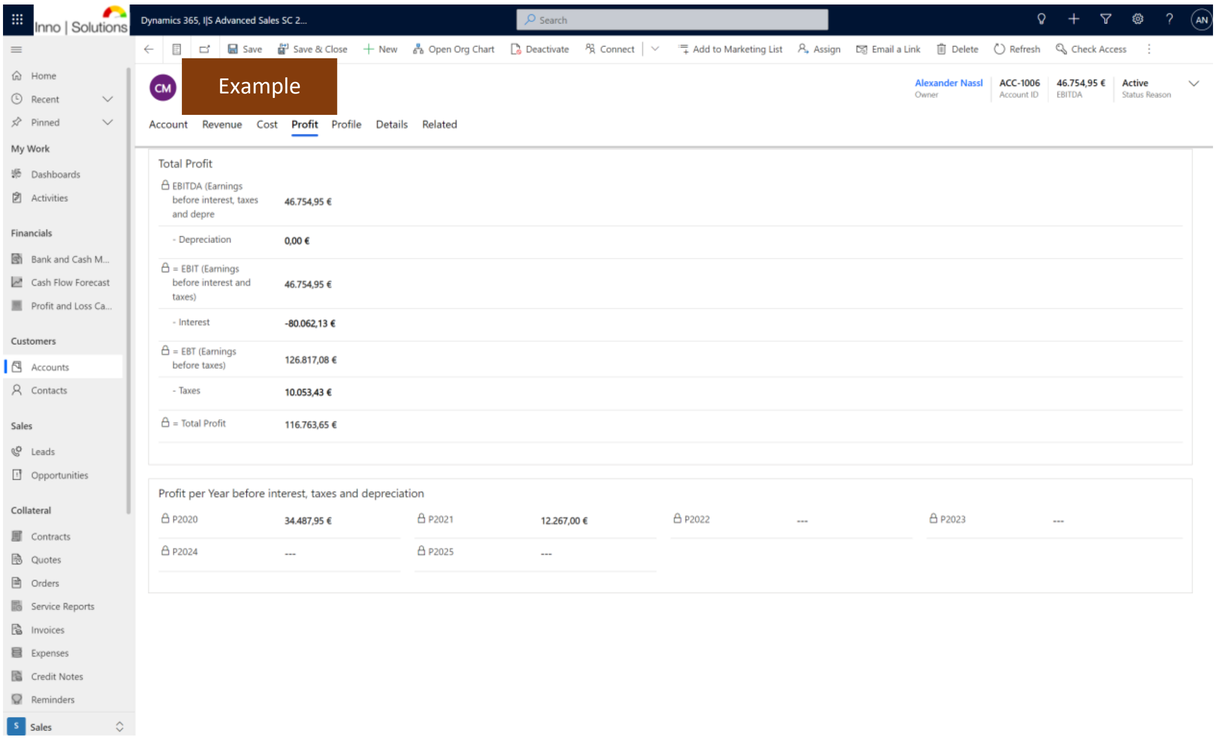

Figure 23: I|S Account Management form view 4-6

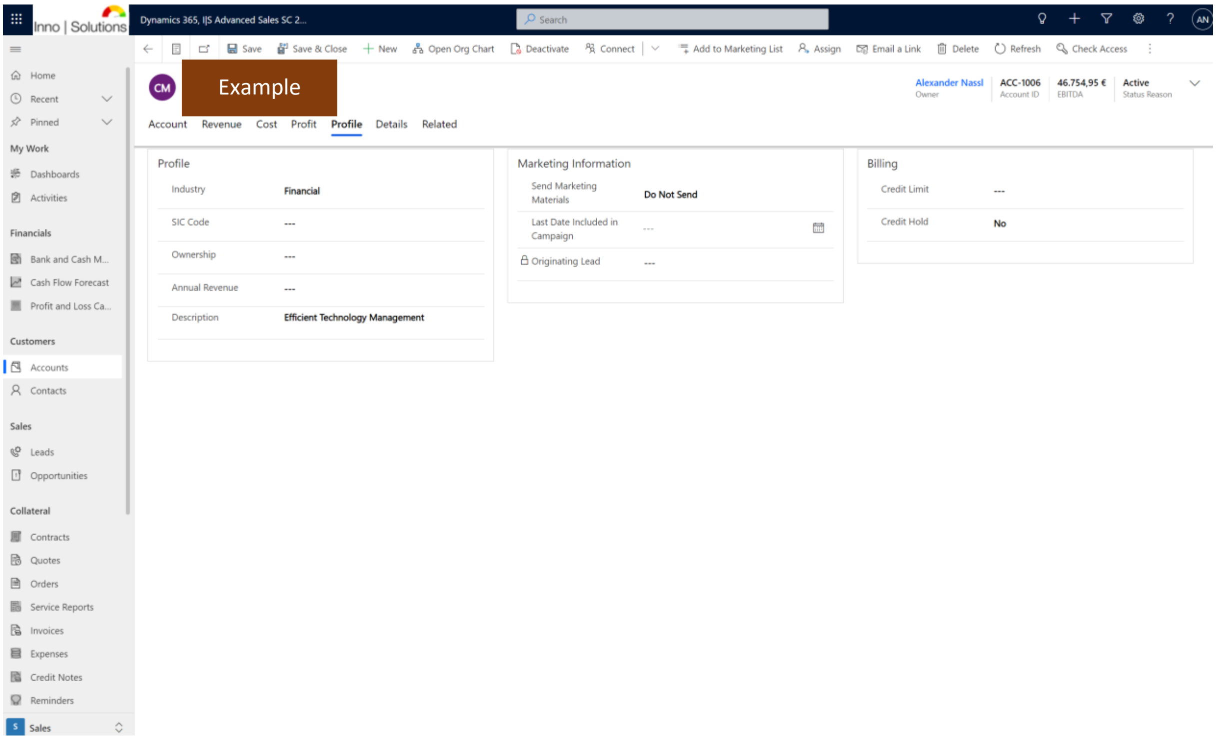

Figure 24: I|S Account Management form view 5-6

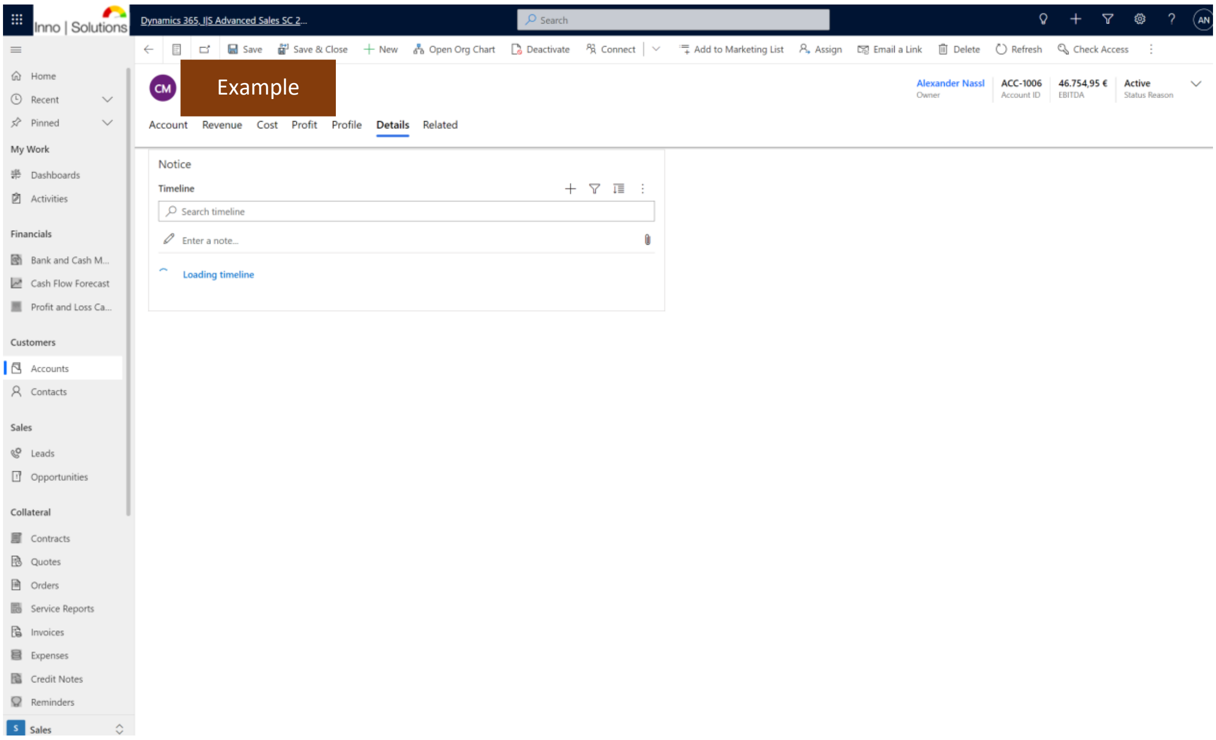

Figure 25: I|S Account Management form view 6-6

The solution provides “no account without a lead” what means that accounts can only be created with a lead. Every company is therefore seen as potential customer.

2) Contact Management

The Contact Management in this solution contains information about contacts and the relationship such as classifications. Interactions with contacts can be automatically imported into the timeline by using the Microsoft Outlook integration. It contains general contact information and profile information. The following views are used for the Contact Management:

- *All Contacts*
- *Active Contacts*
- *Inactive Contacts*

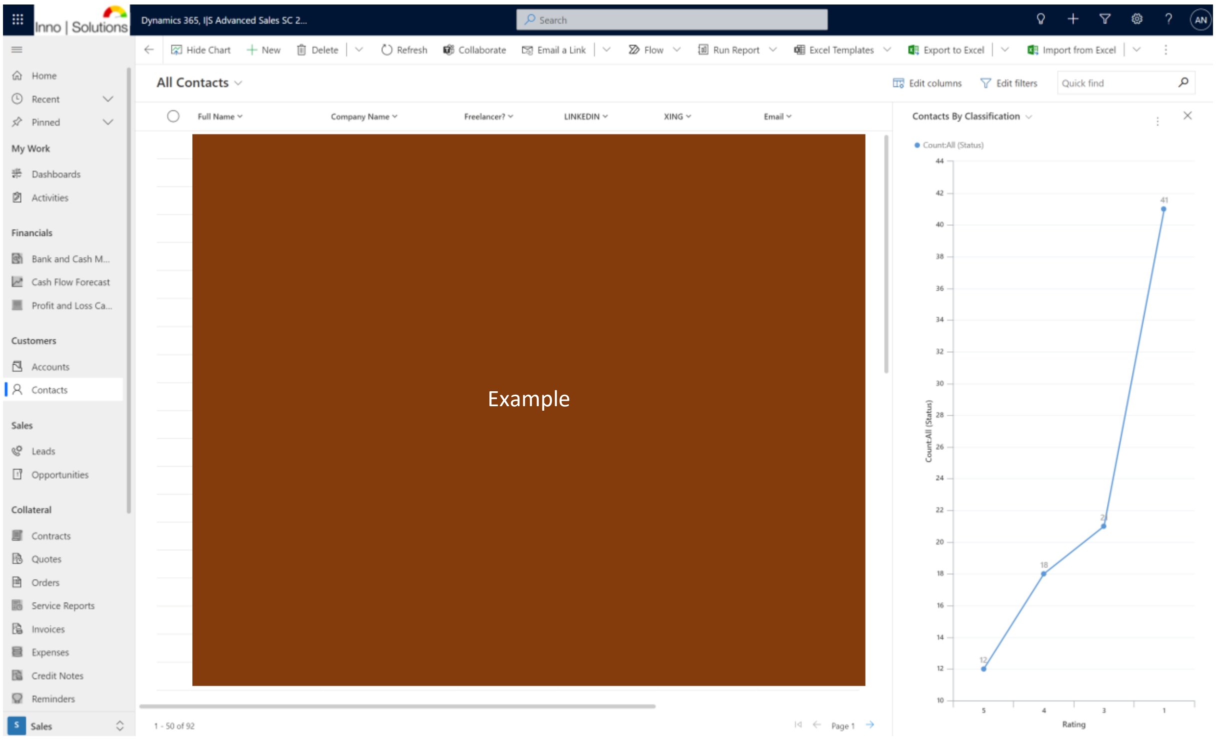

Figure 26: I|S Contact Management list view (All Contacts)

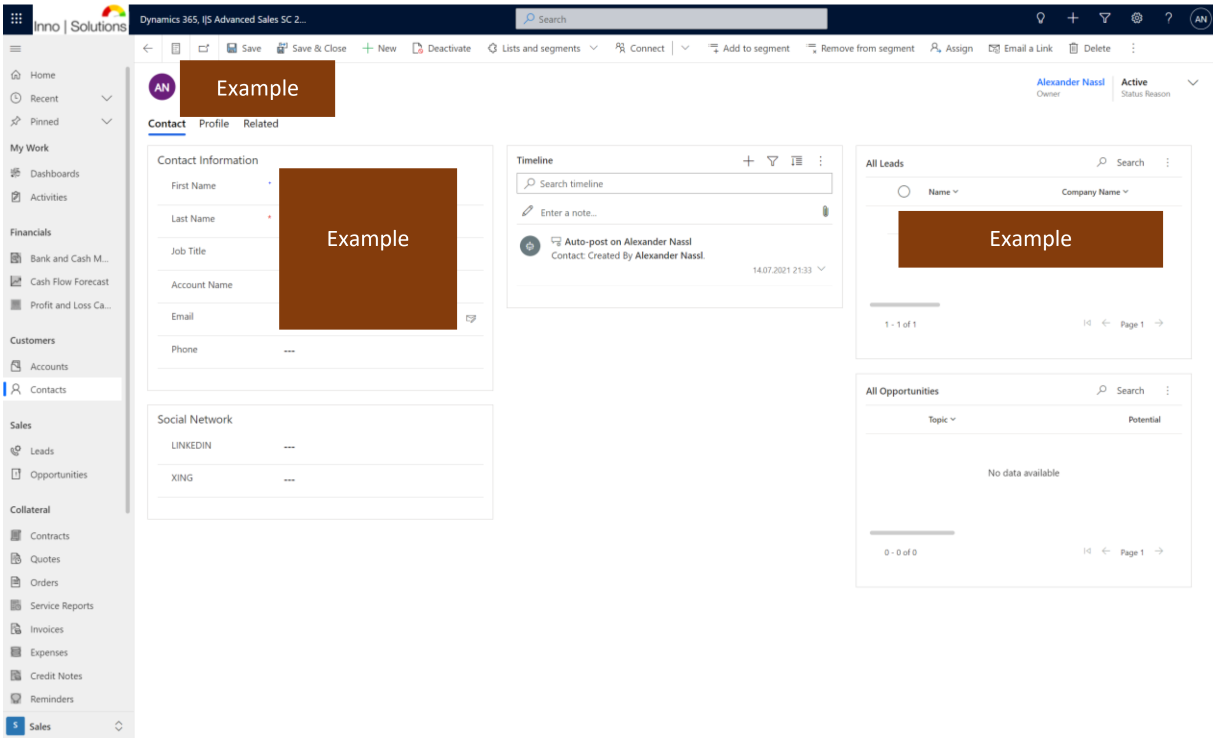

Figure 27: I|S Contact Management form view 1-2

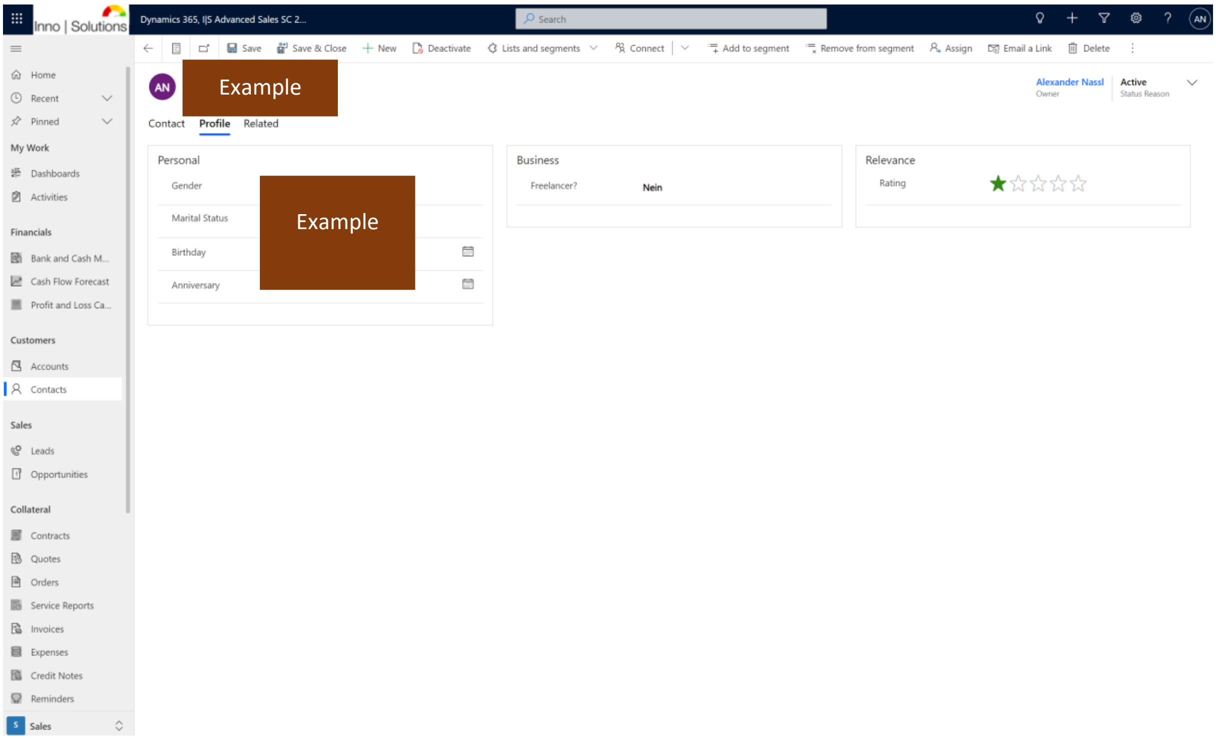

Figure 28: I|S Contact Management form view 2-2

3) Lead Management

The Lead Management within this solution contains information about incoming leads in general and detailed. The leads contain classification to evaluate which kind of inquiry is coming in. It is shared into agencies (Recruitment) and companies. The following views are used to handle the lead management:

- *All Leads*
- *Open Leads*
- *Open Leads (Agencies)*
- *Open Leads (Companies)*
- *Open Leads: Last Interaction Older Than 12 Month*
- *Qualified Leads By Source*

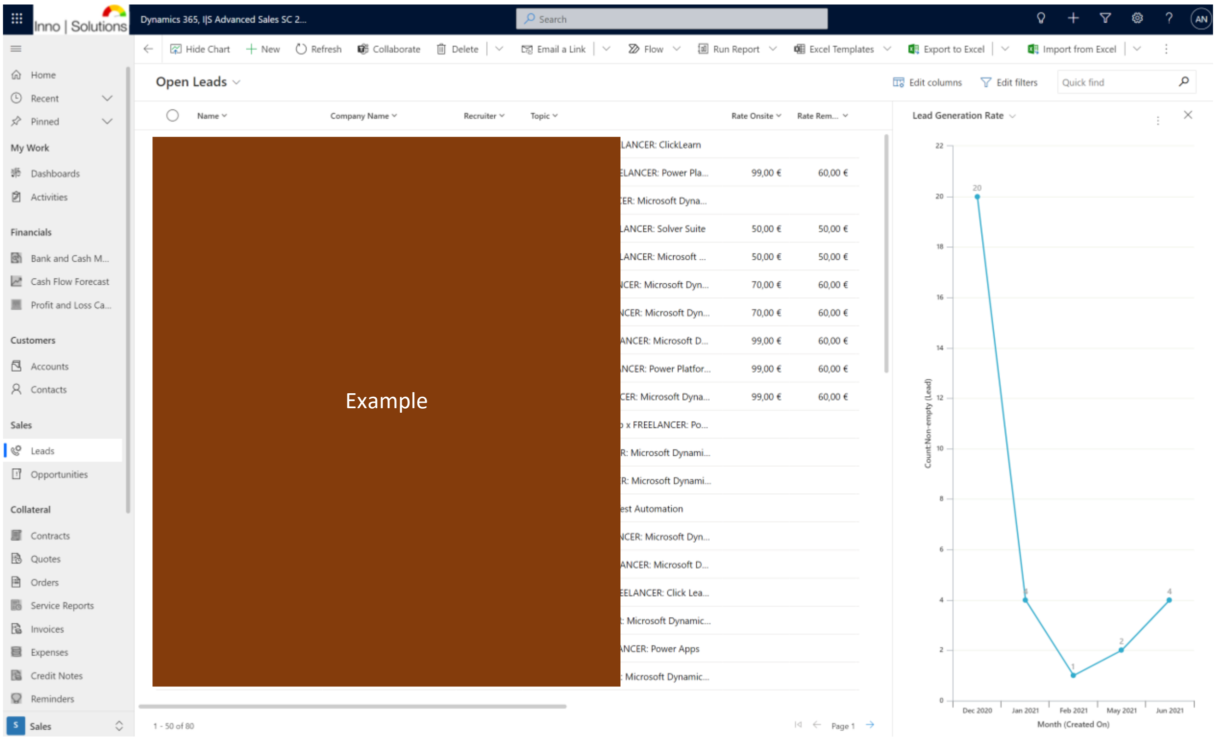

Figure 29: I|S Lead Management list view (Open Leads)

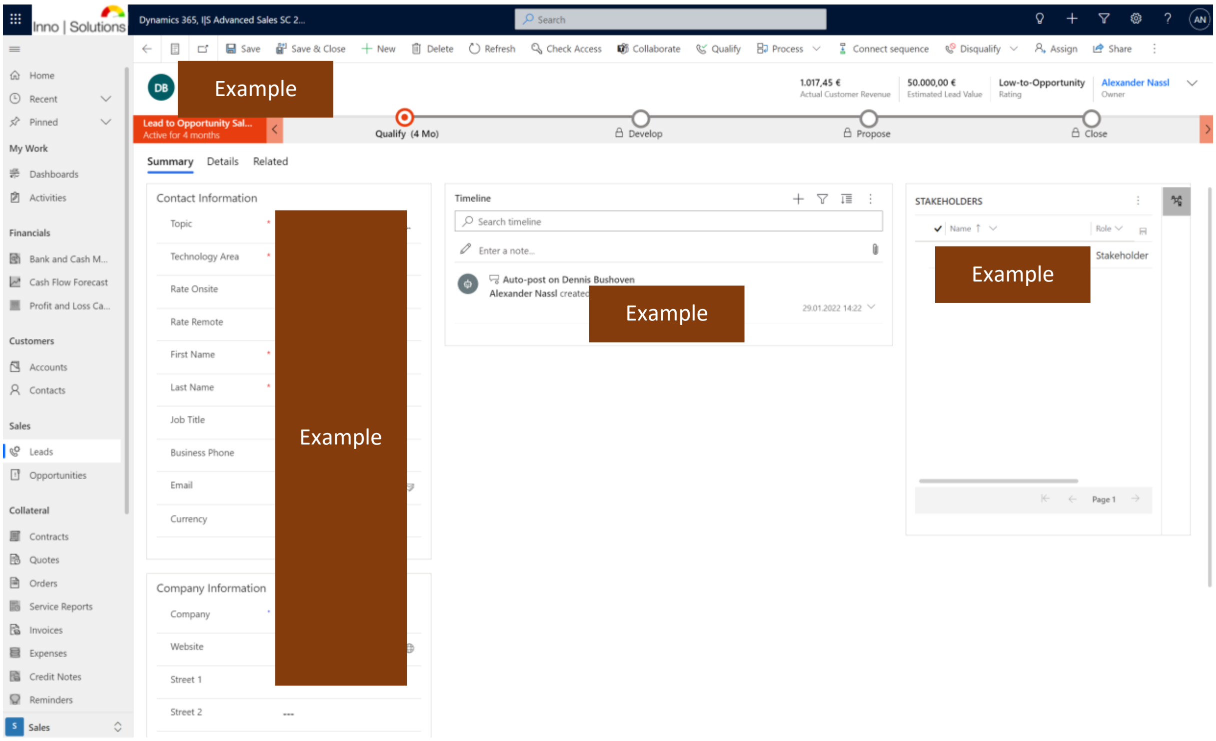

Figure 30: I|S Lead Management form view 1-2

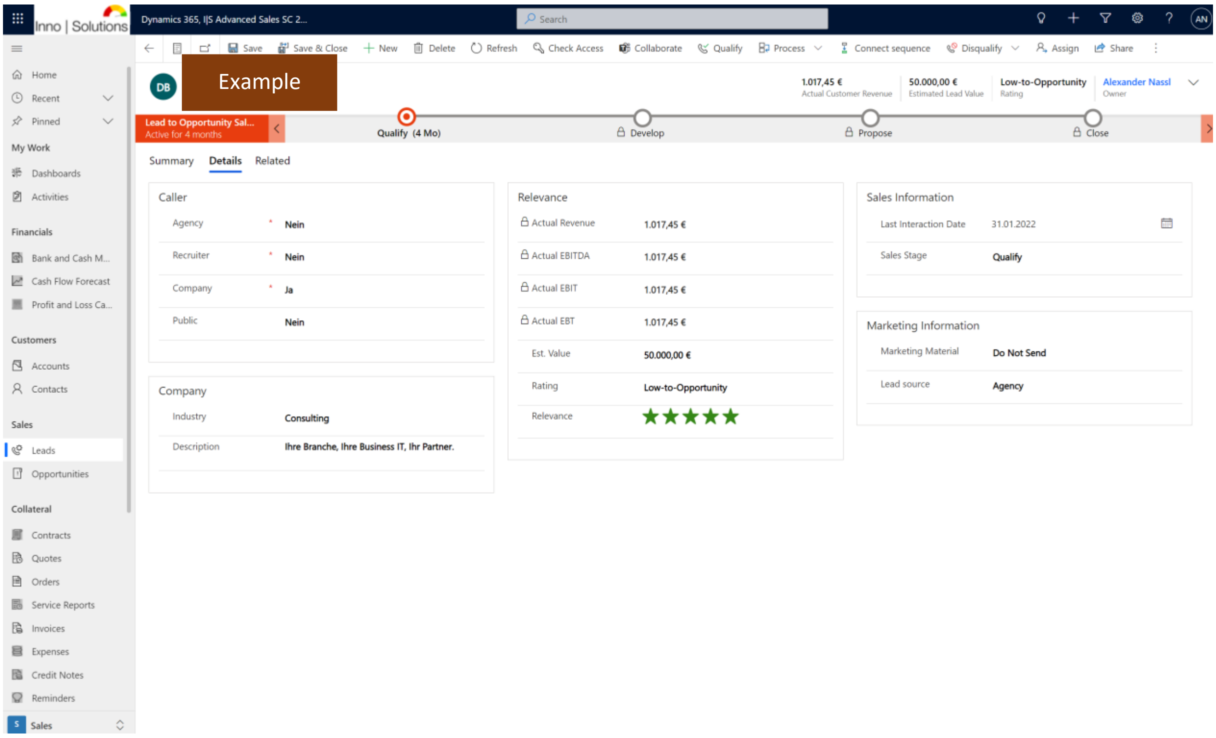

Figure 31: I|S Lead Management form view 2-2

The lead is bounded into the Lead-to-Opportunity sales process. By qualifying the lead, it will be transferred to an opportunity.

4) Opportunity Management

The Opportunity Management within this solution contains information about potential customers and projects such as possible products and values. To manage an opportunity the following views are used:

- *All Opportunities*
- *Open Opportunities*
- *Won Opportunities*
- *Lost Opportunities*

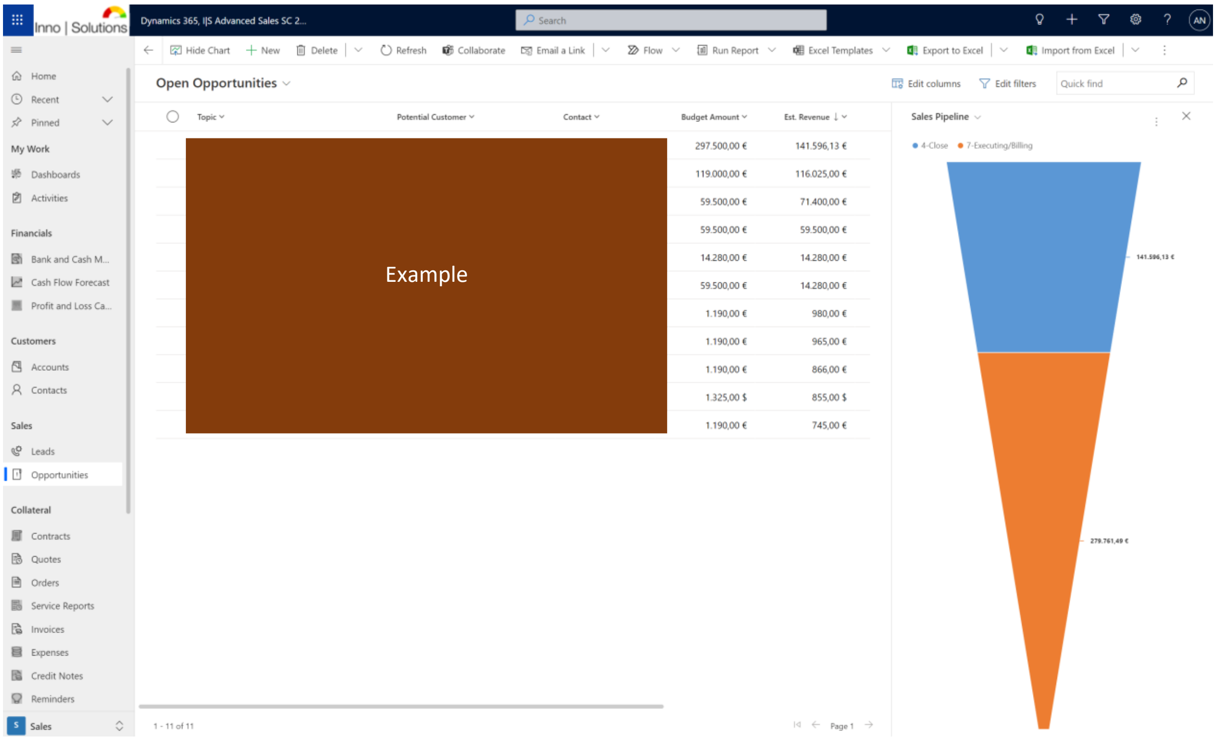

Figure 32: I|S Opportunity Management list view (Open Opportunities)

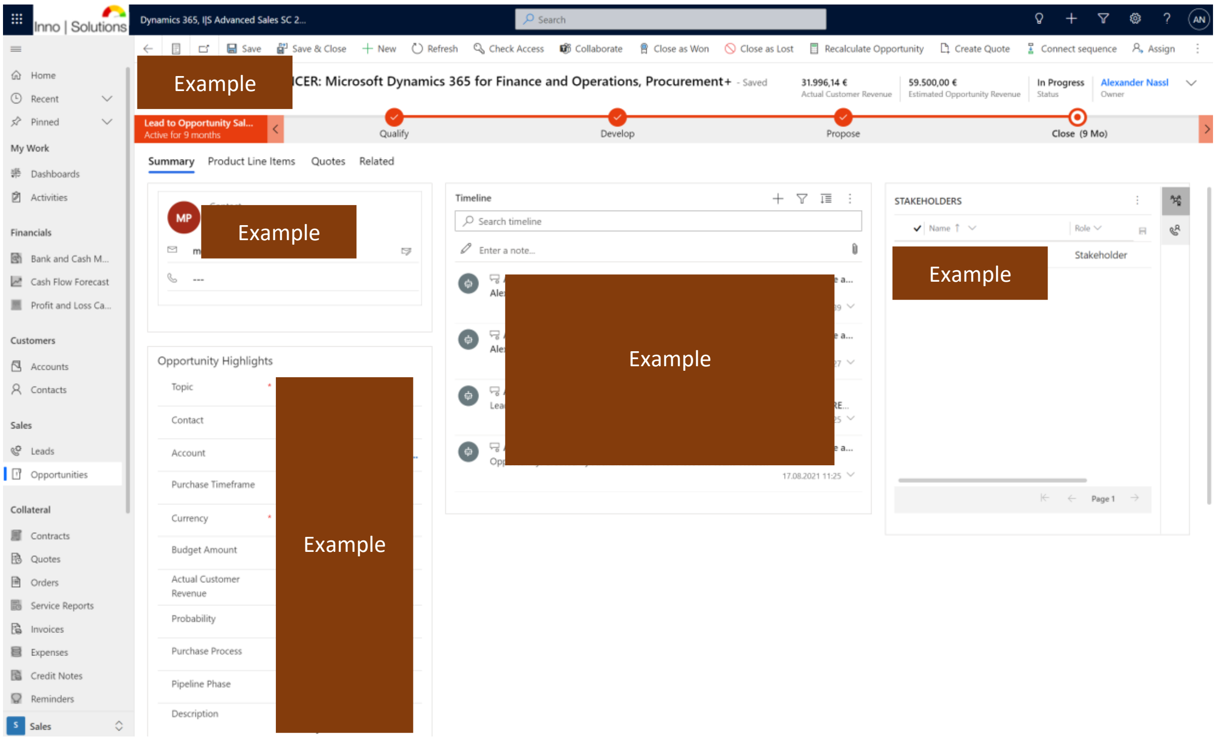

Figure 33: I|S Opportunity Management form view 1-3

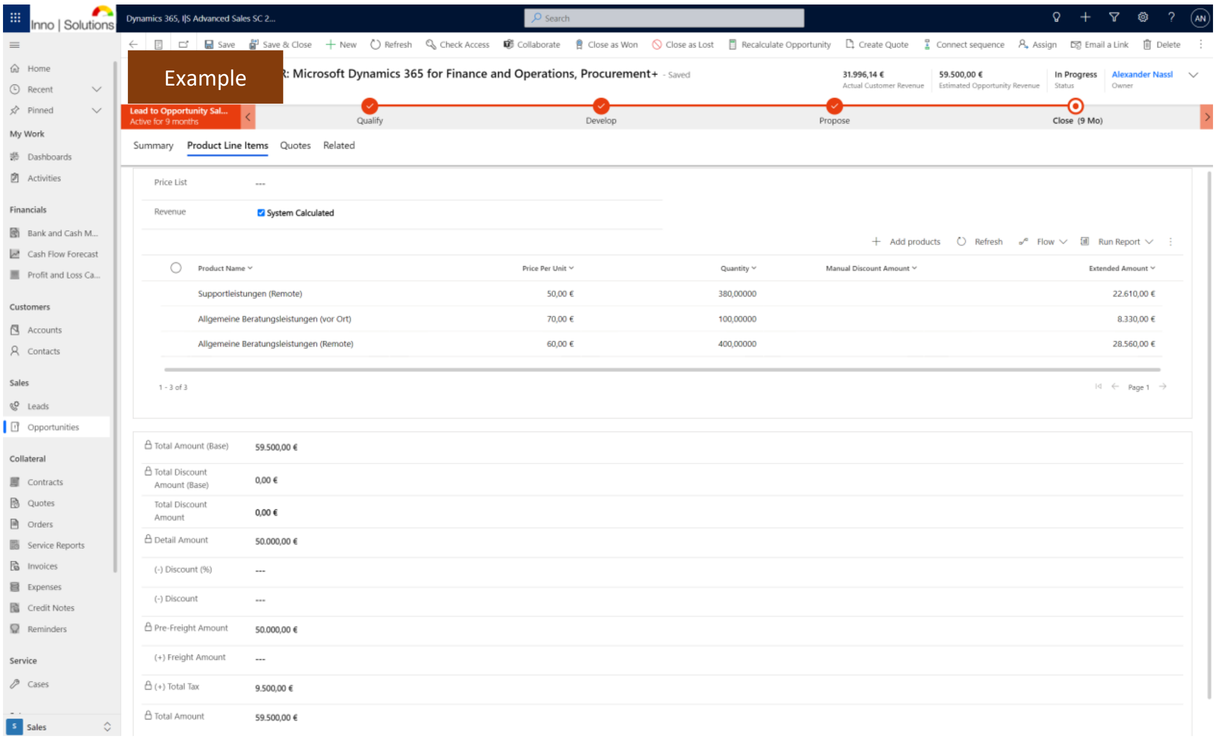

Figure 34: I|S Opportunity Management form view 2-3

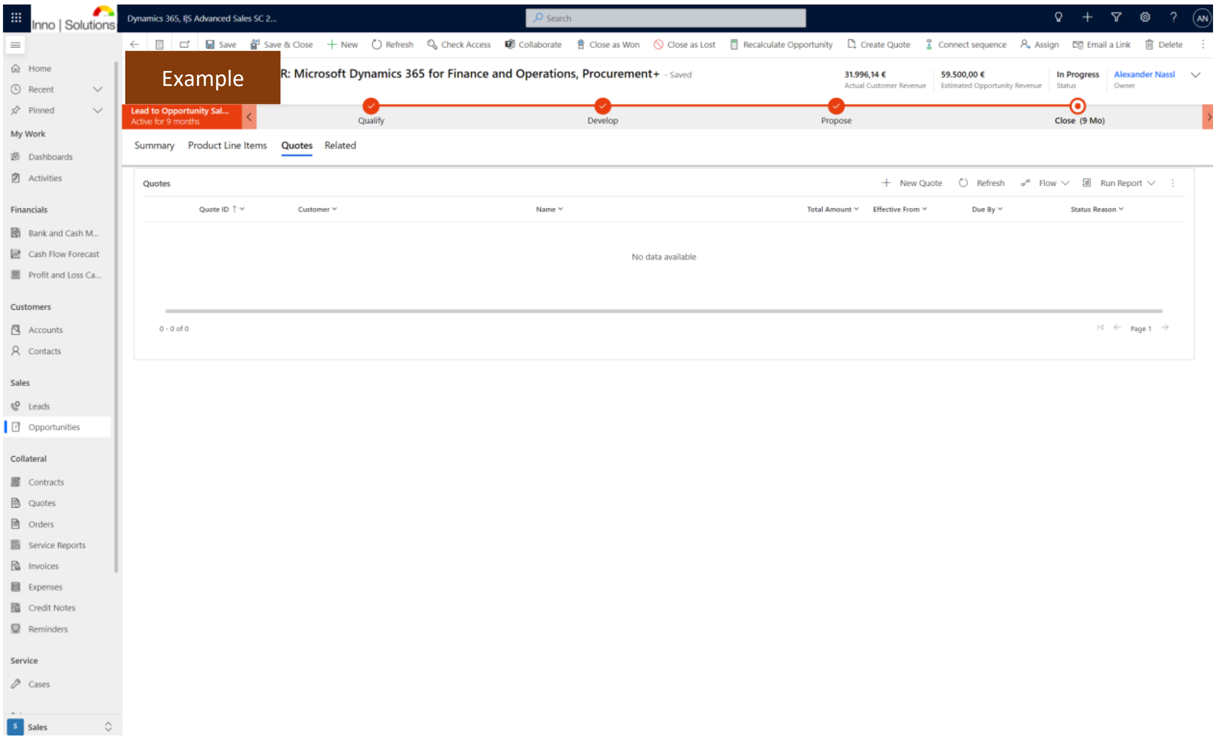

Figure 35: I|S Opportunity Management form view 3-3

The opportunity in this solution is used for (potential) customer projects and stays open as long as the project is running/estimated such as long as the all payment from the customer is done. Without the payment the opportunity stays open until the payment arrived. Within the opportunity a contract will be created and is the following step. Moreover, from opportunities can quotes be converted if necessary. The opportunity quote can contain products directly from the opportunity.

5) Contract Management

The Contract Management in this solution contains information about contracts and the fulfillment of each contract regarding the Budgets. Storing own contracts is supported such as incoming contracts. The following views are used to handle the contracts:

- *All Contracts*
- *All Open Positions in Total (Contracts)*
- *All Running Contracts*
- *Open External Contracts*
- *Open Internal Contracts*
- *Running External Contracts*
- *Running Internal Contracts*
- *Closed External Contracts*
- *Closed Internal Contracts*
- *Canceled External Contracts*
- *Canceled Internal Contracts*

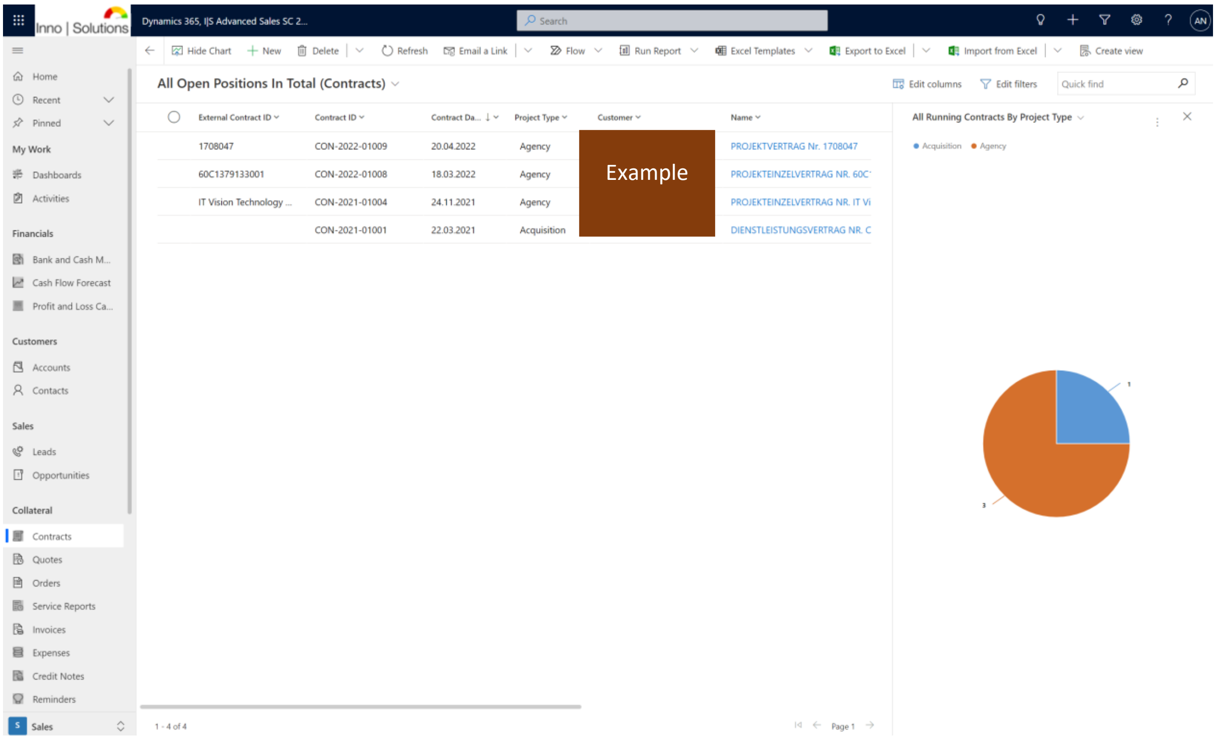

Figure 36: I|S Contract Management list view (All Open Positions in Total (Contracts))

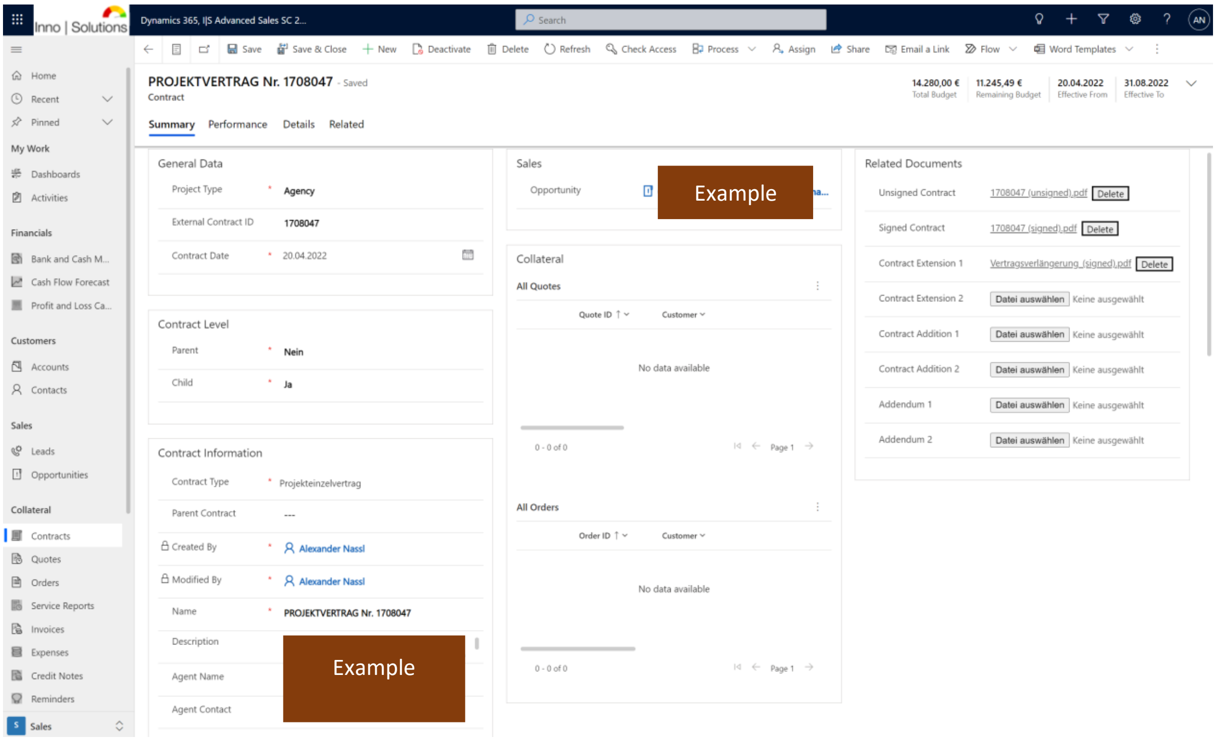

Figure 37: I|S Contract Management form view 1-2

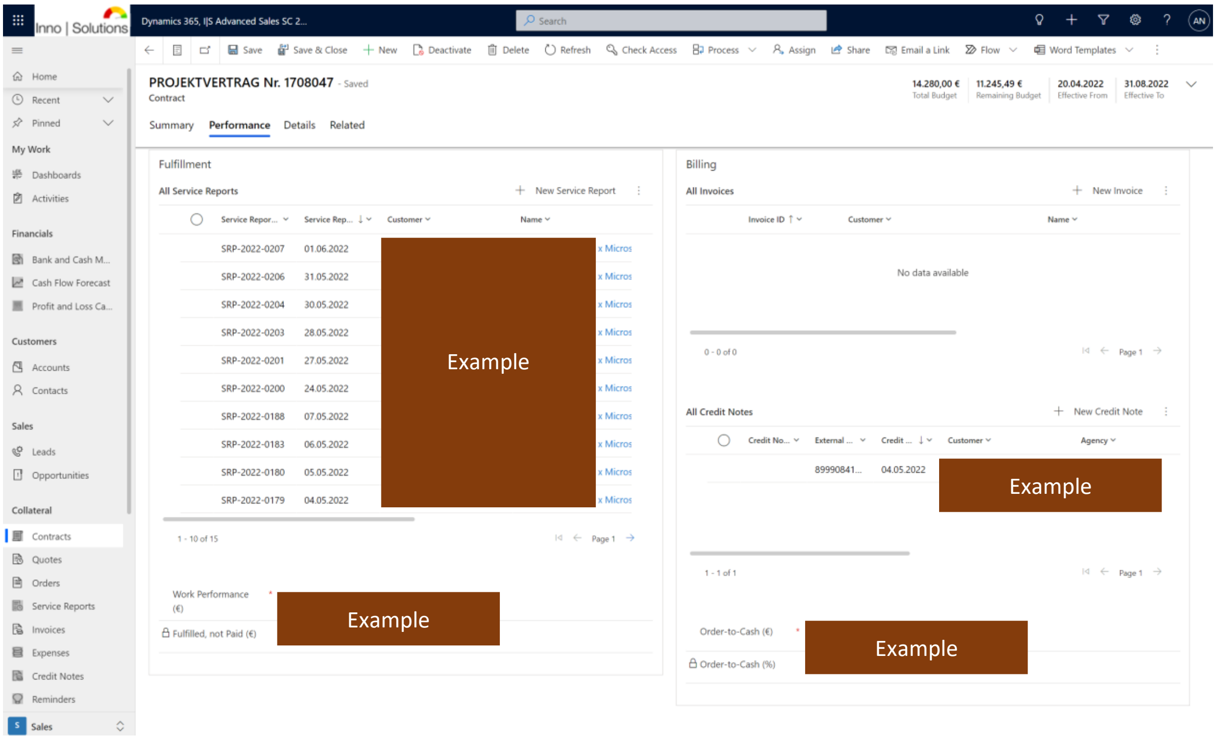

Figure 38: I|S Contract Management form view 2-2

6) Quota Management

The Quota Management in this solution lets easily create quotes with products in positions and relevant information. A quote can be created out of an opportunity (within opportunity products) such as standalone. After creating the quote in this Dynamics 365 solution the quote will be exported into a .docx document for further internal processing. The following views are used to manage quotes:

- *All Quotes*
- *All Open Positions in Total (Quotes)*
- *Open Quotes*
- *Sent Quotes*
- *Enclosed Quotes*
- *Canceled Quotes*

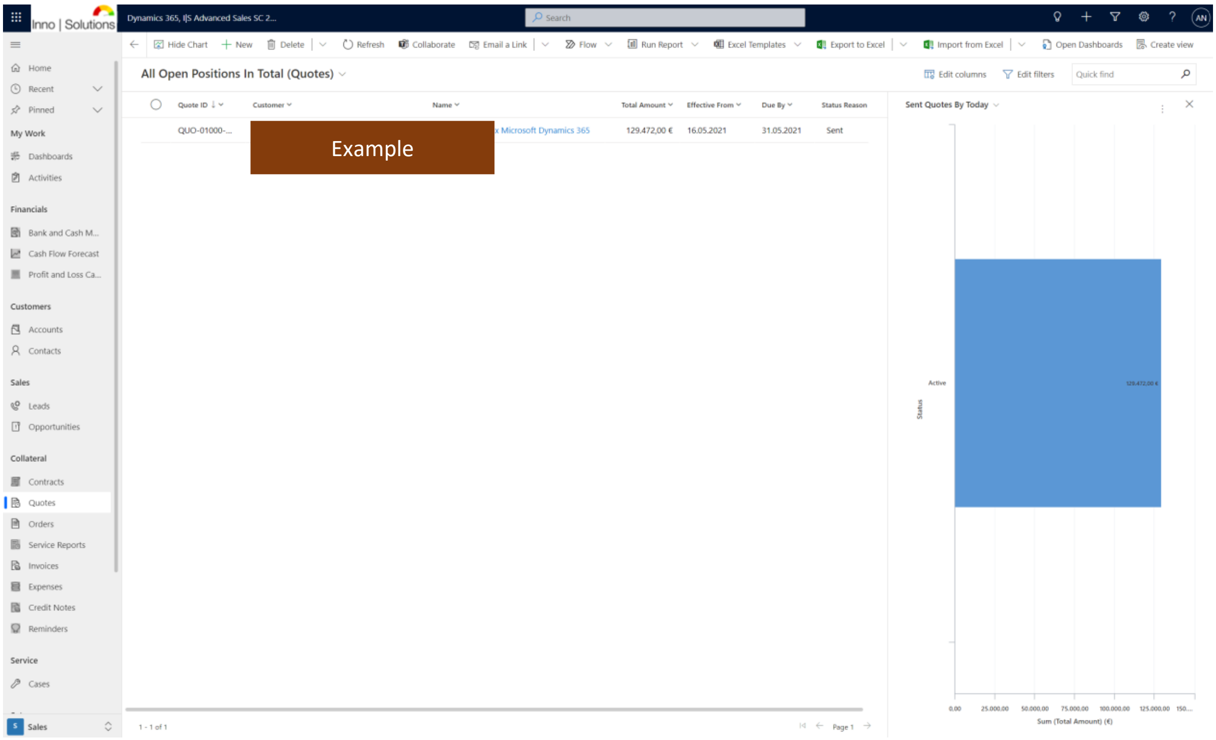

Figure 39: I|S Quota Management list view (All Open Positions in Total (Quotes))

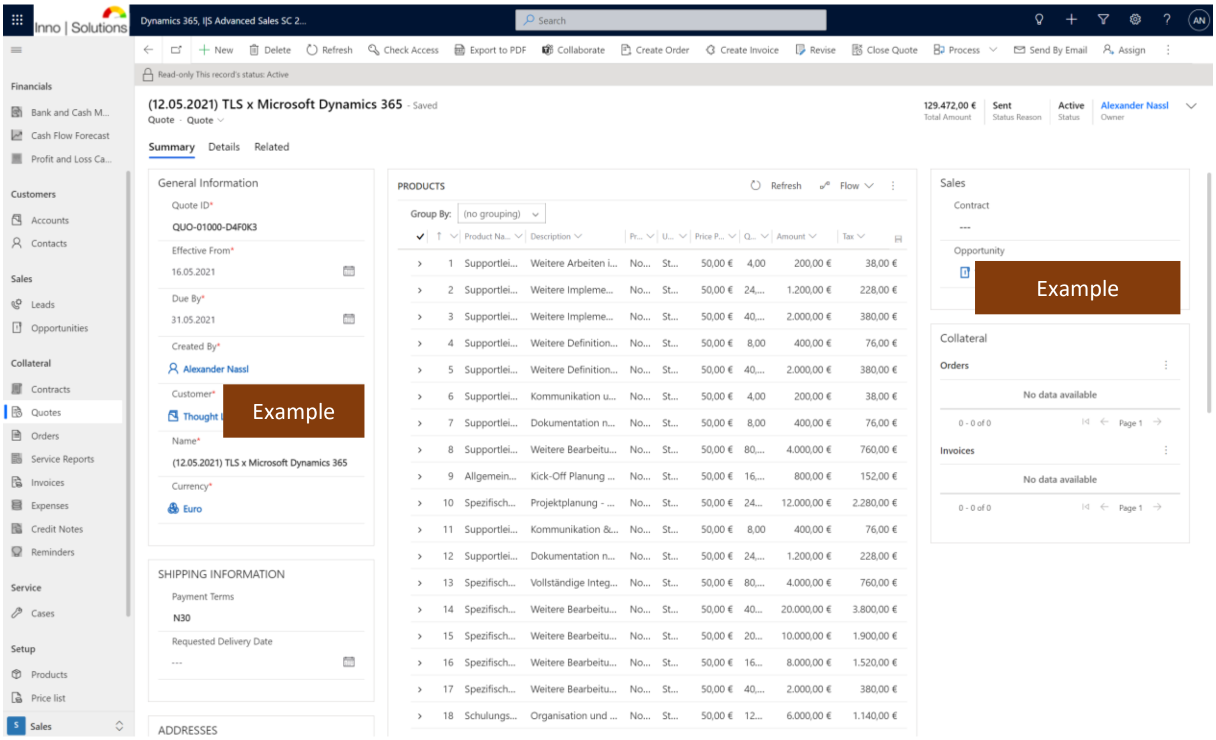

Figure 40: I|S Quota Management form view 1-2

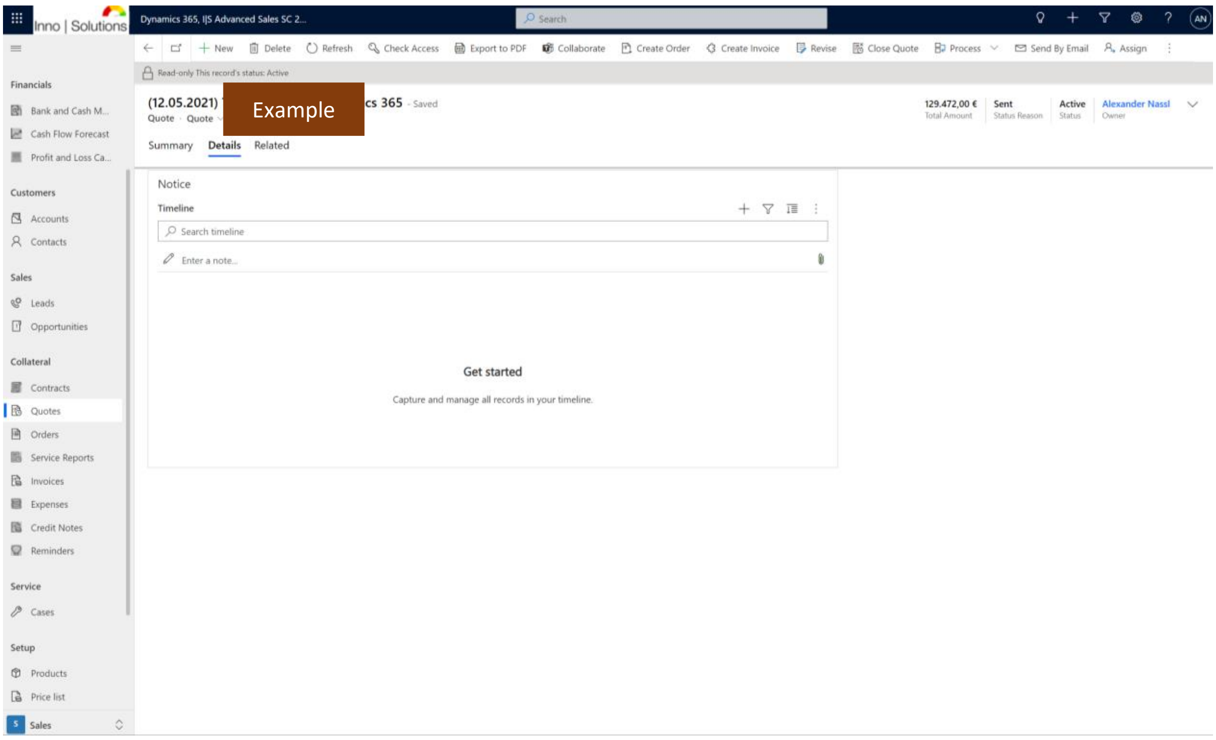

Figure 41: I|S Quota Management form view 2-2

After executing quotes, the next step is to create the Order. The Order can be created directly from the quote (including defined products) or standalone.

7) Order Management

The Order Management in this solution lets create Orders either out of quotes (within the products) or standalone. The following views are used to manage Orders:

- *All Orders*
- *All Open Positions in Total (Orders)*
- *Open Orders*
- *Sent Orders*
- *Fulfilled Orders*
- *Invoiced Orders*
- *Canceled Orders*

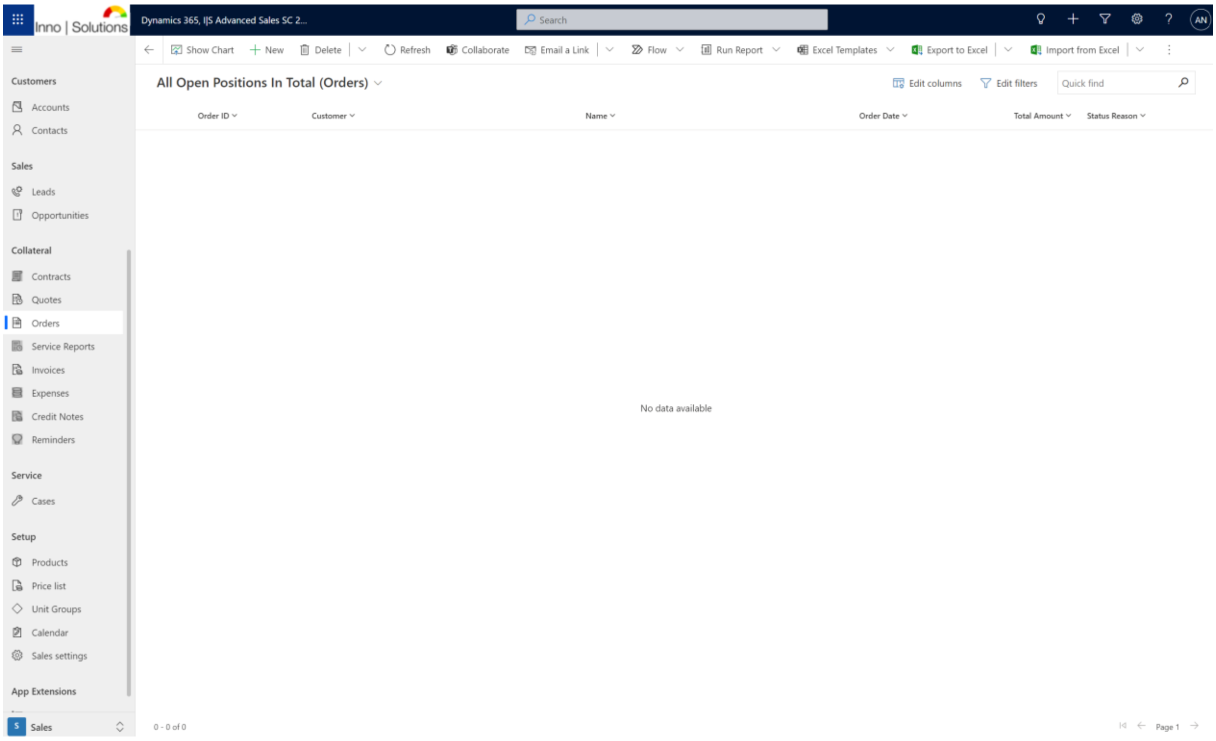

Figure 42: I|S Order Management list view (All Open Positions in Total (Orders))

After creating the Order in this Dynamics 365 solution the Order will be exported into a .docx document for further internal processing. After the Order is executed Service Reports can be created and related to Order Positions and are the next step when executing work at customers side.

IV. Service

The service components in this solution contains a Service Report Management and a Case Management. The Case Management can be used as a ticket system (“Ticketing”). They are primarily used within the process.

Figure 43: Inno | Solutions Dynamics 365 Advanced Sales S/C 2022 High-Level Service Processes

Whatever, each process can be handled standalone, too, to meet individual business needs. To ensure efficient or effective work performance on different tasks, this solution uses defined views. Every transaction contains relevant relationships into other tables to ensure easy and efficient or effective handling by showing, looking up or adding needed other created data entrances. By using the full-automated type defined transactions and/or field values will be created and/or filled automatically. Within Pre-Defined templates in this solution .xlsx and .docx file can be created automatically for further processing.

The objective is to reduce administrative expenditure within manual and/or automatic data entrance due to the combination of business processes in one system for the Order-to-Cash and Issue-to-Resolution Process.

1) Service Report Management

The Service Report Management in this solution lets create Service Reports to maintain and document work at customer side to track not executed Open Positions per interval (e.g. daily). It can be seen as workbreakdown for executed work activities related to a customer/project. By following the solution process, Service Reports will be related to Order positions. The following views are used for the Service Report Management:

- *All Service Reports*
- *All Open Positions in Total (Service Reports)*
- *Open Service Reports*
- *Fulfilled Service Reports*
- *Sent Service Reports*
- *Invoiced Service Reports*
- *Canceled Service Report*

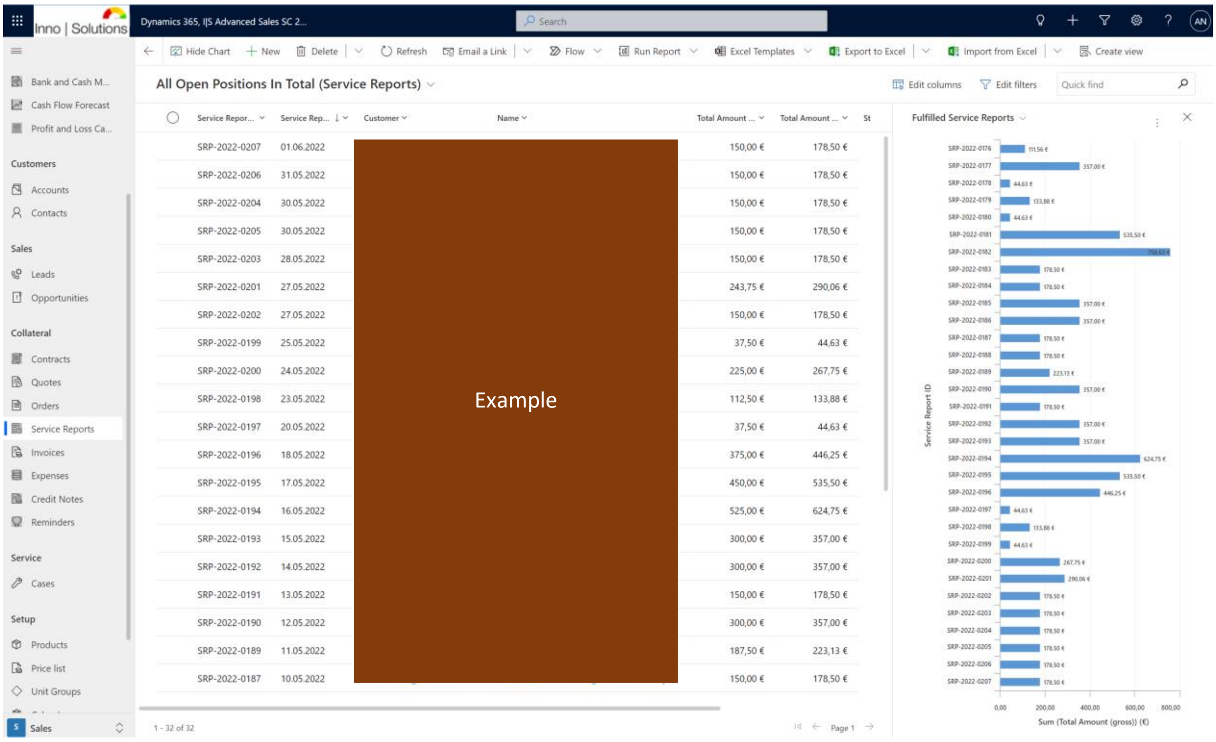

Figure 44: I|S Service Report Management list view (All Open Positions In Total (Service Reports))

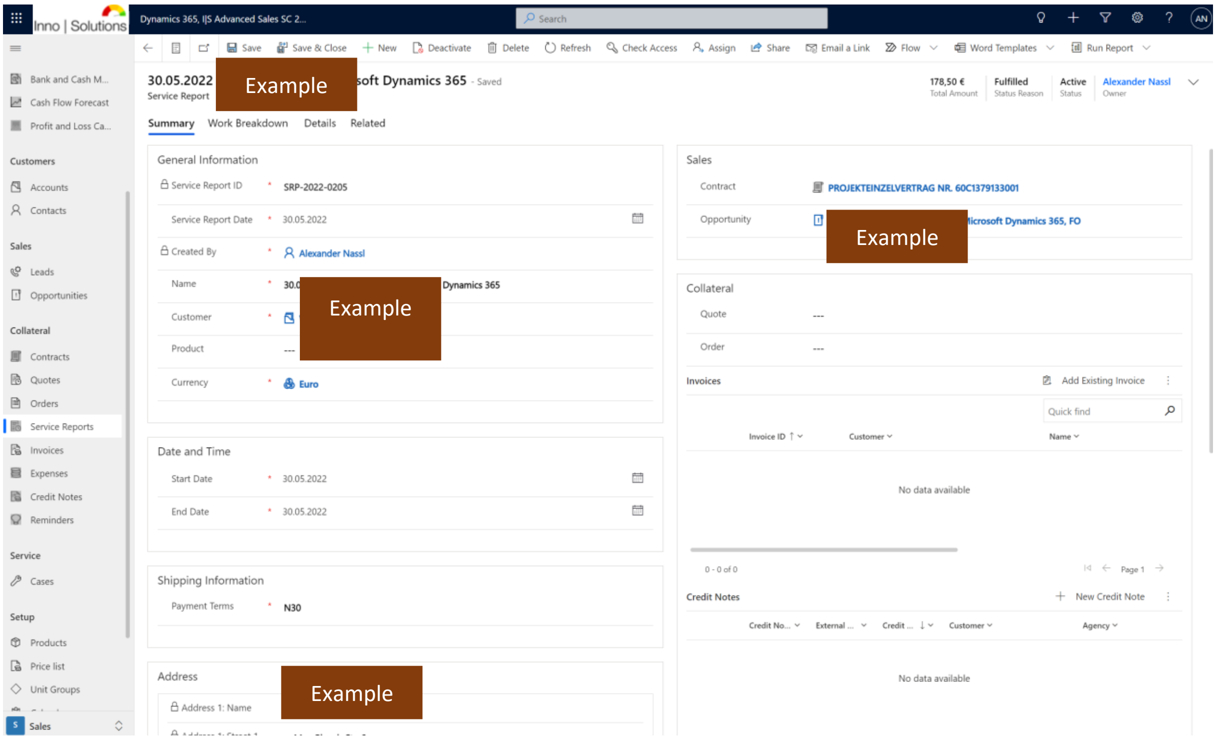

Figure 45: I|S Service Report Management form view 1-2

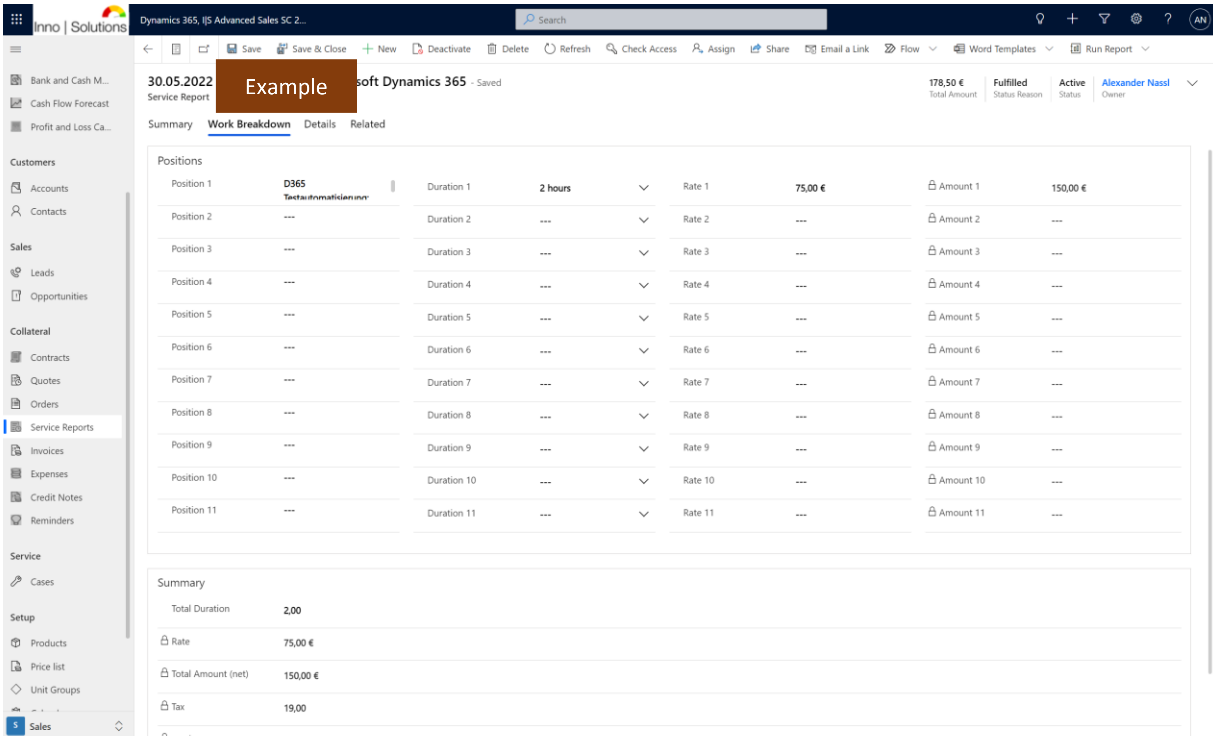

Figure 46: I|S Service Report Management form view 2-2

After creating the Service Report in this Dynamics 365 solution the Service Report will be exported into a .docx document for further internal processing. After executing the Service Reports, related invoices and/or Credit Notes will be created in a defined interval (e.g. monthly) as next step.

2) Case Management

The Case Management in this solution lets create cases/tickets which are following an Order. They will be processed within a Phone-to-Case-Process. The cases/tickets can then be worked off due to priority and capacity. The use of SLA is given. The following views are used for the Case Management:

- *All Cases*
- *All Open Positions in Total (Cases)*
- *In Progress Cases*
- *Resolved Cases*
- *Canceled Cases*

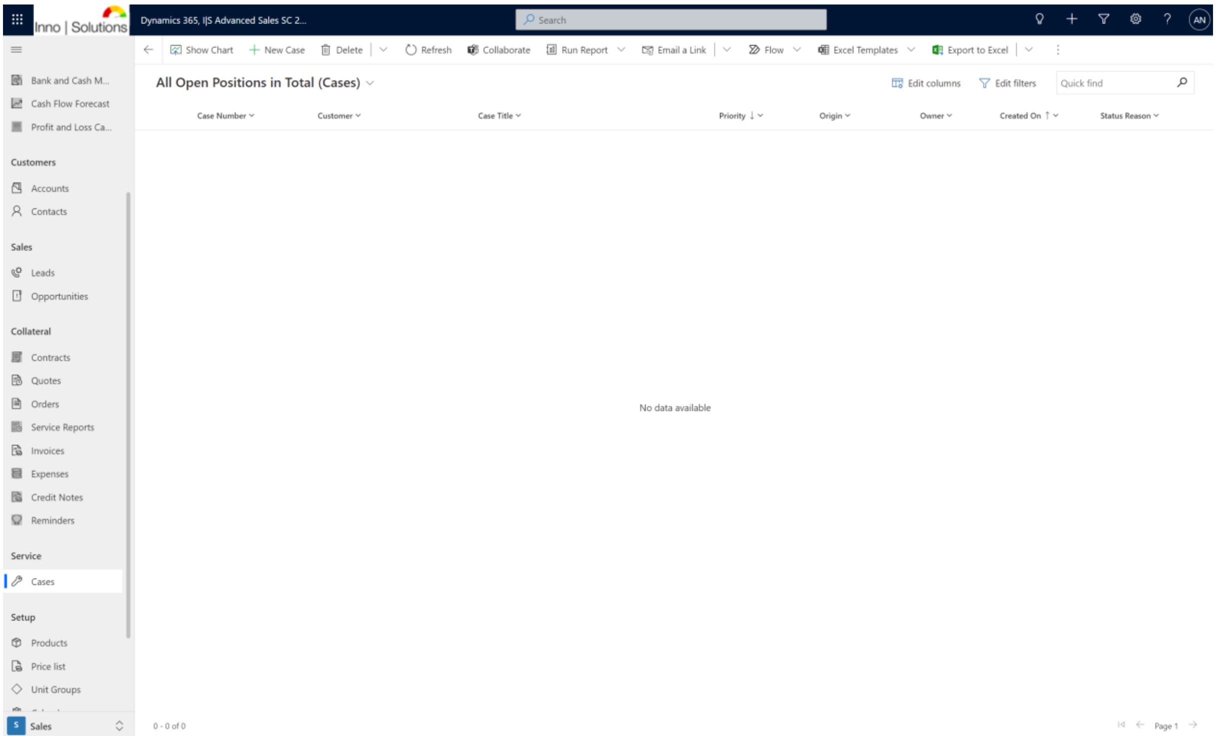

Figure 47: I|S Case Management list view (All Open Positions In Total (Cases))

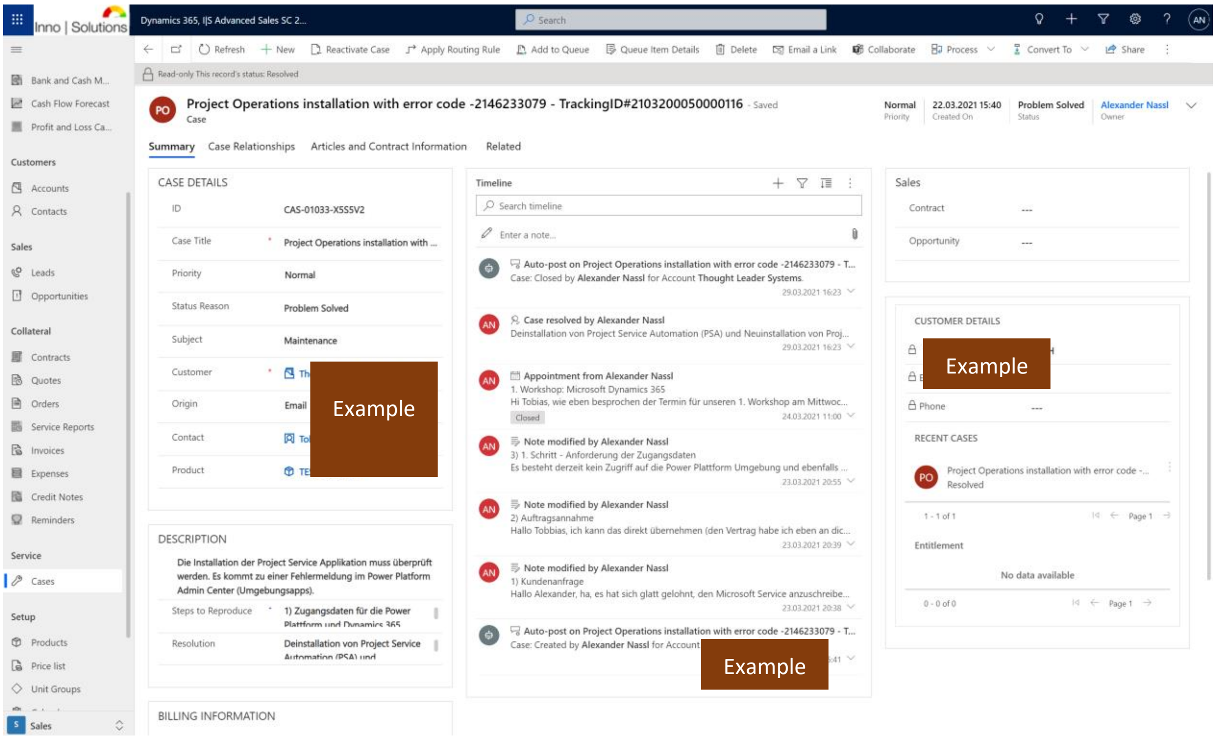

Figure 48: I|S Case Management form view

V. Financials

The financial components of this solution contains *Sales Invoice Management*, *Purchase Invoice Management*, *Credit Note Management*, *Collection Management*, *Bank and Cash Management*, *Cash Flow Forecast* and *Profit and Loss Calculation* and are primarily used as process.

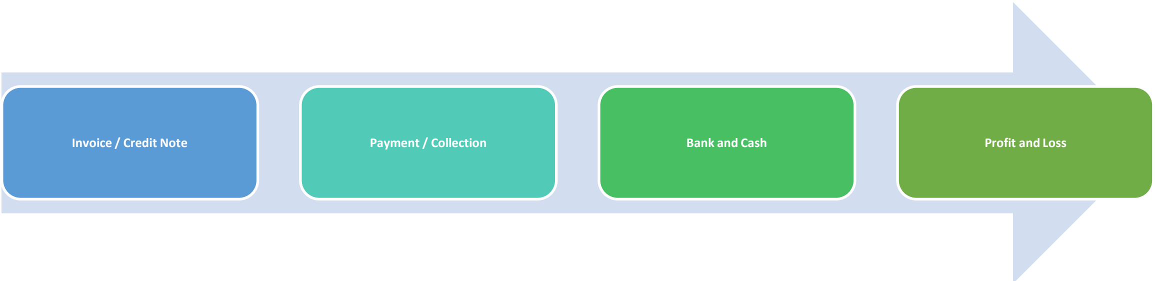

Figure 49: Inno | Solutions Dynamics 365 Advanced Sales S/C 2022 High-Level Finance Processes

Whatever, each process can be handled standalone, too, to meet individual business needs. To ensure efficient or effective work performance on different tasks, this solution uses defined views. Every transaction contains relevant relationships into other tables to ensure easy and efficient or effective handling by showing, looking up or adding needed other created data entrances. By using the full-automated type defined transactions and/or field values will be created and/or filled automatically. Within Pre-Defined templates in this solution .xlsx and .docx files can be created automatically for further processing.

The objective is to reduce administrative expenditure within manual and/or automatic data entrance due to the combination of business processes in one system for the Order-to-Cash and Procure-to-Pay process.

1) Sales Invoice Management

The Sales Invoice Management in this solution lets create Sales Invoices (positive and negative) with products in positions out of Quotes, Orders or standalone (with or without products). The Sales Invoices will be created for fulfilled work in Quotes/Orders/Service Reports at customers side and is therefore the following step. The following views are used to handle the Sales Invoice Management:

- *All Invoices*
- *All Open Positions in Total (Invoices)*
- *Open Invoices*
- *Sent Invoices*
- *Overdue Invoices*
- *Paid Invoices*
- *Canceled Invoices*
- *ta-P&L (Invoices)*
- *Tax Advisor*

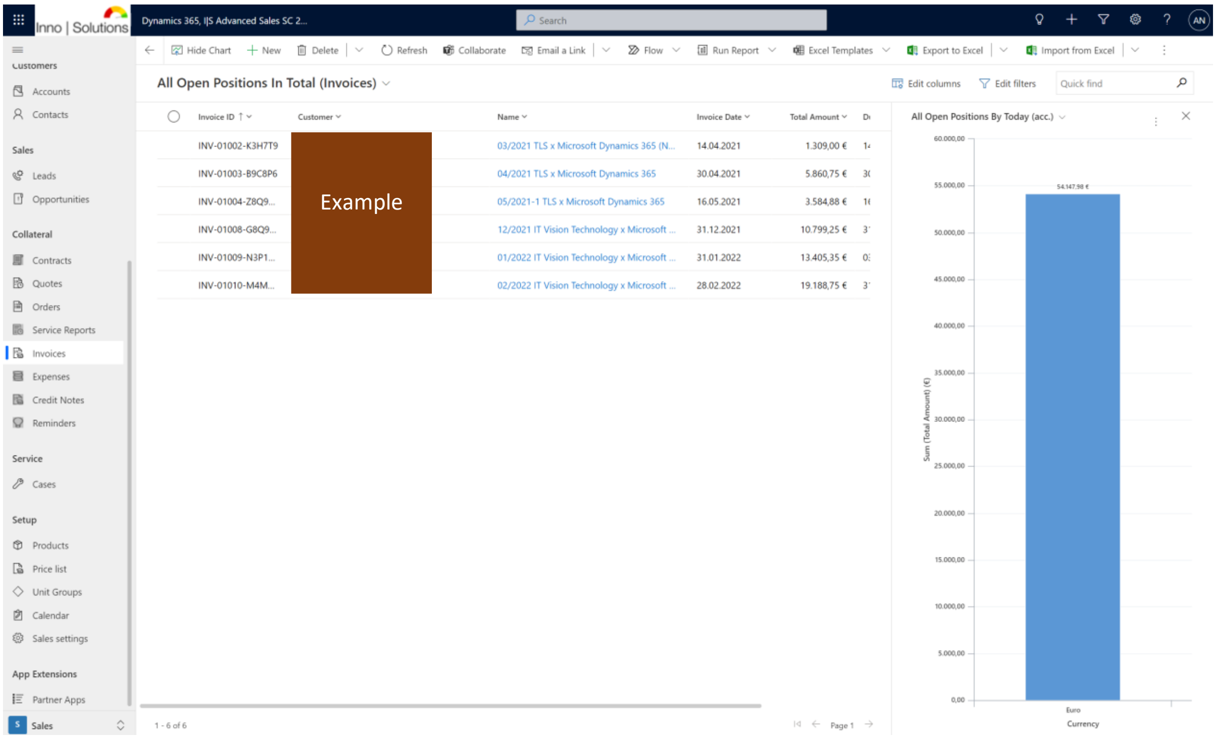

Figure 50: I|S Sales Invoice Management list view (All Open Positions In Total (Invoices))

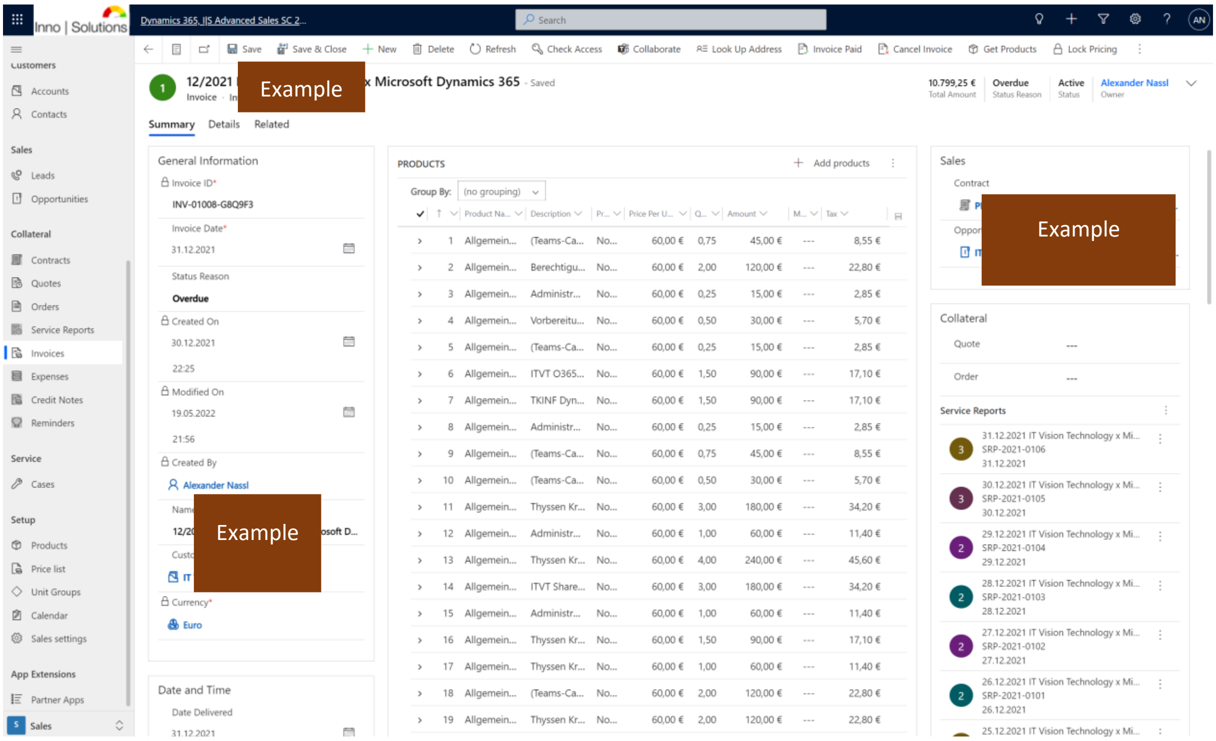

Figure 51: I|S Sales Invoice Management form view 1-2

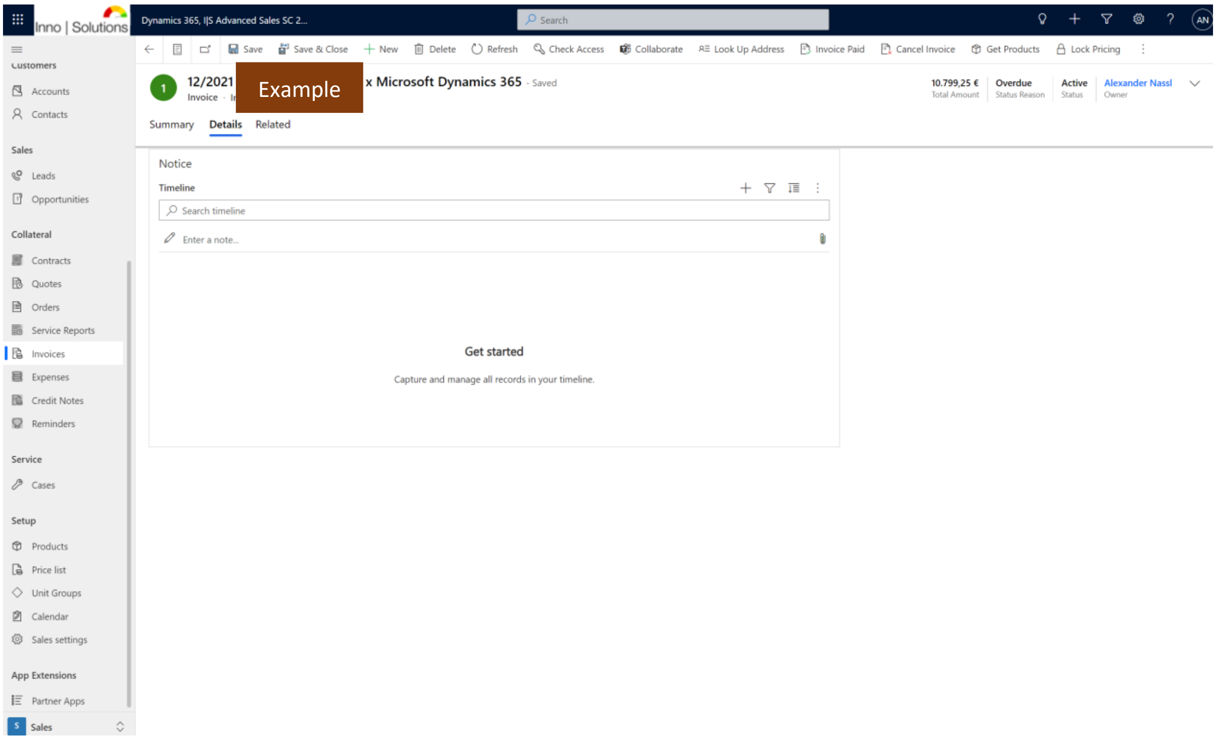

Figure 52: I|S Sales Invoice Management form view 2-2

After creating the Sales Invoice in this Dynamics 365 solution the Sales Invoice will be exported into a .docx document for further internal processing. To support working with the tax advisor a special view is available within the tax advisor has access to relevant transactions and transactions data and is able to download documents as needed.

2) Purchase Invoice Management

The Purchase Invoice Management in this solution contains the entry of purchase invoice data and documents. The following views are used to maintain purchase invoices:

- *All Expenses*
- *All Open Positions in Total (Expenses)*
- *Forecasted Expenses*
- *Open Expenses*
- *Overdue Expenses*
- *Paid Expenses*
- *Canceled Expenses*
- *ta-P&L (Depreciation)*
- *ta-P&L (Expenses)*
- *Tax Advisor*

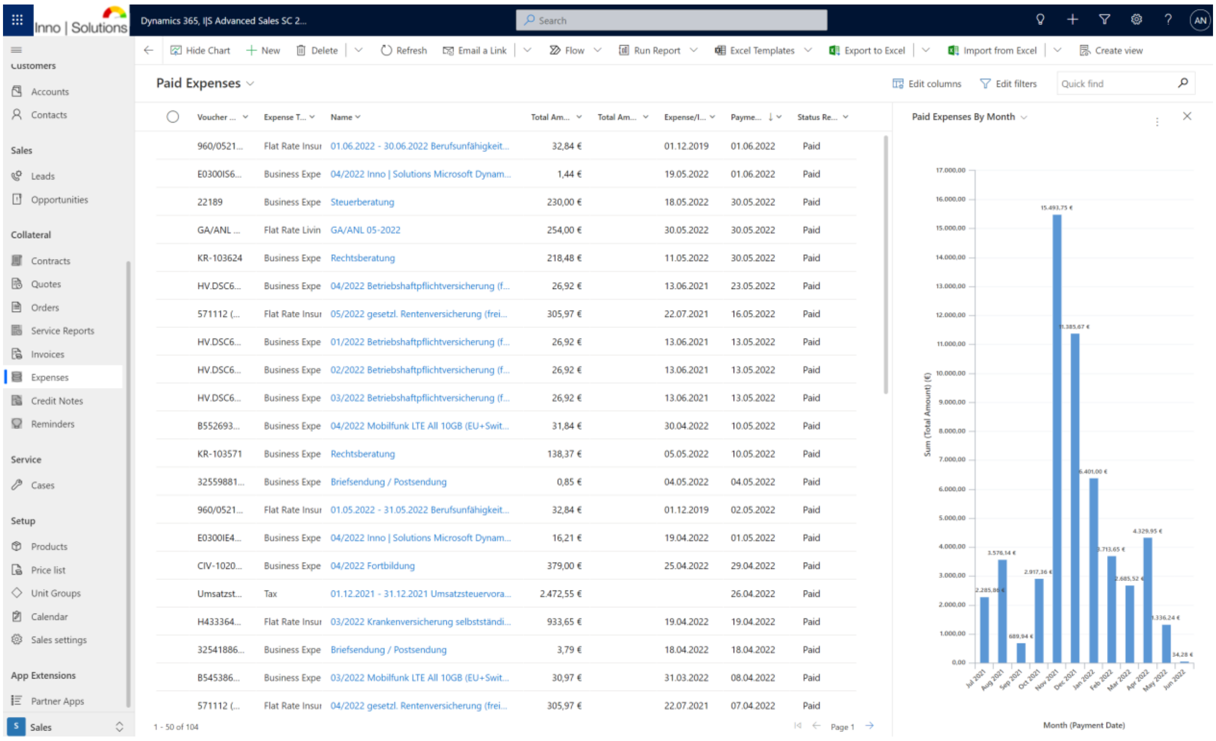

Figure 53: I|S Purchase Invoice Management list view (Paid Expenses)

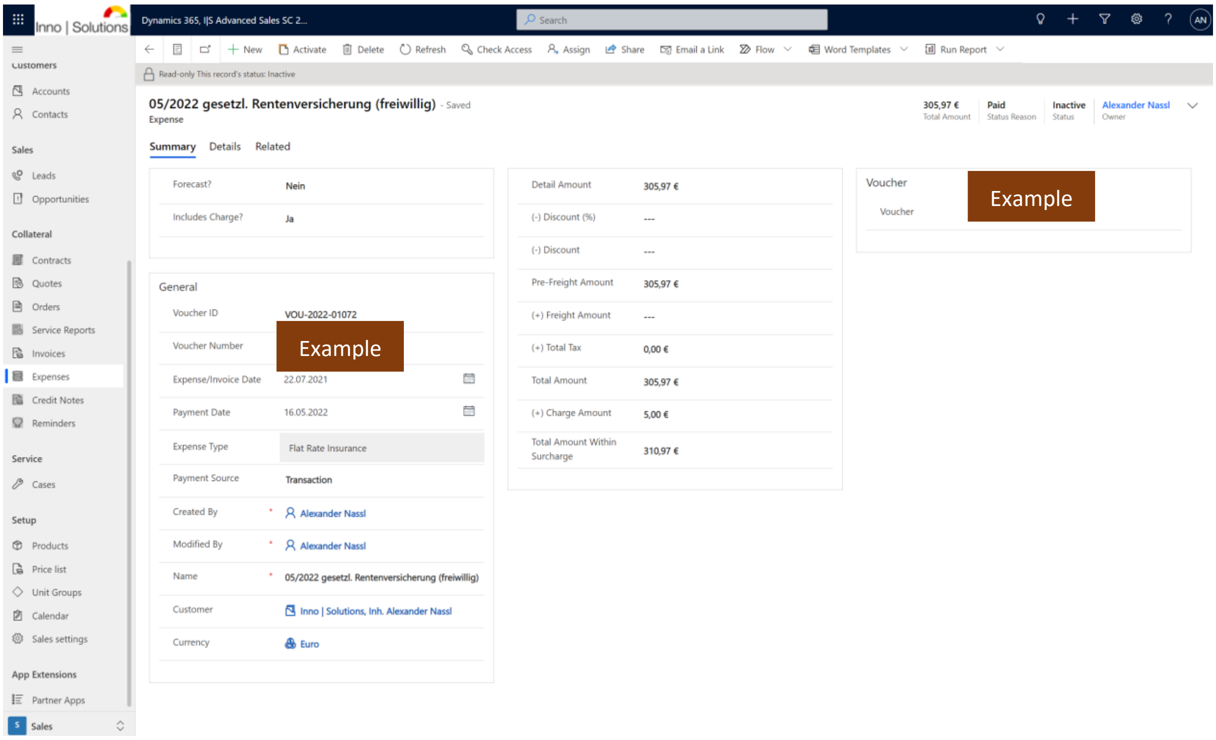

Figure 54: I|S Purchase Invoice Management form view 1-2

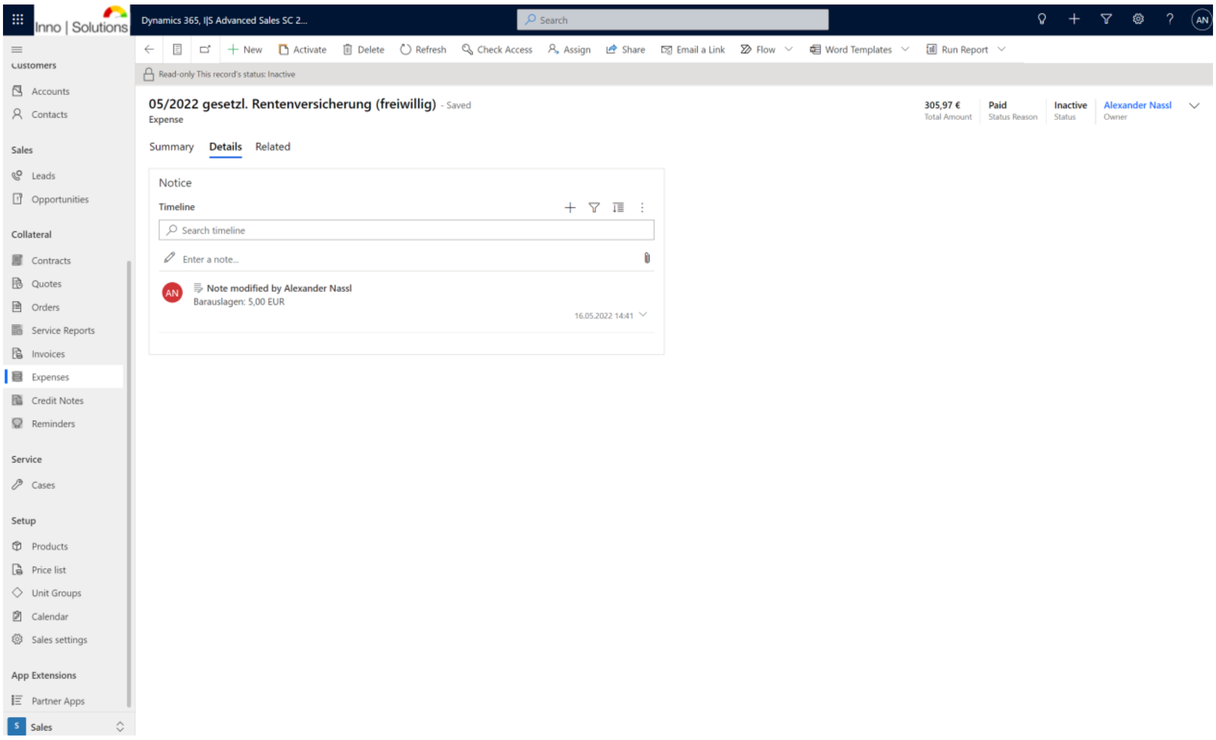

Figure 55: I|S Purchase Invoice Management form view 2-2

Expenses are related to customers/projects in this solution to track the costs per customer/project. A cost calculation with contributions is not given.

To support working with the tax advisor a special view is available within the tax advisor has access to relevant transactions and transactions data and is able to download documents as needed.

3) Credit Note Management

The Credit Note Management in this solution contains a special entry for Credit Notes as revenue or for Credit Notes (when not using negative invoices). The following views are used to manage Credit Notes:

- *All Credit Notes*
- *All Open Positions in Total (Credit Notes)*
- *Open External Credit Notes*
- *Open Internal Credit Notes*
- *Received External Credit Notes*
- *Sent Internal Credit Notes*
- *Overdue External Credit Notes*
- *Overdue Internal Credit Notes*
- *Paid External Credit Notes*
- *Paid Internal Credit Notes*
- *ta-P&L (External Credit Notes)*
- *ta-P&L (Internal Credit Notes)*

- *Tax Advisor*

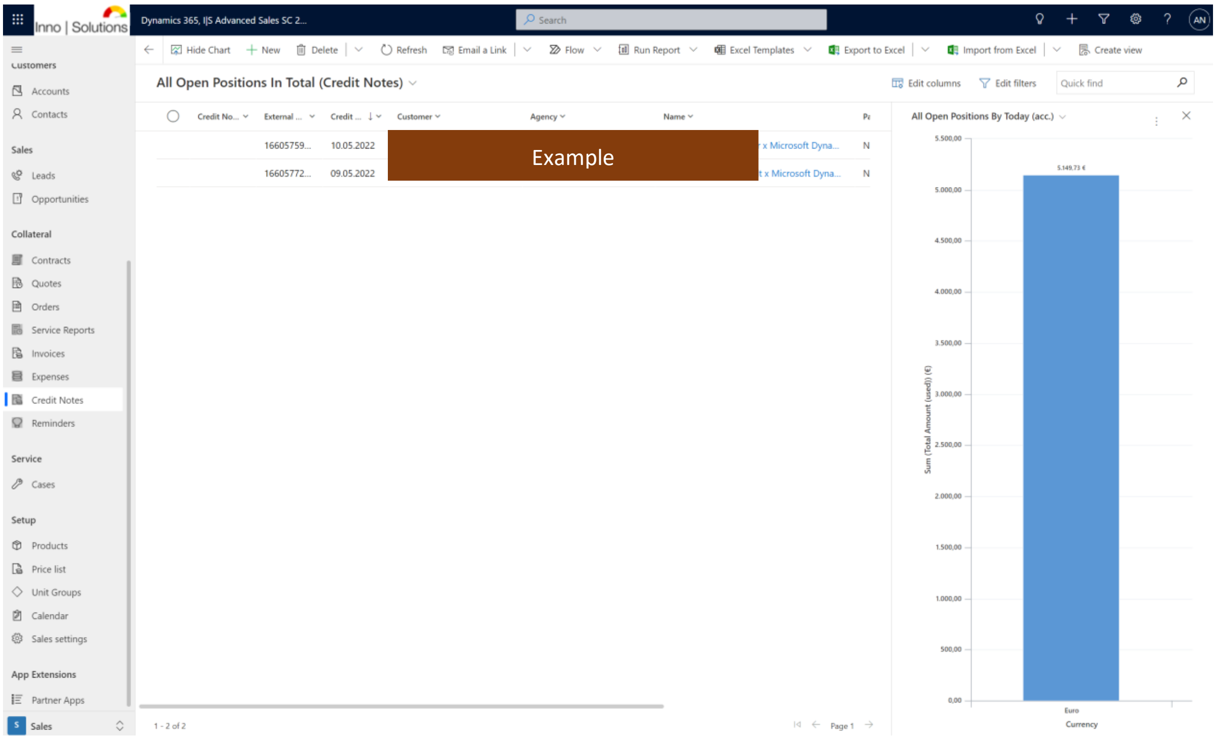

Figure 56: I|S Credit Note Management list view (All Open Positions In Total (Credit Notes))

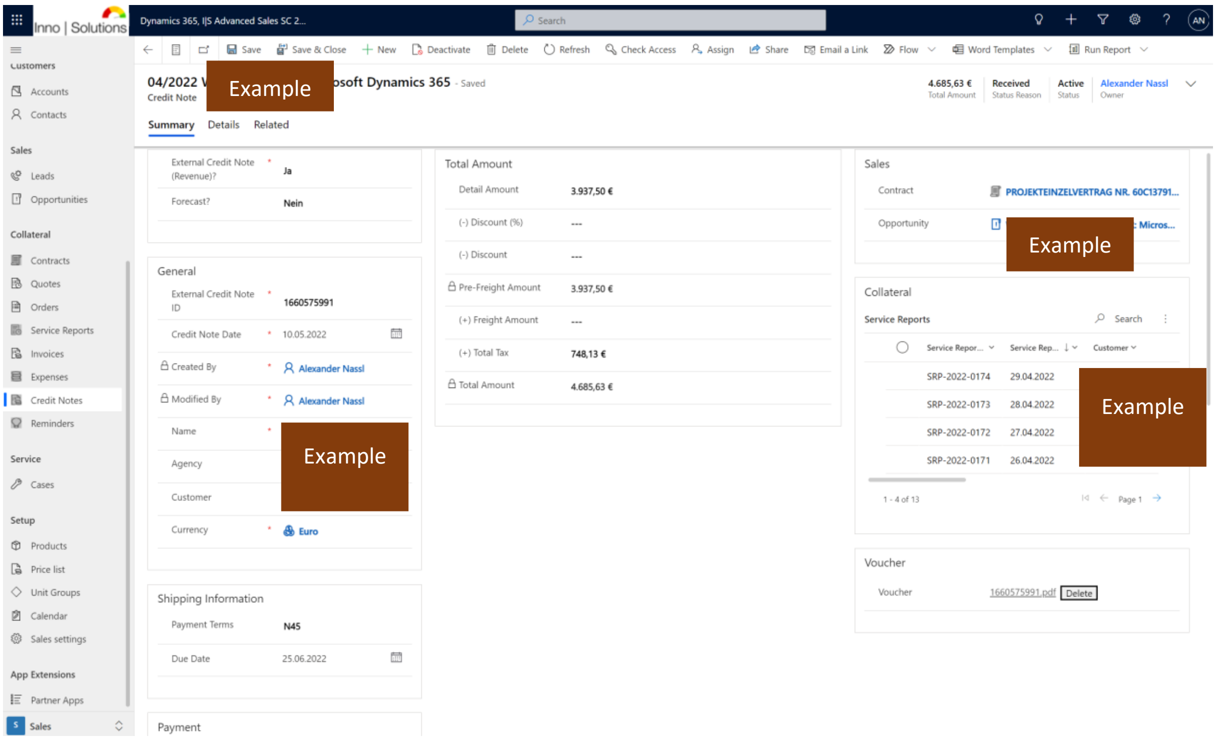

Figure 57: I|S Credit Note Management form view 1-2

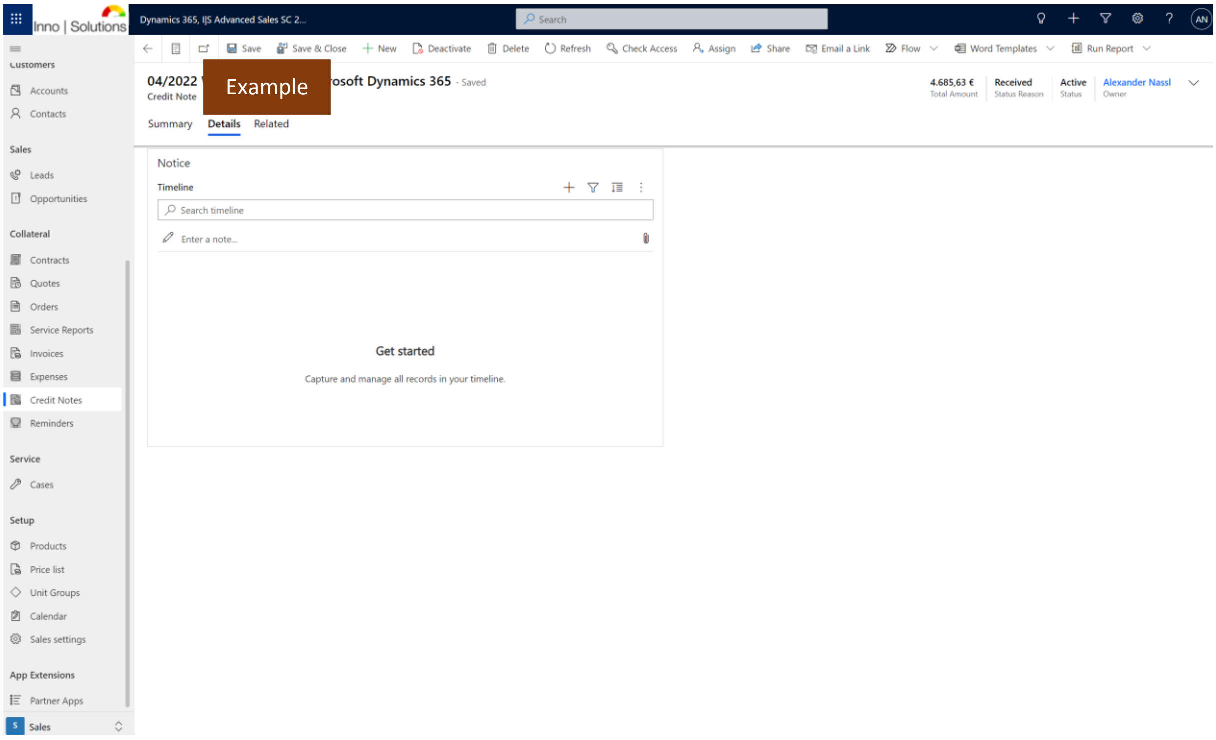

Figure 58: I|S Credit Note Management form view 2-2

After creating the Credit Note in this Dynamics 365 solution the Credit Note will be exported into a .docx document for further internal processing. To support working with the tax advisor a special view is available within the tax advisor has access to relevant transactions and transactions data and is able to download documents as needed.

4) Collections Management

The Collections Management in this solution lets create Reminders when an invoice is not paid from the customer within an agreed timeframe. To manage collections the following views are used:

- *All Reminders*
- *All Open Positions in Total (Reminder)*
- *First Reminders*
- *Second Reminders*
- *Third Reminders*
- *Debt Collections*
- *Lawyer*

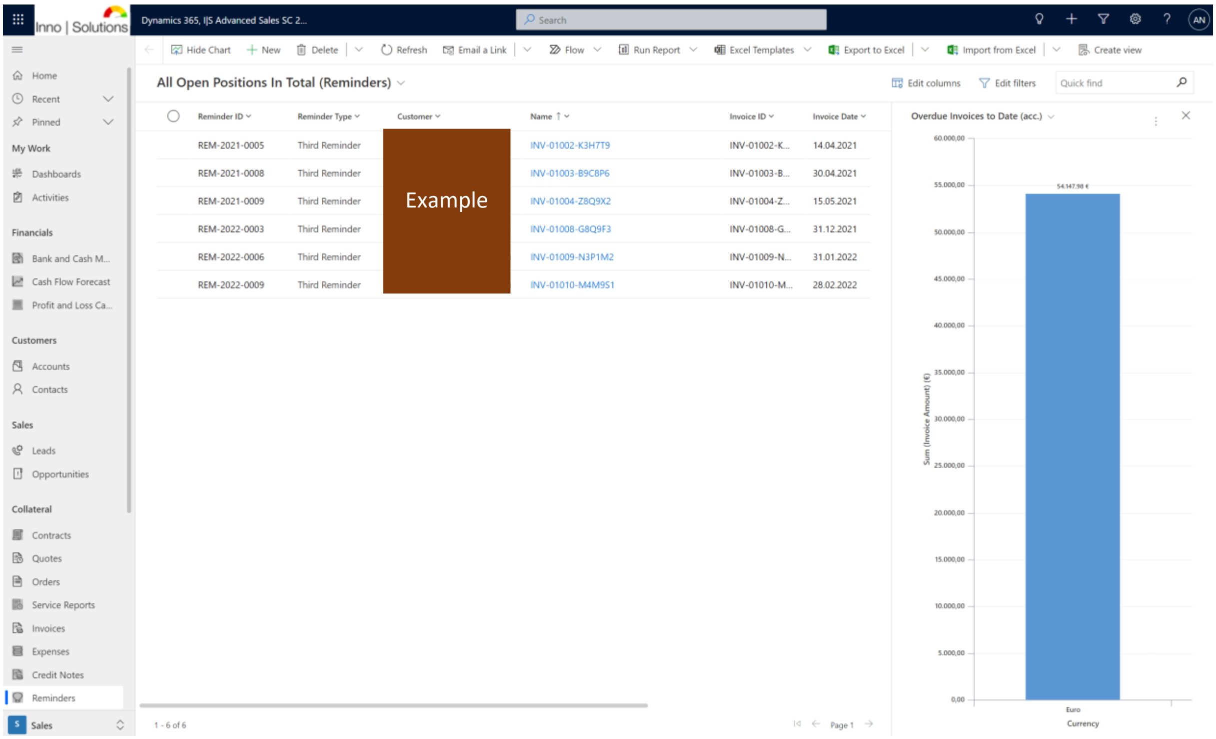

Figure 59: I|S Collections Management list view (All Open Positions In Total (Reminders))

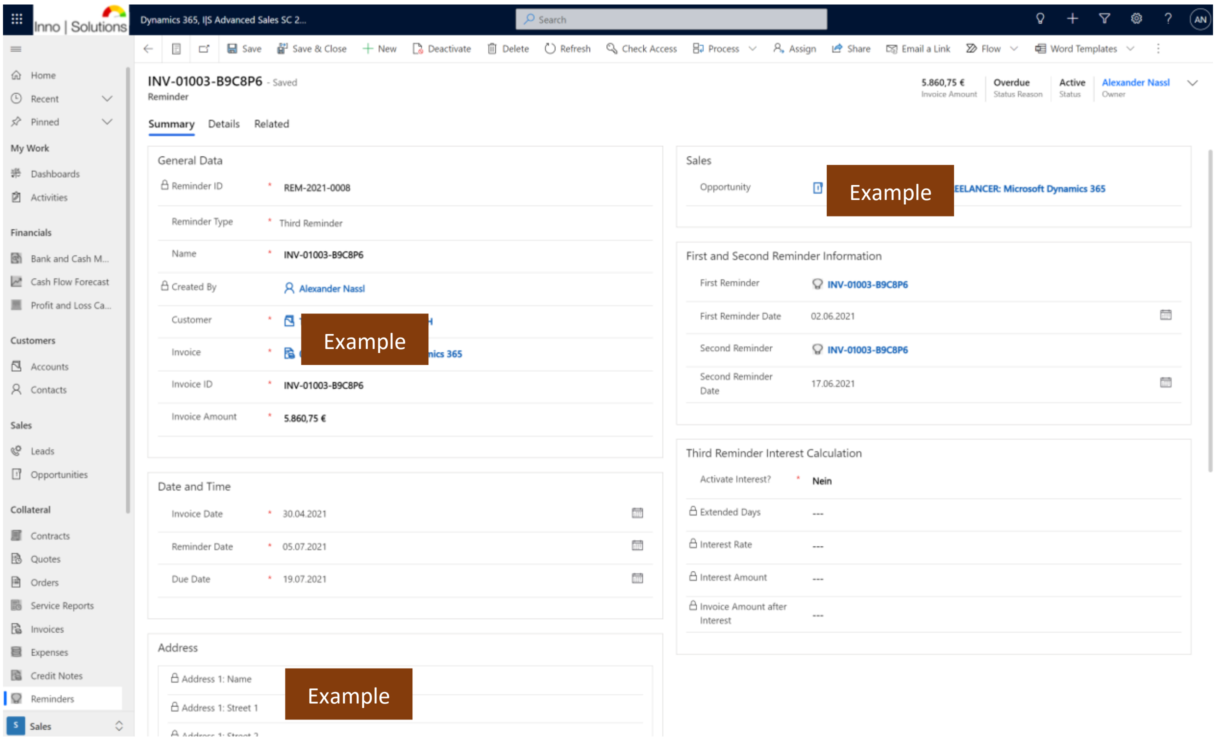

Figure 60: I|S Collections Management form view 1-2

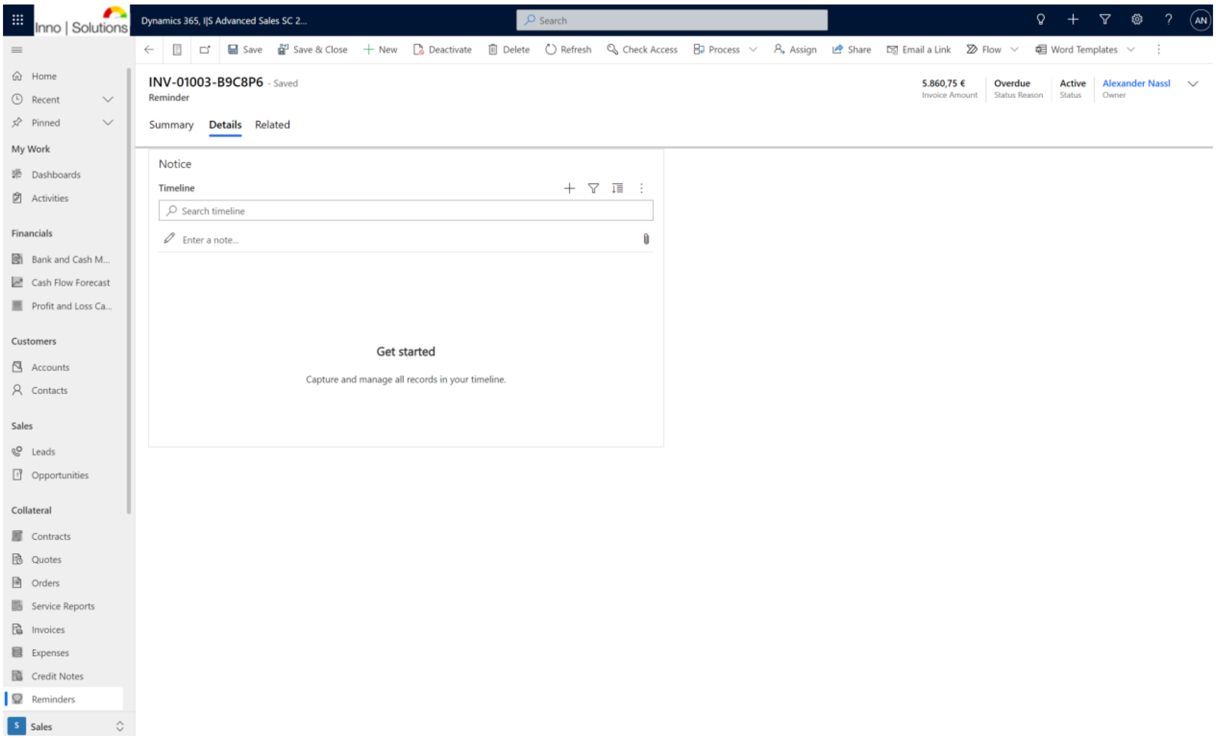

Figure 61: I|S Collections Management form view 2-2

After creating the Reminder in this Dynamics 365 solution the Reminder will be exported into a .docx document for further internal processing. To support working with the advocate a special view is available within the advocate has access to relevant transactions and transactions data and is able to download documents as needed.

5) Bank and Cash Management

The Bank and Cash Management within this solution contains the possibility to maintain and show actual Bank and Cash Amounts. It supports respectively 5 Bank and 5 Cash Accounts. Different currencies are supported. An API to actualize the amounts in a defined interval can be developed. The Bank and Cash Management is managed within the following views:

- *All Bank and Cash Reports*
- *Actual Bank and Cash Reports*
- *Reported Bank and Cash Reports*
- *Obsolete Bank and Cash Reports*
- *Canceled Bank and Cash Reports*

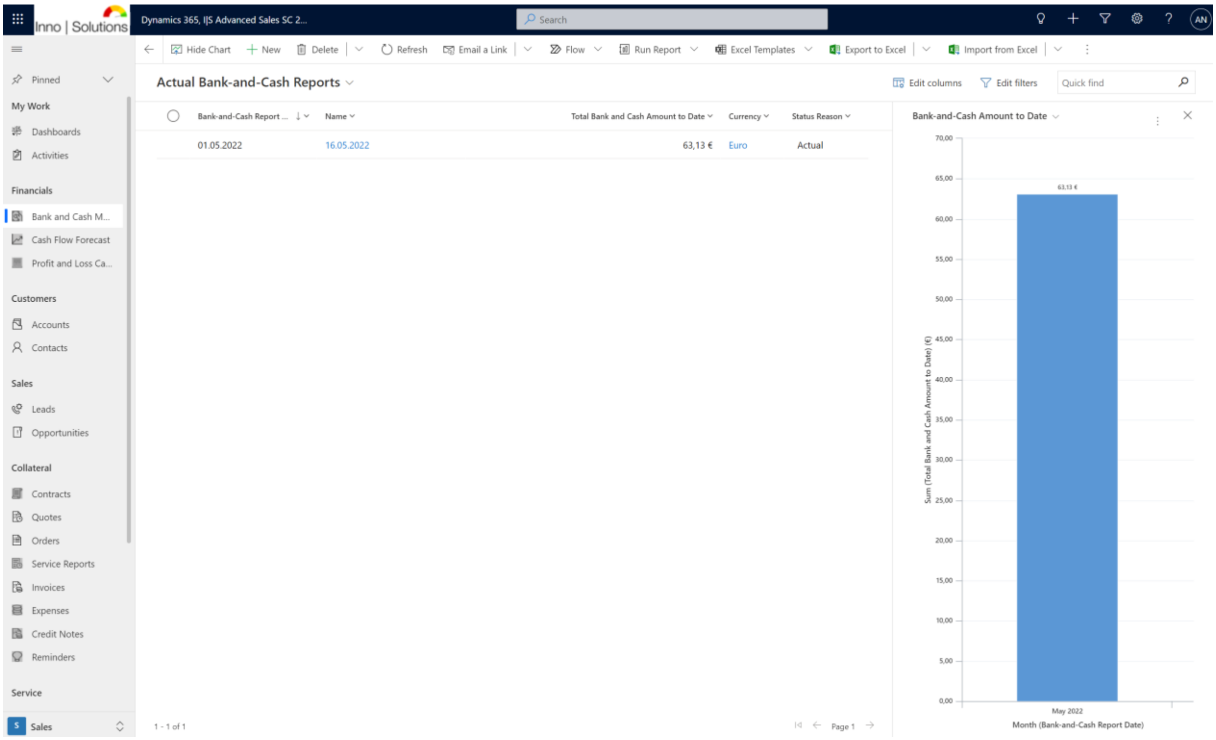

Figure 62: I|S Bank and Cash Management list view (Actual Bank-and-Cash-Reports)

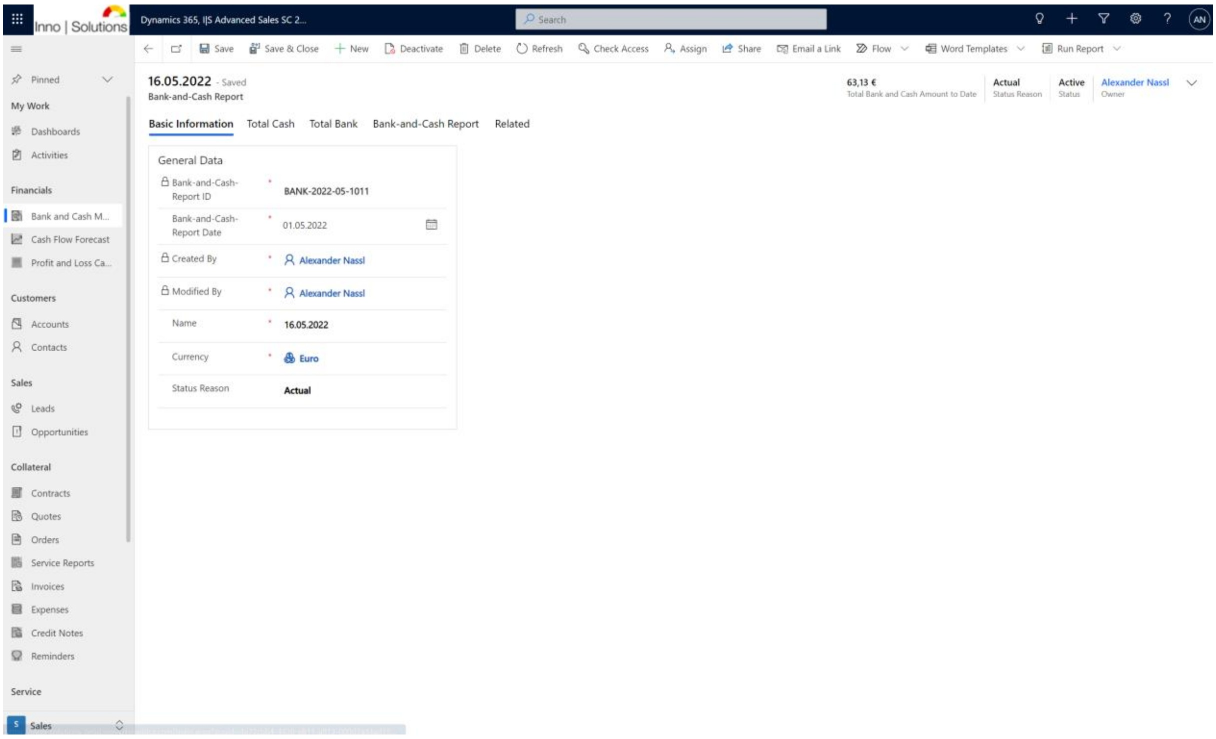

Figure 63: I|S Bank and Cash Management form view 1-4

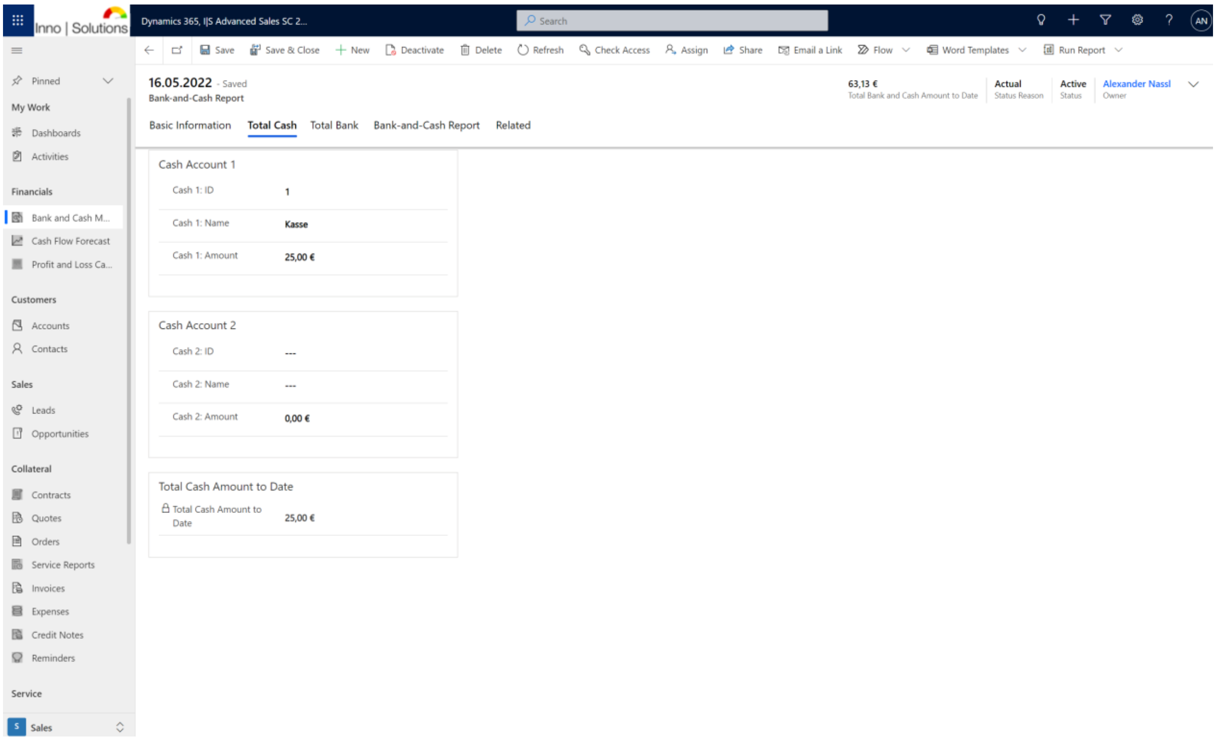

Figure 64: I|S Bank and Cash Management form view 2-4

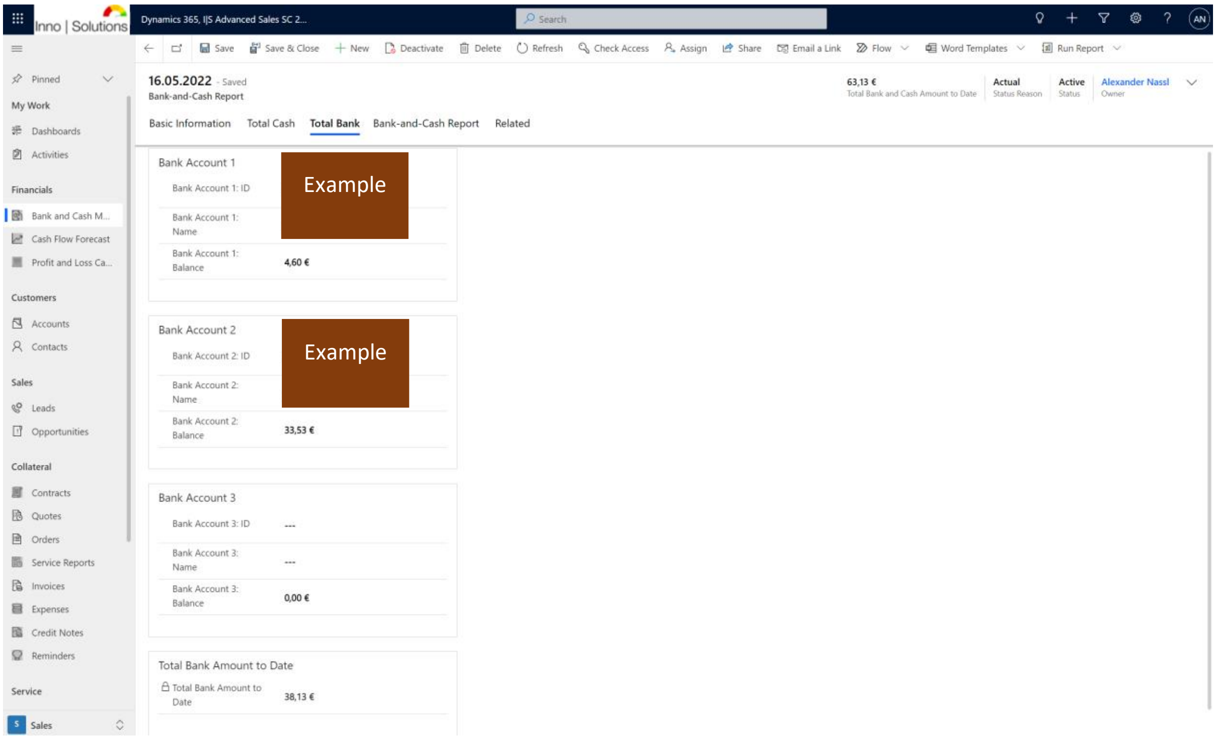

Figure 65: I|S Bank and Cash Management form view 3-4

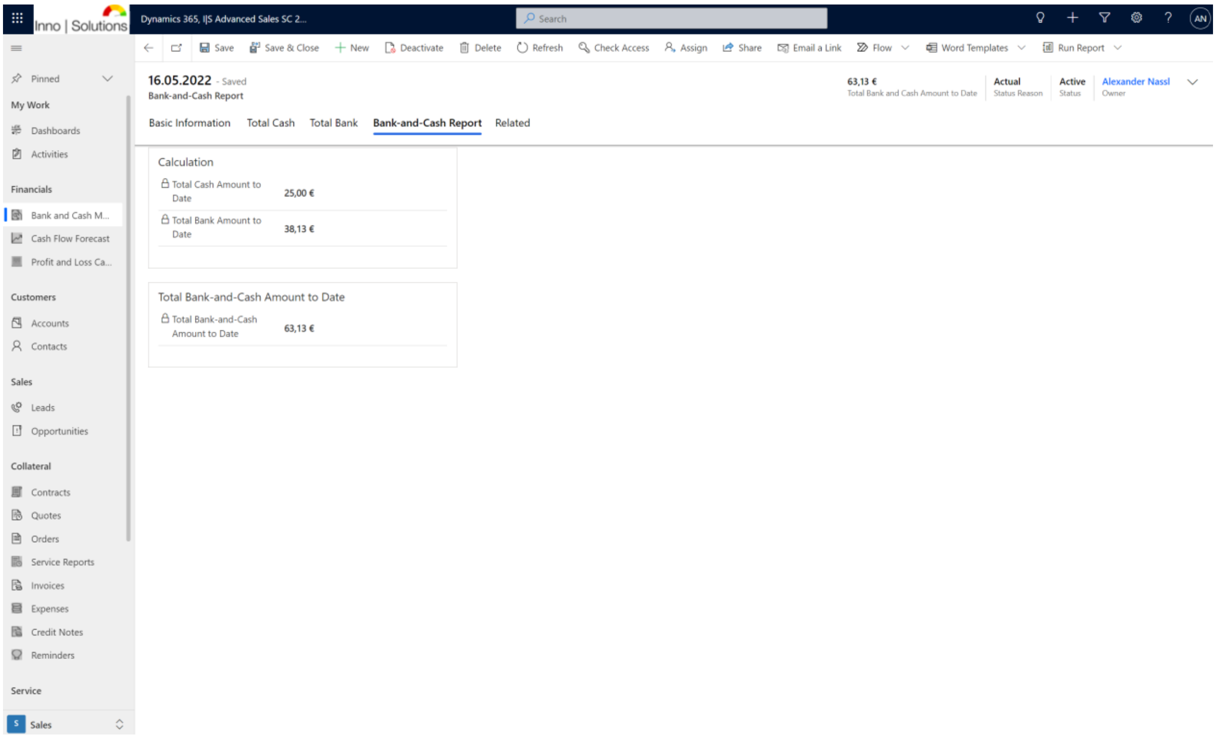

Figure 66: I|S Bank and Cash Management form view 4-4

The Bank and Cash Management is primarily used for the Cash Flow Forecast Feature in this solution.

6) Cash Flow Forecast

The Cash Flow Forecast within this solution lets create a Cash Flow Forecast following CAPEX <u>or</u> OPEX. Due to the flexible handling of this solution the company can decide which transactions be used for the Forecast in an interval (e.g. year). The following views are used to maintain Cash Flow Forecasts:

- *All Cash Flow Forecasts*
- *Actual Cash Flow Forecasts*
- *Reported Cash Flow Forecasts*
- *Obsolete Cash Flow Forecasts*
- *Canceled Cash Flow Forecasts*

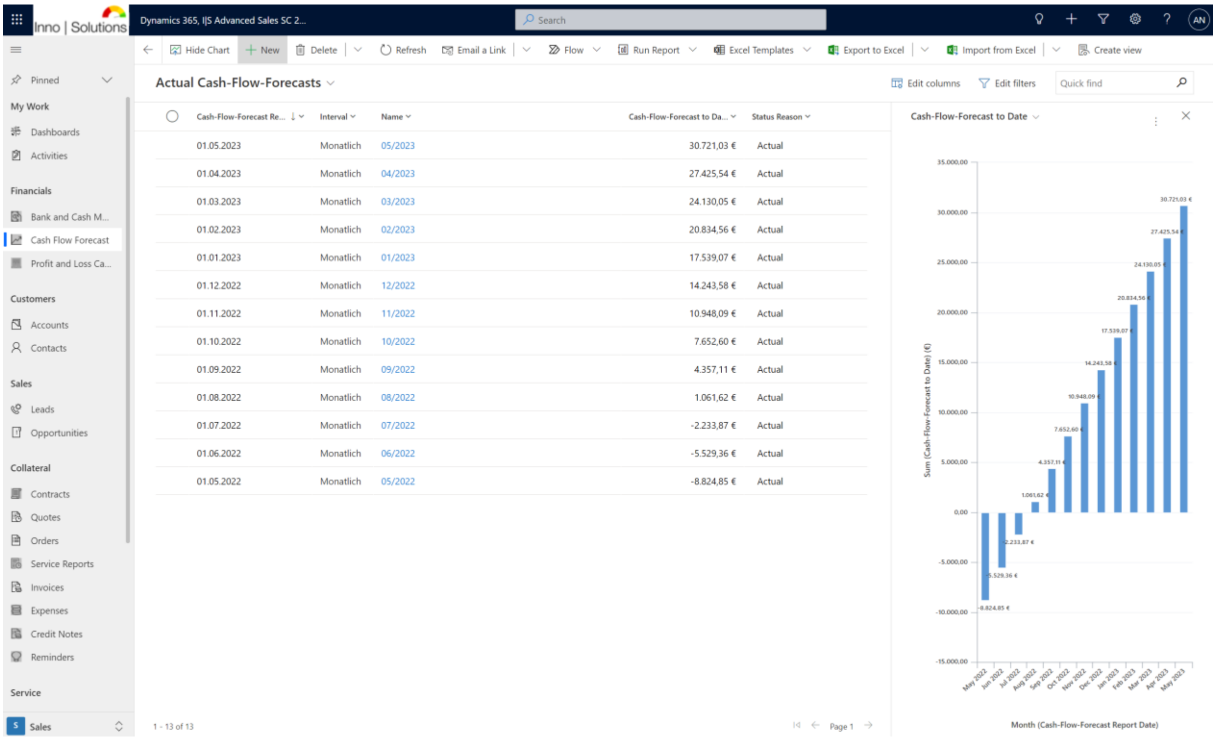

Figure 67: I|S Cash Flow Forecast list view (Actual Cash-Flow-Forecasts)

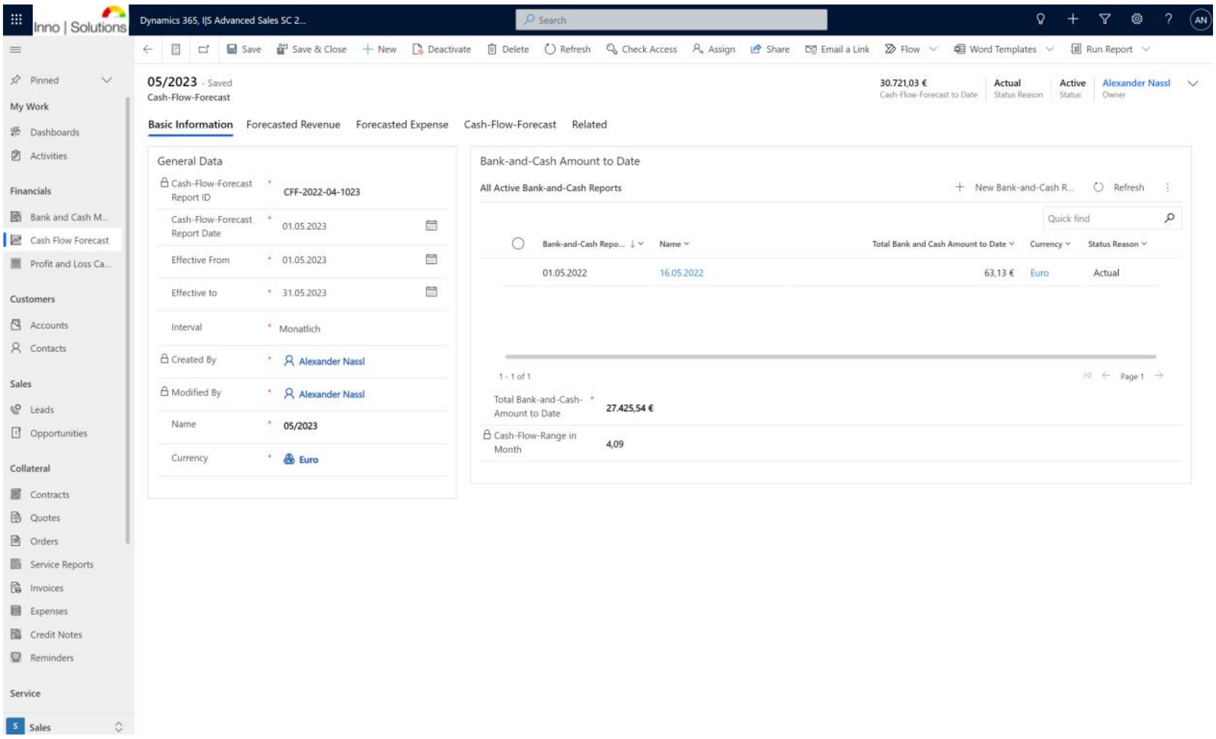

Figure 68: I|S Cash Flow Forecast form view 1-4

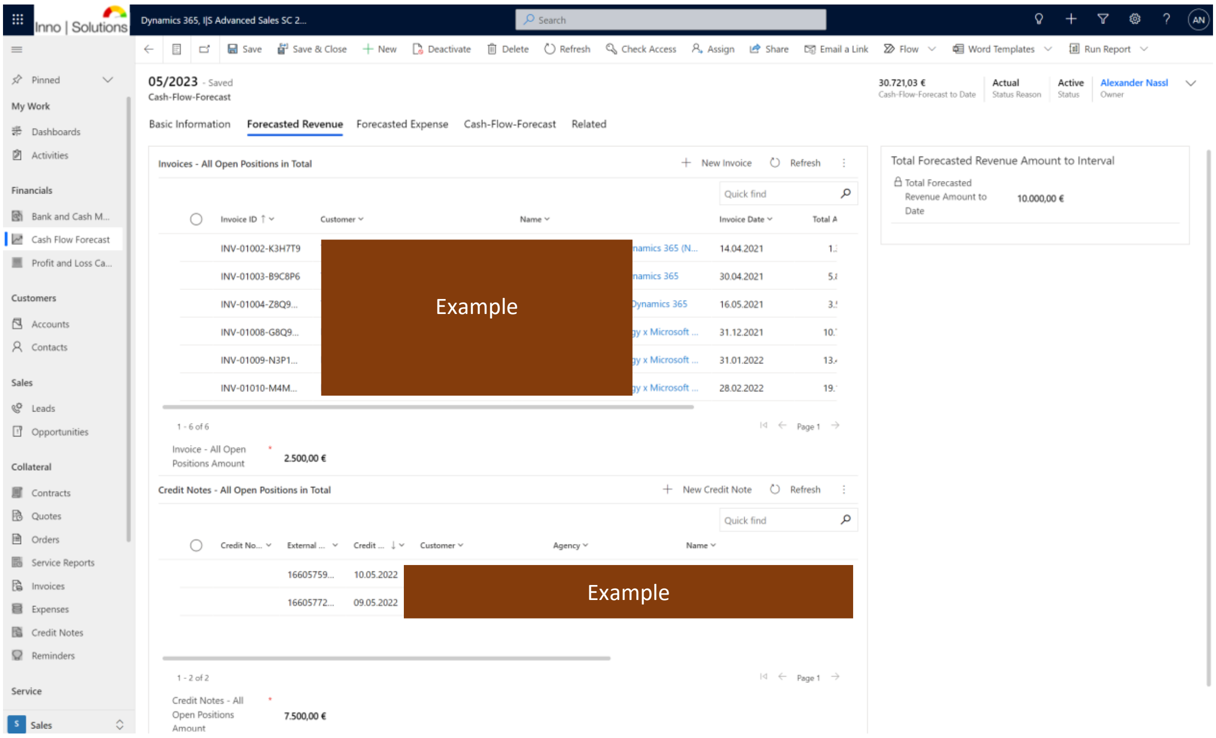

Figure 69: I|S Cash Flow Forecast form view 2-4

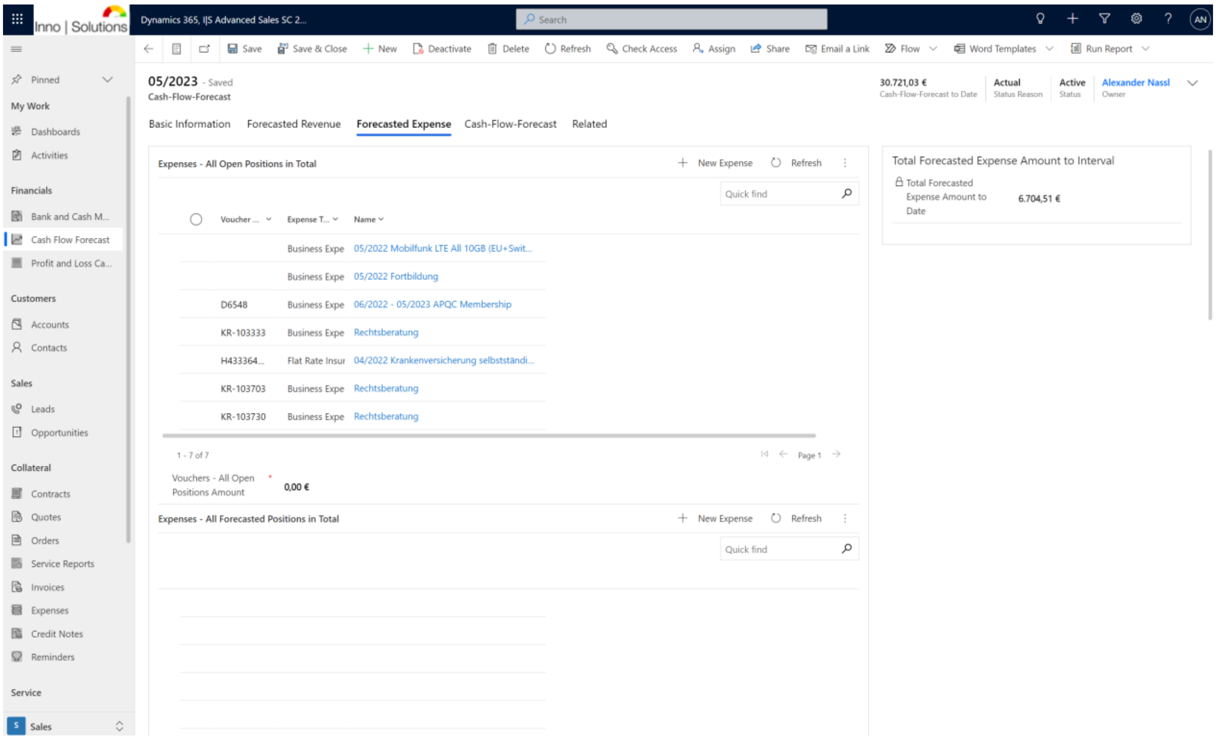

Figure 70: I|S Cash Flow Forecast form view 3-4

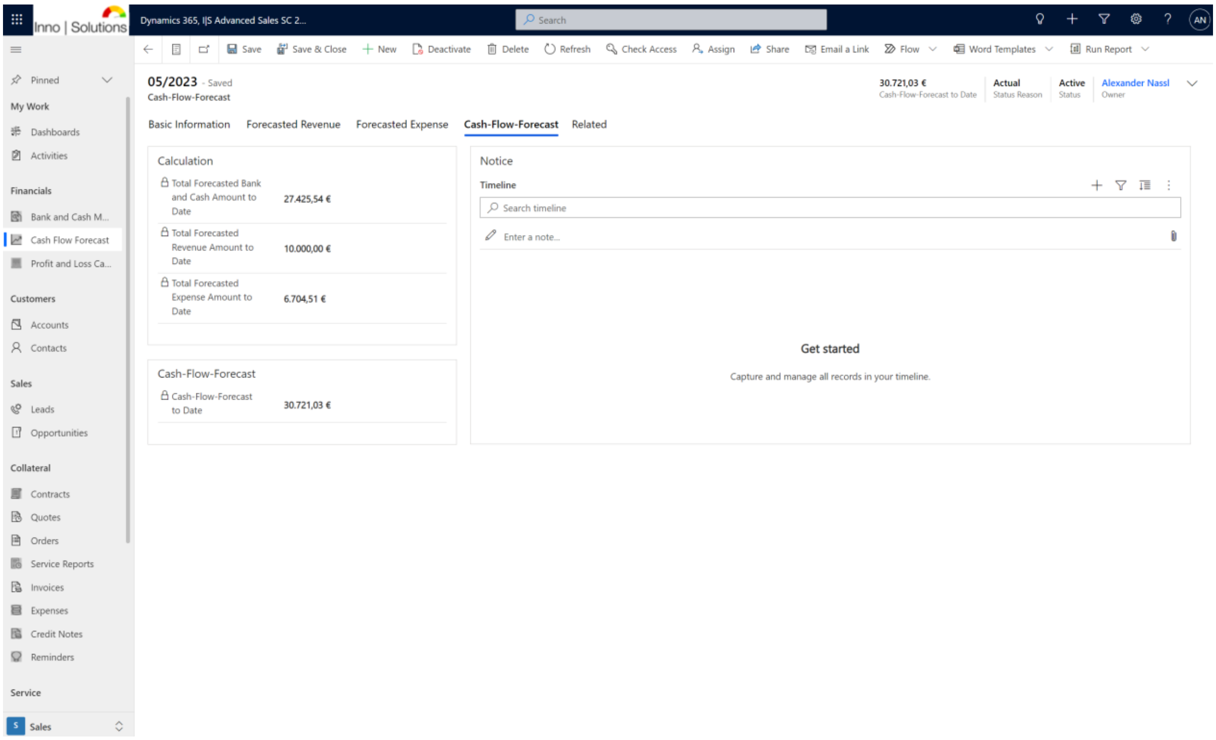

Figure 71: I|S Cash Flow Forecast form view 4-4

7) Profit and Loss Calculation

The Profit and Loss Calculation within this solution lets create different kind of Reports in an interval by using the data from relevant tables and the Microsoft Excel export. After modelling, filtering and sorting the available data, the data entrance can be executed to maintain end-results. The results are displayed as encounters when the necessary fields are filled in.

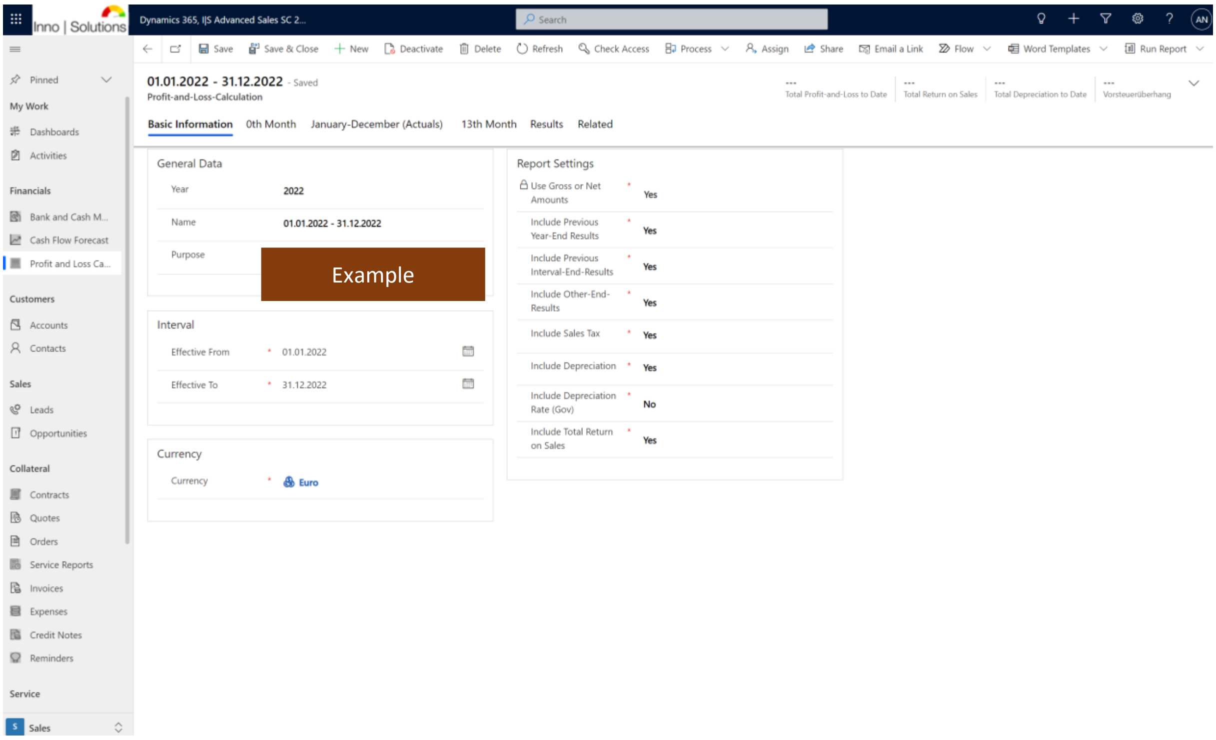

Figure 72: I|S Profit and Loss Calculation form view 1-5

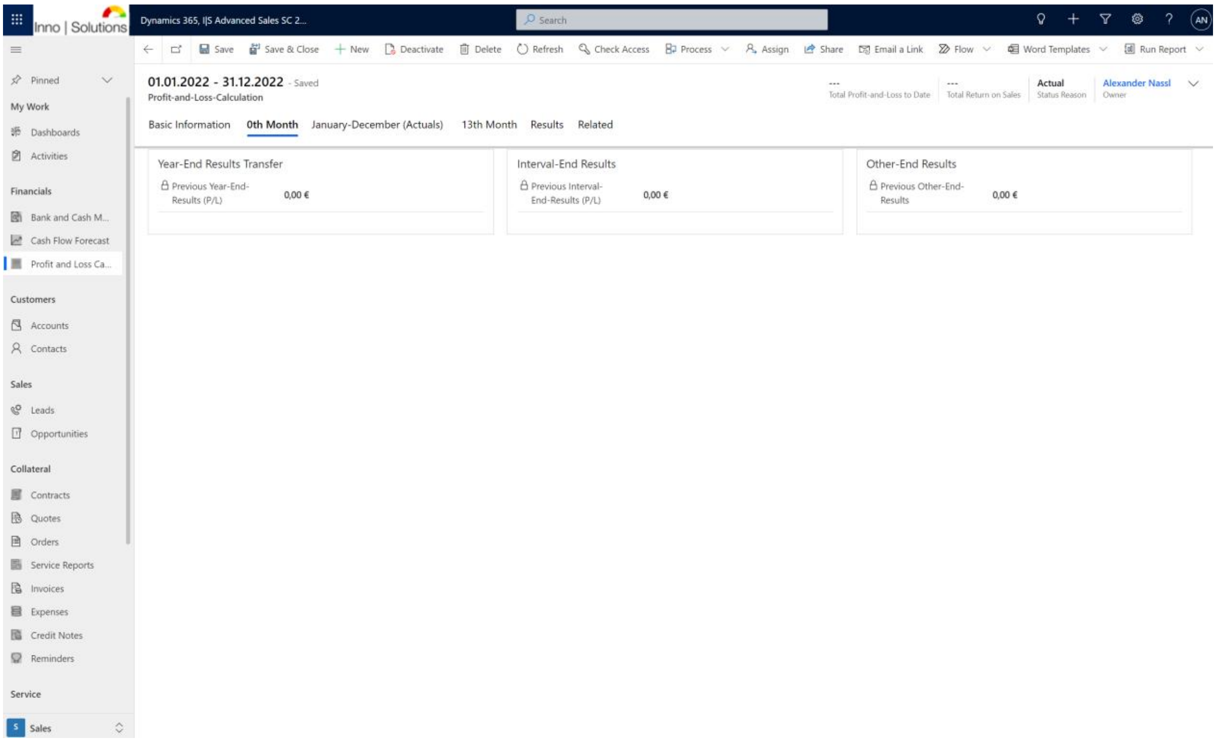

Figure 73: I|S Profit and Loss Calculation form view 2-5

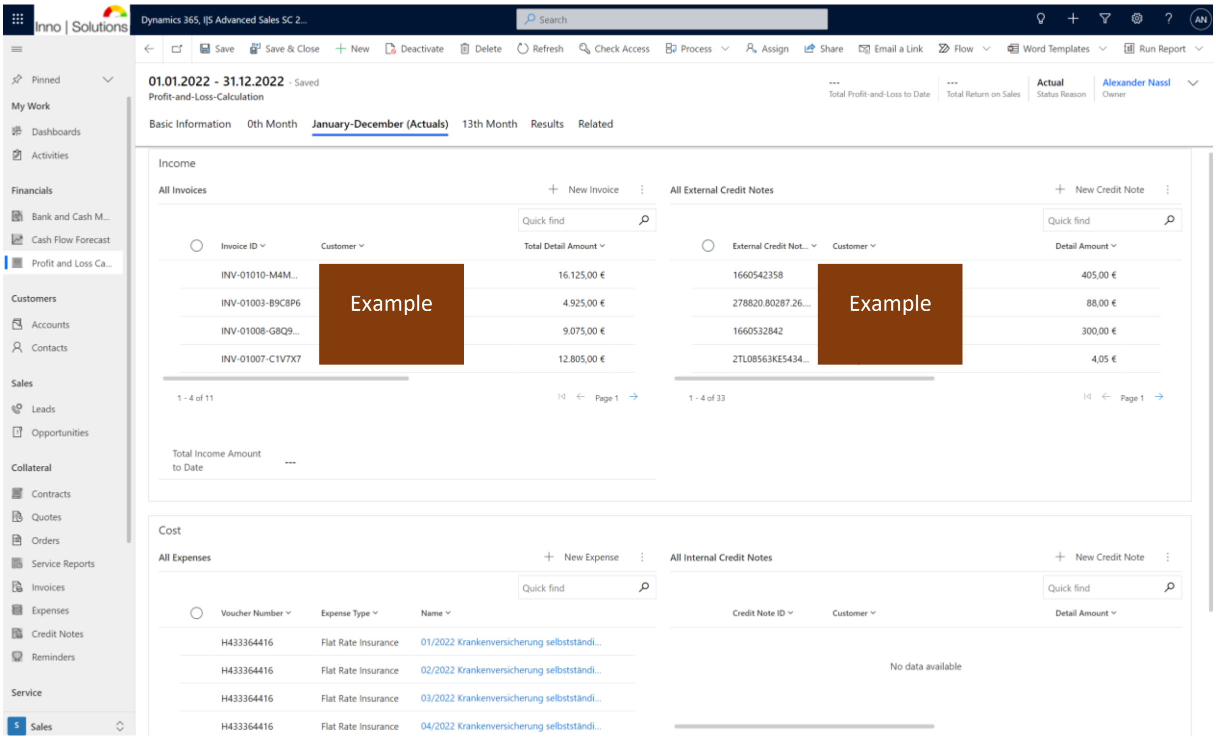

Figure 74: I|S Profit and Loss Calculation form view 3-5

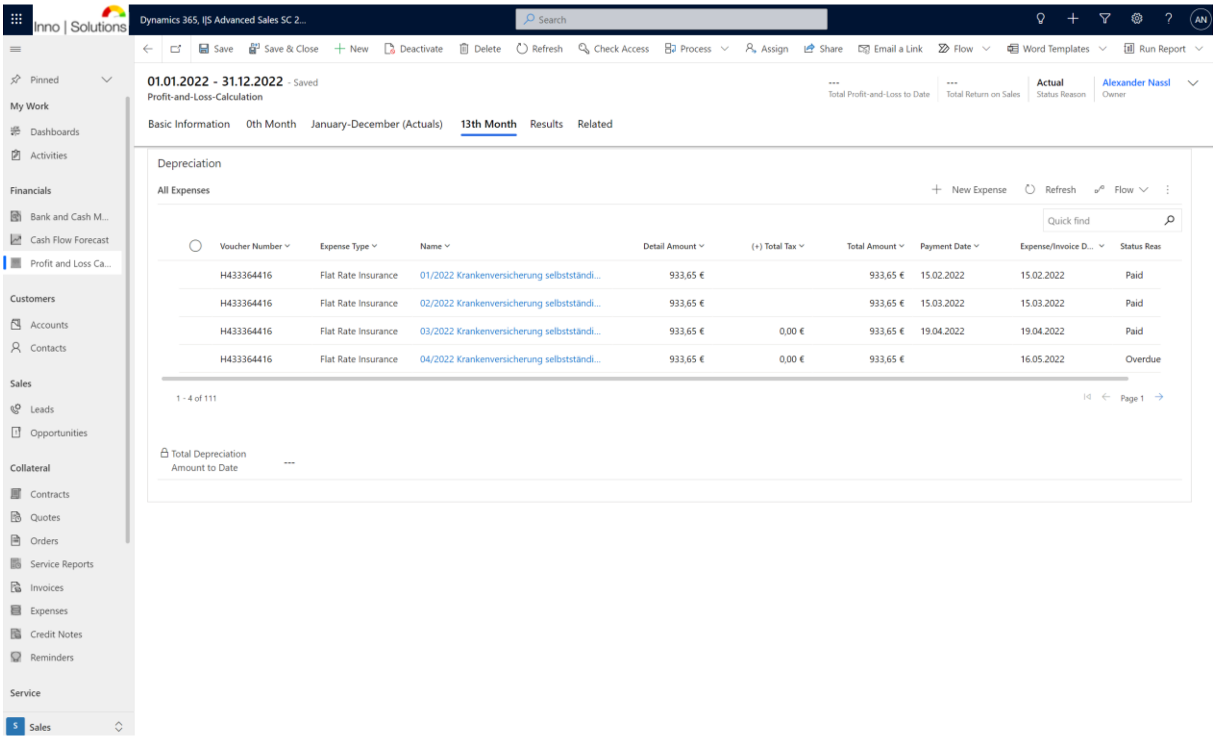

Figure 75: I|S Profit and Loss Calculation form view 4-5

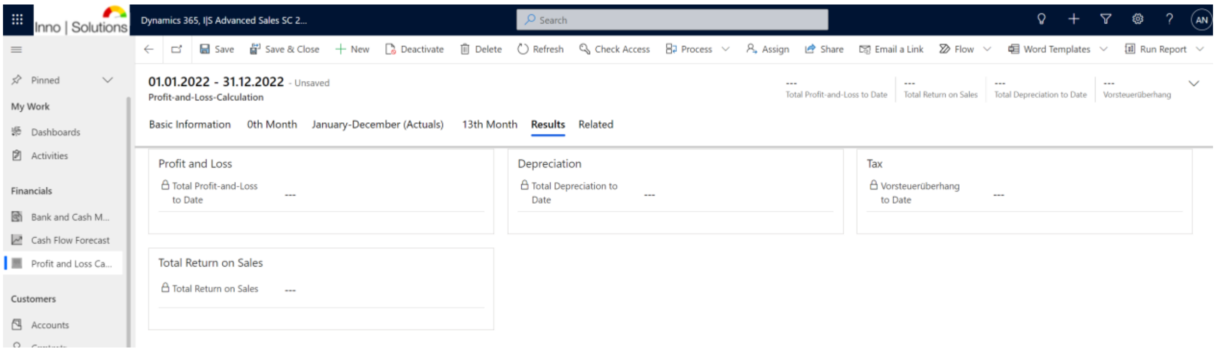

Figure 76: I|S Profit and Loss Calculation form view 5-5

The Profit and Loss Calculation contains different settings which can be used to adapt data to specific needs.

VI. Product Management

The Product Management within this solution contains the possibility to create and maintain products and services and related components such as price lists as per Microsoft Dynamics 365 Sales Professional default. The possibility to create products, product bundles and product families is given.

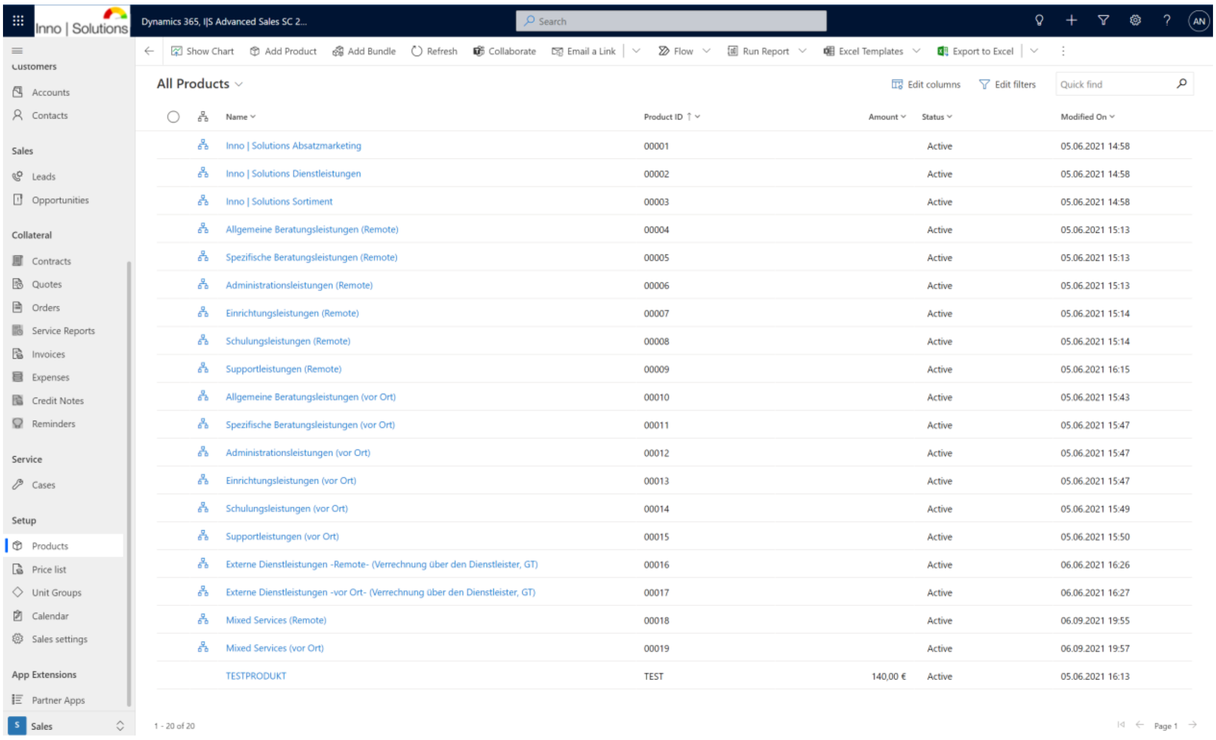

Figure 77: I|S Product Management list view

VII. Document Management

As per Microsoft licenses possible can either Sharepoint be used or the Dataverse Data File Capacity for the Document Management within this solution. Due to capacity purposes, it’s recommended to use the Sharepoint Document Management for primarily documents.

Therefore, in the most forms navigate to the tab “related” and choose “documents”.

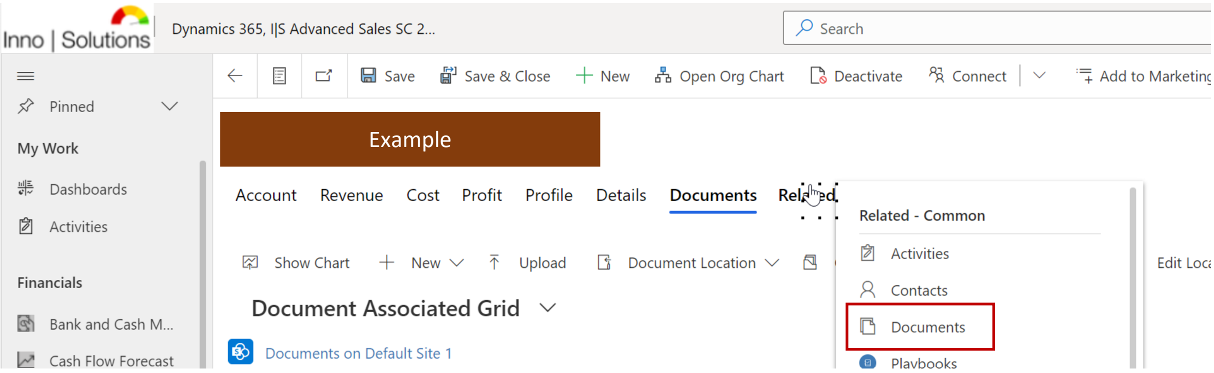

Figure 78: I|S Document Management per Entity via Sharepoint

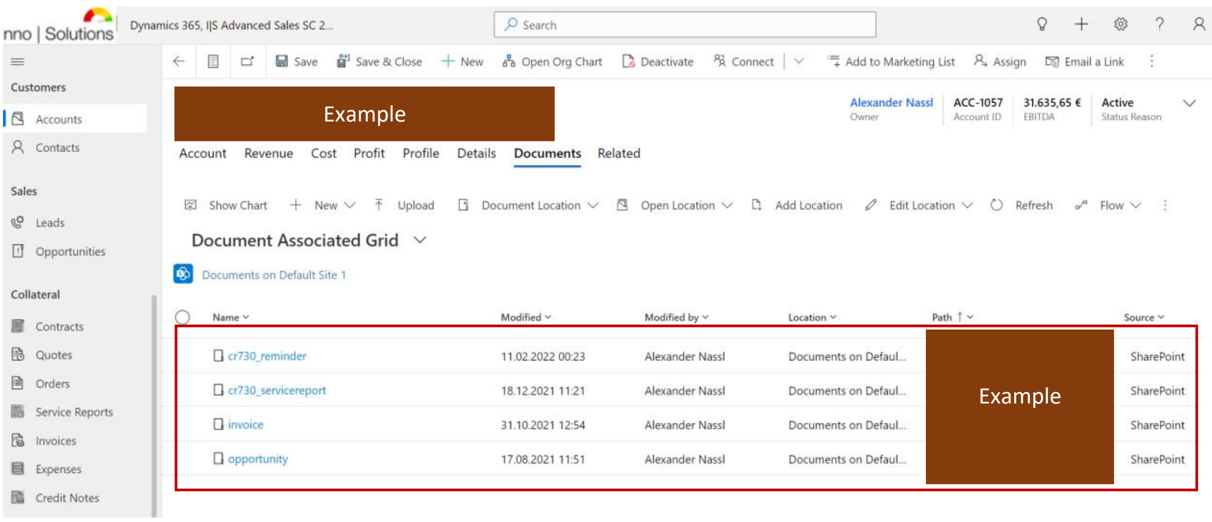

Figure 79: I|S Document Management per Entity via Sharepoint

The documents can then be uploaded, handled and downloaded. The files are saved in Sharepoint. The files are referenced between related transactions and can be opened from different entities via the “related” tab. Moreover, via the “related” tab, all related transactions can be viewed for the chosen data entrance (primarily all related lookup fields).

Additional documents can be uploaded for defined entities directly into the transaction what will affect the Data File Capacity of Dataverse. This time it’s possible for the entities Contracts, Expenses and Credit Notes.

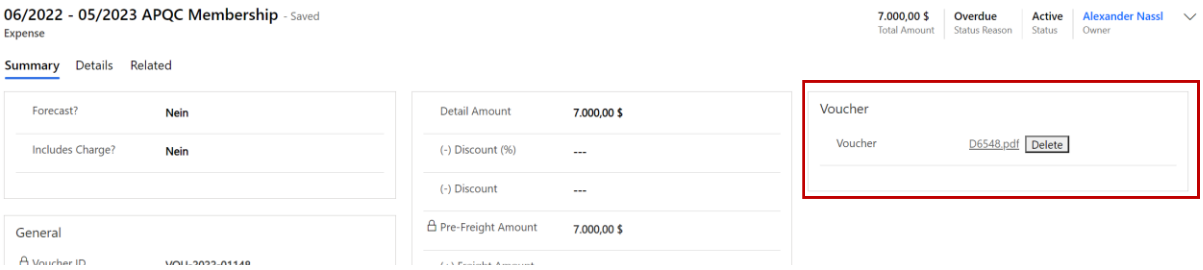

Figure 80: I|S Document Management for specific Entities via Dataverse

VIII. Activities Management

As per Microsoft licenses in default possible, an Outlook integration can be used to manage activities within this solution. Due to individual settings an outlook calendar and/or messages can automatically be imported into Microsoft Dynamics 365 when marked.

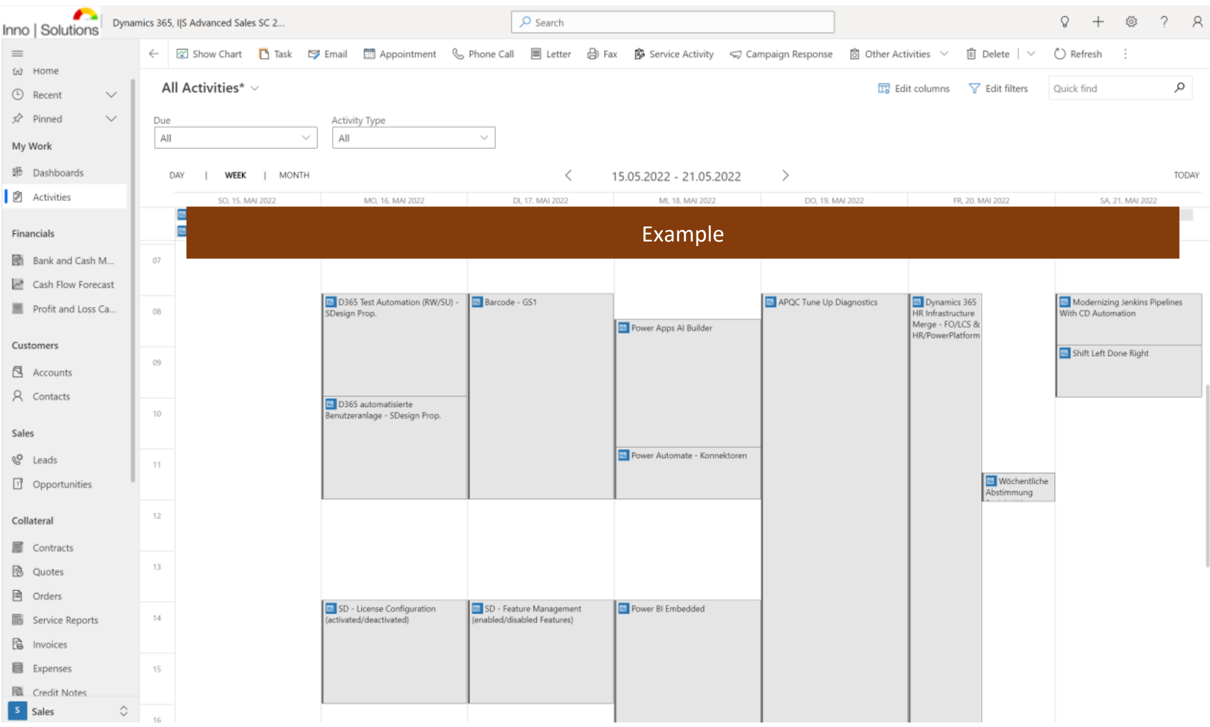

Figure 81: I|S Activities Management form view

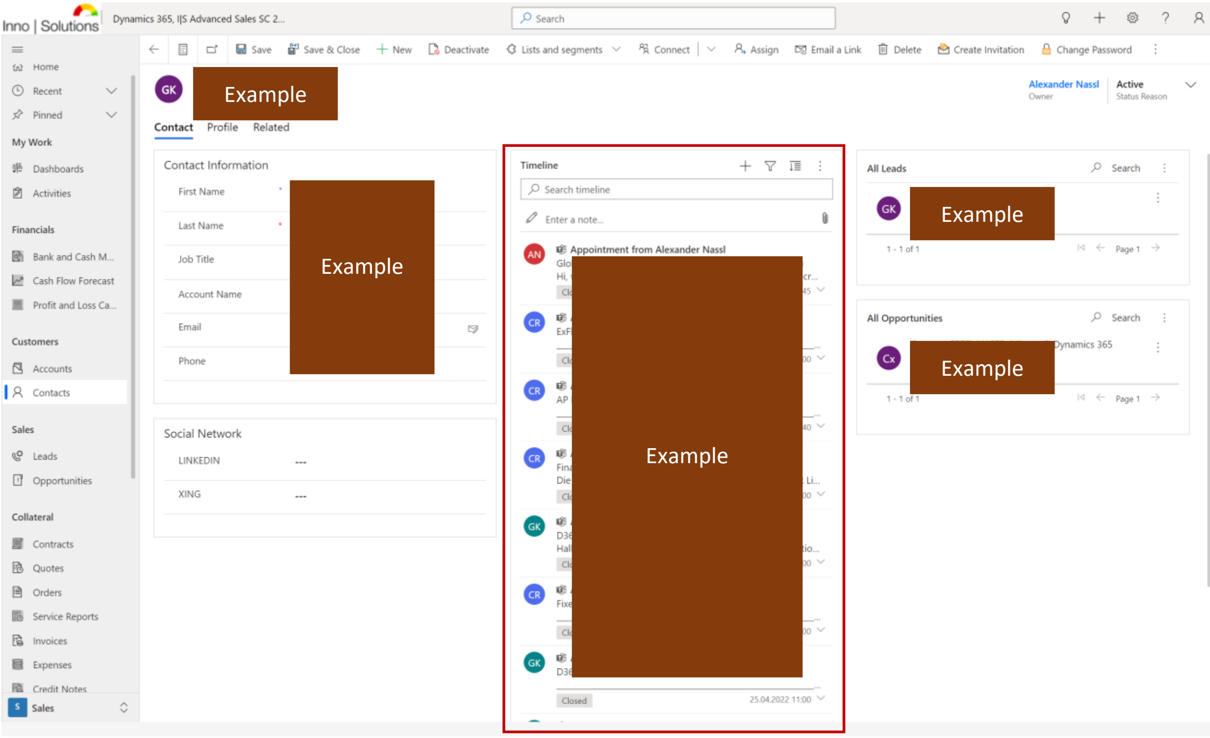

Figure 82: I|S Activities Management in the Timeline (ex. Contacts)

IX. Microsoft Teams Integration

The solution is designed and developed to interact with Microsoft Teams. To have all necessary applications in one system (in this case Microsoft Teams) this solution can be integrated into Microsoft Teams as per Microsoft license in default possible.

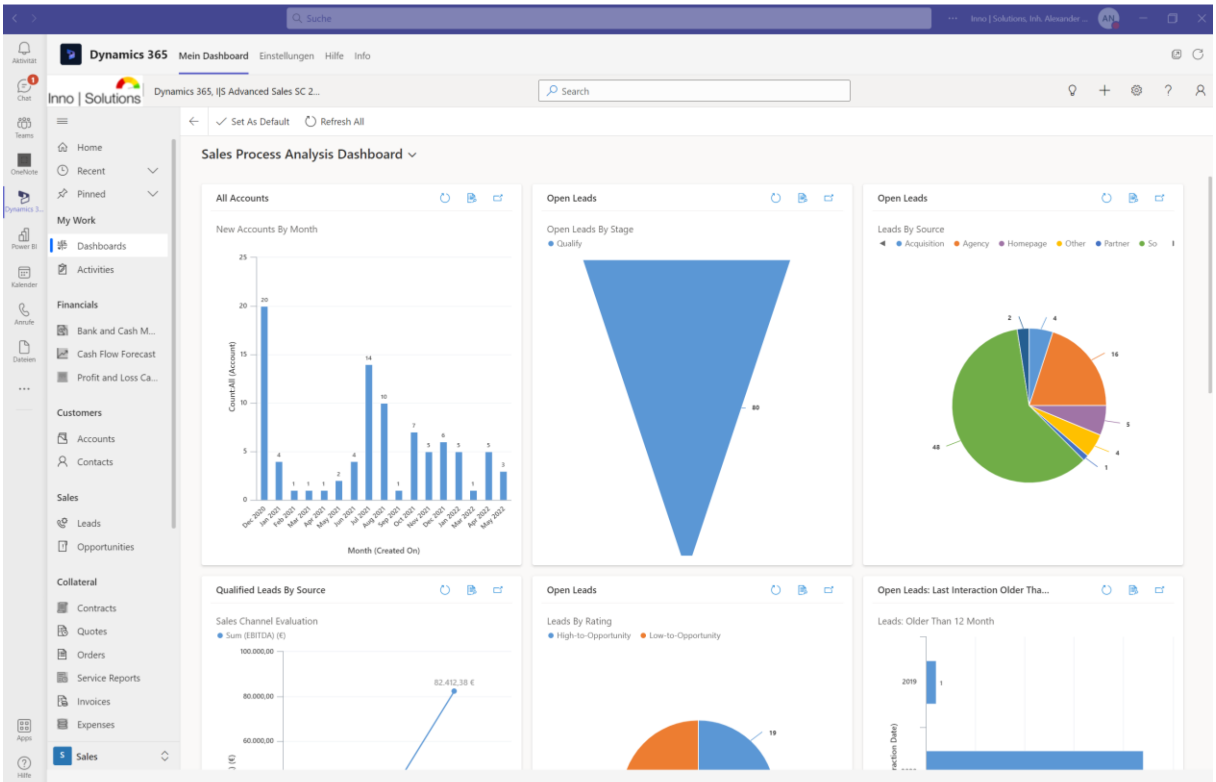

Figure 83: I|S Advanced Sales S/C 2022 in Microsoft Teams

X. Advanced and Personal Settings

Advanced Settings can be used and edited global as needed in this solution as per Microsoft Dynamics 365 Sales Professional default.

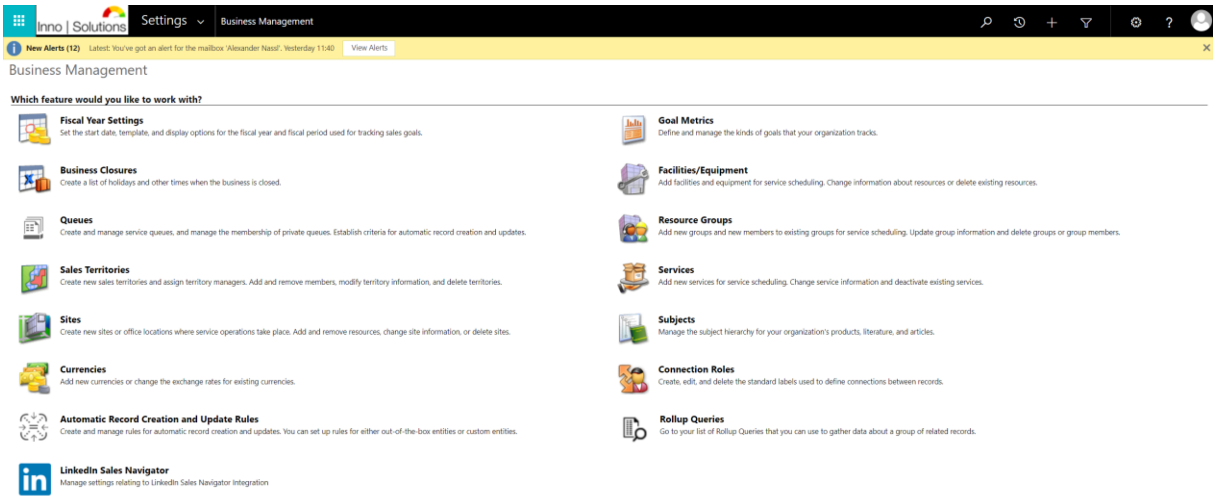

Figure 84: I|S Dynamics 365 Advanced Sales S/C 2022 Advanced Settings Page

Personal Settings can be used and edited per user in this solution as per Microsoft Dynamics 365 Sales Professional possible and needed.

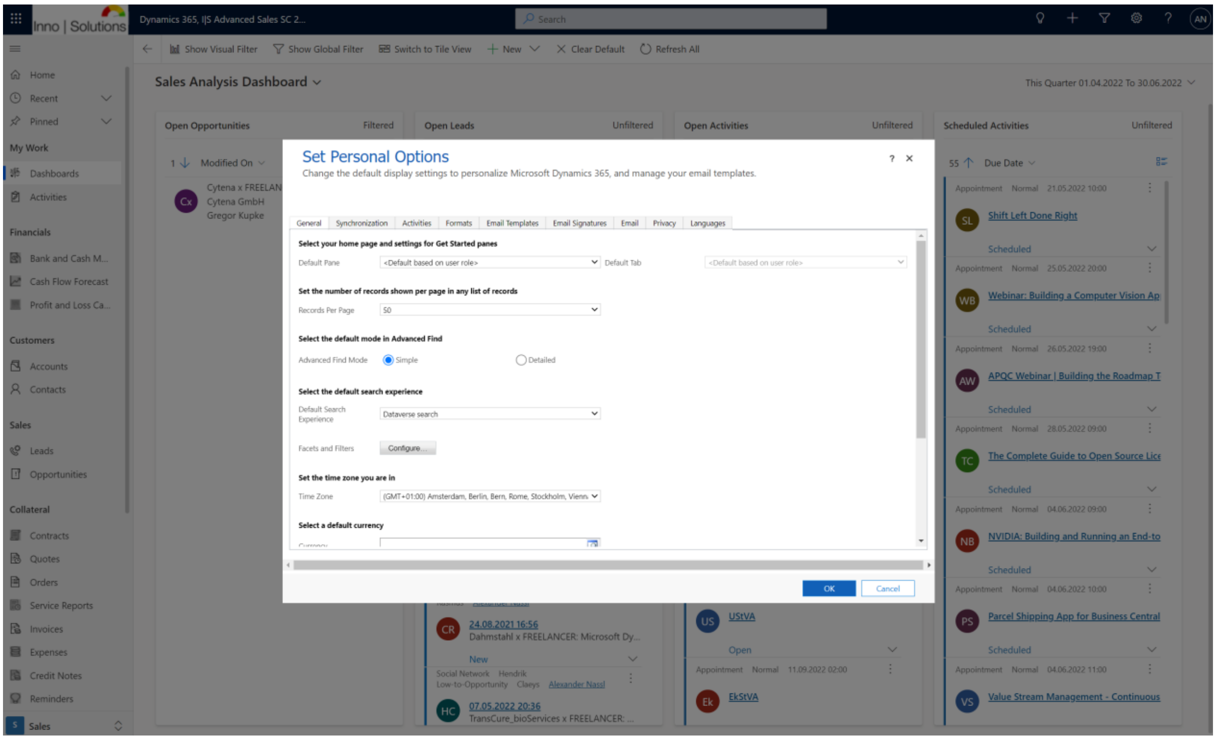

Figure 85: I|S Dynamics 365 S/C 2022 Personal Settings Page

XI. Future Releases and Planned Features

As this solution is the Pre-Release as Pilot 1 version (Build 1.1.1.0001) it will get more features in the future. In total three Pilots will be executed to meet the business needs for small companies for this specific market solution with the following enhancements:

Pilot 1 version

- Enhanced Profit and Loss Calculation
- Diverse Features

Pilot 2 version

- Enhanced Product Management
- Enhanced Tax Management
- Diverse Features

Pilot 3 version

- Enhanced Supply Chain Features
- Diverse Features

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