

**MICROSOFT® BUSINESS SOLUTIONS–
NAVISON® 4.0**

COURSE 8324A: INTRODUCTION

Microsoft Internal Use Only

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INTRODUCTION

Welcome

We know training is a vital component of retaining the value of your Microsoft® Business Solutions investment. Our quality training from industry experts keeps you up-to-date on your solution and helps you develop the skills necessary for fully maximizing the value of your solution. Whether you choose Online Training, Classroom Training, or Training Materials, there's a type of training to meet everyone's needs. Choose the training type that best suits you so you can stay ahead of the competition.

Online Training

Online Training delivers convenient, in-depth training to you in the comfort of your own home or office. Online training provides immediate access to training 24 hours a day. It's perfect for the customer who doesn't have the time or budget to travel. Our newest online training option, eCourses, combine the efficiency of online training with the in-depth product coverage of classroom training, with at least two weeks to complete each course.

Classroom Training

Classroom Training provides serious, in-depth learning through hands-on interaction. From demonstrations to presentations to classroom activities, you'll receive hands-on experience with instruction from our certified staff of experts. Regularly scheduled throughout North America, you can be sure you'll find a class convenient for you.

Training Materials

Training Materials enable you to learn at your own pace, on your own time with information-packed training manuals. Our wide variety of training manuals feature an abundance of tips, tricks, and insights you can refer to again and again:

Microsoft Business Solutions Courseware: The Microsoft Business Solutions Courseware are very detailed training manuals, designed from a training perspective. These manuals include advanced topics as well as training objectives, exercises, interactions, and quizzes.

Look for a complete list of manuals available for purchase on the Microsoft Business Solutions website: www.microsoft.com/BusinessSolutions.

Microsoft Business Solutions Courseware Contents

Test Your Skills

Within the Microsoft Business Solutions Training Courseware you will find a variety of different exercises. These exercises are offered in three levels to accommodate the variety of knowledge and expertise of each student.

Challenge Yourself! (Level 3)

Challenge yourself! (Level 3) exercises are the most challenging. These exercises are designed for the experienced student who requires little instruction to complete the required task.

Need a Little Help? (Level 2)

Need a little help? (Level 2) exercises are designed to challenge students, while providing some assistance. These exercises do not provide step-by-step instructions, however, do provide the user with helpful hints and more information to complete the exercise.

Step-by-Step (Level 1)

Step by step (Level 1) exercises are geared towards brand new users who require detailed instructions and explanations to complete the exercise. Step by step (Level 1) exercises will guide the user through the task, step-by-step, including navigation.

Quick Interaction: Lessons Learned

At the end of each chapter within the Microsoft Business Solutions Training Courseware, you will find a Quick Interaction: Lessons Learned page. This interaction is designed to provide the student with a moment to reflect on the material they have learned. By outlining three key points from the chapter, the student is maximizing knowledge retention, and providing themselves with an excellent resource for reviewing key points after class.

Student Objectives

What do you hope to learn by participating in this course?

List three main objectives below.

1.

2.

3.

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CHAPTER 1: GETTING STARTED

- Overview
- Background
- The Application Window
- The Microsoft® Business Solutions–Navision® Navigation Pane and Menu Items
- Microsoft Navision Windows
- Changing How Your Window Looks
- Command Buttons and Menu Buttons
- Entering Information
- Editing Information
- Menu Bar Overview
- Finding, Viewing, and Searching for Information
- Online Help
- Dimensions
- Shortcut Keys

Overview

In this chapter, you obtain an overview of basic Microsoft Navision functionality, including customizing the look of Microsoft Navision windows, basic Microsoft Navision navigation functionality, editing, viewing, deleting, and adding information.

Background

Microsoft Navision is a fully integrated, relational, financial database. It allows you to enter and maintain your general ledger, inventory, sales and receivables, purchases and payables, resources, and job and campaign tracking activity all in one place, one time, allowing you to have one software package instead of several.

Microsoft Navision is a graphically based system for enterprise business solution. Because Microsoft Navision is graphically based, all work on the screen is done in windows, many windows can be open at the same time, and you can use a mouse to choose, select and execute various functions when working. Microsoft Navision contains the standard functions expected of a computer program in regards to functionality and structure. Additionally, Microsoft Navision fulfills the requirements of an enterprise business solution by supplying tools for entering and managing information.

This material is intended to familiarize you with the features available throughout Microsoft Navision. Learning these features will help you with your daily routines and will be most helpful with locating information quickly and managing your business information.

Setup

Keep in mind, every setup you do is a customization for you and your users. Setup is a one time investment, allowing you to tailor Microsoft Navision to your company, and use your terms. For example, you might maintain inventory in four warehouses: North, East, South, and West. Another company may call their warehouses #1, #2, and #75. Microsoft Navision setup allows you to define your warehouses as North, East, etc., and your neighbor to name them #1, #2, and #75.

Getting Help

The various manuals have multiple purposes. The first is to familiarize the novice Microsoft Navision user with the software. The second is to give specific instructions for Setup and initial usage. And the third is to serve as a reference when you cannot quite figure out how to do what you want to do in Microsoft Navision. This chapter will cover basic usage and keystrokes.

Online Help, when licensed, is accessible by clicking f1, selecting Help from the toolbar, or by clicking the What's This? icon in the upper right corner of your screen. Online help is context sensitive, and as such, provides specific information rather than the broad overviews provided in the various User Manuals.

A Few More Words Before You Start

Microsoft Navision works within Microsoft® Windows® 2000, Windows® XP or SQL Server. All Windows functionality is present in Microsoft Navision, and you can expect Windows characteristics from Microsoft Navision.

Passwords are case sensitive in Microsoft Navision, User IDs are not. In the case that you forget your User ID or Password, consult your System Administrator.

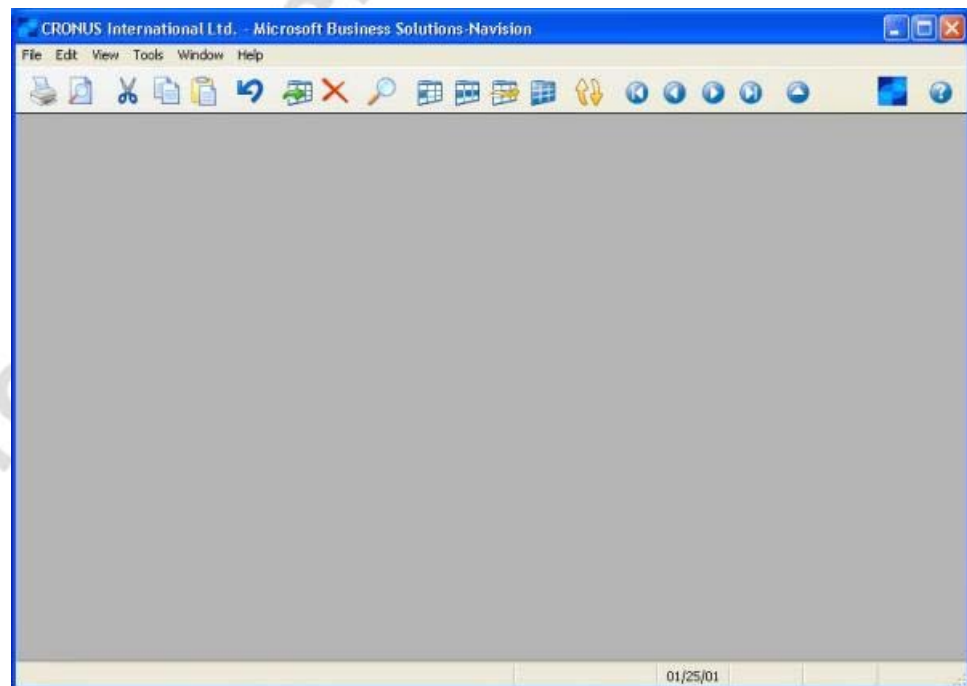
Application areas are the submenus you find on your Navigation Pane: Financial Management, Sales & Marketing, Purchase, Warehouse, Manufacturing, etc. The individual application areas consist of even smaller units called "granules." The granules available to you depend on your license agreement, and your access rights.

Screens are granule-specific and granule-dependent. Be aware of where you are when you begin input, or when you question output.

The application areas and granules are constructed of small independent units called objects. This structure makes it possible to change an individual object without affecting the other objects.

The Application Window

The Application Window appears as follows:



It includes the following parts:

Title Bar

The Title Bar is located at the top of the screen; displays the company you are currently working in, the name of program (Microsoft Navision), a minimize button, a maximize/restore button and a close button.



Menu Bar

The Menu Bar is located just below the Title Bar; this standard Windows feature contains menus to select functions such as creating new companies, design tools, and help. Functions which cannot be used appear dimmed (gray).



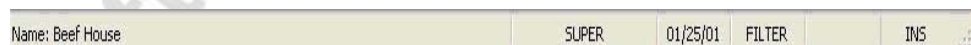
Toolbar

The Toolbar is located just below the Menu Bar; contains a row of iconic buttons to give quick access to frequently used functions such as editing, filtering and locating data. The menu bar description on the following pages will describe the use of these buttons. At the end of the Toolbar, there are icons for a List feature, to activate the Navigation Pane, and to access context-sensitive Help.



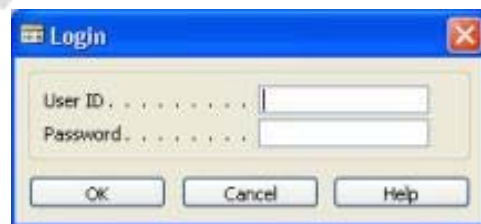
Status Bar

The Status Bar is located at bottom of screen; shows name and contents of active field, work date, user ID, and whether a filter (FILTER) is set and if you are in insert (INS) and /or overwrite (OVR) mode.



Login Window

After User IDs and Passwords have been created, the Login window always appears when you access the database.



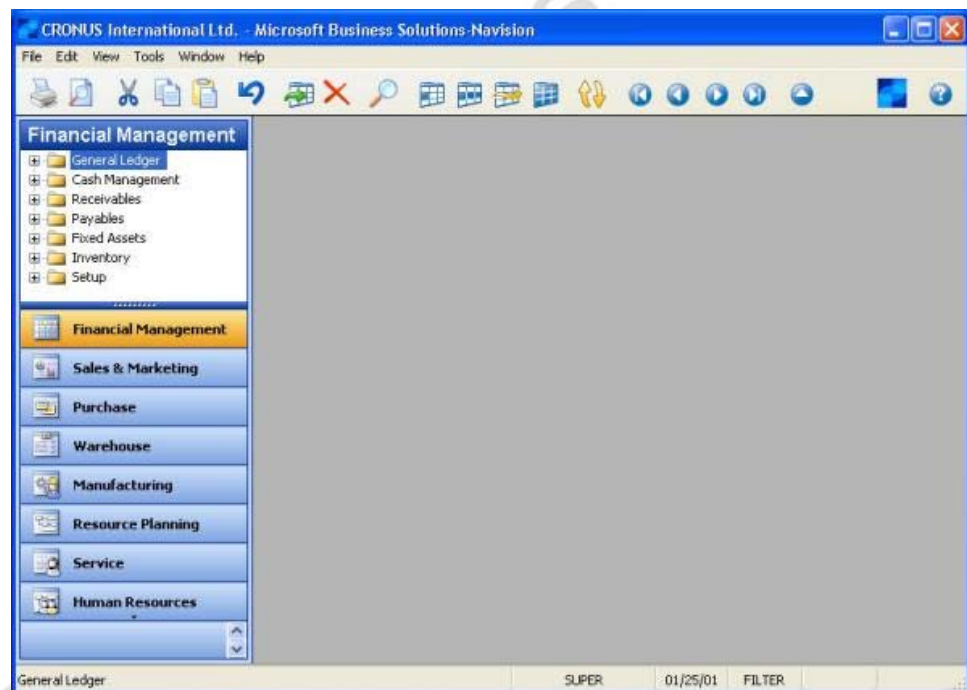
Remember that the application distinguishes between uppercase and lowercase letters in Passwords. The User ID does not have this restriction.

After receiving your initial password from your system manager, you may change it to a password known only to you under **TOOLS**→**SECURITY**→**PASSWORD** on the menu bar. Your password is not visible in the system, so be sure to remember it!

Microsoft Navision supports both the single sign-on system offered by Windows XP and the unified login system offered by Windows NT. If you are using either of these operating systems, your system manager can grant you direct access to Microsoft Navision. Therefore, your system may be set up so that no password is needed to open the database on a server.

The Microsoft Navision Navigation Pane and Menu Items

When you open Microsoft Navision, the Navigation Pane appears. The Navigation Pane lists options that allow you to choose the application area, such as Financial Management and Sales & Marketing.



If your database contains multiple companies, go to **FILE**→**COMPANY**→**OPEN** to select the appropriate company. If the Navigation Pane does not appear, click the **Main Menu** button or press F12 to open the Navigation Pane. If the Navigation Pane does not appear still, click **VIEW**→**NAVIGATION PANE** (ALT + F1).

If you cannot open a company, it is most likely because a database must be selected (**FILE**→**DATABASE**→**OPEN**) and a company may need to be set up.

Menu Items in the Navigation Pane

Some of the options have special symbols indicating their functionality. Pluses preceding a menu selection indicate that the item opens a set of options within itself. Cards before the item indicate that the item is linked to a list of data or a card that gathers its information from a list. Booklets before an item indicate that the menu item starts a batch job.



As you can see, the menus in Microsoft Navision guide you through the system to give you easy access to all the functions you need. You can quickly exit any current window by pressing the ESC key, clicking the close button at the top of every window, or choosing FILE→CLOSE on the Menu bar.

You can open as many windows as you wish in Microsoft Navision. The window on top is called the active window. You can enter information in this window, and the window is affected by the functions you execute. You can always recognize the active window because its title bar is a different color than that of the other open windows. You can make a window active by clicking on it.

Microsoft Navision Windows

It is important to understand the two types of windows used in Microsoft Navision. There are Card windows and Tabular windows.

Card Windows

Card windows show only one record per window, and you can scroll through the cards with the PAGE UP and PAGE DOWN keys, or by clicking the recorder icons:



Card windows usually have labeled tabs at the top to help organize the information. You may change tabs using CTRL + PAGE DOWN CTRL + PAGE DOWN or click on any of the tabs; when you do, you will see even more fields specific to that record. Typically, there are several fields, many of which are available for data entry. Also, many card windows have menu buttons and command buttons at the bottom, which will give you even more related information and easy access to useful functions.

On the Financial Management menu, click RECEIVABLES→CUSTOMERS. The card window that appears belongs to the first customer from the Customer Table. The Customer card has seven tabs labeled **General**, **Communication**, **Invoicing**, **Payments**, **Shipping**, **Foreign Trade** and **Commerce Portal**.

When you click on one of these tabs, you see information related to that tab name. At the bottom of the card, there are two menu buttons called **Customer** and **Sales**. If you access either of these buttons by pressing ALT and the underlined letter, you can choose from several options on a menu. There is also a command button to quickly access the Help feature.

Some card windows are informational only. These windows show related information that cannot be edited. An example of this would be a Statistics window. On the Customer card, click on the **Customer** button, and click **Statistics**. The Statistics window can also be accessed with the F9 key.

Field	Value
Balance (LCY)	168,364.41
Outstanding Orders (LCY)	1,612.50
Shipped Not Invd. (LCY)	525.50
Total (LCY)	170,502.41
Credit Limit (LCY)	0.00
Overdue Amounts (LCY) as of 01/25/01	-292.84

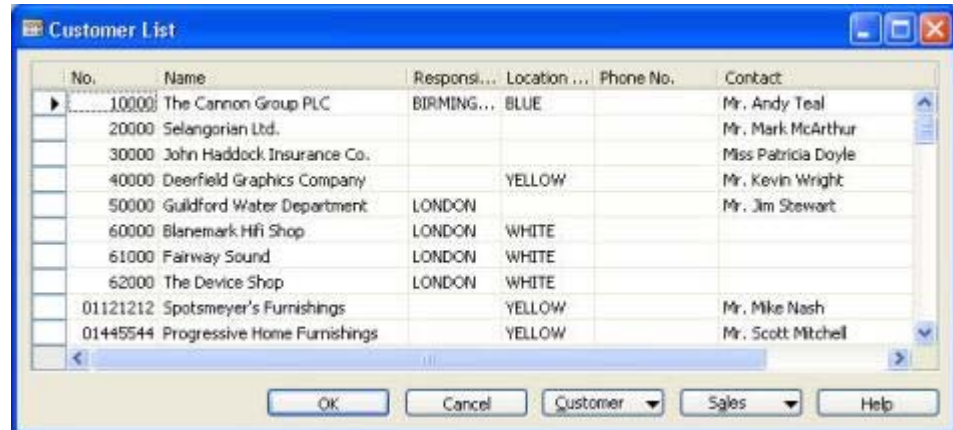
On the Statistics window, there are two tabs: **General** and **Sales**. These tabs display information about that specific customer such as outstanding balance, orders and sales history.

The fields on the Statistics card are dimmed, which means that you cannot change or add information as you could on the main Customer card. However, in many cases, if you click on the field itself, a down arrow appears at the right of the field. This feature is called a Drill-down. Click on the **Balance** field and then click on the Drill-down. The Customer Ledger Entries window appears with more information related to that field. Press ESC to return to the Customer Card.

On many card windows, there is a pencil icon near the top. This is a Comments feature. If you click on the icon, a comments window appears. You may also use the keystroke combination ALT + C to access the Customer menu button, then press M to open the comments window. In the Comments window you can enter any special remarks you would like to make for that specific record. After comments have been made, the icon changes, with lines added. That way, it is apparent when a record has any comments attached to it. More comments can be added to this window at any time. If you delete all of the comments from a comment window, the icon will return to its original appearance.

Tabular Windows

Tabular windows show multiple records per window, these windows have rows and columns. While on the Customer card, press F5 or click the **List** icon. You will see a tabular window appear that lists all the customers in the Customer Table.



If the tabular window has more fields than can display in the list view, you can use the scroll bar at the bottom of the window to move left and right to view them all. You can browse up and down in the lines by clicking up or down arrow head to move one line (record) at a time, or by using the scroll bar to browse through the records.

On the left there is a vertical panel called the "line selector." The record indicator points to the line you have selected. You can use the line selector to select a line by clicking the cell next to the line. The line will then be highlighted. You can select one line or several (by clicking and dragging), or all of the lines at once (by clicking in the empty square in the top left corner of the window, next to the headings).

This list window has the same menu and command buttons as the Customer card, as well as two extra command buttons called **OK** and **Cancel**. Clicking **Cancel** closes the window and put you back into your Customer card. Clicking **OK** returns you to the Customer card and display the information from the record the record indicator was on when you clicked **OK**.

Bring your customer list up again, and scroll up or down this list. You can highlight any customer on the list and click the **OK** button. When the Customer card reappears, it will now show the information for the customer you selected from the list.

As with card windows, some tabular windows are for data entry and some are informational only. For example, journals are all tabular windows used for making journal entries. However, when you used the drill-down feature earlier from your Customer Statistics window, you saw the tabular window called Customer Ledger Entries. This window is for viewing information only, and the information cannot be edited.

Some tabular windows can be used to show trends or changes over different periods of time. On the Financial Management menu, click GENERAL LEDGER→BUDGETS. On this window, you will see a row of number buttons near the bottom. This is called a TrendScape, and each number represents a time period, such as by day, week, month, quarter or year. The last button is for any specific Accounting Period that you set up for your company.

Changing How Your Window Looks

When you first start Microsoft Navision, the screen you see after logging in and selecting the company in which you would like to work is called the MenuSuite. The basic design of this screen is very similar to Microsoft® Outlook®. This was designed to make it easier for end users to have quick access to all the functional areas of Microsoft Navision in which they would be working. Therefore, this screen can be customized according to what specific areas you will be working in. These customizations will be discussed in later courses.

Within Microsoft Navision, there is standard Microsoft Windows functionality available that enables you to change how tabular windows display. This changed view is associated with your User ID and saved within the ZUP file on your computer. Therefore, when you change how a window displays other users in your company will not be affected.

Changes you make will be overwritten if you receive an object to replace the one which you modified. For example, if you change the location of columns in a journal and subsequently get a modified journal from a Microsoft Business Solution Center, the column changes you made will be lost.

Changing Column Width

To change the width of a column, place the cursor on the vertical line separating the columns in the column header. The cursor will display as a vertical line with an arrow through it. Hold the mouse button and drag the column separator to the desired width. Release the mouse button when you are satisfied with the width.

Changing Row Height

You can change the height of all rows or the heading row. To change the height of the heading row, place the cursor in the line selector column on the line below the heading row. The cursor will become a horizontal line with an arrow through it. Hold the mouse button and drag the row separator to the desired height. Release the mouse button when you are satisfied with the height.

To change the height of all of the rows, other than the column heading, place the cursor on the line selector column on the line below the row to be changed. The cursor will become a horizontal line with an arrow through it. Hold the mouse button and drag the row separator to the desired height. Release the mouse button when you are satisfied with the height.

Moving Columns

To move a column, first place the cursor in the heading area of the column you would like to move. Hold the mouse button down so that the cursor becomes a hand and drag the column to the spot where you want to place it. Release the mouse button.

Showing and Hiding Columns

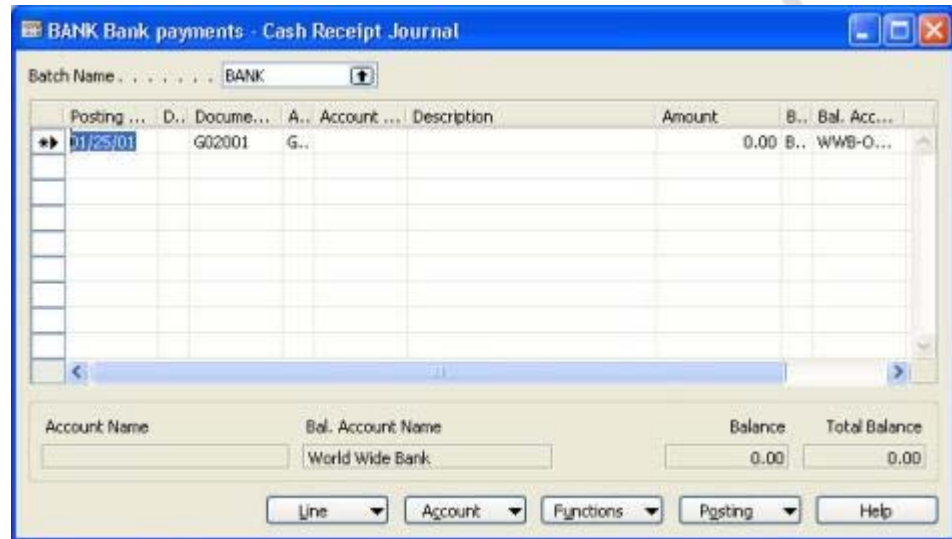
In addition to changing column height, row height and moving columns around you are also able to select what fields (columns) will display. You can either right click on the heading section of the tabular window or select **VIEW→SHOW COLUMN** from the menu bar to see a list of available columns. To display a field in your window, place a check in front of the field name. To remove a column, remove the check.



In the window displayed above, **Code** and **Name** will display while **Budgeted Amount** will not.

Command Buttons and Menu Buttons

At the bottom of many windows in Microsoft Navision, you see buttons that can be used to access different useful functions related to the information in that window. The buttons with a small downward triangle are Menu buttons and the others are Command buttons.



Menu buttons display a menu with related functions. Some examples are the **Account** and **Posting** menu buttons found on the Cash Receipt Journal window.

Command buttons execute a command for you. Some examples are **Print** (prints from Quotes or Orders), or **Help** (brings up the help screen). Menu and Command buttons can be accessed by pressing ALT and the underlined letter on the button or by clicking on the button.

Entering Information

When entering information into fields, Microsoft Navision provides the format for the type of information you are entering. For example, a date field can only accept date parameters, a number field only accepts numbers, and a text field accepts everything.

Entering a Date

Microsoft Navision is very flexible in how you enter dates. The following are valid entries in a date field:

User Input	Result
w	The work date you entered under Tools
t	Today's system date

User Input	Result
c	Closing date
#	Number of the day in the current work month
Month-day-year	122502, 12 25 02, 12-25-02, 12/25/02
Weekday-weeknumber-year	Fr5202, fr 52 02, fr-52-02, fr/52/02

You may also enter abbreviations for the weekday and Microsoft Navision enters the date for that weekday based on your **Work Date**:

User Input	Result
m	Monday
tu	Tuesday
we	Wednesday
th	Thursday
f	Friday
sa	Saturday
su	Sunday

Keep in mind that the Microsoft Navision week starts on Monday.

Enter as few numbers as possible when entering dates since Microsoft Navision is set to accept dates through the next millennium, we must be very careful with the years we enter.

Microsoft Navision uses the year of your **Work Date** if you just enter the day and month. So, if your **Work Date** is 12/25/02 and you enter 1225, the date is set to 12/25/02.

Microsoft Navision uses the month and year of your **Work Date** if you just enter the day. So, when your **Work Date** is 12/05/02 if you enter a day of 25, the date is set to 12/25/02.

Microsoft Navision supports the default Windows date range of 1930 to 2029. Therefore, when you enter the year portion of a date with two digits, it will be interpreted as 19XX if the number is between 30 and 99 and 20XX if the number is between 00 and 29.

Check Boxes and Option Buttons

Press your space bar or click on these boxes and you will see a check mark or a black dot to select that field.

Entering a Number or Amount

If a field accepts only numbers, enter the numbers without commas but with decimals. Numbers will always be right justified on the screen and on printed material. Use a period as a decimal sign. All decimal number fields have a built-in mathematical function; you can enter calculations such as $13.50 * 2 - 12$. The four basic mathematic operators are + (plus), - (minus), * (multiply), and / (divide).

Entering Codes

A code is used to identify a record such as a Vendor No. or Customer No. Codes are also values that are used for the sorting of information on the screen and in reports. You can use numbers and letters for identification codes. If you use pure numbers as the Codes for a table, all Codes in the table should be pure numbers. If you use alphanumeric fields you can also use pure alpha codes in the same table. By using this format, filtering will be easier.

If you are entering information and need to find a code, go to the code field and click on Lookup (F6). This will give you a list of available codes. It is best not to use special characters, such as the "&" sign, in codes because sometimes these characters are used in filtering Microsoft Navision information. You may use a dash (-) but avoid all other non-alphanumeric characters.

When entering Codes from a related table containing alphanumeric or pure alpha codes, you only need to enter the characters that make this Code unique in the table. For example: If you wanted to enter a Salesperson on a Customer Card and the table contained the following:

- SAM Sam Jones
- SUSAN Susan Smith

You would just need to enter SA for SAM or SU for Susan. When entering into **Code Type** fields, Microsoft Navision changes all lowercase characters to uppercase.

Editing Information

Editing Fields

To edit information in a field, press the F2 key. This works like a word processor in that the left and right arrow keys move through the text without changing it. Pressing F2 again will position cursor at the end of contents in field.

Inserting and Deleting

To insert a line or a record in Microsoft Navision, use F3 or press the **Insert** icon. To delete a line or a record, use F4 or click the delete icon. Both of these functions can also be accessed by choosing EDIT→INSERT NEW OR DELETE.

Posted Entries

You cannot change important information in posted entries. Only information such as due date, payment discount date, possible payment discount, applies-to ID and whether the entry is pending approval can be changed. In order to make a change to these fields, you must click the field twice or press F2 to begin the edit. This protective editing function that only applies to these fields is called "inline editing."

Copy and Paste

You can copy entire lines using the Copy and Paste functions, using the following procedure:

1. From the Financial Management menu, click GENERAL LEDGER→GENERAL JOURNALS. Select the DEFAULT batch journal.
2. Select a line, by clicking the button on the line selector to the left of the line or placing the cursor on the line and then on the Menu bar, clicking EDIT→SELECT.
3. Click EDIT→COPY on the Menu bar or use the icon on the toolbar.
4. Move to the spot on the empty line or card where you want to insert the copied line.
5. Click EDIT→PASTE on the Menu bar or click the icon on the toolbar to paste.

NOTE: You can only copy and paste from certain fields and tables. For instance, this functionality is not available on Sales and Purchasing documents.

You can use this process to copy data from within Microsoft Navision to a spreadsheet program such as Microsoft® Excel. For security reasons, you cannot copy from Excel into Microsoft Navision.

You may also use this process to create new cards in Microsoft Navision from existing cards. Microsoft Navision will prompt you to change the **Code** field to be unique before you leave the card.

Menu Bar Overview

The Menu Bar includes the following menus:

- File
- Edit
- View
- Tools
- Window
- Help

Each menu can be accessed by clicking with the mouse or by pressing the ALT key simultaneously with the first letter that is underlined. For example, ALT + F will access the File menu. Just pressing the underlined letter can then access the items listed on the menus. Many of the items in the menus can also be accessed by using Shortcut keys. Shortcut keys and their uses will be detailed later.

Some of the options listed on the menus will change or become inactive (dimmed) depending on what Microsoft Navision functional area you are currently working in.

The following is the initial list of menu options.

File Menu

The File Menu contains functions related to starting, closing and maintaining the databases and companies used in Microsoft Navision.

Close (ESC) – To close the active window.

Save as HTML – When a report is previewed to the screen, it may be saved as an HTML file. This file may then be opened in Excel and "What If" analysis can be run on it.

***NOTE:** The file is imported as values; any formulas will therefore have to be input into Excel.*

Database (ALT + F, B) – Create a New database, Open an existing database, Test a database (this must be done at least monthly), Expand a database size, Delete a database, Close a database, and Information about database size, connections and active sessions as well as a tables list that shows size and optimization. The functions in this program such as creating and deleting should only be done by the system administrator.

The Database Used should never exceed 85% of the Database Size, and the Database Size should never (on a normal basis) exceed 85% of the Licensed Size. Microsoft Navision needs the last 15% of opened space in order to process activity and perform large tasks like Backup and Restore.

If you are using the SQL Server Option for Microsoft Navision, you will have available Altering databases. You may use this function to change the database properties whenever you think that it is necessary.

Company (CTRL + O) – Start a New company, Open an existing company, Rename a company, Delete a company, and Close a company. The functions in this program other than open and close should only be done by the system administrator.

Page Setup, Print Preview, and Print – Functions relating to printing documents and reports (Print and Preview are toolbar icons). These options become active when a document or report has been selected for printing and the Request Form is displayed.

Page Setup (ALT + F, G) – You may reset the margins on a report here, if desired. Generally, the margins are reset as a property of the report. We normally set all the margins on your checks and other documents where needed to 0.

Print Setup (ALT + F, U) – This is used to have a report print to a different printer than your default printer. Like Page Setup this must be changed when the request form of the report appears and then the report / document must actually be printed or previewed after setting the printer. From then on the report always defaults to that printer from your workstation until changes are made.

Send – The Report by Email option enables you to send e-mail messages out of Microsoft Navision. For example, you may create a Purchase Order, then Print Preview it. With the document displayed on the screen, go to FILE→SEND→REPORT BY EMAIL and a window will open up from which you may select the appropriate address to e-mail the document to. This function depends on having MAPI compliant e-mail. The file is sent in HTML format and may be viewed with a browser, and then printed.

Link by Email – To use this option, first open the form or report you want to send a link for. With the document displayed on the screen, go to FILE→SEND→LINK BY EMAIL. Your email will open a new message; a link will be pasted to the **Attach** field from which the recipient can then access by double-clicking the link.

Shortcut to Desktop – Shortcut to Desktop enables you to create a Shortcut on your desktop to a form or report in Microsoft Navision.

1, 2, 3 – List of recently opened companies; type the number or click on the list to re-open a company.

Exit (ALT + F, X) – This command exits the Microsoft Navision program.

Edit Menu

The Edit Menu includes several editing features for data entry into and between different Microsoft Navision windows.

Undo (CTRL + Z) – To "undo" an editing error, such as deleting the contents of a field, but will undo preceding action only. This function is of limited use in Microsoft Navision because once we have left a field, we have written to the database.

Cut (CTRL + X), Copy (CTRL + C), and Paste (CTRL + V) – Standard Windows editing options for moving and removing information. These functions can be used within Microsoft Navision or between Microsoft Navision and Microsoft Office products.

Clear (DEL) – This function removes only what is selected in the active window. This could be part of a field, an entire field, multiple fields, multiple lines or all lines.

Copy Link – This allows you to create a link to a form or a report. The form must be the active form in Microsoft Navision. Click EDIT→COPY LINK. Microsoft Navision places the link on the clipboard which you then paste the link using EDIT→PASTE.

Copy Previous (F8) – This copies into a field the exact contents of the field directly above.

Insert New (F3) and Delete (F4) – To insert or delete records and fields.

Select (ALT + E, S) – Used to select a single record in a table. This highlights the line you are on in blue and is the same function as clicking the mouse in the left-hand margin. You can also select multiple consecutive lines by holding down the SHIFT key and using the DOWN ARROW key simultaneously.

In addition, you can select nonconsecutive lines. Click the first line, then press the CTRL key and click the line selector of the additional lines you want to select. Your window will appear as follows:

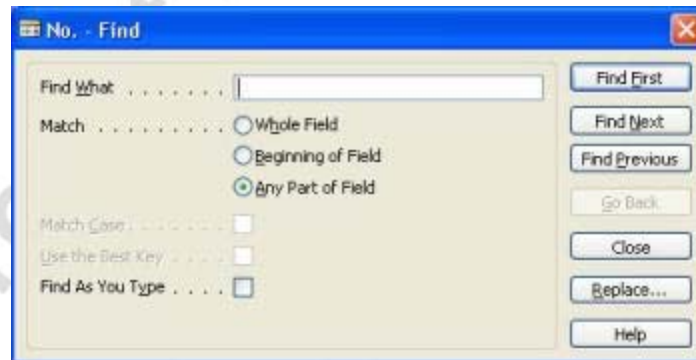


Select All (CTRL + A) – Used to select all the visible records in a table / list. This respects all filters set on the table. Clicking in the upper left hand corner of a tabular window can perform the same operation.

Select Object – Used in Object Designer.

Toggle Mark (CTRL + F1) – Selectively mark records in a list / journal. This places or removes a diamond mark in the left-hand margin. This is then used with View Marked Only (ALT + V, M) to show and perform functions on only those lines that are marked.

Find (CTRL + F) and Replace (CTRL + H) – To locate and/or replace specific contents of fields. The window displays as shown below.



The Title Bar displays the field you are searching in. The **Find What** field is where you enter the information you are searching for. You may use **Match** to select what part of the field the value you enter should be compared to; the choices for Beginning or Any Part are only appropriate when searching in fields that display text or codes.

Microsoft Navision distinguishes between upper and lower case if you place a check in the **Match Case** field. If **Use the Best Key** is selected, Microsoft Navision resorts the table in the order that will result in the fastest search; this is especially useful in large tables. When **Find As You Type** is selected, Microsoft Navision will begin searching for the text as you type in the value.

Microsoft Navision stops and displays what it has found when it finds a value that fits the search string. If the record displayed is not the one you are looking for, you may use the **Find First**, **Find Next** and **Find Previous** buttons to locate the appropriate record. If you want to replace the value, use the **Replace** button to indicate the value to substitute.

View Menu

The View Menu includes functions that affect what is visible in the active window.

Go To – Go to First (CTRL + HOME), Previous (PAGE UP), Next (PAGE DOWN) or Last (CTRL + END) records.

Field Filter (F7), **Table Filter (CTRL + F7)** and **Flow Filter (SHIFT + F7)** – Microsoft Navision functions to filter records in a window based on certain criteria. These functions will be covered in more detail later.

Marked Only (ALT + V, M) – To show only those records marked by the Toggle Mark (CTRL + F1) function in a window.

Show All (SHIFT + CTRL + F7) – To release filters you have set and to show all records again.

Sort (SHIFT + F8) – To change the order data displays change the sort order of the table, such as customer number or entry number. Sorting works as follows: numbers only without blank spaces or special characters then letters only or numbers and letters combined. When numbers and letters are combined, the field contents are checked character by character from left to right. The sorting priority is as follows: blank spaces come before something, letters come before numbers and numbers come before special characters.

These rules will result in the following sorted list.

Order	Reason
1	Numbers without blank spaces or special character come before letters or combinations of numbers and letters, and Microsoft Navision counts in ascending order.
11	
12	
111	
A 1	This is a combination of letters and numbers. It comes before other such combinations because the blank space between A and 1 comes before anything else.

Order	Reason
ABC	Letters come after blank spaces (so ABC comes after A 1 above)
AB1	But before numbers in letter/number combinations. So ABC comes before AB1.
A1	Numbers are sorted after letters, so A1 comes after AB.
D S B	D comes after A, blank spaces come before something.
D1	Numbers are sorted after letters, so D1 comes after D S B.
D.S.B.	Special characters come after numbers.
1A	A number at the start of a combination of letters comes next to last in the sorting order.
+A1	Special characters come last in a sorting.

It is important to be familiar with sorting rules so that filters can be entered correctly. For example, the filter A100..110 will not result in any data being found since the interval cannot exist. The result of an incorrectly used filter can be incorrect or even no information.

To ensure that numbers are sorted correctly, you must use the following principles: always use a numerical series of a fixed length (100 to 999), never use a numerical series such as 1 to 999 in code or text fields, and never use a numerical series such as 001 to 999 in code or text fields.

The SQL Server Option for Microsoft Navision sorts numbers as if they were text as illustrated in the following table:

Numerical Sorting	Text Sorting
1	1
2	10
3	100
4	2
10	3
100	4

To avoid this problem, you should use a numerical series that has a fixed length by either specifying a numerical series that has a predefined number of digits and starts with a number other than zero or manually follow the numbering principles and use a fixed number of digits.

Toolbar – Choose whether the toolbar will be displayed and in what manner. Some options are color, size, and "ToolTips" (cues).

Hide Column (ALT + V, H) and **Show Column (ALT + V, U)** – For use with windows with rows and columns (tabular windows) to choose which columns will be visible. This same functionality can be achieved by right clicking on the heading portion of the tabular window.

Refresh – This option is available if you are using the SQL Server Option for Microsoft Navision. You use this function to refresh the data that the active window contains. Microsoft Navision will then ensure that the newest data appears in the window.

Tools Menu

The Tools Menu contains the major programming functions and setup options.

Work Date – Allows each user to enter a date that the system will use when entering transactions that is different from the system or actual date. For example, you may have several transactions to enter that were dated 3/20/02. However, today's date is 3/31/02. By changing the work date to 3/20/02, you will not have to manually enter a date. You can override the work date when entering transactions by typing "t" for today's date or entering a different date.

The **Work Date** is also used to determine the default year and month Microsoft Navision will use when you enter either just the day of the month or the month and day. For more information, see the "Entering Information" section.

Language – Displays a table of the application languages.

Object Designer (SHIFT + F12) and **Designer (CTRL + F12)** – Allows the use of the Microsoft Navision C/SIDE application development system to modify the application and customize forms or reports. Special permission is required to use these functions.

Navigation Pane Designer (ALT + F12) – Allows access to customizing the Navigation Pane. Special permission is required to use this function.

Debugger – Used by programmers when they customize Microsoft Navision.

Client Monitor – Used by programmers to monitor the communication between server and clients in a network to ensure efficient communication.

Zoom (CTRL + F8) – Allows users with Superuser permissions, to see the contents of every field in the current record. This gives you the ability to see every field available in a table even when they are not displayed in the window.

Backup and Restore – Allows backup of one company, all companies, application objects, or entire database. Backups can be performed at any time due to the unique feature within Microsoft Navision called Version Management. Before a backup, the system takes a picture of the version at the time of the request and then backs it up. This allows other users to continue processing in the program and means that backups do not have to be done after hours.

If you need to restore a backup, use the Restore procedure to restore a backup made using the Microsoft Navision Backup program. Microsoft Navision will not overwrite existing data therefore companies must be renamed or deleted prior to running the Restore function.

Security – Used to enter users into the system with options of **Roles, Database Logins, Window Logins** and **Passwords**. Each user on the system should be given rights to access menus, windows, tables and functions in Microsoft Navision. Each user's name and password (if needed) is entered in this window to have access to the Companies set up in Microsoft Navision. The **Password** option allows you to change your password.

If you are using the SQL Server Option for Microsoft Navision, you will also see the Synchronize function under TOOLS→SECURITY. The synchronization process is the heart of the security system for SQL Server Option for Microsoft Navision.

License Information – Shows contents of the license file under which you are working including the license number, who owns it and, if there is a time limit, when the license expires. Your license file is named fin.flf.

If you want to see all the functions in Microsoft Navision, including those for which you have not purchased permission, you can use the license file cronus.flf. To change the license, select TOOLS→LICENSE INFORMATION. On the License Information window, click the **Change** button and browse to locate the license.

Custom Controls – This menu item provides a list of OCX controls registered in Windows.

Options – Contains the program setup options which include DBMS Cache (KB), Commit Cache, Object Cache (KB), Status Bar, Close Forms on ESC, Marquee Full Selection, Quick Find. The System Administrator is responsible for monitoring these options.

Window Menu

The Window Menu contains information related to windows that are currently open.

Close All (ALT + W, A) – Closes all open windows.

Arrange Icons – To arrange the icons shown on lower border of the application window that appear when you minimize a window (double-click the icon to maximize again).

1, 2, 3 – List of currently open windows; type the number or click on list to refocus a window.

Help Menu

The Help Menu (F1) contains many Help options that will be discussed in more detail later.

Microsoft Business Solutions-Navision Help – Shows a table of contents available in Help system.

C/SIDE Reference Guide – Reference tool for programming.

What's That? (SHIFT + F1) – Transforms the cursor to a Help cursor that can retrieve Help for everything on the screen.

Overview of F Keys (CTRL + ALT + F1) – Displays an overview of the function keys in the program. The functions displayed are context sensitive. A complete listing is in the section entitled "Shortcut Keys."

About Microsoft Business Solutions-Navision – Displays product information, including the version number of the program.

Finding, Viewing, and Searching for Information

Microsoft Navision offers a variety of ways to view information, so you can view and work with only the information that is relevant to the task you are trying to accomplish. For example, if you want to see transactions for a particular time period, you can select only those transactions. You may wish to filter information to view or work with by a range of dates, or by a dimension: department, project, and so on.

Finding, viewing, and searching for information is where your Shortcut keys will come in handy. We will review terms and Shortcut keys as well as show you how to use the keyboard or the mouse.

Navigate – This feature is an option available from most application area menus. Navigate lets you track entries associated with a particular transaction. Choosing Navigate will show you every posting entry made for the transaction.

Navigation searches by the **Document No.** and the **Posting Date**. Therefore, when you enter corrections to entries you should always use the same **Document No.** and **Posting Date** as the original transaction whenever possible.

You will find a **Navigate** button on all posted transaction forms that can be accessed by ALT + N. If you think there may be other transactions with the same **Document No.** but a different **Posting Date**, clear the **Posting Date** field on the Navigate card and press ALT + N or click the **Find** button.

You can also search for Customer and Vendor transactions based on the External Document No. (Vendor's Invoice No.) by accessing the **External** tab.

List (F5) –Brings up the list associated with that window. You can activate the List feature with your cursor on any position in the window, but you will always get the general list for the whole window.

Ledger Entries (CTRL + F5) – Pressing CTRL + F5 (or choosing **Ledger Entries** from a menu button) provides a list of all related ledger entries for that window.

Lookup (F6) – Pressing F6 (or clicking on the Lookup button) in a field provides you with the list associated with that field. For example, pressing F6 while in the **Customer No.** field brings up a full customer list. Unlike the List feature, it is field specific. The upward arrow indicates a relationship to another table.

Drill-down (F6) – Pressing F6 (or clicking the Drill-down button) in a field provides you with background information related to that field. For example, pressing F6 in a **Balance** field shows all transaction entries that make up a field. The downward arrow indicates the number was calculated from another table.

Options (F6) – Pressing F6 (or clicking the **Options** button) in a field gives you a list of options for that field. For example, go to the **Payments** tab of a Customer Card and click the **Options** button or press F6 while in the **Application Method** field. You will be given the options **Manual** or **Apply to Oldest** to select for that field. Once you learn the available options, you can just type the first letter of the option to select that option (or enough characters to be unique).

No. Series (F6) – Pressing the F6 command or clicking the Numbering Series command takes you to a table displaying numbering options. For example, go to WAREHOUSE→PLANNING & EXECUTION→ITEMS and press F6 while in the **No.** field.

Zoom (CTRL + F8) – Pressing CTRL + F8 (or choosing TOOLS→ZOOM) while in a record brings up a window that lists all available fields for that record and the values for each of the fields for the given record. This function is limited to Superusers when permissions are in place.

Find (CTRL + F) – This feature allows you to search for something in a particular field in one window at a time. You can also replace the text you find with something else. To access this feature, put your cursor on the field in question, then press CTRL + F, or click the Find icon (or choose EDIT→FIND).


When you access Find, a window appears in which you can enter the string of characters (words or numbers, for example) you want to search for.

Microsoft Navision will consider case only if you place a check mark in the **Match Case** field. You may also choose whether to match part, all, or the beginning of a field. Depending on what type of field you start with, Microsoft Navision will set the default match.

When you are in a List view, type the first few characters that you are looking for and Microsoft Navision will automatically start finding the record.

Sort (SHIFT + F8) – This feature allows you to view information in a different order from the default order. For instance you can change the view of Customers to the Search Name to scroll through them in alphabetical order. If you change the sort on the Card Microsoft Navision remembers that sort order each time you open the Customer Card. That sort order is also used when accessing the List form the Card.

Toggle Mark (CTRL + F1) – Use this feature when you want to post only portions of your journal entries and filter out other journal entries on the screen. Pressing CTRL + F1 can access this feature, or choose EDIT→TOGGLE MARK. You can select multiple entries to mark by holding the CTRL button and clicking the square to the left of your entries, then access Toggle Mark.

Once you have marked one or more entries, you can filter to see only these by choosing VIEW→MARKED ONLY. If you choose this function, the journal entry screen will only show those entries that are marked. Click , press SHIFT + CTRL + F7, or choose VIEW→SHOW ALL to show all entries again.

Page Up and Page Down – Using the PAGE UP and PAGE DOWN keys takes you through the cards in the database. If you are searching through the Vendor Cards, PAGE DOWN takes you to the next card and PAGE UP takes you to the previous card.

CTRL + HOME and CTRL + END – Takes you to the first or last record in a table.

CTRL + PAGE DOWN and CTRL + PAGE UP – Move you through tabs on a Card or Report Request form.

CTRL + UP ARROW and CTRL + DOWN ARROW – Move you from sections of a form, from Line sections to Header sections, and from a list form to menu and command buttons.

Recorder Buttons – Click on icon on the tool bar or these can also be accessed on the menu bar: VIEW→GO TO and choosing First, Previous, Next or Last. These functions let you quickly browse through records (cards or lines).

Filtering

Filters are used to limit the scope of the information that appears on a screen or report. They give you the ability to see only the information you want. You may select between Field, Table and Flow filters.

When you set any of the three filter types, FILTER is shown at the bottom of the application window in the Status Bar. FILTER also displays when the system has set a filter internally. For example, when you view the Ledger Entries of a Customer, the system sets a Field Filter on the **Customer No.** field in the Customer Ledger Entry table.

If you are not completely sure which filter you need to use to see the desired information in a window, you can have the filter window opened simultaneously with the data window, then switch filters until the desired contents of the data window appear. For this purpose you can click the **Apply** button instead of **OK** in the filter window. If you click **Apply** you can test one filter after another and then click **OK** after finding the filter you want to use.

Field Filter (F7) – Field Filters apply to one field at a time in a table. Field Filters do not affect calculated fields, but they do limit the amount of information displayed. When you select a field and press F7 or click the icon (or select VIEW→FIELD FILTER), the program displays a Field Filter window. You can then enter the filtering information.

Table Filter (CTRL + F7) – Table Filters enable you to combine multiple Field Filters. By accessing Table Filter you can filter by more than one field in a table at a time or view the filters you have set using Field Filter. For example, you can filter on multiple fields at once such as zip code and payment terms. Or, you could use Table Filter to view Vendors from a specific zip code and with balances above a certain amount.

Most request forms offer several Table Filters to use while printing reports or batch jobs. Table Filter is different from Flow Filter in that it can be used to limit data on multiple fields in the system. If you are using multiple filters in the window you can use CTRL + F7 or click the icon to see a list of each filter and edit them from this screen.

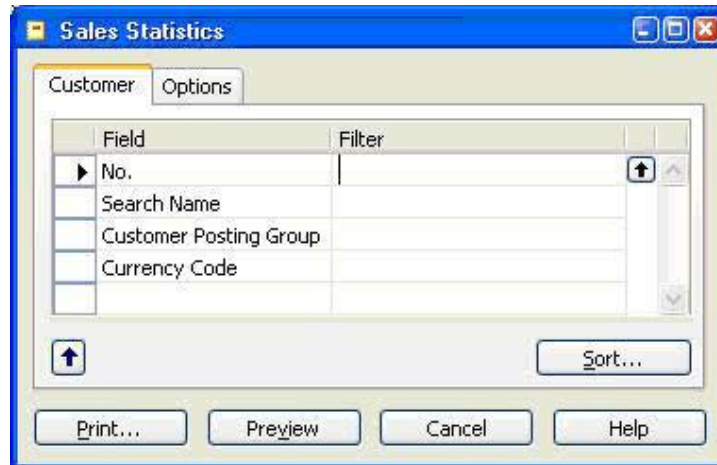
Both Field Filters and Table Filters are released by the Show All function which is accessed by the icon (or VIEW→SHOW ALL).

Flow Filters (SHIFT + F7) – Flow Filters limit the contents of the fields that display amounts or quantities that Microsoft Navision calculates from entries in other tables. It does this by making a selection of the entries included in the calculations. The filter should be entered in the table where the calculated field appears and not in the table where the figures come from. Filters can be set in field whose names end with the word Filter, such as Date Filter or Budget Filter. For example, if you want to see transactions for a particular department, you would use the Flow Filter feature to limit the function to the department. If you want to make entries to the budget for a particular department, you would use the Flow Filter feature. If you want to see how a promotion went, you would use the Flow Filter for a range of dates.

Flow Filters may be used for a range of dates, departments, projects, budgets, and business units. Flow Filters are not released by the Show All function. You must access the Flow Filter on the same screen where you set the filter, blank the Filter column, and click **OK**.

Filtering on Reports

In addition to allowing you to analyze data online, filters are also useful in selecting data to print on reports. When you select a report to print, a request form will display as shown below.



The **Sort** button in the lower right portion of the window can be used to select how you would like the data displayed on the report. If you wish to change the sort order, be sure to do so before setting any filters.

Each tab represents a table that is used to provide information for the report. On each tab, you can use the assist button in the Field column to select fields that are not displayed. On the same line as the selected fields, you can indicate filters to apply. This report has tabs for the Customer table and Value Entry table.

The **Options** tab is used to make general decisions about how to print the report. Some examples of this would be the option to print in detail or summary and whether company information (address, etc.) should print on the report.

SQL and Filtering Reports

It is important to understand how consistency of data may affect reports generated in Microsoft Navision on SQL. The SQL Server Option allows many users to interact with Microsoft Navision simultaneously. This means that a wide variety of transactions can be carried out at any time. Although the data displayed by Microsoft Navision is up-to-date, it is not necessarily completely consistent. For example, an incomplete transaction may cause inconsistencies to occur between the debit and credit in an account.

The only way to ensure the consistency of the data on which you base your reports would be to design the reports so that they lock the relevant tables or records. This prevents other users from inserting, deleting or modifying these records or tables while the report is being generated. However, this is not the default setting, and it is not a suitable method for designing reports.

Therefore, two procedures may be followed to ensure the consistency of the data used when generating reports with the SQL Server Option for Microsoft Navision:

Create batch jobs that generate your reports at night or at another time when the system is not being updated.

Set a filter in the report that places a date limit on the data used in the report so that it does not incorporate the day's transactions. You could also limit the report to a department or branch that is not currently updating the system.

Various ways to enter filters are outlined on the following pages.

Filter Expressions

Meaning	Sample Expression	Record Content Displayed
Equal to	377	377
Interval	1100..2100	1100 through 2100.
	..2500	Up to and including 2500.
	P8..	Information for accounting Period 8 and thereafter.
Either/or	1200 1300	Those with 1200 or 1300. If there is a record with each number, both will be displayed.
And	<2000&>1000	Numbers that are less than 2000 and greater than 1000. (The "&" sign cannot be used by itself with numbers because records cannot contain two numbers.)
Different from (not equal to)	<>0	All numbers except 0.
	<>1000&<>2000	All numbers that are not 1000 and not 2000
Greater than	>1200	Numbers greater than 1200.
Greater than or equal to	>=1200	Numbers greater than or equal to 1200.
Less than	<1200	Numbers less than 1200.
Less than or equal to	<=1200	Numbers less than or equal to 1200.


Meaning	Sample Expression	Record Content Displayed
An unspecified number of unknown characters (may be none)	*Co*	Textual matter than contains *co* such as uncooperative, company, etc.
	Co*	Textual matter than begins with co* such as coordinate, company, etc.
	*co	Textual matter than ends with *co such as Debtco.
One unknown character	Hans?n	Textual matter than contains the specified letters, and one unspecified, such as Hanson or Hansen.
Calculate first	30 (>=10&<=20)	Those records with number 30, or with a number between 10 and 20 (the result of the calculation within parentheses).
Ignore case	@department	Textual matter containing Department or department.








Expressions can also be combined, as in the examples below:

Combination	Meaning
5999 8100..8490	Include any records with the number 5999 or a number from the interval 8100 through 8490.
..1299 1400..	Include records with a number less than or equal to 1299 or a number equal to 1400 or greater, that is, all numbers except 1300 through 1399.
>50&<100	Include records with numbers that are greater than 50 and less than 100, that is, numbers 51 through 99.
C&*D*	Texts containing both C and D.
@*co?*	Texts containing co., CO., Co., cot, cope, incorporated... (CO, cO, co or Co must be present, followed by at least one character, but there can be an indefinite number of characters before and after these, and case is unimportant).

Quick View of Icons and F Keys

Here is a quick view of some of the functions we have covered, showing both Shortcut keys and icons where applicable:

Function	Keyboard Shortcut
Search for information from a list of contents	F5 (List )
View a list of general ledger entries	CTRL + F5 (Ledger Entries)

Function	Keyboard Shortcut
Search for information from a list of valid entries	F6 (Lookup )
Search for related background information	F6 (Drill-down )
Look up available options for a field	F6 (Options )
All fields in a card	CTRL + F8 (Zoom in)
Find contents of a field	CTRL + F (Find )
Limit window to certain contents in field	F7(Field Filter )
Limit window to certain contents in multiple fields at one time	CTRL + F7 (Table Filter )
Work with lines/accounts in the same dept., date, project, budget, business unit, or any combination	SHIFT + F8 (FlowFilter )
Search for the next or previous card in the database	PAGE DOWN or PAGE UP

On-Line Help

Help is available throughout the system and there are many ways to access this feature.

F1 Shortcut Key – Brings up a Help screen related to area your cursor is in.

What's This? – By clicking on the icon at the right end of the toolbar, your cursor becomes a Help cursor that will retrieve Help for whatever you click on.

Help button – Displays in the lower right hand corner of all windows.

Menu Bar – The Help menu can be accessed by pressing ALT + H, or clicking on the Help Menu bar option. The Microsoft Navision Help option has tabs for **Contents**, **Index**, **Search** and **Favorites**.

The Contents option bring up a Table of Contents for the Help System which includes subfolders for every application area and Welcome to Navision Help. Within each application area there is help available to assist you with procedures and provide information on tables and reports.

Other selections under Help on the menu bar include C/SIDE Reference Guide, What's This?, Overview of F Keys, and About Microsoft Business Solutions-Navision.

Dimensions

If you have responsibility for making setup decisions in your company, you should begin thinking about how you will use dimensions. Dimensions are a feature within Microsoft Navision that enables you to set parameters by which you will slice and dice your information. You can use Dimensions to link information to an entry when you post it; this will enable you to retrieve the information either online or in reports based on Dimensions.

You might, for example, set up Dimensions of Salesperson, Campaign and Region. You could then view results for Sales by Region by Campaign by Salesperson (Northwest Region, Fall Kickoff, John Smith). Alternatively, you could also print reports that provide results for total sales for the Fall Kickoff without specifying the Region or Salesperson.

Each dimension can have an unlimited series of dimension values for that dimension. For example, the dimension Region may have dimension values assigned of Northwest, Southeast, Midwest and Pacific Coast. Dimensions and dimension values are user-defined and unlimited (with the Advanced Dimension granule), which means you can create dimensions tailored to your company's needs and business processes.

By using dimensions, you can analyze trends and compare various characteristics across a range of entries. The Analysis by Dimensions functionality is particularly effective for this purpose when you utilize multiple dimensions. However, even if you have only two global dimensions, you can also use filters, account schedules and reports to create informative dimension analysis.

Microsoft Navision gives functionality to enable you to limit how dimensions are combined, acceptable values and how dimensions can be posted. Default dimensions can be assigned to the chart of accounts, customers, items etc. and you may specify how contradicting default values should be prioritized. This functionality allows you to setup Microsoft Navision to adhere to your business rules, increasing the consistency of data entry and making data output more reliable.

Dimension Types

Three types of dimensions are set up in Microsoft Navision: global, shortcut and budget. You may specify two dimensions that you have defined to be global. Global dimensions will be available throughout Microsoft Navision. This means that global dimensions can be used as filters for journal entries, reports, account schedules and batch jobs.

Global dimensions are made available for use on entry lines and document headers as Shortcut dimensions. Because Microsoft Navision makes global dimensions readily accessible throughout the program, they are usually a firm's most used and important dimensions. If necessary, you can change the dimensions that are defined as global in a batch job that updates all records. This process, however, will take some time to perform.

Shortcut dimensions can be added to lines in journals and on sales and purchase documents using the VIEW→SHOW COLUMN feature of Microsoft Navision. Up to eight Shortcut dimensions can be specified in Microsoft Navision; the first two are the same dimensions used as global dimensions. The remaining six can be changed to suit your company's needs. To enter information for dimensions not selected as Shortcuts, you must use a separate Dimensions window.

Budgets may have up to four dimensions assigned to them in addition to the two global dimensions. You select the budget dimensions for each budget from the dimensions you have created. Budget dimensions can be used to set filters on a budget and to add dimension information to budget entries.

Shortcut Keys

Although menus are provided throughout the system, using Shortcut keys makes using Microsoft Navision faster and easier.

Below are the most commonly used Shortcut keys:

Function	Keyboard Shortcut
Find	CTRL + F
Card to List	F5
List to Card	SHIFT + F5
Ledger Entries	CTRL + F5
Statistics	F9
Look Up	F6
Drill Down	F6
Option List	F6
Sort	SHIFT + F8
Post	F11
Post & Print	SHIFT + F11
Next Window	CTRL + F6
Navigation Pane	F12
Toggle Mark	CTRL + F1
Show Marked Only	ALT+V, M
Next Record	PAGE DOWN

Function	Keyboard Shortcut
Previous Record	PAGE UP
Open Company Record	CTRL + O
Edit	F2
Insert	F3
Delete	F4
Copy	CTRL + C
Paste	CTRL + V
Copy from above	F8
Field Filter	F7
Table Filter	CTRL + F7
Flow Filter	SHIFT + F7
Show All	SHIFT + CTRL + F7
Return to Previous Value	ESC
Close	ESC

Test Your Knowledge – Getting Started

1. How many Salesperson/Purchasers are in Microsoft Navision?
2. Who is the contact at Customer 49525252 – Beef House?
3. What is the current balance on Customer 49525252 – Beef House?
4. How many open invoices does Customer 49525252 – Beef House have?
5. How many Bank Accounts are set up in Cronus International, Ltd.? (Hint: On the Financial Management menu, click CASH MANAGEMENT→BANK ACCOUNTS)
6. What is the quantity on hand of Item No. 70000? (Hint: On the Warehouse menu, click PLANNING & EXECUTION→ITEMS)
7. What is the Unit Price of Item No. 70040?
8. What is the Last Direct Cost of Item No. 70040?
9. Name three ways to insert a Customer:
10. When you type the letter "t" in a date field, what happens?
11. What Shortcut key do you press to delete a new Customer?
12. When you type the letter "w" in a date field, what happens?

13. What are the three types of Dimensions available in Microsoft Navision?
14. What would the following filter expression display: 1200|1300?
15. What would the following filter expression display: 1100..2100?
16. What Shortcut key do you press to Lookup, Drill-down and display the Options menu?
17. What are the three filter types available in Microsoft Navision?

Quick Interaction: Lessons Learned

Take a moment to write down three Key Points you have learned from this chapter:

- 1.

- 2.

- 3.

Microsoft Internal Use Only

Microsoft Internal Use Only

CHAPTER 2: TECHNOLOGY

- Overview
- C/SIDE Development Environment
- Server Options
- Navision Application Server
- Multilanguage Functionality

Overview

This chapter covers the more technical aspects of using Microsoft® Business Solutions–Navision®. These aspects, the Development Environment; Server Options; Application Server; and Multilanguage functionality; are covered in more depth in the Navision Installation and Configuration manual.

Microsoft Internal Use Only

C/SIDE Development Environment

The development environment in Microsoft Navision is called C/SIDE (Client/Server Integrated Development Environment). The major benefits of C/SIDE are:

- All application areas for Microsoft Navision are developed in C/SIDE.
- It contains all the tools to build on and customize the application.
- It includes the executables in the program subdirectory on the hard disk.
- It contains the code needed to interpret the application objects, development system tools (editors, debugger, and so on), the database management system (DBMS) and the operating system interface.

C/SIDE consists of three central systems:

- Fourth-generation language (4GL) development system
- Database management system
- Special database functions

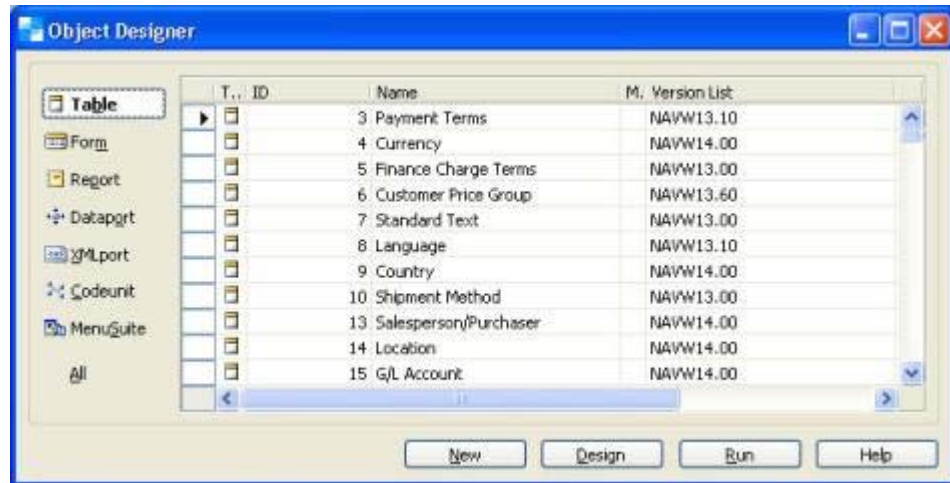
Object Designer

The Object Designer enables you to develop applications in C/SIDE. From the Object Designer, you can run an application object or start an application object designer, for example, the Form Designer. You use the application object designers to modify the design of an existing application object or to create a new application object. Note that special permission is required to use this tool.

There are seven types of application objects:

- Tables
- Forms
- Reports
- Dataports
- XMLports
- Codeunits
- MenuSuite

To open the Object Designer, click TOOLS→OBJECT DESIGNER. The Object Designer window appears:



Application Objects

C/SIDE uses object-oriented programming technology. An object is a self-contained module of data and its associated processing.

All objects in C/SIDE are assigned a number for identification purposes.

- Objects 0-9,999 have been developed by Microsoft Navision.
- Objects 10,000-49,999 have been developed by Microsoft Navision Territory Representatives (NTRs).
- Objects 50,000-99,999 are available for Microsoft Navision Solution Centers (NSCs).
- Objects 1,000,000- 98,999,999 are available for add-on products.

Tables

All information in the database is stored in tables. Each table contains one kind of information, such as journal lines, posted entries and basic information.

There are four different kinds of tables:

- Normal tables display information that the user can work with. The Customer table is an example of a normal table.
- System tables are tables that the system creates automatically. The DBMS uses the system tables to manage, among other things, system security and permissions. The User table is an example of a system table.

- Temporary tables act as buffers for table data in your C/AL programs. You can do almost anything with a temporary table that you can do with a normal database table. A temporary table is not stored in the database but is held in memory on your workstation until you close the table.
- Virtual tables contain information that the system provides. You cannot change the information that these tables contain. The system computes virtual tables at runtime. The Date and Session tables are examples of such virtual tables.

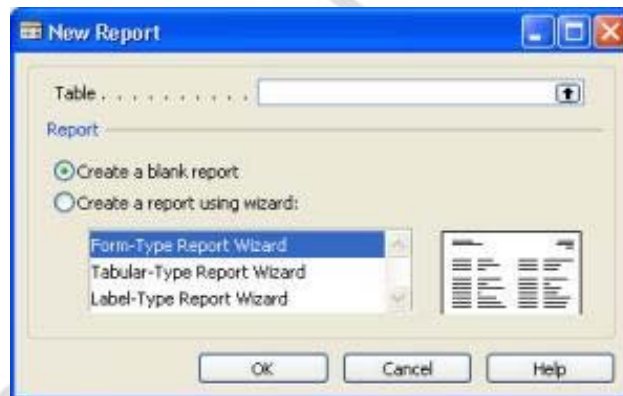
Forms

Forms are used to enter and display data. For example, you can use a form to enter information about new customers or to update and review information about existing customers.

Reports

Reports are used to print information from a database. They can be used to structure and summarize information, and they can be used to print documents, such as invoices. They can also be used to process data without printing anything.

You can use the Report Designer to customize and modify existing reports. To create a new report, you must open the New Report window from the Object Designer. To do so, click REPORT→NEW. The New Report window appears:



The report wizard guides you through the design of the report.

Dataports

A dataport is an object type that is used to import data from and export data to external text files, for example, comma-separated files.

XMLports

The XMLport object is conceptually related to a dataport; you also use XMLports to import and export data, but in XML format. XMLports make the process of exchanging data in XML between systems more simple and streamlined.

Codeunits

A codeunit is an object type that contains functions written in C/AL code.

MenuSuite

The MenuSuite object contains the menus that are displayed in the Navigation Pane and in the Navigation Pane Designer. Each menu contains content for a specific departmental area, for example, Finance or Manufacturing.

For more information about the Object Designer, see the manual Application Designer's Guide.

C/AL – The Programming Language

C/AL is a fourth-generation programming language (4GL) that:

- Is used to create functions.
- Controls how individual database objects interact.
- Includes standard functions for reading, writing and modifying table data.

When you program in C/AL, you use statements. There are the following different types of statements: compound statements, conditional statements, repetitive statements, EXIT statements and WITH statements.

For more information about C/AL, see the manual C/AL Programming Guide or the Microsoft Navision Programming training material.

The Graphical User Interface (GUI)

The user interface is designed so that it is easy to use if you are already familiar with Microsoft products. The user interface has many benefits including the facts that many windows can be open at the same time and that the GUI follows the same design principles throughout Microsoft Navision.

Special Facilities in Microsoft Navision

Microsoft Navision fulfills the requirements of a business management solution by supplying tools for entering and managing information and always satisfying the current accounting laws. Microsoft Navision also contains some very special facilities, which are listed below. Becoming familiar with these facilities will help you to fully utilize the program in your daily work.

Microsoft Navision provides:

- Direct access from one table to another
- Easy data entry
- Information in multiple dimensions
- Automatic calculation of amounts and quantities
- Information on what is included in a calculated amount
- Filtering of information
- Sorting with one or more keys
- Pictures of items or a company logo on the screen together with the associated information
- Connections to mail merge, spreadsheet applications and presentation graphics programs

Server Options

Microsoft Navision has two database options:

- Navision Database Server (scalable up to 128 GB)
- The Microsoft® SQL Server® Option for Navision based on Microsoft SQL Server (scalable beyond 128 GB)

Database Features

Here are some of the features of the two database server options for Microsoft Navision:

Navision Database Server	Microsoft SQL Server Option
Relational	Relational
Version Management	Version Management
Commit Rollback	Commit Rollback
SIFT Technology	SIFT Technology
Client Server	Client Server
Optimistic Concurrency	
	Transaction Logs
Database Level Security	
	Record Level Security

Some of these features are described briefly below.

For more information about the database features, see the manual Application Designer's Guide.

Sum-Indexed Flow Technology – SIFT

SIFT is the basis of FlowFields. It is a feature in the database that allows you to have sums calculated very quickly by maintaining SumIndexes. There are columns in which the figures in SumIndexFields are constantly being summed. When you want a sum calculated, the program does not have to calculate the sum by going through a large number of entries in the database. The sum is calculated quickly when the program subtracts one figure in a SumIndex from another. The updated sum can be seen in a FlowField every time you open a window that contains a FlowField, or when you set a filter on a **Balance** field.

Version Management

Version management builds on a principle that ensures that a user always starts a task with the latest updated complete version of the data. The user can work with this version of the data, change it, and add new data. After this, the new data will become part of a new version of the database.

Optimistic Concurrency

Microsoft Navision uses a technique called optimistic concurrency. With optimistic concurrency, you always have access to the record you want to work with. Thus, if two or more users try to access the same data in the database at the same time, they will all be allowed to do so.

Database Level Security

This means the access that the users have to the data in the database can be defined in terms of the tables that they have access to.

Record Level Security

This means the access that the users have to the data in the database can be defined in terms of the records that they have access to.

The Logical Structures in Your Database

The database is organized in units of fields, records, tables and companies. This section describes the basic principles of these structures.

Fields

A field is the smallest logical structure used in the C/SIDE database. A field is used to hold a single piece of information, such as a name like John or an amount like 2,352.00. Any particular field can only contain information of one specific data type. The C/SIDE database system distinguishes between 17 different types of data.

Fields are assembled into a structure called a record. On its own, a field is not very useful, as it can hold only a limited amount of information. By assembling these small pieces of information into records, we get a much more flexible "information-holder" that is better organized, keeping fields together that belong together.

Records

A record is a logical structure assembled from an arbitrary number of fields. It is used to store a single entry in the database. The fields in a record are used to store information about important properties of the entry. Records are organized in tables. An example of a record is a number of fields with information about a single customer.

Tables

A table can be thought of as an N by M matrix. Each of the N rows describes a record and each of the M columns describes a field in the record. An example of a table is the Customer table, which contains a record for each customer. Each company in a database contains a number of tables.

Companies

A company is the largest logical structure used in a C/SIDE database. A company may be considered to be a subdatabase; its primary use is to separate and group large portions of data in a database. A company can contain private tables as well as tables shared with other companies.

Navision Application Server

Navision Application Server is a middle-tier server, which executes business logic without user intervention. With Navision Application Server, it is possible to communicate with external services. Navision Application Server acts as a client towards a database server and can act as a server for other services. When you start Navision Application Server, it opens a predefined database and executes C/AL code in a predefined codeunit.

To understand more about how Navision Application Server communicates with external services, see the online Help project "Development Guide for Communication Components."

No User Interface

Navision Application Server runs without displaying anything on a screen and therefore requires no user interaction. This means that error messages cannot be displayed to the user. Instead, error messages are logged in the NT event log. The user can, however, interact with Navision Application Server through the Navision Application Server Manager.

Navision Application Server Manager

You can install Navision Application Server as a service and manage it through the Navision Application Server Manager, which is a Microsoft Management Console snap-in. With the Navision Application Server Manager, you can see which Navision Application Server properties you have set. You can also add and reconfigure Navision Application Server.

Navision Application Server Versus Navision Server

It is important to distinguish between Navision Application Server and Navision Server, the latter being a database server. For more information about Navision Server, see the "Navision Installation and Configuration" manual.

Running More Than One Application Server

It is possible to run more than one Navision Application Server with the same database or with different databases, but Windows Installer can only install one Navision Application Server on each computer. This is because Windows Installer checks for existing Navision Application Server installations.

To install more than one Navision Application Server, you must copy all files that belong to the previously installed Navision Application Server to another target folder. Which files to copy depends on whether you are using Navision Database Server or Microsoft SQL Server.

For more information about Navision Application Server, see the "Navision Installation and Configuration" manual.

Multilanguage Functionality

The multilanguage functionality in Microsoft Navision helps your employees work more efficiently. You can switch to virtually any language on the fly. Every employee can work in the language of his or her choice, allowing your organization to respond quickly and efficiently to international business opportunities.

Speak Your Employees' Language

Microsoft Navision helps employees become more efficient by eliminating language barriers among your multilingual workforce.

Users of Microsoft Navision can work in the language of their choice. For example, a Swiss user can run their version of Microsoft Navision in German, French or Italian. The local functionality is, however, still Swiss. If the user prefers French, but wants to send a report to an Italian colleague, he can do so in Italian. This means that, for example, French and Italian colleagues can work side by side on the same database or even share a workstation.

You can also change languages on the fly; you do not have to close down the application and log on again just to switch languages. The real-time functionality saves you time. It gives you fast access to the information you need to work more efficiently – in your own language.

Speak Your Customer's Language

With Microsoft Navision, your customer service improves because you can do business in the language preferred by your customer. For example, if a Polish customer wants invoices in his native language, you can easily print the invoices in Polish from your Microsoft Navision application. You can therefore communicate more efficiently with both existing and potential customers and partners around the globe.

Adding a Language Layer

In order to let the user select a certain language from the Tools menu, that language must be present as a granule in the license file. The application must also be translated to that language, so that you can import it into the database either as a text file or as a language module. Either you can export all text strings and translate them in a translation tool, such as the Microsoft Navision Localization Workbench, or you can enter the translation of the text strings directly in the Multilanguage Editor.

Multilanguage Editor

You access the Multilanguage Editor window by selecting an object from the Object Designer, clicking on **Design** and then clicking VIEW→PROPERTIES to open the Properties window and clicking the **AssistButton** in the CaptionML property. In the Multilanguage Editor window, you can click the **AssistButton** in the **Language** field and select your language from the list that appears, or you may simply enter the three-letter abbreviation and move the cursor to the **Value** field. The system then replaces the abbreviation with the full language description. In the **Value** field, enter the correct term for this object in this language. To save your entry, you must click **OK** before exiting the window.

Developing Multilanguage-Enabled Applications

When you develop in a multilanguage-enabled environment, it is important to remember the following three rules of thumb:

- Everything has a Name property in (United States) English
- Text constants replace text strings, such as error messages
- Everything that the user will see must have a Caption property

Before you start working in a multilanguage-enabled database, you should set the application language to (United States) English. You do this by clicking **TOOLS**→**LANGUAGE** and selecting English (United States):



In Microsoft Navision, the code base is English (United States). This means that the Name property of, for example, an object must always be English (United States).

The code base in English (United States) includes, among other things, the following:

- Object names
- Field names
- Function and variable names
- Comments
- Option strings
- Control names

For more information about how to develop multilanguage-enabled applications, see the "Application Designer's Guide" manual.

Test Your Knowledge – Technology

1. Name the seven types of objects in C/SIDE.
2. Name the four types of tables in C/SIDE.
3. What is a codeunit?
4. Explain C/AL.
5. What are the special facilities in Microsoft Navision?
6. Microsoft Navision can be installed on which database servers?
7. Explain SIFT.
8. Define/describe the following and the relationship between them: a record, a field, a table, a company.
9. Describe the features of Navision Application Server.
10. Describe the multilanguage features in Microsoft Navision.

Quick Interaction: Lessons Learned

Take a moment to write down three Key Points you have learned from this chapter:

1.

2.

3.

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CHAPTER 3: ORDER PROCESSING – PURCHASES, PAYABLES, AND GENERAL LEDGER

- Overview
- Processing Overview
- Purchase Order Processing
- Payables Processing
- General Ledger Adjustments

Overview

This chapter covers the order processing functionality of Microsoft® Business Solutions–Navision®. In this chapter you learn more about the various steps of purchase order processing in Microsoft Navision. Through exercises you become more familiar with how this functionality is integrated into the program.

In the first section, Processing Overview, you learn about setting up Vendors and Items. You also learn about various costing methods within Microsoft Navision, such as FIFO and Last Direct Cost.

In the second section, Purchase Order Processing, you learn about:

- Creating a Purchase Order
- Creating a Purchase Invoice
- Using History to view Posted Documents

This section not only allows you to learn first hand the method of entering purchase documents in Microsoft Navision, but also lets you use the Microsoft Navision History functionality to view the results of your work.

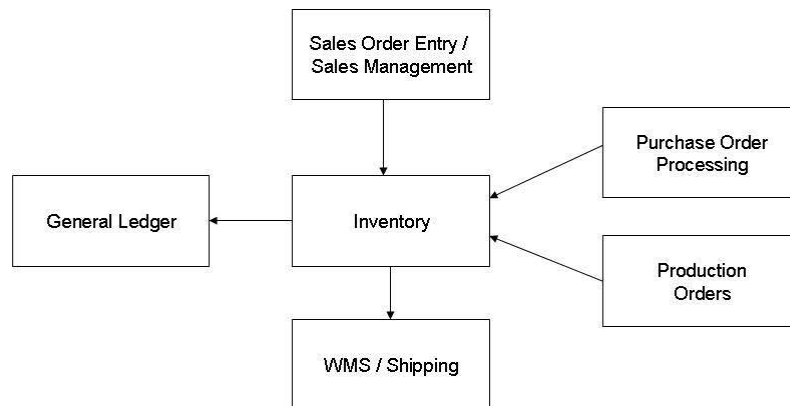
The third section, Payables Processing, we will take a look at the Accounts Payable report as well as the methods of performing payables transactions within Microsoft Navision. You get to use the various ways of paying an invoice within Microsoft Navision, as well as learn to print and post checks.

The final section, General Ledger Adjustments, leads you through the process of making correcting entries into a journal in Microsoft Navision. Afterwards, you will be taking a look at the results of your work using the Register.

Processing Overview

Integration

Before starting with processing, we need to discuss integration in Microsoft Navision.



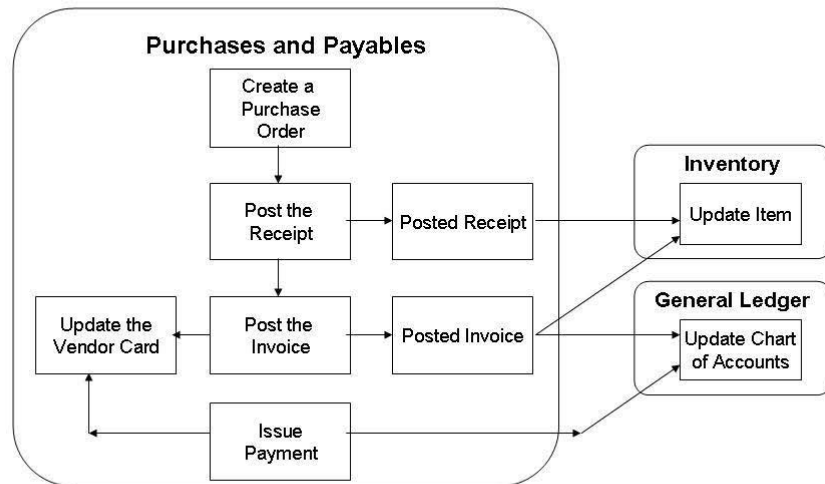
The above diagram is meant to portray some of the integration in Microsoft Navision. If you plan to use Inventory, many of the transactions that you post will "flow through" Inventory. The Purchase of Items results in an increase in the balance in Inventory, and updates General Ledger with the balance due to the Vendor and the increase in Inventory.

Processing a Sales Order similarly affects Inventory and General Ledger as will producing Inventory Items.

The General Ledger works as the data collection point for the entire system. Very little data flows back the other way. There are of course other interactions between the non-General Ledger modules, but for the time being if you can understand the above diagram it will go a long way to improving your understanding of the fundamental way Microsoft Navision operates.

Purchase, Payables, and General Ledger Processing

The following diagram is a visual representation of the process steps we perform in Purchases and Payables, and the impact that the processing has on other application areas.



Begin by creating a Vendor and Item. Then create a Purchase Order using the new Vendor and Item. After the Purchase Order is created, post a Receipt. This updates the Quantity on Hand (Inventory) in inventory for the Item. Next, Post an Invoice from the Order. This updates the Vendor card for the liability and update the Chart of Accounts as well.

The exact accounts updated in the Chart of Accounts depends upon the posting options selected in a company; any explanation beyond that is covered in later classes.

Finally, issue payment to the Vendor utilizing functionality in Microsoft Navision. Issuing Payment updates the Vendor's balance and the balance in the Chart of Accounts.

Now go to Microsoft Navision and create the Vendor, Item and then begin processing.

New Vendor and Item Setup

Scenario 1: As the Accounting Clerk at Cronus International, you are responsible for setting up new Items, Vendors and Customers. A new customer has asked for a special paint that you currently do not sell. In fact, you need to locate a vendor from whom you can purchase this particular color: Sunflower Yellow.

In this section you will create the new vendor and item and associate the item to the vendor. We will not be defining every field on the Vendor or Item cards, only those that are necessary for processing and posting Purchase, Payable and General Ledger entries. The new Customer will be setup in Chapter 4.

***NOTE:** You can always find more information about fields by using the f1 help or clicking the What's This? button and then clicking the field in question.*

Change the Work Date

In this database, all postings must happen between November – February.

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 01/01/04.
3. Press ENTER or click **OK**.

Vendor Setup

On the Purchase menu, click ORDER PROCESSING→VENDORS. The Vendor Card window appears:

The screenshot shows the 'Vendor Card' window for vendor '10000 London Postmaster'. The window has a title bar '10000 London Postmaster - Vendor Card' and several tabs: 'General', 'Communication', 'Invoicing', 'Payments', 'Receiving', 'Foreign Trade', and 'Commerce Portal'. The 'General' tab is active. The form contains the following fields and values:

No.	10000	Search Name	LONDON POSTM...
Name	London Postmaster	Balance (LCY)	114,096.40
Address	10 North Lake Avenue	Purchaser Code	RL
Address 2		Responsibility Center	LONDON
Post Code/City	GB-N12 5XY London	Blocked	
Country Code	GB	Last Date Modified	06/29/04
Phone No.			
Primary Contact No.			
Contact	Mrs. Carol Philips		

At the bottom of the window, there are three buttons: 'Vendor', 'Purchases', and 'Help'.

1. Press F3, or click the **Insert** button on the Toolbar, to insert a new Vendor Card.
2. In the **No.** field, press F6 or click the **AssistButton**. The No. Series window appears. No. Series are setup when new companies are created and used to allow for automatic or manual numbering. Multiple or single No. Series can be setup for each card. In the Item card setup, you will see a multiple No. Series setup.

In the No. Series window, notice that there is a Starting and Ending number. If you scroll to the right, you will see that both the **Default Nos.** and **Manual Nos.** check boxes are selected. This means that a user can either have a number created automatically (by pressing the ENTER key after inserting a new record) or manually (by typing it) in the **No.** field.

The number identifies the vendor and is used when you post from a journal or set up quotes, orders, invoices and credit memos.

You cannot fill in the other fields in the Vendor table until you have entered a number in the **No.** field. This is true of all cards (G/L Accounts, Customers, Items, Jobs, Orders, Invoices, Shipments, Contracts, etc.).

3. Press ESC to return to the Vendor Card and press the ENTER key to assign a number from the No. Series.

If using Manual Nos. you could enter an alphanumeric value.

***NOTE:** You do not need to open the No. Series window each time you create a new record. We only opened this window to explain the No. Series.*

4. In the **Name** field, type AR Day Property Management XYZ.
5. In the **Address** field, type 200 Bay Drive.
6. In the **Post Code** field, type GB-L18 6SA.
7. Notice that the **City** field is now populated with Liverpool. A **Post Code** and **City** combination has been setup which allows users to type in (or lookup and choose) either a **Post Code** or **City** which then will automatically populate the other respective field. If the Post Code and City table has not been setup, users will need to type in both the Post Code and City manually.
8. In the **Country** field, type in GB.
9. In the **Contact** field, enter Laura Owen.
10. Click on the **Invoicing** tab.

11. In the **Gen. Bus. Posting Group** field, lookup to the Gen. Business Posting Group window. Click on the record indicator on the line for NATIONAL and click **OK** and press ENTER.
12. The **VAT Bus. Posting Group** field should populate with NATIONAL. Do not change this as it has defaulted in from the Gen. Business Posting Group setup.
13. In the **Vendor Posting Group** field, press F6 and since DOMESTIC is selected in the list, press ENTER. Be sure to press ENTER again or tab off the field as leaving the field commits the data to the field.

***NOTE:** Always tab off a field or press ENTER after entering data into a field. This is how data is committed (saved) into the field.*

14. Click on the **Payments** tab.
15. In the **Application Method** field, leave the default of Manual. Here you can choose how the program will apply entries for this vendor. Manual means that the program will apply payments only if you specify a document. The other option, Apply to Oldest, means that if you do not specify a document for the payment to be applied to, the program will apply the payment to the oldest of the vendor's open entries.
16. In the **Payment Terms Code** field, lookup (F6 or click the **AssistButton**) and use the ARROW DOWN key to select 7 DAYS and press ENTER. The **Payment Terms Code**, combined with the **Document Date**, determines when the Vendor expects payment. When a Purchase Order or Invoice is created, this code, 7 DAYS, will default in and will calculate the **Due Date** seven days from the **Document Date** of the Order or Invoice.

The **Receiving** and **Foreign Trade** tab would be filled out if you have default Location, Shipping Method needs, or if this Vendor has a different currency or language than your company.

17. Close the **Vendor Card** window.

The Vendor card setup is complete for this scenario. Now create the Item card.

Item Setup

On the Purchase menu, click INVENTORY & COSTING→ITEMS. The Item Card window appears:

1. Press F3, or click the **Insert** button, to insert a new Item Card.
2. In the **No.** field, lookup to the No. Series window. Multiple No. Series have been setup for Item numbers. Since there are various types of Items that Cronus sells, they have chosen to set up multiple No. Series so that the same type of Items will be grouped together. Click on the second line, ITEM2, which is the "Paint" No. Series, and then click **OK**.

The **No.** field should now be populated with 70105, since that is the next number available in the "Paint" No. Series.

3. Press ENTER or TAB to go to the **Description** field. Type Paint, sunflower yellow.
4. In the **Base Unit of Measure** field, press F6 or click the **AssistButton**. The Item Units of Measure window appears.

We are now selecting the Base Unit of Measure for this item. If we wanted to sell this item at another unit of measure, for instance, by the case rather than the can, we could setup other units of measure in this window.

5. In the **Code** field, either press F6 or click the **AssistButton**. The Units of Measure window appears.
6. Click on the record indicator for CAN and then click **OK**.
7. The **Qty. per Unit of Measure** field populates with 1.
8. Click on the record indicator for CAN and then click **OK**.

9. The **Base Unit of Measure** field will now be populated with CAN.
10. In the **Shelf No.** field type B6. Here you can specify where to find the inventory item in the warehouse.
11. Click the **Invoicing** tab.
12. In the **Costing Method** field, leave FIFO. FIFO means First-in-First-out. With this method, the items that were purchased first are always sold first. The FIFO costing method values the inventory decrease by using the value of the first inventory increases on inventory.

Since the Costing Method determines how costs are calculated and how inventory is valued, please see the F1 help to find out more about the other options.
13. In the **Unit Cost** field, type 1.40. This field contains the most recent direct unit cost that was paid for the items.
14. In the **Last Direct Cost** field, type 1.40. This field contains the most recent direct unit cost that was paid for the items.
15. In the **Unit Price** field, type 2.70. This is the unit price of the item, in local currency (LCY).
16. Notice that the **Profit %** field is now populated. This field is automatically calculated based on the selection made in the **Price/Profit Calculation** field. The current selection Profit=Price-Cost calculates the **Profit %** based on the Unit Price – the Unit Cost.
17. In the **Gen. Prod. Posting Group** field, lookup (F6 or the **AssistButton**) to the Gen. Product Posting Group window and click on the record indicator for RETAIL. Click **OK** and press ENTER.
18. In the **VAT Prod. Posting Group** field should populate with VAT25. Do not change this as it has defaulted in from the Gen. Product Posting Group setup.
19. In the **Inventory Posting Group** field, press F6, click on the record indicator for RESALE, and click **OK**. Be sure to press ENTER again or tab off the field as leaving the field commits the data to the field.
20. Click on the **Replenishment** tab.
21. In the **Replenishment System** field, leave Purchase. Since we are purchasing this item and not producing (Prod. Order) it, we will leave it as Purchase.
22. In the **Vendor No.** field, press F6 to open the Vendor List and select the Vendor you created in the above section: AR Day Property Management XYZ. Press ENTER twice.
23. The other tabs are not necessary to fill out at this time. Close the Item Card window.

The Item card setup is complete for this scenario.

Test Your Skills – Creating an Item and Vendor

Scenario: As the Purchasing agent for Cronus International, Ltd. you are responsible for setting up new items as well as new vendors. A customer has requested two items of which one is not currently stocked by your company. You need to create a new item as well as a new vendor that will supply this new item.

Use the following to create the new item and vendor:

Item No.	80301
Description	USB Mouse
Unit of Measure	PCS
Costing Method	FIFO
Unit Cost	11.50
Last Direct Cost	11.50
Price/Profit Calculation	Profit=Price-Cost
Unit Price	14.375
General Product Posting Group	RETAIL
VAT Product Posting Group	VAT25
Inventory Posting Group	RESALE
Replenishment System	PURCHASE
Vendor No.	40101
Vendor Name	Lewis Home Furniture XYZ, LTD.
Address	89 Radcroft Road
Postal Code	GB-IB7 7VN
City	Gainsborough
Phone No.	23159799
Contact	Katie Jordan
General Business Posting Group	NATIONAL
VAT Business Posting Group	NATIONAL
Vendor Posting Group	DOMESTIC
Application Method	MANUAL
Payment Terms Code	1M(8D)
Payment Method Code	CHECK
Location Code	BLUE
Shipment Method Code	CIF (Cost, Insurance and Freight)

All Skill Levels

Your tasks are as follows:

1. Create an item and vendor using the information provided above.
2. View the newly created item and vendor cards.

Need a Little Help?

- Go to PURCHASE→INVENTORY & COSTING→ITEMS.
- Create a new item card.
- Use the above data to complete the item card.
- Go to PURCHASE→ORDER PROCESSING→VENDORS.
- Create a new vendor card.
- Use the above data to complete the vendor card.

Purchase Order Processing

Scenario 2: As the Accounting Clerk at Cronus International, you are also responsible for purchasing. The Customer has requested the Sunflower Yellow paint and you have received a phone call from the sales department asking if you could place the order for 100 cans of the paint. They also suggested you order 200 cans to keep in stock as this will be a return customer. There will be a backorder so a partial receipt will be necessary.

In this section you will create the purchase order for the Sunflower Yellow paint for Vendor AR Day Property Management XYZ. We will not be defining every field on the Purchase Order, only those that are necessary for processing and posting the Purchase Order.

Create a Purchase Order

On the Purchase menu, click ORDER PROCESSING→ORDERS. The Purchase Order window appears:

T. No.	Description	Location	Quantity	Reserve	Unit of M.	Direct U.
1908-5	LONDON Kontorstol, blå	GREEN	20		PCS	822.774
1906-5	ATHEN Skuffemodul	GREEN	20		PCS	1,879.281
80100	Printerpapir	GREEN	200		PALLET	821.918

The Purchase Order contains a header section (top) and a line section (bottom).

1. With the cursor in the header, press F3 to insert a new Purchase Order.
2. Press ENTER to automatically assign a No.

3. In the **Buy-from Vendor No.** field, lookup (press F6 or click the **AssistButton**) to the Vendor List. Locate the Vendor you created in the previous section: No. V00010, AR Day Property Management XYZ and press ENTER twice.

Notice that some of the fields on the header are now populated with the information that you entered on the Vendor Card. The data in these fields can be changed here, such as changing the Buy-from Contact name if the person you spoke to when ordering this product was different than the contact on the Vendor Card. Making changes here do not affect the Vendor Card; these changes will remain with this particular order.

4. Make note of the **Document Date**. Click on the **Invoicing** tab and note the date in the **Due Date** field. Remember, the **Document Date** and the **Payment Terms Code** determine the Due Date. Since we setup this Vendor with seven day terms, the Due Date will be seven days after the Document Date. In this case, 01/08/04. Go back to the **General** tab.
5. Click in the lines section.

REMEMBER: *If you prefer to use the keyboard you can use the ARROW DOWN key to get down to the lines section of the Purchase Order. To get back to the header press CTRL + ARROW UP.*

6. The first field is the **Type** field. Press F6 to view the options list. Since we are purchasing an item, select Item from the list.
7. Tab or press ENTER to go to the **No.** field. Since Item was selected in the **Type** field, this field represents the Item No. Press F6 to lookup to the Item list. Locate the Item you created in the previous section: Paint, sunflower yellow. Press ENTER twice.
8. Notice that the **Description** field is now populated with Paint, sunflower yellow, which is the description from the Item card. The **Description** field can be modified.
9. In the **Location Code** field, press F6 to open the Location List window. Click on the line for BLUE and click **OK**. Press ENTER. The **Location Code** field contains the code for the location where the items on the line will be located.
10. In the **Quantity** field, type 200. This is the number of items you are ordering from this vendor.
11. Notice that the **Direct Unit Cost Excl. VAT** field has been populated with the Unit Cost amount from the Item card. Also notice that the **Line Amount Excl. VAT** field automatically calculated the Quantity * Direct Unit Cost Excl. VAT (200 * 1.40).

If you were to change the values in either the **Quantity** or **Direct Unit Cost Excl. VAT** fields, the **Line Amount Excl. VAT** field would recalculate automatically. If you were to change the **Line Amount Excl. VAT** field, the **Line Discount %** field would calculate a percentage based on this change.

12. Click ORDER→STATISTICS (F9). The Purchase Order Statistics window appears. You can use this window to get a quick overview of a purchase order. The window shows detailed information about the specific order and the quantities that will be invoiced and received.

The **General** tab displays information regarding the entire purchase order. The **Invoicing** tab displays information about the quantity of items to be invoiced. The **Shipping** tab displays information about the quantity of items to be received. The **Vendor** tab displays the Vendors current balance. Notice that right now all the tabs, other than the **Vendor** tab, display the same information. We will come back to this window shortly. Press ESC to go back to the order.

13. Go to the **Qty. to Receive** field in the lines. The field has been updated with the Quantity value. Change this value to 75. Note that the **Qty. to Invoice** field is updated to 75 as well. Clear the **Qty. to Invoice** field. We are going to do a partial receipt first.

The **Qty. to Receive** and **Qty. to Invoice** fields are used in the receiving and invoicing process. If part of your paint order was backordered but you received the available shipment, you could enter the amount received in the **Qty. to Receive** field and then post the receipt to adjust inventory.

The **Qty. to Invoice** field is used to determine how much of the line should be invoiced. This field is used only when you post orders. Each time the **Quantity** field is updated and you post an order, the program will automatically suggest invoicing the quantity that has not yet been invoiced. Generally, an order is invoiced when you receive the invoice from the Vendor. At that time, the amount to invoice would be entered into the **Qty. to Invoice** field and then posted. Once the order is posted, a Posted Purchase Invoice is created, which also creates a payable in the general ledger.

***NOTE:** It is never possible to invoice more than you have received.*

These two processes can be done simultaneously by entering the received amount in both the **Qty. to Receive** and **Qty. to Invoice** fields.

- Click F9 to open the Purchase Order Statistics window. The **General** tab still displays the total amounts of the order. Now click on the **Invoicing** tab and note that there are no values displayed. This is because you cleared the **Qty. to Invoice** field on the order. Click on the **Shipping** tab and note that the partial receipt amounts are displayed. Press ESC to go back to the order.
- Click POSTING→POST (F11). The following window appears:



- The default is Receive and Invoice but since we are only receiving this, click **Receive** and then click **OK**.

The **Qty. to Receive** field is now populated with 125, the **Qty. Received** field is populated with 75, and the **Qty. to Invoice** field is populated with 200. Since we posted a partial receipt of 75, the **Qty. Received** field displays the amount of the posted receipt: the quantity received into inventory. We still have 125 more to receive so the **Qty. to Receive** field displays that amount: the quantity still to receive. And we have not invoiced this product yet so the **Qty. to Invoice** displays the total quantity of the order that has not been invoiced, which is 200.

At this point, if you wanted to post an invoice for the partial receipt, you could clear the **Qty. to Receive** field and change the **Qty. to Invoice** to 75 and then post the invoice.

Scenario 3: Some time has passed and the backordered items have been shipped to your BLUE location. You now need to receive these items and invoice the entire purchase order.

- But first, click F9 to open the Purchase Order Statistics window. The **General** tab still displays the total amounts of the order. Now click on the **Invoicing** tab and note that the values match the **General** tab since you are invoicing the entire order. Click on the **Shipping** tab and note that the partial receipt values are displayed. Press ESC to go back to the order.
- In the header, go to the **Posting Date** field and change the date to 01/05/04. Since you are receiving and invoicing on a different date, you need to make the **Posting Date** be the date we receive and invoice the items.

You may notice that the Document Date also changed. Remember that the Document Date partially determines the due date. Generally the Document Date should be the same as the date on the vendors invoice. Do not change the date for this scenario, but note that the Due Date is now 01/12/04.

3. In the **Vendor Invoice No.** field, type 9467725. This is the vendors invoice number, typically found on the invoice they send you. A Purchase Order cannot be posted without a Vendor Invoice No.
4. Click POSTING→POST (F11). The Posting window appears. **Receive and Invoice** is the default. Click **OK**.

The order is fully received and invoiced. You may notice that the Order disappeared and you are now looking at a different order. This happens because when you have completely received and invoiced an order in Microsoft Navision, it becomes a posted document. The posted invoices can be located on the Purchase menu by clicking HISTORY→POSTED INVOICES.

When the Posted Purchase Invoice window is opened, press F5, or click the **List** button, to display all the Posted Invoices. Generally, the last invoice posted is at the bottom of the list, unless multiple number series are used for invoices. In this case, scroll to the bottom of the list (CTRL + PAGE DOWN). When you locate the invoice, click on the line and press ENTER or click **OK**.

Posted Documents are not editable, but you can print them numerous times.

Close the Posted Purchase Invoice and Purchase Order windows.

Vendor Ledger Entries

Go to the Vendor card to view the entries made.

1. Click ORDER PROCESSING→VENDORS. The Vendor Card window appears.
2. Press F5 or click the **List** button to display the Vendor List. Locate Vendor V00010 AR Day Property Management XYZ and click the line and press ENTER or click **OK**.

3. Click VENDOR→LEDGER ENTRIES. The Vendor Ledger Entries window appears:



Notice that the **External Document No.** field is populated with the **Vendor Invoice No.** you entered on the Purchase Order. The entire amount of the Invoice appears in the **Original Amount**, **Amount** and **Remaining Amount** fields. Once a full payment has been posted and applied, the **Remaining Amount** will be 0.

Scroll to the right and click in the **Due Date** field. At first it appears that this field is non-editable but if you press F2, you see that you can edit this field. Microsoft Navision allows Due Dates, Discount Dates and Discount Amounts to be edited. Do not change the **Due Date**, leave it as 01/08/04. Close the Vendor Ledger Entries and the Vendor Card windows.

Item Card and Item Ledger Entries

Now we will look at the Item Card and the Item Ledger Entries.

1. From the Purchase menu, CLICK INVENTORY & COSTING→ITEMS. The Item Card window appears.
2. Press F5 or click the **List** button to display the Item List. Locate Item Paint, sunflower yellow and click on the line and press ENTER or click **OK**.
3. Click the **Invoicing** tab.
4. The **Average Cost (LCY)** field is now populated with a value. This field was automatically populated when you posted the purchase order. This field will get updated each time this item has activity posted.

- Click ITEM→ENTRIES→LEDGER ENTRIES. The Item Ledger Entries window appears:

Ln	Quantity	Invoiced Quantity	Remaining Quantity	Sales Amount (Actual)	Cost Amount (Actual)	Cost Amount (Non-Invtbl.)	Open	Entry No.
▶	75	75	75	0.00	105.00	0.00	✓	317
	125	125	125	0.00	175.00	0.00	✓	318

There are two Item Ledger Entries; one for each Receipt that was posted.

- Click on the first line and click ENTRIES→VALUE ENTRIES. The Value Entries window appears:

	Sales Amount (Actual)	Cost Amount (Expected)	Cost Amount (Actual)	Cost Amount (Non-Invtbl.)	Cost Posted to G/L	Item Ledger Entry Quantity	Valued Quantity	Invoiced Quantity
▶	0.00	-105.00	105.00	0.00	0.00	0	75	75
	0.00	105.00	0.00	0.00	0.00	75	75	0

There are two Value Entry lines: one for the Receipt and one for the Invoice. The two lines can be distinguished by looking at the **Item Ledger Entry Quantity** and **Invoiced Quantity** fields. The Receipt line will have a value in the **Item Ledger Entry Quantity** field but not in the **Invoiced Quantity** field. The Invoice line will be the opposite; the **Invoiced Quantity** field will have a quantity while the **Item Ledger Entry Quantity** field will be 0. In addition, the lines will have different document numbers.

Value entries are important because they capture all of the activity that constitutes the dollar amounts displayed in the Item Ledger Entry lines. This level of detail makes it very easy to audit the costs assigned to Items in Microsoft Navision.

7. Escape back to the Item Ledger Entries window.
8. Click on the second line and click ENTRIES→VALUE ENTRIES. The Value Entries window appears.

This Value Entry only displays a single line, with quantities in both the **Item Ledger Entry Quantity** and **Invoiced Quantity** fields. These fields are both populated because you posted the Receipt and Invoice simultaneously (using the Receive and Invoice posting option) during the final posting of the Purchase Order. You will learn more about Item Ledger Entries and Value Entries in later courses.

9. Close the Value Entries, Item Ledger Entries, and Item Card windows.

Test Your Skills – Creating a Purchase Order

Scenario: As the Purchasing agent for Cronus International, Ltd., you need to create a purchase order to purchase two items.

Use the following data to create the purchase order:

Purchase Order Number	System Assigned
Vendor Number	40101
Item Numbers	80216 and 80301
Item Name	Ethernet Cable & USB Mouse
Location Code	BLUE
Quantity for Item No. 80216	6
Quantity for Item No. 80301	12
Unit of Measure	PCS

All Skill Levels

Your tasks are as follows:

1. Using the information provided above, create a purchase order.
2. Verify that the Direct Unit Price for both Items.

Need a Little Help?

- Go to PURCHASE→ORDER PROCESSING→ORDERS.
- Create a new purchase order.
- Use the above data to fill the purchase order window.

Test Your Skills – Receiving and Invoicing a Purchase Order

Scenario: As the Purchasing agent for Cronus International, Ltd., you are responsible for purchasing items. You have created, printed and emailed a purchase order to the supplying vendor. Now, the items that are related to the purchase order have arrived on the warehouse dock. You can fully Receive and Invoice this order.

Use the following data to receive and invoice the items:

Purchase Order Number	Previously System Assigned Number
Vendor Number	40101
Item Numbers	80216 and 80301
Item Name	Ethernet Cable & USB Mouse
Location Code	BLUE
Quantity for Item No. 80216	6
Quantity for Item No. 80301	12
Vendor Invoice Number	LHF-10021

All Skill Levels

Your tasks are as follows:

1. Using the information provided above, receive and invoice the related purchase order.
2. Verify that the quantity(s) to receive is(are) correct.
3. Verify that the quantity(s) to invoice is(are) correct.
4. Receive and Invoice the Order.

Need a Little Help?

- Go to PURCHASE→ORDER PROCESSING→ORDERS.
- Fill in the **Vendor Invoice No.** field.
- Click on the **Posting** button and Receive and Invoice the Order.

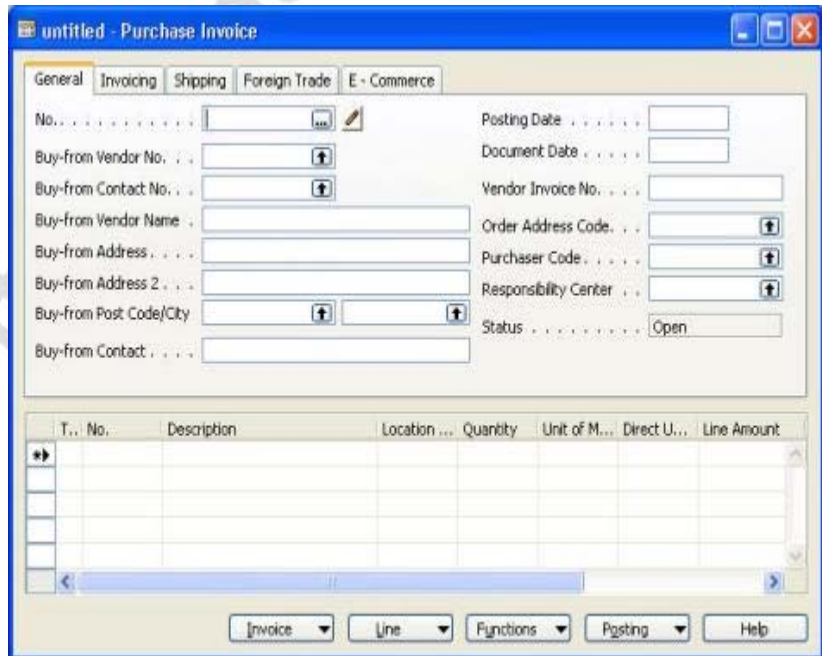
Create a Purchase Invoice

Purchase Orders, as well as Sales Orders, are generally used for transactions involving inventory. While you can post an Item on a Purchase Invoice, you lose the receiving functionality. Purchase Invoices are mostly used for transactions involving general ledger activity. Purchase Invoices are also used most often for utility bills and other bills that you receive from vendors that do not affect inventory.

Scenario 4: As the Accounting Clerk for Cronus International, you are also responsible for posting utility bills. The postage bill has arrived and you need to post it into Microsoft Navision. The Vendor is No. 10000, London Postmaster; the date of the invoice is 01/01/04; the Invoice No. is 88574; the amount is 365.32 (LCY); and it needs to be posted to the Postage G/L Account.

But first, change the work date to better show functionality.

1. Click **TOOLS**→**WORK DATE**. The Work Date window appears.
2. Type 01/15/04 and press **ENTER** or click **OK**.
3. On the Purchase menu, click **ORDER PROCESSING**→**INVOICES**. The Purchase Invoice window appears:



4. Press **F3** to insert a new Purchase Invoice.
5. Press **ENTER** to automatically assign a **No.**

6. In the **Buy-from Vendor No.** field, type 10000 and press ENTER. The header will be populated with the London Postmaster data.
7. Leave the **Posting Date** as 01/15/04 but in the **Document Date** field, change the date to the Invoice date: 01/01/04. The **Due Date** will now be based on the Invoice date, not your Posting Date.
8. In the **Vendor Invoice No.** field, type 88574. Similar to the Order, a Purchase Invoice cannot be posted without a **Vendor Invoice No.** Press ENTER and you should be taken into the lines section. If not, click in the lines.
9. In the **Type** field, press F6 to display the options. Since we are posting to a General Ledger Account, click **G/L Account** and then press ENTER.
10. In the **No.** field, press F6 to lookup to the **G/L Account List**. Locate the "Postage" G/L Account: 8240 and press ENTER twice.

Since G/L Account was selected in the **Type** field, this field represents the G/L Account No.
11. In the **Quantity** field, type 1. Since you are entering a full amount, there is no reason to break out the quantities.
12. In the **Direct Unit Cost Excl. VAT** field, type 365.32.
13. Scroll to the right and notice that the **Qty. to Receive** and **Qty. to Invoice** fields do not exist. Again, this is because this is not a receiving document.
14. Click POSTING→POST (F11). The message will appear asking if you want to post the Invoice. Click **Yes**.

Now that this Invoice is posted, you may notice that it has disappeared from the Purchase Invoice window. Just like the Purchase Order, when the Purchase Invoice is posted, it becomes a posted invoice. The posted invoices can be located on the Purchase menu by clicking HISTORY→POSTED INVOICES.

As stated previously, posted documents are not editable, but you can print them numerous times.

Close the Posted Purchase Invoice and the Purchase Invoice windows.

Test Your Skills – Record Automobile Maintenance Expense

Scenario: In Cronus International, Ltd. you are the accounts payable clerk, responsible for posting and paying expenses. You have received a bill from Mortimer Car Company for routine automobile maintenance services. You need to record this expense for payment.

Use the following data to enter the expense:

Purchase Order Number	System Assigned Number
Vendor Number	44127914
Vendor Name	Mortimer Car Company
Posting Date	01/14/04
Vendor Invoice Number	LP-45002
Item Type	G/L Account
G/L Account Number	8530
Description	Repairs and Maintenance
Amount	132.94

All Skill Levels

Your tasks are as follows:

1. Using the information provided above, record this expense for payment.
2. Post the invoice.

Need a Little Help?

- Go to PURCHASE→ORDER PROCESSING→INVOICES.
- Fill in the **Vendor Invoice number** field.
- Change the **Posting Date**.
- Go to the **Posting** button.

Payables Processing

In this section you will run the A/P Aging report and then print and post checks. We will not be defining every field on the report request form or the Suggest Vendor Payments form. For more information about the other fields, please use the F1 help.

Scenario 5: As the Accounting Clerk for Cronus International, you are also responsible for running the A/P Aging report prior to printing Vendor checks. Run the report for all vendors, aged as of 01/31/04, aged by the due date, with a period length of one month and print details.

Running the A/P Aging Report

On the Financial Management menu, click PAYABLES→REPORTS→AGED ACCOUNTS PAYABLE. The Aged Accounts Payable window appears.

1. The **Vendor** tab allows you to filter the report using the fields on the Vendor table. The **No.** field on this tab represents the Vendor No. Since you are running the report for all vendors, do not enter anything into the **No.** field.

***NOTE:** Did you notice that the tab is called Vendor? If this was a Customer report this tab would be called Customer. The table a report is running from will usually be the name of the first tab.*

2. Click on the **Options** tab.



3. In the **Aged As Of** field, type 01/31/04. This date determines how the aging will be calculated.

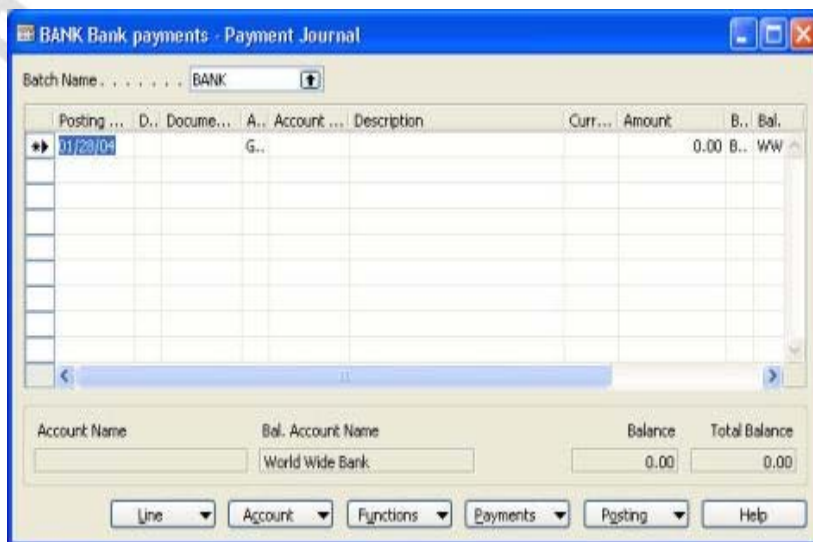
4. In the **Aging by** field, keep **Due Date** selected. In this area you select whether the aging will be calculated from the invoice due date, posting date or document date.
5. In the **Period Length** field, type 1M. This determines the length of the aging, in this case, one month.
6. Select the **Print Details** check box. Selecting this adds lines for open invoices for each vendor to the report. If this field is not checked, the invoice amounts will be summarized onto one line for each vendor.
7. Click **Preview**.
8. Take a look at the report. Notice the invoice you posted to London Postmaster appears as due this month. Go to the next page and look at the AR Day Property Management XYZ vendor. This invoice is due this month as well.
9. Close the Print Preview window.

Pay the Vendor

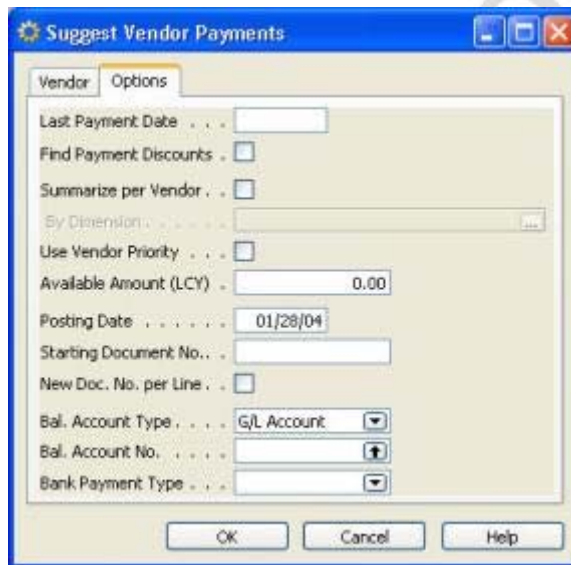
Scenario 6: It is the end of the month – as the Accounting Clerk for Cronus International, it is time to print Vendor checks. You will pay the Purchase Invoice for the paint to Vendor V00010 – AR Day Property Management XYZ.

But first, change the work date to better show functionality.

1. Click **TOOLS**→**WORK DATE**. The Work Date window appears.
2. Type 01/28/04 and press **ENTER** or click **OK**.
3. On the Financial Management menu, click **PAYABLES**→**PAYMENT JOURNALS**. The Payment Journal window appears:



4. In the **Batch Name** field, keep BANK selected.
5. Click PAYMENTS→SUGGEST VENDOR PAYMENTS. The Suggest Vendor Payments window appears. As you saw in the reporting section, the first tab of the request form is used for filtering on fields on that table. Here again you see it is the Vendor table. Since you want to look at the entries for AR Day Property Management XYZ you will filter the list by **Vendor No.**
6. In the **No.** field, type V00010.
7. Click the **Options** tab.

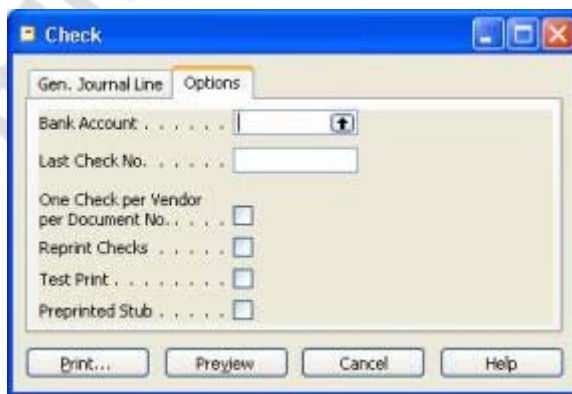


8. In the **Last Payment Date** field, type 01/31/04.
9. In the **Posting Date** field, leave the work date of 01/28/04.
10. In the **Bal. Account Type** field, click the **AssistButton** and click Bank Account.
11. In the **Bal. Account No.** field, click the **AssistButton**, click WWB-OPERATING and click **OK**.
12. In the **Bank Payment Type** field, click the **AssistButton** and click Computer Check. Selecting Computer Check directs Microsoft Navision to create a computer check for printing, otherwise if you just need to post a handwritten check in the system, you should select Manual Check.
13. Click **OK**.

- The Payment Journal should display one line and a message should appear stating that you have created suggested vendor payment lines for all currencies. Click **OK**.

***NOTE:** Quite often several lines will come into the Payment Journal when you run the Suggest Vendor Payment batch job. You can delete the lines you do not want to pay by selecting those lines and pressing F4. They are ONLY removed from this particular payment journal and can be suggested again.*

- Press ARROW-UP to go to the first line. Notice that the **Posting Date** is the work date and that the **Amount** field is populated with the amount of the Purchase Invoice: 350.00.
- Scroll over to the **Applies-to Doc. No.** field. Press F6 to open the **Apply Vendor Entries** window.
- In the lines, click on the first line and click **Navigate**. In the Navigate window, with Posted Purchase Invoice selected, click **Show**. From the Posted Purchase Invoice window, click on the first line and then click INVOICE→CARD. The Posted Purchase Invoice you created for the paint appears.
- Press ESC four times to get back to the Payment Journal.
- Click PAYMENTS→PRINT CHECK. The **Check** request form window appears.
- Do not change the filters set on the **Gen. Journal Line** tab.
- Click the **Options** tab.



- In the **Bank Account** field, press F6, click on the WWB-OPERATING line and press ENTER or click **OK**. Press ENTER again.
- The **Last Check No.** field will automatically be populated from the **Last Check No.** field on the Bank Account card.

24. Select the **One Check per Vendor per Document No.** check box. By checking this box, you get one check per vendor for each check number.
25. Click **Print**.
26. In the Check – Print dialog window, verify that Microsoft Navision is pointing to the correct printer, and click **OK**.

***NOTE:** If you do not want to print an actual check for this exercise select the Print to file check box on the Check – Print dialog window and click OK. The Print to File window will appear. Type a file name and click OK.*

27. A second line now appears in the Payment Journal. This is the bank balancing line.
28. Notice that the **Document No.** field on both lines is populated with the check number that was automatically populated on the **Options** tab of the Check window.
29. Click on the second line and notice that the **Balance** and **Total Balance** fields in the lower right corner both display "0". This indicates that this journal is in balance and can be posted – you cannot post journals that do not balance.
30. Click POSTING→POST (F11). A message appears asking if you want to post the journal lines. Click **Yes**.
31. The Payment Journal runs through the posting process and then when completed, a message appears indicating that the lines were successfully posted. Click **OK**.
32. Do not close the Payment Journal window.

Manually Entering a Payment Journal Line

Instead of running the Suggest Vendor Payments batch job, you are able to manually enter payment lines.

Scenario 7: The postage bill for London Postmaster (Vendor No. 10000) is due for payment. You decide to manually enter the line rather than using the Suggest Vendor Payments batch job.

1. Using the same batch BANK, click on the empty line in the payment journal.
2. Leave the **Posting Date** as 01/28/04.

3. In the **Document Type** field, leave Payment.
4. Clear the **Document No.** field.
5. In the **Account Type** field, press F6 and click Vendor.
6. In the **Account No.** field, type 10000.
7. In the **Applies-to Doc. No.** field, press F6 to open the Apply Vendor Entries window.
8. Notice that there are several line entries. All of the open entries for this Vendor appear in the detail lines. The last line entry is the postage invoice which you need to pay. Click on that line and press ENTER or click **OK**.
9. Notice that the **Applied-to Doc. Type** field is Invoice and the **Applied-to Doc. No.** field is the same as the Document No. from the Posted Purchase Invoice. The **Amount** field has also been automatically populated with the amount of the Posted Purchase Invoice.
10. In the **Bank Payment Type** field, type C and press ARROW DOWN. Notice that the field now displays Computer Check. In option fields, you can type in the selection rather than using the drill-down function.

REMEMBER: Some option lists may contain words that begin with the same letters so always verify your selection before moving on.

Most fields in Microsoft Navision allow you to type data in rather than looking up to tables or drilling-down to menus. If you know the information, feel free to type it into the fields directly. If the data does not exist or is incorrect, an error will appear, giving you the chance to make another selection from the table or the list.

11. Click PAYMENTS→PRINT CHECK. The Check window appears.
12. Do not change the filters set on the **Gen. Journal Line** tab.
13. Click the **Options** tab.
14. Note that the settings selected in the last print check scenario remain. Do not change the following:

Bank Account	WWB-OPERATING
Last Check No.	200 (if other, still do not change)
One Check per Vendor per Document No.	Yes (checked)

15. Click **Print**.
16. In the Check – Print dialog window, verify that Microsoft Navision is pointing to the correct printer, and click **OK**.

***NOTE:** If you do not want to print an actual check for this exercise select the Print to file check box on the Check – Print dialog window and click OK. The Print to File window will appear. Type a file name and click OK.*

17. A second line now appears in the Payment Journal. This is the bank balancing line.
18. Click POSTING→POST (F11). A message appears asking if you want to post the journal lines. Click **Yes**.
19. The Payment Journal runs through the posting process and then when completed, a message appears indicating that the lines were successfully posted. Click **OK**.
20. Close the Payment Journal window.

***NOTE:** It is possible to post a payment to a vendor without applying the payment to an invoice. To accomplish this, you would setup the Payment Journal as shown above but leave the Applies to Doc. Type and Applies to Doc. No. fields blank. These types of entries may then be applied at a later time using functionality in the Vendor Ledger Entries window.*

Vendor Ledger Entries

Go to the Vendor card to view the entries made in the last two scenarios.

1. On the Purchase menu, click ORDER PROCESSING→VENDORS. The Vendor Card window appears.
2. Locate Vendor V00010 (AR Day Property Management XYZ).
3. On the **General** tab, note that the **Balance** field is 0.
4. In the **Balance** field, press F6 to go to the Vendor Ledger Entries. The Vendor Ledger Entries window appears.
5. There are two entries now: one for the Invoice and one for the Payment. The **Document Type** field displays the type of entry.
6. Scroll to the right. Notice that the **Remaining Amount** field is 0 and the **Open** check box is empty for both lines.
7. Escape back to the Vendor Card.
8. Find Vendor 10000 (London Postmaster).

9. In the **Balance** field, click F6 to go to the Vendor Ledger Entries. The Vendor Ledger Entries window appears.
10. Scroll to the bottom of the list to view the Invoice and Payment entries.
11. As with vendor V00010, the **Remaining Amount** field is 0 and the **Open** check box is empty for both lines.
12. With the record indicator on the Payment Line (Document Type = Payment), click ENTRY→APPLIED ENTRIES. The Applied Vendor Entries window appears.

This window indicates that the payment has been applied to the invoice. If the payment had been applied to other entries (invoices and/or credit memos) they would also be displayed in this window.
13. Close the Applied Vendor Entries, Vendor Ledger Entries and Vendor Card windows.

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Test Your Skills – Pay the Automobile Maintenance Expense

Scenario: In Cronus International, Ltd. you are the accounts payable clerk, responsible for paying expenses. You have posted the invoice from Mortimor Car Company for routine automobile maintenance services and you now need to pay the invoice. You will print (to file) and post the check.

Using Suggest Vendor Payments, use the following data to enter the payment:

Batch Name	BANK
No. (Vendor tab)	44127914
Options tab:	
Last Payment Date	01/31/04
Posting Date	01/31/04
Bal. Account Type	Bank Account
Bal. Account No.	WWB-OPERATING
Bank Payment Type	Computer Check

All Skill Levels

Your tasks are as follows:

1. Use the information provided above, and then use the Suggest Vendor Payments functionality.
2. Print the check to a file.
3. Post the Payment Journal.

Need a Little Help?

- Go to FINANCIAL MANAGEMENT→PAYABLES→PAYMENT JOURNAL.
- Fill in the Suggest Vendor Payments using the information above.
- Go to the **Payments** button.

HINT: Remember to use the WWB OPERATING bank and print one check per vendor per document number.

- Print check to file.
- Go to the **Posting** button.

General Ledger Adjustments

You use the General Journal window to post transactions to G/L, bank, customer, vendor, fixed assets, and IC (intercompany) partner accounts. In a general journal, you enter the relevant information for the transaction, such as the posting date, amount and the accounts you want to post to. The information you enter in a journal is temporary and can be changed as long as it is in the journal.

After you post a journal, the journal will be empty and the transactions will be posted to individual accounts. You can view the results of posting a journal in the ledger entry windows and register windows. Posting with a general journal always creates entries on G/L accounts.

We will not be defining every field on the General Journal window. For more information about the other fields, please use the F1 help. You also need to setup a new General Journal batch for this exercise.

Create a General Journal Adjustment

Scenario 8: During the closing process for January, you find out from the Accounting Manager that the London Postmaster bill was supposed to be allocated as follows:

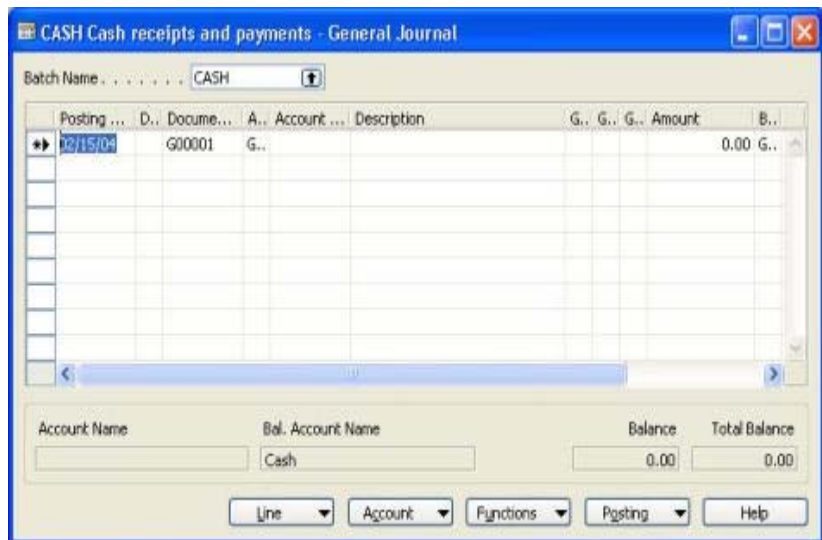
- Postage (8240) = 308.00
- Office Supplies (8210) = 57.32

You must make an adjustment to the General Ledger.

But first, change the work date to better show functionality.

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 02/15/04 and press ENTER or click **OK**.

3. On the Financial Management menu, CLICK GENERAL LEDGER→GENERAL JOURNALS. The General Journal window appears:



4. In the **Batch Name** field, press F6 to open General Journal Batches window.
5. Press F3 to insert a new line.
6. In the **Name** field, type GENERAL and then press ENTER. This line will move to the end of the list since it sorted alphabetically.
7. In the **Description** field, type General Journal.
8. In the **No. Series** field, leave GJNL-GEN as the selection.
9. While on the GENERAL line, click **OK** and press ENTER.
10. In the **Posting Date** field, type 01/31/04. This ensures that the adjustment is made in the same period as original entry.
11. Leave the **Document Type** field empty.
12. In the **Document No.** field, leave the number entered by the program. This number was retrieved by the program based on the GJNL-GEN No. Series entered for the GENERAL journal batch.
13. In the **Account Type** field, press F6 and click G/L Account.
14. In the **Account No.** field, press F6 and find the G/L account number for Postage: 8240. Click **OK** and press ENTER.
15. Note that the **Description** field was automatically filled in with the account name Postage. This is done to help the end user confirm that the correct account was selected. You can now type over the description with whatever you like, such as a description for why the transaction is being made.

In the **Description** field, type Correction to Document No. 108033.

16. In the **Amount** field, type -57.32 to make a credit entry to the Postage account.

In the general journal, a positive amount represents a debit to the account in the **Account No.** field while a negative amount represents a credit to the account.

17. In the **Bal. Account Type** field, leave G/L Account as the selection.
18. In the **Bal. Account No.** field, press F6, select the Office Supplies account number, 8210, and then click **OK**. Press ENTER.
19. Clear the **Bal. Gen. Posting Type**, **Bal. Gen. Bus. Posting Group** and **Bal. Gen. Prod. Posting Group** fields. These fields should only be populated when making a VAT entry. For our scenario, we do not need to post VAT entries.

The journal lines displayed in the batch are balanced when the **Total Balance** field equals 0. You cannot post journals that do not balance.

The journal entry is now complete, and you can post it. When you post a journal you can post or post and print a copy of the journal for you records. In this case, we will only post the journal.

20. Click POSTING→POST (F11). A message appears asking if you want to post the journal lines. Click **Yes**.
21. The Journal runs through the posting process and then when completed, a message will appear indicating that the lines were successfully posted. Click **OK**.
22. Close the **General Journal** window.

General Journal Registers

Scenario 9: Now that you have adjusted the General Journal, you should view the entries. General Ledger entries are best viewed from the G/L Register.

Each time an entry is posted in Microsoft Navision, a Register is created. For the General Journal you posted, a G/L Register is created.

The G/L entries in a G/L register are the result of the following: posting of a journal in the General Ledger, Sales, Receivables, Purchases, or Payables application areas; posting of sales orders, invoices and credit memos; posting of purchase orders, invoices and credit memos; and other areas of Microsoft Navision.

You can see the G/L registers for the General Ledger, Sales, Receivables, Purchases, and Payables application areas under the History menu item on the menu of each application area.

Following the Audit Trail

1. On the Financial Management menu, click GENERAL LEDGER→HISTORY→REGISTERS. The G/L Registers window appears. Registers contain the information for the Audit Trail in Microsoft Navision.
2. Go to the bottom of the G/L Registers window (CTRL + PAGE DOWN).

No.	Creation...	User ID	Source C...	Journal ...	From Ent...	To Entry...	From VA...	To VAT E...
108	01/25/01		GENJNL	DEFAULT	2713	2725	850	854
109	01/25/01		SALES		2726	2730	855	856
110	06/29/04		SALES		2731	2733	857	857
111	06/29/04		SALES		2734	2736	858	858
112	06/29/04		SALES		2737	2739	859	859
113	09/30/04		PURCHA...		2740	2742	860	860
114	09/30/04		PURCHA...		2743	2744	861	861
115	09/30/04		PAYMEN...	BANK	2745	2746	862	861
116	09/30/04		PAYMEN...	BANK	2747	2748	862	861
117	09/30/04		GENJNL	GENERAL	2749	2750	862	862

G/L Register No. 117 is the most recently posted activity, our journal entry. The Register **No.** is generated automatically by Microsoft Navision, as are the numbers in the **From Entry No.**, **To Entry No.**, **From VAT Entry No.**, and **To VAT Entry No.**

3. The **Creation Date** is not the **Posting Date** or the Work Date. You can see from our entry that the **Creation Date** is the date on your system, not the Work Date of 02/03/04 or the **Posting Date** of 01/31/04.
4. The **User ID** field would be shown if individual users have been set up for the database, which is not the case for this demo database.
5. The **Source Code** field identifies the area of Microsoft Navision that created the entries. Note that the **Source Code** on this line is GENJNL. Next we will review how this Source Code is assigned.
6. On the Financial Management menu, click SETUP→TRAIL CODES→SOURCE CODES. The Source Codes window appears. In this window you can see a listing of Source Codes for Microsoft Navision. These codes are provided as defaults in the database; you may create others.

7. On the Navigation Pane, click TRAIL CODES→SOURCE CODE SETUP. The Source Code Setup window appears. In this window, each Source Code is linked to a posting option in Microsoft Navision. For example, on the **General** tab, GENJNL is assigned to the General Journal and ADJAPPCORR is assigned to Adjust Add. Reporting Currency.

This is why GENJNL appears as the Source Code in the Register for our transaction.

8. Close the Source Code Setup and Source Codes windows.
9. On the G/L Register, click on the last line.
10. The Journal Batch Name has been populated based on the batch we were using when we posted the General Journal.
11. Make a note of the numbers in the **From Entry No.** and **To Entry No.** fields. We will be checking these against other windows in a moment.
12. While still on line No. 117, click REGISTER→GENERAL LEDGER. The General Ledger Entries window appears. The lines that constitute the Register No. 117 are displayed in this window.
13. Compare the **Entry No.** field on the far right to the number you noted in step 11 – they are the same. Microsoft Navision assigns a unique, sequential number to each line or entry posted. This allows for a complete audit trail.
14. Close the General Ledger Entries and G/L Registers window.
15. On the Navigation Pane, click GENERAL LEDGER→CHART OF ACCOUNTS. The Chart of Accounts window appears.
16. Locate the Postage account: 8240 and click ACCOUNT→LEDGER ENTRIES. The General Ledger Entries window appears.
17. Go to the bottom of the General Ledger Entries window (CTRL + PAGE DOWN).
18. In this list, the **Entry No.** is the last field displayed. With the last line selected, click **Navigate**.
19. On the G/L Entry line, the **No. of Records** field indicates that there were two G/L lines posted with the Register.
20. Click on the **G/L Entry** line and click on **Show**. The General Ledger Entries window appears. The lines posted in the register are displayed here. The Entry Numbers can be used to determine to which Register an entry belongs.

21. Close the General Ledger Entries, Navigate, General Ledger Entries, and Chart of Accounts windows.
22. On the Navigation Pane, under General Ledger click REPORTS→ENTRIES→G/L REGISTER. The G/L Register request form window appears.
23. In the **No.** field, press F6 to open the G/L Registers window. Locate the Register No. for the General Journal you posted earlier. (117) Click on the line and click **OK**.
24. Click **Preview**. The G/L Register report is displayed.

This report shows posted G/L entries sorted and divided by each register and can be used as documentation of the posted entries or for auditing.

25. Close the Print Preview window.

Test Your Skills – Adjust the Automobile Maintenance Expense

Scenario: In Cronus International, Ltd. you are the Accounting Manager who is responsible for G/L adjustments. The Mortimor Car Company bill had a gasoline charge on it and you need to reallocate as follows:

- Repairs and Maintenance (8530) = 115.00
- Gasoline and Motor Oil (8510) = 17.94

Use the following data to enter the adjustment:

Batch Name	GENERAL
Posting Date	01/31/04
Account Type	G/L Account
Account No.	8530
Description	Correction to Document No. 108029
Amount	-17.94
Bal. Account Type	G/L Account
Bal. Account No.	8510
Bal. Gen. Posting Type	<blank>
Bal. Gen. Bus. Posting Group	<blank>
Bal. Gen. Prod. Posting Group	<blank>

All Skill Levels

Your tasks are as follows:

1. Enter the information provided above into the General Journal.
2. Post the General Journal.

Need a Little Help?

- Go to FINANCIAL MANAGEMENT→GENERAL LEDGER→GENERAL JOURNALS.
- Fill in the fields using the information above.
- Go to the **Posting** button.

Quick Interaction: Lessons Learned

Take a moment to write down three Key Points you have learned from this chapter:

1.

2.

3.

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CHAPTER 4: ORDER PROCESSING – SALES AND RECEIVABLES

- Overview
- Processing Overview
- New Customer Setup
- Creating a Sales Quote
- Sales Order Processing
- Receivables Processing

Overview

This chapter contains more information on the Order Processing functionality within Microsoft® Business Solutions–Navision®. In this chapter, you build upon the knowledge you gained in the previous chapter by using Sales Order Processing functionality in Microsoft Navision.

This chapter is divided into two sections. In each section, you perform a series of scenarios aimed at not only making you more familiar with carrying out business processes and finding information, but also with allowing you to have a better overall idea of how information is processed within Microsoft Navision.

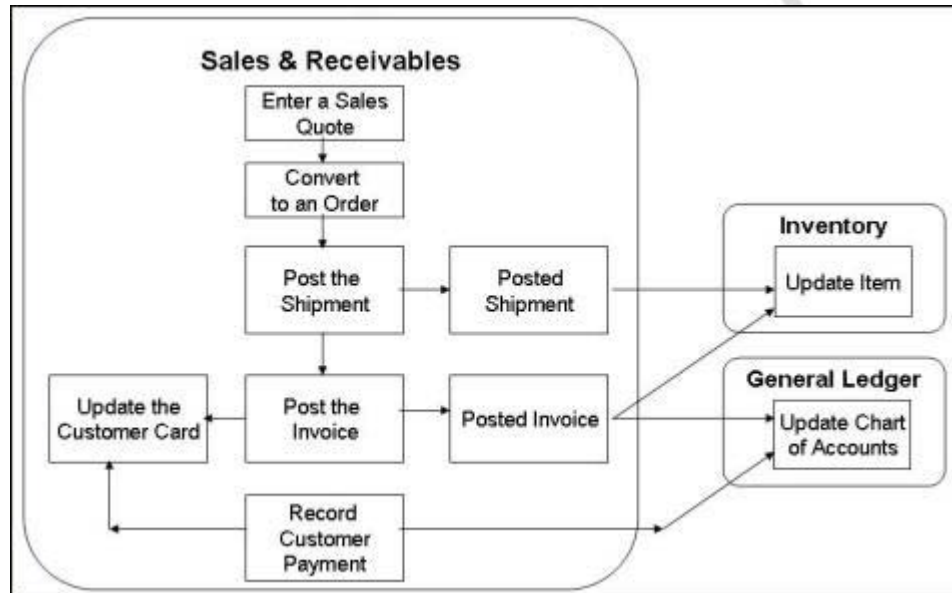
In the first section, Sales Order Processing, you perform a series of scenarios aimed at making you more familiar with the information flow in Microsoft Navision. The processes are:

- Creating a Customer
- Creating a Sales Quote
- Examining the Sales Order
- Examining the Posted Sales Invoice History
- Examining the Customer Card Ledger Entries
- Examining the Item Ledger Entries

In the second section, Receivables Processing, you review the Accounts Receivable Aging report and post a Cash Receipt.

Processing Overview

The following diagram is a visual representation of the process steps performed in Sales and Receivables and the impact that the processing will have on other application areas. The steps mirror what we did in Chapter 3, with the addition of entering a Quote that is converted to an Order.



Begin by creating a Customer. Next create a Sales Quote, then using functionality to convert the Quote to an Order. For the Quote, use the new customer and the Item created in Chapter 3 (Paint, sunflower yellow) to make it easier to review posted entries after processing.

Next, post a Shipment – the equivalent of the Receipt on the Purchase side. Then, post the Invoice from the Order. This updates the Customer card for the receivable and update the Chart of Accounts as well. The exact accounts updated in the Chart of Accounts depends upon the posting options selected in a company; any explanation beyond that is covered in later classes.

Finally, record the payment from the Customer utilizing the Cash Receipt functionality in Microsoft Navision. This process updates both the Customer's balance and the balance in the Chart of Accounts.

Because this process mirrors the work we have done in Purchases and Payables, we will be able to move through the steps more quickly. We will now go to Microsoft Navision and create the Customer and then begin processing.

New Customer Setup

Scenario 1: Your other responsibility as the Accounting Clerk for Cronus International is to set up new Customers. The customer referred to in the previous chapter would like to place an order for the Sunflower Yellow paint.

In this section you create the new customer. You will not be defining every field on the Customer card, only those that are necessary for processing and posting Sales and Receivable transactions.

***NOTE:** You can always find more information about fields by using the F1 help or clicking on the What's This? button and then clicking in the field in question.*

Change the Work Date

In this database, all postings must happen between November – February.

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 01/10/04.
3. Press ENTER or click **OK**.

Customer Setup

On the Sales & Marketing menu, click ORDER PROCESSING→CUSTOMERS. The Customer Card window appears:

The screenshot shows a software window titled "10000 The Cannon Group PLC - Customer Card". It features a tabbed interface with "General" selected. The "General" tab contains various fields for customer information. On the left, fields include "No." (10000), "Name" (The Cannon Group PLC), "Address" (192 Market Square), "Address 2.", "Post Code/City" (GB-B27 4KT, Birmingham), "Country Code" (GB), "Phone No.", "Primary Contact No.", and "Contact" (Mr. Andy Teal). On the right, fields include "Search Name" (THE CANNON GR...), "Balance (LCY)" (168,364.41), "Credit Limit (LCY)" (0.00), "Salesperson Code" (PS), "Responsibility Center" (BIRMINGHAM), "Service Zone Code" (M), "Blocked", and "Last Date Modified" (06/29/04). At the bottom, there are buttons for "Customer", "Sales", and "Help".

1. Press F3, or click the **Insert** button on the Toolbar, to insert a new Customer Card.
2. In the **No.** field, press ENTER to automatically assign a number from the No. Series.

3. In the **Name** field, type Beef House Outlet.
4. In the **Address** field, type 21 Bahnhofstrasse.
5. In the **Post Code** field, type DE-27624.
6. Notice that the **City** field did not automatically populate with the city name as it did in the last chapter. This is because the **Post Code** field will allow you to enter a Post Code that does not have an assigned city. In this case, you must manually enter the city name.

In the **City** field, enter Bederkesa.

7. In the **Country Code** field, enter DE.
8. In the **Contact** field, enter Martin Illum Lotz.
9. Click on the **Invoicing** tab.
10. In the **Gen. Bus. Posting Group** field, lookup to the Gen. Business Posting Groups window. Click on the record indicator on the line for EU and click **OK** and press ENTER.
11. The **VAT Bus. Posting Group** field should populate with EU. Do not change this as it has defaulted in from the Gen. Business Posting Group setup.
12. In the **Customer Posting Group** field, lookup to the Customer Posting Groups window. Click on the record indicator on the line for FOREIGN and click **OK**.
13. Click the **Payments** tab. Here you can set default values for the Application Method, Payment Terms, Payment Method, Reminder Terms, and Finance Charge Terms. Leave the default Application Method of Manual.
14. In the **Payment Terms Code** field, lookup to the Payment Terms window. Click on the record indicator on the line for 7 DAYS and click **OK**.
15. Click on the **Foreign Trade** tab.
16. In the **Currency Code** field, lookup to the Currencies window. Click on the record indicator on the line for EUR and click **OK**.
17. Close the Customer Card window.

The Customer card setup is complete for this scenario. Now we create a sales quote.

HINT: It is not necessary to lookup to all of the windows that we have in this scenario to enter information. If it saves time you may enter the information directly into the fields.

Creating a Sales Quote

Scenario 2: Now that the Customer has been created, you need to generate a Sales Quote for the new paint. Later in this section, a Sales Order will be created directly from the Quote.

On the Sales & Marketing menu, click ORDER PROCESSING→QUOTES. The Sales Quote window appears:

Similar to the Purchase Order you created in the previous chapter, the Sales Quote is divided into two sections; the header on top and the lines on the bottom. The Sales Quote, Order, and Invoice, however, have an additional side panel which provides the user with quick access to Customer Information.

1. Press F3 to insert a new Sales Quote.
2. Press ENTER to automatically assign a No.
3. In the **Sell-to Customer No.** field, lookup to the Customer List window. Locate the customer you created in the last section: Beef House Outlet and press ENTER twice.
4. Notice that some of the other fields in the header automatically populate with information from the Customer card you previously created. If changes need to be made for this specific quote, you may make them on this form without the changes being saved to the Customer card.
5. Click in the lines section.

6. The first field is the **Type** field. Press F6 to view the options list. Since we are quoting an item, select Item from the list.
7. Press TAB or ENTER to move to the next field. Press F6 to lookup to the Item list. Locate the item you created in the previous chapter: Paint, sunflower yellow. Press ENTER twice to select this item and commit the item number to the field.
8. In the **Location Code** field, type Green. Notice in the pane on the right side of the quote, the Availability equals 0. This is because when the product was ordered, it was assigned to the BLUE **Location Code**. This location code does not need to be specified in the quote line unless it is important that the item be shipped from a certain location. For this scenario, we will fill in the **Location Code** field – type Blue. The Availability now equals 200.

The functionality of the Customer and Item Information areas of the Sales Quote, Order and Invoice will be defined in later courses.

9. In the **Quantity** field enter 100.

Now we are ready to convert this quote into an order. In Microsoft Navision, quotes can sit idle for a nearly indefinite period of time before being made into an order. This is useful when customers need time to review a quote that you sent to them.

10. Click **Make Order**.
11. A message appears asking if you want to convert the quote to an order. Click **Yes**.

A notification window pops up telling you the order number that your quote has just become. Make note of this number. Press F5 and look for the quote that you just converted. You will find that it has gone away. Sales Quotes that are converted to orders do not remain in Microsoft Navision, since all the information is transferred to the order. Next we look at the order you just created.

Sales Order Processing

Scenario 3: Now that we have turned the Sales Quote into a Sales Order, we will look at our order and prepare it for posting. To save shipping charges, the Customer has asked that you break the order into two shipments but only invoice for the entire order.

Process the Sales Order

On the Sales & Marketing menu, click ORDER PROCESSING→ORDERS. The Sales Order window appears:

T. No.	Description	Location	Quantity	Reserve	Unit of M.	Unit Price
1	LS-MAN-10 Manual for Loudspeakers	WHITE	4		PCS	

1. In the **No.** field, press F5 to lookup to the Sales Order List window and find the order you have just created.

Notice how the header information has been transferred from the quote. This information can be edited for just this order here, without it being saved to the Customer card.

2. Notice the **Document Date** field in the header. Combined with the Payment Terms that you defined earlier for this customer, the due date is determined. The due date and payment terms can be seen by clicking on the **Payments** tab.
3. In the lines, scroll to the right to the **Qty. to Ship** and **Qty. to Invoice** fields. These fields have the same functionality as the **Qty. to Receive** and **Qty. to Invoice** fields on the Purchase Order, only for partial Shipments rather than Receipts.

Now we will partially ship this order. We will send half the order, and not invoice for any of the product until the second half of the product is shipped.

4. Change the **Qty. to Ship** value to 50.
5. Clear the **Qty. to Invoice** field.
6. Click ORDER→STATISTICS. The Sales Order Statistics window appears.

***HINT:** Order statistics can be seen at any time from the Order card by pressing F9.*

7. The **General** tab has numbers that correlate to the end result of the transaction, while the **Invoicing** and **Shipping** tabs only contain information pertaining to the numbers contained in the **Qty. to Invoice** and **Qty. to Ship** fields.
8. Close the Sales Order Statistics window.
9. Click POSTING→POST (F11). The Posting dialogue window appears.
10. Since we have chosen not to invoice at this time, select Ship and click **OK**.
11. Click ORDER→SHIPMENTS. The Posted Sales Shipment window appears. Here we can see the shipment that has been made for this order. More information can be obtained by clicking SHIPMENT→CARD.
12. Close the Shipment Card and Posted Sales Shipments window.

Now we will completely ship and invoice the Sales Order. Notice that the **Qty. to Ship** and **Qty. to Invoice** fields automatically populated with the values that remain after you posted the first shipment. This eliminates the data entry that we would have to do.

13. Post the Sales Order by pressing F11.
14. Select **Ship and Invoice** and click **OK**.

Now that you have completely shipped and invoiced the order, you will notice that it has disappeared and you are looking at a different Sales Order. Again, when Orders and Invoices are posted in Microsoft Navision they become posted documents.

15. Close the Sales Order window.

On the Sales & Marketing menu click HISTORY→POSTED INVOICES. The Posted Sales Invoice window appears.

Press F5 to view the Posted Sales Invoice list. Find the posted sales invoice that corresponds to the order you just posted. Notice that all the original information for the sales order is here for review. Next we look at some other places you can see the results of posting a sales order.

Close the Posted Sales Invoice window.

Customer Ledger Entries

When ledger entries are accessed from a customer card, Microsoft Navision automatically filters on the entries that pertain to that customer. This is a very convenient way of seeing all the entries that pertain to the customer.

1. On the Sales & Marketing menu click ORDER PROCESSING→CUSTOMERS. The Customer Card window appears.
2. Locate the Customer card for Beef House Outlet and click CUSTOMER→LEDGER ENTRIES. The Customer Ledger Entries window appears.

Notice that the entire amount of the Invoice appears in the **Original Amount**, **Amount** and **Remaining Amount** fields. Once a full payment has been posted and applied, the **Remaining Amount** will be 0.

Scroll to the right and click in the **Due Date** field. At first it appears that this field is non-editable but if you press F2, you will see that you can edit this field. Microsoft Navision allows Due Dates, Discount Dates and Discount Amounts to be edited. Do not change the **Due Date**.

3. Close the Customer Ledger Entries and Customer Card windows.

***HINT:** From any card in Microsoft Navision the associated ledger entries can also be seen by pressing CTRL + F5.*

Item Ledger Entries and Value Entries

Another way that Microsoft Navision keeps track of the transaction that was made is in the Item Ledger entries. This information is seen according to what items were purchased, as opposed to which customer the purchase was made by.

1. From the Sales & Marketing menu, click INVENTORY & PRICING→ITEMS. The Item Card window appears.
2. Press F5 or click the **List** button to display the Item List. Locate Item Paint, sunflower yellow and click on the line and press ENTER or click on **OK**.
3. Press CTRL + F5 to open the Item Ledger Entries window.

There are now four entries in this window: two purchase entries and two sales entries (see the **Document Type** field). Note that the **Remaining Quantity** field for the first three lines is 0 while the last line is 100. Because we shipped and invoiced 100, there are only 100 left in inventory. You may also notice that the **Sales Amount (Actual)** fields are populated with the sales value for the Sales entries.

4. Click on the first Sales entry and click ENTRY→VALUE ENTRIES. The Value Entries window appears.

There are two Value Entry lines: one for the Shipment and one for the Invoice. The two lines can be distinguished by looking at the **Item Ledger Entry Quantity** and **Invoiced Quantity** fields. The Shipment line will have a value in the **Item Ledger Entry Quantity** field but not in the **Invoiced Quantity** field. The Invoice line will be the opposite; the **Invoiced Quantity** field will have a quantity while the **Item Ledger Entry Quantity** field will be 0. In addition, the lines will have different document numbers.

5. Escape back to the Item Ledger Entries window.
6. Click on the next Sales entry line and click ENTRY→VALUE ENTRIES.

This Value Entry only displays a single line, with quantities in both the **Item Ledger Entry Quantity** and **Invoiced Quantity** fields. These fields are both populated because you posted the Shipment and Invoice simultaneously (using the Ship and Invoice posting option) during the final posting of the Sales Order. You will learn more about Item Ledger Entries and Value Entries in later courses.

7. Close the Value Entries, Item Ledger Entries, and Item Card windows.

Test Your Skills – Create a Sales Order

Scenario: In Cronus International, Ltd. you are the clerk responsible for filling new orders. You have received another order from Beef House Outlet for 10 bicycle tires and you now need to create the order. Post the order.

Create a new sales order for Beef House Outlet, and use the following data:

Posting Date	01/31/04
Type	Item
No.	1160
Quantity	10
Unit Price	41
Qty. to Ship	10
Qty. to Invoice	10

All Skill Levels

Your tasks are as follows:

1. Use the information provided above, and then post the sales order. Use the Ship and Invoice option to post.
2. Find the results of your transaction in the Item Ledger Entries and the Customer Card Ledger Entries.

Need a Little Help?

- Go to SALES & MARKETING→ORDER PROCESSING→ORDERS.
- Fill in the Sales Header by looking up and finding the Customer No. for Beef House Outlet. The rest of the information will come in accordingly.
- Fill in the Sales Lines using the data above.
- Find the Item Ledger Entries by clicking on INVENTORY & PRICING→ITEMS. Find the item named Tire and then from its item card press CTRL + F5 to see the ledger entries.
- On the Customer Card for Beef House Outlet, press CTRL + F5 to see the ledger entries.

Receivables Processing

In this section you will run the Aged Accounts Receivables report, post a cash receipt, and apply the cash receipt. We will not be defining every field on the report request form or the Cash Receipts window. For more information about the other fields, please use the F1 help.

Running the Aged Accounts Receivables Report

Scenario 4: As the Accounting Clerk for Cronus International, you are also responsible for running the Aged Accounts Receivable report to make collection calls on past due customer accounts. Run the report for the Beef House Outlet, aged as of 01/31/04.

1. On the Financial Management menu, click RECEIVABLES→REPORTS→AGED ACCOUNTS RECEIVABLE. The Aged Accounts Receivable window appears.
2. On the **Customer** tab, define various filters to sort the data you would like to view. For this scenario, we want to view only the information regarding the customer we have created. On the No. line, lookup to the Customer list and find the customer Beef House Outlet.
3. Click the **Options** tab. Here you define various other parameters by which you would like to view the data.



4. In the **Aged As Of** field, type w for the work date.
5. In the **Aging by** field, leave the Due Date selection.

6. In the **Period Length** field, type 30D. This means that the report will be broken into 30 day periods. All other fields can be left with their default values.
7. Click **Preview**.

Take a few minutes to try different options within this report for the customer.

As you have seen, the full integration of receivables functionality within Microsoft Navision makes it easy to access the data that was created as a result of our transactions. Next you will post the cash receipt for this order.

Cash Receipt Posting

Scenario 5: The Beef House Outlet has sent you a check for the paint. As the Accounting Clerk, your next assignment is to post the receipt of payment. The check number is 44695.

1. For this scenario, the **Work Date** should be set to 02/15/04.
2. On the Financial Management menu, click RECEIVABLES→CASH RECEIPT JOURNALS. The Cash Receipt Journal window appears:

Posting ...	D..	Docume...	A..	Account ...	Description	Amount	B..	Bal. Acc...
02/15/04		G02001	G..			0.00	B..	WWB-O...

Account Name: World Wide Bank Bal.: 0.00 Total Balance: 0.00

3. Make sure that the **Batch Name** field reads BANK. If it does not, lookup to the General Journal Batches window and select it.
4. In the **Posting Date** field, type w for the Work Date (2/15/04).
5. In the **Document Type** field, choose Payment.
6. Click VIEW→SHOW COLUMN. Select the **External Document No.** field.
7. In the **Account Type** field, choose Customer.

8. In the Account No. window, lookup to the Customer List and find the record for Beef House Outlet. Select the record and click **OK**.
9. In the **Applies-to Doc. Type** field, choose Invoice.

Now choose which Invoice to apply this payment.

10. In the **Applies-to Doc. No.** field, lookup to the Apply Customer Entries window.

Notice that the only invoices that appear are those that meet the criteria you already set in the Journal line. Microsoft Navision uses the information in the **Account Type**, **Account No.**, and **Applies-to Doc. Type** fields to filter the information down to only records that are pertinent.

11. Select the invoice with a **Remaining Amount** of 418.10 and click **OK**.

Notice how the **Amount** field automatically populates with the full invoice amount.

12. Press F11 to post the Journal Line.
13. A message appears asking if you want to post the journal line. Click **Yes**.

Customer Ledger Entries

Go to the Customer card to view the entries made in the last scenario.

***NOTE:** These results are based on the understanding that you created the Sales Order in the Test Your Skills activity.*

1. On the Sales & Marketing menu, click ORDER PROCESSING→CUSTOMERS. The Customer Card window appears.
2. Locate the Beef House Outlet Customer.
3. On the **General** tab, note that the **Balance (LCY)** field is 264.78. The **Balance (LCY)** field displays amounts in local currency. Since we have an open invoice, this is the balance in our local currency. You will see in a moment that the Open invoice is in the amount of 410.00 (EUR). Cronus International's currency is (GBP).
4. In the **Balance** field, press F6 to go to the Customer Ledger Entries. The Customer Ledger Entries window appears.
5. There are three entries now: two Invoices and one for the Payment received. The **Document Type** field displays the type of entry.

6. Scroll to the right. Notice that the **Remaining Amount** field is 0 and the **Open** check box is empty for the lines applied in the last scenario.
7. With the record indicator on the Payment Line (Document Type = Payment), click ENTRY→APPLIED ENTRIES. The Applied Customer Entries window appears.

This window indicates that the payment has been applied to the invoice. If the payment had been applied to other entries (invoices and/or credit memos) they would also be displayed in this window.

8. Close the Applied Customer Entries, Customer Ledger Entries, and Customer Card windows.

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Test Your Skills – Post a Cash Receipt

Scenario: In Cronus International, Ltd. You are the clerk responsible for posting received payments. You have received another payment from Beef House Outlet for the remaining balance on an invoice and you now need to post the payment.

Create a new cash receipt journal line for Beef House Outlet, and use the following data:

Posting Date	2/25/04
Document Type	Payment
External Document No.	44703
Account Type	Customer
Customer	Beef House Outlet
Amount	410.00 (EUR)
Balance Account Type	Bank Account
Balance Account No.	WWB-OPERATING
Applies to Document Type	Invoice

All Skill Levels

Your tasks are as follows:

1. Use the information provided above, and then post the cash receipt. The payment is for the remaining balance of the sales order for yellow sunflower colored paint.
2. Post the journal line.

Need a Little Help?

- Go to FINANCIAL MANAGEMENT→CASH RECEIPT JOURNALS.
- Fill in the Journal Line by looking up and finding the **Customer No.** for Beef House Outlet. Then use the data above to fill in the rest of the information.
- Post the Journal Line (Remember: F11).

Quick Interaction: Lessons Learned

Take a moment to write down three Key Points you have learned from this chapter:

1.

2.

3.

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CHAPTER 5: FINANCE – REPORTING

- Overview
- Chart of Accounts
- Standard Reports
- Account Schedules
- Analysis View
- Analysis by Dimensions
- Business Analytics

Overview

This chapter contains an overview of the Microsoft® Business Solutions–Navision® reporting functionality available.

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Reporting

In this section, you obtain an overview of finance reports: chart of accounts, standard reports, account schedules, analyses by dimensions and business analytics. More detailed information on the financial reporting features in the program can be found in the Financial Series II training material.

As entries are posted and amounts are accumulated in the General Ledger application area, the challenge is to examine and manage the information contained there.

There are several ways to prepare analyses of G/L accounts (based on posted G/L entries):

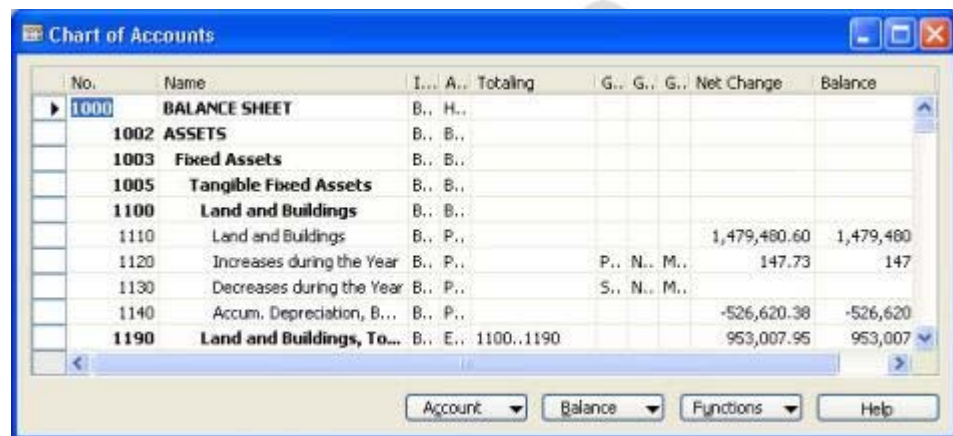
- You can do simple calculations in the Chart of Accounts by using Field Filters and/or FlowFilters.
- You can use the standard reports in the program.
- You can create more complex statements and calculations using Account Schedules to communicate the information.
- You can also use Analyses by Dimensions based on an Analysis View.

Chart of Accounts

You can filter the accounts and amounts displayed in the Chart of Accounts window using field filters, table filters and flow filters. Field and table filters on any field in the G/L Account table can be used to filter the accounts that are shown in the Chart of Accounts window.

The amounts for each account are determined by summing the G/L Entries for the account. The calculated amounts are shown in the fields in the Chart of Accounts window.

From the Financial Management menu, click GENERAL LEDGER→CHART OF ACCOUNTS. The Chart of Accounts window appears:



By applying a flow filter, you can determine the ledger entries that are summed for the G/L accounts.

To make the process of applying flow filters to the chart of accounts simpler, some standard analysis windows are available. All these analyses windows can be found on the **Balance** button in the Chart of Accounts window. The windows are:

Name	Description
G/L Account Balance	You use this window to view a scrollable summary of the debit and credit balances for different time periods, for the account you select in the chart of accounts.
G/L Balance	You use this window to view a scrollable summary of the debit and credit balances for all the accounts in the chart of accounts, for the time period you select.

Name	Description
G/L Balance by Dimension	You use this window to view a scrollable summary of the balances for all the accounts in the chart of accounts. By using the Show as Line and Show as Column fields, you can define how the list of balances is presented in the matrix window. You can select from: Global Dimensions, Business Unit, Period or G/L Account.
G/L Account Balance/Budget	This window shows a summary of the debit and credit balances, and of the budgeted amounts for different time periods, for the account that you select in the chart of accounts.
G/L Balance/Budget	For each account in the chart of accounts, this window shows a scrollable summary of the debit and credit balances and of the budgeted amounts, for the time period that you select.
Chart of Accounts Overview	You use this window to display the Chart of Accounts with different levels of detail. You can click on a triangle in the Expand field (or select a line and press shift + ctrl + a) to expand or collapse a section of the chart of accounts. This allows you to choose whether you want to see only header and footer accounts, or all of the accounts in between as well.

Standard Reports

The program contains a number of standard printed reports. These can be found under the Reports menu item in each application area. Standard reports in the General Ledger application area include:

- Trial Balance reports
- Ledger reconciliation reports
- Dimension reports
- Consolidation reports
- Account Schedules
- Budgets
- VAT reports
- Intrastat reports

You can set filtering or options for each report using the request form for the report.

Once you have selected a report from the reports menu, a request form will be displayed. The request form allows you to enter the parameters that you want the report to use when it runs. The report we will look at was selected because it contains all of the different parameters that you might encounter on a request form. Request forms are also used to set the parameters on imports and batch jobs.

On the Financial Management menu, click GENERAL LEDGER→REPORTS→FINANCIAL STATEMENT→BUDGET. The Budget report request form appears:



In Microsoft Navision, reports can be run for many different ranges. Filters allow you to set the report specifications so that it only prints the information you need. On the Budget report, you could select a particular G/L Account or for a range of Accounts, a range of entry dates or date periods, or dimension values. There is a different tab for filters that can be set for each table that is used during a report. Most reports in Microsoft Navision also contain an **Options** tab including additional options.

Account Schedules

Account schedules are intended for calculations that cannot be done directly in the chart of accounts. You can create as many Account Schedules as you like, each with a unique name. You can set up various report layouts and print the reports with the current figures whenever necessary. You use account schedules to analyze figures in G/L accounts or to compare G/L entries with G/L budget entries. For example, you can view the G/L entries as percentages of the budget entries.

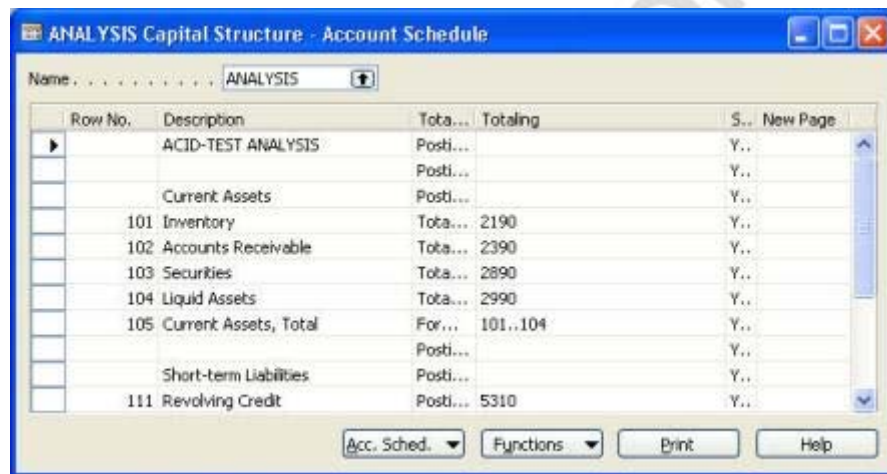
Account schedules can be used to make both simple and complex customized financial statements and management reports. By utilizing the analytical capabilities of the company dimensions features, you can analyze your G/L accounts in even greater detail.

Microsoft Navision Introduction

It is also possible to export your Account Schedules to Microsoft® Excel®. This allows other parties to use a copy of your data without requiring direct access to the program.

NOTE: Microsoft Navision does not come with any financial statements and you must therefore create financial statements in account schedules. However, the demonstration company does come with some example account schedules, such as the 'acid test' analysis.

From the Financial Management menu, click GENERAL LEDGER→ANALYSIS & REPORTING→ACCOUNT SCHEDULES. The Account Schedule window appears:



The Account Schedule window is used to create the report lines based on your G/L information. In addition to defining which G/L accounts to include in the report, you can also use formulas to perform calculations based on other rows in the account schedule. Click on FUNCTIONS→SET UP COLUMN LAYOUTS to display the Column Layout window. Here you can define criteria that relate to the amount that will be shown in each column. This can be the time period the amount relates to, whether you wish to see the balance or net change and whether the amount is an actual or budgeted amount. This means you can create reports such as:

- Monthly and Year to Date comparisons of actual balances to budgeted balances for selected G/L accounts.
- Comparisons of current year balances to prior year balances for selected G/L accounts.

By separating the layout of rows and columns, you can easily create different reports by combining the same row layout with different column layouts. So if you have an Income Statement account schedule and two column layouts, one that shows department and another that shows months you can print the Income Statement and select if you want to show it per department or per month. Instead of having to create two complete reports, you only need to create one row layout and two different column layouts.

From the Account Schedule window, click in the **Name** field. The Account Schedule Names window appears. You use the Account Schedule Names window to set up a default column layout for a particular account schedule, as well as an Analysis View. An Analysis View allows you to filter your account schedule by specific dimensions. If an Analysis View is not chosen, the account schedule can be filtered by the Global Dimensions. Analysis View is discussed in more depth in the next section.

If you wish to view the Account schedule without printing it, from the Account Schedule window, click ACC. SCHED.→OVERVIEW. The Acc. Schedule Overview window appears:

Row No.	Description	Net Change ...	Net Change ...	Balance at D...	Balance at D...
	ACID-TEST ANALYSIS				
	Current Assets				
101	Inventory			1,140,956.18	
102	Accounts Receivable	554.42		943,637.62	
103	Securities			11,860.69	
104	Liquid Assets		301.62	256,269.77	
105	Current Assets, Total	252.80		2,352,724.26	
	Short-term Liabilities				

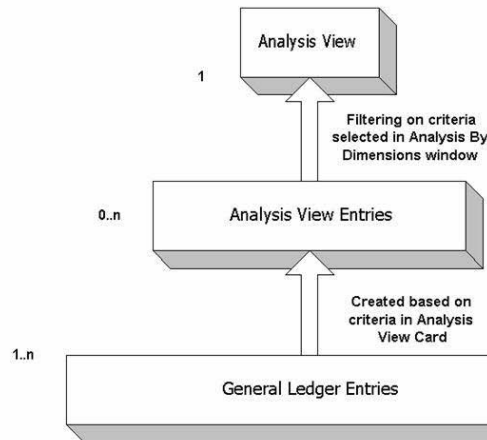
The printed report has a limit of six visible columns, while you can view as many columns as you want in the Acc. Schedule Overview matrix.

Analysis View

As shown in the previous section, Account Schedule analysis capabilities are primarily based on the G/L Accounts and their structure in the Chart of Accounts.

The analysis view is a means of viewing data from the general ledger for particular output needs based on criteria specified within your business. For an analysis view, G/L entries are grouped by criteria such as G/L accounts, Period, and up to four dimensions. In other words, if a G/L entry has been posted to a particular account with one of the four dimensions selected for an analysis view, this G/L entry information will be included in the analysis view as an analysis view entry. You can be highly specific about the dimension information you want to include in an analysis view by using the Analysis View Filter.

The data structure of the Analysis View is represented in the diagram below:



You can also include G/L budget entries in an analysis view so that actual figures can be compared with expectations.

The analysis view can be continually updated with new G/L entries in the following ways:

- Using the **Update** button on a specific Analysis View Card.
- Using the Update Analysis Views batch job under Periodic Activities.
- Placing a checkmark in the **Update on Posting** field on the analysis view card. It should be noted that the automatic updating of an analysis view each time a G/L entry is posted might become a performance issue.

Budget entries included in an analysis view can only be updated using the first two methods.

The analysis view can be presented in the Analysis by Dimensions window. Note that you can filter on the amounts shown, manipulate the presentation of amounts, and compare actual amounts with budgeted amounts.

Analysis by Dimensions

In the Analysis by Dimensions window, you analyze activities using dimensions information.

By selecting dimensions on each axis in the matrix window, you can analyze entries from various perspectives. You can filter entries in the window to create a highly specific picture of your company's activities and you can drill-down to the exact G/L entries that have contributed to the view you are seeing.

To view an example of dimension analysis, on the Financial Management menu, click GENERAL LEDGER→ANALYSIS & REPORTING→ANALYSIS BY DIMENSIONS. The Analysis by Dimensions window appears:

Code	Name	Total Amount	01/25/01	01/26/01	01/27/01	01/28/01
6100	Revenue					
6105	Sales of Retail					
6110	Sales, Retail - Dom.	-781,146.63				
6120	Sales, Retail - EU	-68,577.27				
6130	Sales, Retail - Export	-131,341.70				
6190	Job Sales Adjmt., Retail					
6195	Total Sales of Retail	-981,065.60				
6205	Sales of Raw Materials					
6210	Sales, Raw Materials - Dom.	-4,449,575.12				
6220	Sales, Raw Materials - EU	-518,500.72				

You can easily create a library of views for the reports you use in your company, and manipulate and scrutinize analysis views to investigate possible trends that can affect the way that you do business. It is not possible to print an analysis view directly from the Analysis by Dimensions window. However, you can print dimensions information by combining analysis view entries with Account Schedule Column Layouts in the Dimensions – Total and Dimensions – Detail reports.

Similar to account schedules, you can also export an analysis view to Excel. Excel's chart functions can also be used to display your analysis view graphically.

Microsoft Navision exports the information to a text file, open the text file in Excel and create a pivot table based on the information in the text file.

The Excel Workbook

The workbook in Excel contains three sheets:

- **Data Sheet** – This sheet contains the data that the pivot table is based on. It includes all the Analysis View entries and Analysis View Budget entries that were used to create the Analysis by Dimensions you exported. It also includes G/L account numbers, dimension values and periods that have no posted entries.
- **General Information Sheet** – This sheet contains information in the Analysis View Card and the Analysis by Dimensions windows at the time the export was performed.
- **Pivot Table Sheet** – This sheet contains the pivot table that is created using the information in the data sheet.

Business Analytics

Business Analytics is a decision support and analysis tool that provides users with a range of visibility (detailed to aggregated) into different aspects of their business. It allows users to quickly get to the information they are looking for at the desired level of detail.

Business Analytics & Microsoft Navision

The base Microsoft Navision solution Business Analytics tool collects data from multiple domains within Microsoft Navision, arranges them in a hierarchical form, and lends itself to the users for analysis purposes through a client. The client chosen for the base solution is Excel, although it should be noted that a variety of other clients are available. Through the client, users can roll-up or drill-down at the desired level of detail for easy data analysis. For example, users can see the total sales across all products, and then drill-down to the sales at the product family level, or to a detailed product level. As most of the analysts use Excel today for data analysis purposes, Microsoft Navision uses it as the client for the base solution. It serves as a good 2-dimensional client to represent data, with capability to not only represent data, but to also allow users to manipulate it using their own formulas.

The Business Analytics Configurator

The configurator interface for Business Analytics allows you to specify the different data measures that you want to analyze, and the dimensional hierarchies across which you want to analyze the value of the measures. Using the configurator interface, you select the tables from where you want to get data for the dimensions and the measures. For each table, the program presents a list of fields from which you can select measures and dimension. At any time during the selection, you can save your work. Similarly, you can open an existing configuration definition and edit it. You save the definition of a configuration in an XML file.

Once you have defined a configuration, you can run the configurator to create cubes. The configuration utility invokes the configuration engine. The configuration engine performs several activities. It creates the schema for the staging database, the data mart, and the OLAP cubes. Additionally, it also configures DTS packages for transfer of measure and dimension data to the datamart.

Business Analytics Cubes

Cubes are the main objects in online analytic processing (OLAP), a technology that provides fast access to data in a data warehouse. A cube is a set of data that is usually constructed from a subset of a data warehouse and is organized and summarized into a multidimensional structure defined by a set of dimensions and measures.

You use a client application (such as Microsoft Excel) to connect to an Analysis server and query the cubes on the server. An Analysis server can support many different cubes, such as a cube for sales, a cube for inventory, a cube for customers, and so on.

Every cube has a schema, which is the set of joined tables in the data warehouse from which the cube draws its source data. The central table in the schema is the fact table, the source of the cube's measures. The other tables are dimension tables, the sources of the cube's dimensions.

A cube is defined by the measures and dimensions that it contains. For example, a cube for sales analysis includes the measures Item Sale Price and Item Cost and the dimensions Store Location, Product Line, and Fiscal Year. This cube enables you to separate Item Sale Price and Item Cost into various categories by Store Location, Product Line, and Fiscal Year.

Each cube dimension can contain a hierarchy of levels to specify the categorical breakdown available to you. For example, the Store Location dimension includes the level hierarchy: Continent, Country, Region, State/Province, City, Store Number. Each level in a dimension is of finer granularity than its parent. For example, continents contain countries, and states/provinces contain cities. Similarly, the hierarchy of the Fiscal Year dimension includes the levels Year, Quarter, Month, and Day.

Dimension levels are a powerful data modeling tool because they allow you to ask questions at a high level and then expand a dimension hierarchy to reveal more detail. For example, you start by asking to see Item Cost values of products for the past three fiscal years. You may notice that 1998 Item Cost values are higher than those in other years. Expanding the Fiscal Year dimension to the Month level, you see that Item Cost values were especially high in the months January and August. You can drill down on the Store Location dimension to see if a particular region contributed significantly to the high Item Cost values, or you can expand into the Product Line dimension to see if Item Cost values were high for a particular product group or product.

Test Your Knowledge – Finance – Reporting

1. What are the various ways to prepare analyses of G/L Accounts?
2. Where are Standard Reports located in Microsoft Navision?
3. What purpose do Account Schedules serve?
4. How can dimension information be reproduced in Excel?
5. What is Business Analytics? Why would a company want to use it?

Quick Interaction: Lessons Learned

Take a moment to write down three Key Points you have learned from this chapter:

1.

2.

3.

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CHAPTER 6: MANUFACTURING

- Overview
- Items and the Item Card
- Production Bill of Material
- Routing
- Standard Cost Roll Up
- Planning
- Production Order
- Consumption and Output Journals

Overview

Manufacturing in Microsoft® Business Solutions–Navision® is a key element that is used by just about all of the organizations that would employ Microsoft Navision software. Manufacturing is how the company plans for and then executes the plan to produce or acquire product, or in some cases, resources that are the core of that company's business. Basically, a company will make or buy the things that they will sell, using Microsoft Navision to organize, plan, guide and track the activities.

This involves the definition of a product found in item numbers, bills of material (the listing of all parts, purchased and produced, that are required to make an item) and routings (manufacturing process steps and instructions). A company will establish inventory or raw materials needed to produce the end items (what they sell). They have to assign costs to their inventory so that they can determine how to price their end products so that they will make a profit by their sale, and be able to monitor the value of their remaining inventories.

Based on the demand for their products, a company will use the system to plan what inventory and how much will be needed to meet that demand. Then they release production orders to the manufacturing facility to produce the products for sale.

In this chapter, we focus on the main elements of the following:

- Creating Items and the Item Card.
- Creating a Production Bill of Material
- Creating a Routing.
- Rolling up standard costs to the parent item number.
- Planning worksheets and material requirements planning.
- Creating a Released Production Order.
- Pulling material and recording finished product with Consumption and Output Journals.
- Reviewing the results of the Production Order activity.

More detailed information can be found in the Microsoft Business Solutions Manufacturing manual.

First we create an Item by completing the Item Card. We then create a Production Bill of Material and a Routing for the new Item. Next we roll up the costs to determine the cost of the parent item.

Then we will walk through a scenario where a sales order triggers a demand for a product. We set up the appropriate planning and create a production order to make the product. Finally, we gather material and charge labor to the production order, and then finish the order so that the product is in inventory, ready for shipment.

Items and the Item Card

The Item (or part number) Card is the basic building block of the system. We buy, make, stock and sell items. Item cards hold the master data required to buy, store, produce, account for, track, sell and ship items.

On the Manufacturing menu, click PRODUCT DESIGN→ITEMS. The Item Card window appears:

The Item Card has eight tabs used to describe various attributes of the item or part number. The tabs are labeled: General, Invoicing, Replenishment, Planning, Foreign Trade, Tracking, E-Commerce and Warehouse.

In this section we create a new Item. We will not define or use all the fields on the Item Card, only those that are necessary for processing the scenarios and exercises in this chapter.

***NOTE:** You can always find more information about fields by using the F1 help or clicking on the What's This? button and then clicking in the field in question.*

The General Tab

1. Press F3 to insert a new Item card.
2. In the **No** field, enter 100-500.
3. In the **Description** field, enter Brand New Item.
4. In the **Base Unit of Measure** field, click the **AssistButton** to access the Item Units of Measure window. In the **Code** field, click the **AssistButton** and select PCS. Click **OK** in both windows to return to the Item Card.

5. In the **Item Category Code** field, click the **AssistButton** and select MISC. You can specify a product group from which assigned default values will be created for the item, including posting groups (see **Posting Group** fields below).

On the **General** tab, the only fields that need to be filled in are the item number, description and unit of measure. Using the Item Category Code will default values on later screens that make this process easier.

Most of the fields on the right-hand side of the tab provide lookups to detailed information about the item's inventory level and its current supply and demand situation.

Click the **Invoicing** tab.

The Invoicing Tab

1. In the **Costing Method** field, you must select the costing method that will determine how the program calculates the unit cost of the item and the cost of outbound items. Standard is typically used for manufacturing items. Standard was defaulted in by our selection of MISC as the Item Category Code on the previous tab.
2. The **Average Cost (LCY)** field is filled by the program.
3. Since we have chosen the Standard costing method, we must fill in the **Standard Cost** field with an appropriate value for the cost of one unit of the item. Enter 25.50 and press ENTER. A warning message will appear asking if you want to change the Standard Cost. Click on the **Yes** button.
4. The **Unit Cost** field initializes order lines and journal lines as they are created. For items using Standard costing method, this field contains the standard cost.

For costing methods other than Standard, the **Unit Cost** field should be filled in with an appropriate value. When the Adjust Cost – Item Entries batch job is run, the program updates the field so it contains the most recent adjusted average unit cost.

5. In the **Unit Price** field, enter 80.00. This is the sales price of one unit of the item.
6. The program updates the **Last Direct Cost** field whenever a purchase is invoiced.
7. The **Posting Group** fields must be filled in to be able to post transactions with the item. These three fields were defaulted in from our selection of the Item Category Code.

Please note that Posting Groups are a central element in the accounting process within Microsoft Navision.

Click the **Replenishment** tab.

The Replenishment Tab

1. In the **Replenishment System** field, click the **AssistButton** and select Prod. Order. Here indicate whether your standard way of supplying the item is by buying it (Purchase) or by producing it (Prod. Order).
2. In the **Manufacturing Policy** field, leave Make-To-Stock.
3. In the **Routing No.** field you can click the **AssistButton** and select a routing to govern the item's manufacturing process.

A specific routing must be set up and certified before it can be used for an item card. For now, leave this field blank.

4. In the **Production BOM No. you can** field click the **AssistButton** and select a production BOM to govern the product structure of the item. A specific production BOM must be set up and certified before it can be used for an item card. For now, leave this field blank.
5. In the **Flushing Method** field, select Manual. Here indicate whether consumption of this item in production should be calculated and posted manually; Manual, or automatically with either of the following two methods: Forward, to have the program automatically calculate and post consumption when the production order is released, or Backward, to have the program automatically calculate and post consumption when the released production order is finished. To see all of the Flushing Methods available and their definitions, click on the **Help** Button, and then in the field, Flushing Method.

Click the **Planning** tab.

The Planning Tab

1. In the **Reordering Policy** field, select Lot-for-Lot. This is the common approach in a material requirements planning (MRP) environment. The other options are more applicable with other inventory planning and management techniques.
2. In the **Include Inventory** box, click in the check box. This tells the planning process to consider on hand inventory of this item during the planning process.

The remaining four tabs on the Item Card are Foreign Trade, Item Tracking, E-Commerce and Warehouse. Each tab further defines the item for those specific purposes.

The Item Card setup is complete. We now have a new item number that can be used throughout the system.

Production Bill of Material

The production process could be viewed as a recipe for manufacturing companies: the Production Bill of Material (BOM) is the list of ingredients, the Routing tells us what to do with the ingredients to get a finished product, and the finished product is stored and sold as Inventory.

Elsewhere in the manual, we see that production orders keep a queue of what we plan to make and tell us what to work on next. The planning functions tell us what to make or buy and when we need to make or buy those items.

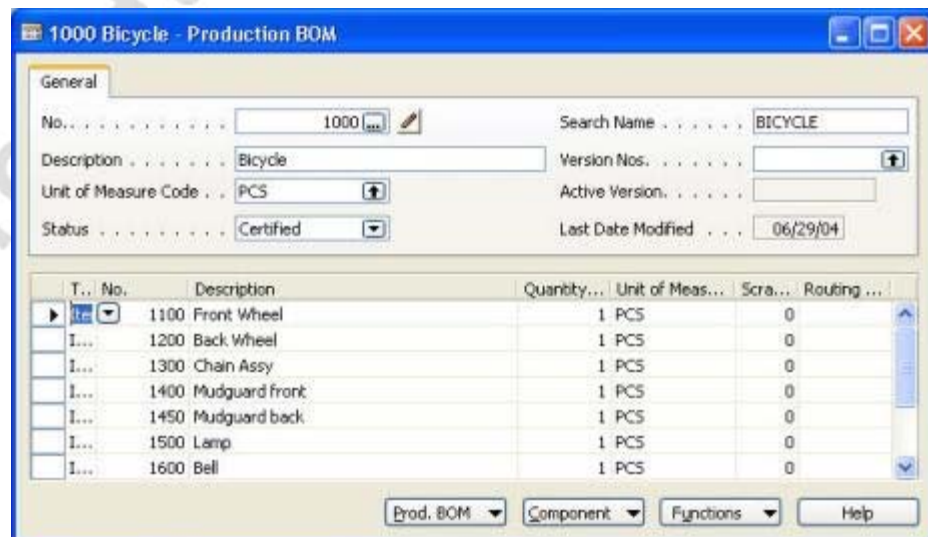
The production bill of material (BOM) shows the items used to make the parent item. The end result of a production BOM could be a subassembly (used in another item) or a finished good (an item ready for sale). It is possible for an item to be both a subassembly and a finished good, for example, if a part is sometimes sold as a spare part of another item. The items listed on the production BOM are components.

The production BOM is used when production orders are created and is used by the Planning Worksheet to show what needs to be made or purchased.

The structure of the production BOM defines the number of levels, or how many levels deep the item is. A production BOM can consist of multiple levels – the maximum being 50 levels deep.

Once the production order is certified, changes to the components are often made by creating a new version of the production BOM rather than changing the original production BOM.

On the Manufacturing menu, click PRODUCT DESIGN→PRODUCTION BOM. The Production BOM window appears:



Production BOM Header

1. In the header, press F3 to insert a new Production BOM.
2. In the **No.** field, enter 100-500. This is the number of the production BOM (for example, the same as the parent item).
3. In the **Description** field, enter Brand New Item. This is the name of the production BOM (for example, the same as the parent item).
4. In the **Unit of Measure Code** field, click the **AssistButton** and select PCS, which is the parent item's unit of measure code
5. The **Status** field must be New or Under Development to edit the BOM, and Certified to enable it. Leave it as New and click in the **No.** field in the lines.

Production BOM Lines

1. You can copy lines from an existing Production BOM by clicking FUNCTIONS→COPY BOM to select existing lines, or you can enter the lines manually, which we will do now.
2. In the **Type** field, leave Item as the selection. Bill of material lines may be purchased items, manufactured items, or sub-assemblies.
3. In the **No.** field, click the **AssistButton** and select any item number except 100-500. This item number should not be a parent of itself in a product structure.
4. In the **Quantity Per** field, enter 1. This indicates how many units of the item go into the parent item (e.g. 4 wheels for 1 car).
5. Press the ARROW DOWN key to go to the next item line.
6. Select another item **No.** and enter a **Quantity Per**, for this line and repeat two or three additional times. You have created a bill of material for our item 100-500, made up of three to five component items even if they are nonsensical in this case. The component lines only require an item number and a quantity per.
7. In the **Status** field of the header, select Certified.
8. Close the **Production BOM** window.

NOTE: Remember to go back to the Item Card for the parent part number and enter this production BOM number on the Replenishment tab, Production BOM No. field. You must do this in order to have the system utilize the correct BOM numbers for all bill explosions (The process of determining component identities, quantities per assembly and other parent/component relationship data for a parent item.). Do this after you have developed the Routing.

You also need to recalculate the item's standard cost (all levels). You learn how to do this after you have developed the Routing.

Where-Used Feature

The where-used feature shows where a production BOM or item is used throughout the product structure. (A similar feature is available for routings.) The single and multilevel features are helpful tools when performing maintenance or troubleshooting. When viewing multilevel, the indentation of the description field indicates the level within the BOM structure, similar to an indented BOM. The quantity needed includes scrap percentage from the production BOM line.

As an example, from the Manufacturing menu, click PRODUCT DESIGN→ITEMS. The Item Card window appears.

1. Use the **List** Button, or F5, to locate item 1120.
2. In the List, with item 1120 selected, click ITEM→MANUFACTURING→WHERE-USED. The Prod. BOM Where-Used window appears.
3. Make note of the results in the window.
4. In the **Levels** field, select Multi and now review the results. Again, the Where-Used is showing the production bills of material on which this item is used as a component part.
5. Close the Where-Used, List and Item Card windows.

Routings

A routing specifies the sequence of operations to manufacture a product. The operations can be performed at a work center or at a machine center. Work centers and machine centers are referred to as capacities or facilities. Manufacturing companies use routings to manage and show the production process. The routings are the basis for process scheduling, capacity scheduling, and manufacturing documents.

The routings are then assigned to the item card in the same manner as production BOMs.

Work Centers and Machine Centers are critical to establishing routings. They are the locations where work is performed, and they have their own set of set up factors that describe capacities, number of resources, shift lengths etc. This information is used in the back scheduling of production orders and in capacity planning.

Routing Header

On the Manufacturing menu, click PRODUCT DESIGN→ROUTINGS. The Routing window appears:

Operatio...	T.	No.	Description	Setup Time	Run Time	Wait Time	Move Time
10	W.	100	Wheel assembly	110	12	0	0
	20	M.	120 Chain assembly	15	15	0	0
	30	M.	130 Final assembly	10	20	0	0
	40	M.	110 Control	10	8	0	0

To create a routing, you need to define the routing header. This header information applies to the entire routing. In the routing detail lines, the data is entered for the specific machine center and work center that processes the product at that operation. You must define a number (code) and a type.

1. In the header, press F3 to insert a new Routing.
2. In the **No.** field, enter 100-500. This is the number of the routing (for example, according to the process or the parent item).
3. In the **Description** field, enter Brand New Item. This is the name of the routing (for example, after the process or the parent item).
4. In the **Type** field, select Serial.
5. The **Status** field must be New or Under Development to edit the routing, and Certified to enable it. Leave New in this field.

Routing Lines

The routing lines allow you to list the user-defined required operations. In our recipe example, this is the area where we list the steps of the recipe. If a field is mentioned below that you do not see, remember to use TOOLS→SHOW COLUMN to add the field.

1. In the **Operation No.** field, enter 10. This is the number of the first operation. By entering 10, each new operation number will be incremented by 10.

2. In the **Type** field, select Work Center. This determines which kind of resource is used.
3. In the **No.** field, click the **AssistButton** and select any of the Work Centers listed. This indicates which work center will be used.
4. In the **Run Time** and **Setup Time** fields, enter the process times needed to perform the operation. In our example, these are in minutes. Enter reasonable figures such as 10 minutes to Set Up and 5 minutes per piece Run Time. Note that **Setup time** is calculated per production order, run time is calculated per produced item.
5. Use the Down Arrow to move to the next open operation step and continue to fill in lines for all operations involved in producing the item in question. Enter the following additional lines:

Field	Line 2	Line 3	Line 4
Operation No.	20	30	40
Type	Work Center	Work Center	Work Center
Work Center No.	Choose any	Choose any	Choose any
Setup Time	5 minutes	10 minutes	7 minutes
Run Time	4 minutes	5 minutes	6 minutes

Successive steps may take place in the same Work Center. This is not unusual.

6. Certify the routing. Click in the **Status** field in the header and select Certified.

A new routing has been created. Close the Routing window.

Next you **MUST** tell the system that we have created a specific production bill of material and a specific routing number for Item 100-500. On the Manufacturing menu, click PRODUCT DESIGN→ITEMS.

1. Locate item 100-500 and click on the **Replenishment** tab.
2. In the **Routing No.** field, enter 100-500.
3. In the **Production BOM No.** field, enter 100-500.

Calculate Standard Cost

This is a good opportunity to have the system calculate the standard cost of the item number that we have just created. Remember that we must have the **Production BOM No.** and the **Routing No.** fields identified for this item on the **Replenishment** tab of the Item Card.

On the Manufacturing menu, click PRODUCT DESIGN→ITEMS. The Item Card window appears.

1. Locate item 100-500 and click on the **Invoicing** tab.
2. Make note of the current values in the **Standard** and **Unit Cost** fields.
3. Click on ITEM→MANUFACTURING→CALC. STANDARD COST.
4. Select All Levels and the click **OK**.
5. Notice the change in the **Standard** and **Unit Cost** fields.

The process has taken the cost of the component items or materials found on the production bill of material for our item, plus the labor cost as defined in the operation steps of the routing that you created and established a cost standard for this item. If the item had had a number of bill levels and many routings to make and assemble lower level items, they all would have been calculated and summed to give the standard cost for the top item.

Test Your Skills – Create New Items for Production

Scenario: Your company manufactures wooden tables. Create some new Items using the following information:

Field	Item 1	Item 2	Item 3
Item No.	TYS001	TYS002	TYS003
Description	Table, Complete	Table Top	Table Leg
Base Unit of Measure	PCS	PCS	PCS
Item Category Code	MISC	MISC	MISC
Costing Method	Standard	Standard	Standard
Standard Cost	400.00	200	50
Unit Price	550.00	<blank>	<blank>
Replenishment System	Prod. Order	Purchase	Purchase
Reordering Price	Lot-for-Lot	Lot-for-Lot	Lot-for-Lot
Include Inventory	Yes	Yes	Yes

All Skill Levels

Your tasks are as follows:

- Create the Items using the Item Card.
- Set up the items appropriately with Purchase or Production replenishments.

Planning and the Production Order

To produce items in the organization, usually, a production order or work order is issued or released to the manufacturing or assembly facility. The production order specifies what item is to be produced, how many are to be made and a date by which all the pieces should be completed. The production order also specifies what component parts or raw materials are required to make the end item. This is the production bill of material. And finally, the production order includes the steps and instructions required to actually make or assemble the item. This is the routing.

A good deal of planning is required to determine what items to make when, and even more complex is the planning to insure that all of the component parts or raw materials will be available when they are needed to be able to meet the schedule of end item manufacturing to fill sales orders or stock shelves etc.

We will now go through a scenario where a sales order is the source of demand for end items from our plant. We will run the planning process to identify requirements, release a production order to satisfy the sales order demand and process that production order through to completion. This is a very simplified example, but keep in mind how this would work in an organization of thousands of component part numbers, hundreds of saleable end items and hundreds of suppliers and customers.

Scenario – Initial Setup

The Sales Order Demand and Component Inventory setup must be completed before we begin the next scenarios. We will be using some key forms in the system to accomplish these tasks, but for now, we will not go into any detail about their main purposes and functions. These forms and tasks are defined in more detail in the Manufacturing course.

Sales Order Demand

1. Click on **TOOLS**→**WORK DATE**. Set the **Work Date** to 01/01/01. Click **OK**.
2. On the **Manufacturing** menu, click **PLANNING**→**SALES ORDERS**. Use the **List** button or F5, or use the **Next** button to locate sales order number 109001.
3. In an empty Sales line, click in the **No.** field and enter item number 1150, Front Hub.
4. In the **Quantity** field and enter 200. Tab once again and a warning box will be displayed. Click **Yes** to bypass the warning.
5. On the first line item, Item 1000, change the **Location Code** to Green and click **Yes** to the warning message.

6. Click FUNCTIONS→RELEASE, and close the Sales Order window.
7. A demand has just been created in the system for 200 of our Front Hubs. This is the end item we will be working with for this exercise.

Component Inventory

1. On the Warehouse menu, click INVENTORY→ITEM JOURNALS. The Item Journals window appears.
2. Create two lines using the following information:

Field	Line 1	Line 2
Item No.	1151	1155
Location Code	Green	Green
Quantity	250	250

3. Click the POSTING→POST. A message will appear asking if you want to post the journal lines, click **Yes** and then click **OK**. Close the Item Journal window.

We have just added inventory of the component items that are needed to make the Front Hub to satisfy the sales order. Notice that we have used Location Green. The Location feature is found throughout Microsoft Navision and is the functionality that allows for multiple facilities, plants, offices etc all within the same organization. The formal planning process would have told us to procure the component parts that we just added.

Scenario 1 – Planning

On the Manufacturing menu, click PLANNING→PLANNING WORKSHEETS. The Planning Worksheet window appears.

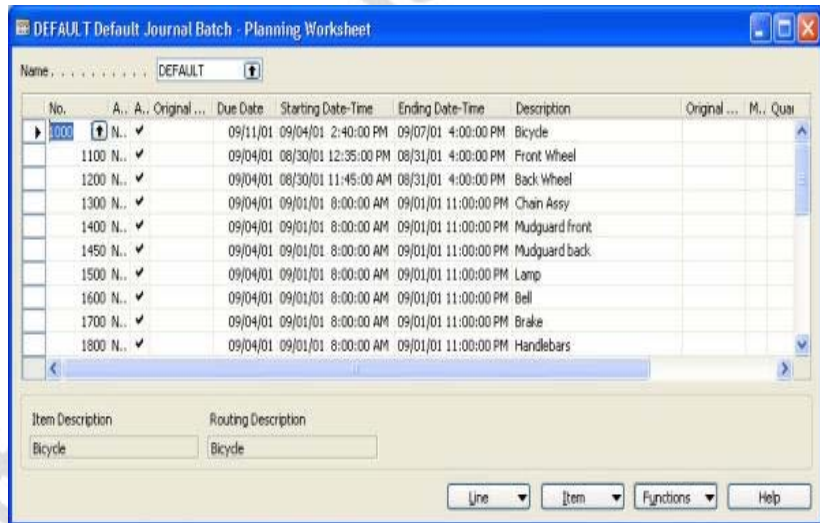
Now we are going to have the system perform its planning routines to identify what items we need to purchase and what items we need to make in order to fulfill commitments based on either or both open sales orders from customers and sales forecasts that we have developed. Remember our Front Hub, Item number 1150, that we just added to a sales order.

1. Click the FUNCTIONS→CALCULATE REGENERATIVE PLAN. (Regenerative means that we will re-do the entire plan, as opposed to a partial update.)

2. Fill out the request form as follows:

Tab	Field	Value
Item		
	Location	Green
Options		
	MPS	Yes (checked)
	MRP	Yes (checked)
	Order Date	01/01/01
	Ending Date	01/31/04
	Order Tracking	Respect Item Card

3. Click the **OK** button to start the process.



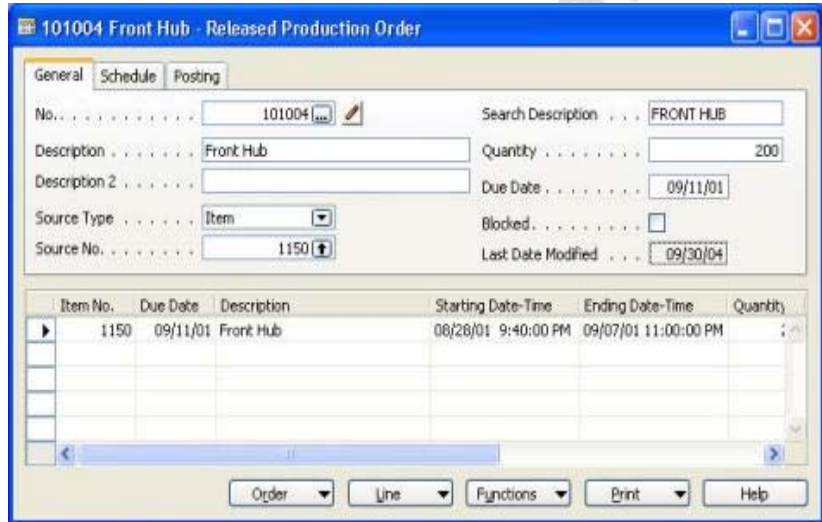
We have just run Material Requirements Planning (MRP), for our location. That is, the form has gathered all sources of demand for product coming from sales orders and forecasts. It has exploded the bills of material for each demand item to determine what component parts are required to build the demand items. It has compared the required quantity of all of these component parts against the on hand inventory of those parts, and against the open purchase orders and work orders to supply those parts. Finally, it will tell us what items are outstanding and give us recommendations to procure (purchase or make) those items. And, it does all this keeping track of the requirement or need dates of each item based on that items lead time and position in the product structure or bill of material. The system is trying to insure that we will have the correct items on hand and in the correct quantity just when they are needed.

The planning worksheet is giving us the results of our planning run. Scroll horizontally and vertically to get a feel for the type of information it is providing. Remember that in addition to our Front Hub, that sales order also had a line for 25 bicycles in our Green plant. You are seeing the requirements for many of the other components of the bicycle. But we will focus on item 1150, the Front Hub.

Scenario 2 – Production Order

1. In the Planning Worksheet window, click in the **No.** field and locate item no. 1150. You should find two requirement lines for 1150, one from the order for the bicycle of which it is a component, and one for the order for itself. Click in either one.
2. Click the **Field Filter** icon or use F7. Our item number 1150 will appear in the Field Filter window. Click **OK**. This filters out all requirements except those for our item number. The other requirements have not been deleted, just hidden, and in the real world the planner would return to handle those requirements also.
3. Click the **FUNCTIONS→CARRY OUT ACTION MESSAGES**. On the **Options** tab, for Production Order, select Firm Planned. This is the only field we need to be concerned with because right now we are only dealing with production orders to make our item. We are not buying any items with purchase requisitions or purchase orders.
4. Click **OK**, and notice that our two requirement lines have been deleted. This is because we have just converted the requirements from the planning process or MRP, into production orders.
5. We just used the Planning Worksheet to calculate all of our requirements. We could have used the Order Planning form, also in the Planning folder, to determine order requirements just at the top level. This is a valuable tool in certain business environments. Close the Planning Worksheet and close the Planning Folder windows.
6. On the Manufacturing menu, click **EXECUTION→FIRM PLANNED PROD. ORDERS**. The Firm Planned Prod. Order window appears. Locate our two production orders for the Front Hub, item 1150. Notice that one order is for a quantity of 200 and one is for a quantity of 25. This mirrors the demand quantities coming from the sales orders. Either in the previous step, the Planning Worksheet, or here, the planner could elect to combine these into one order if that would make the best production decision. Select the order for 200.
7. Now we have a Firm Planned Production Order for 200 of our 1150 Front Hubs with a due date that will support our sales order demand. Microsoft Navision has a number of production order types used for various purposes. To proceed, we want to Release this production order. Click the **FUNCTIONS→CHANGE STATUS**.

8. Be sure that the Released button is selected and click **Yes**. The form returns a message telling us that the order has been released and giving us its new order number. This order is now ready to proceed through the factory or manufacturing process. Click **OK** and close the Firm Planned Order window.
9. On the Manufacturing menu, click EXECUTION→RELEASED PROD. ORDERS.
10. Locate our production order for the Front Hub, item 1150.



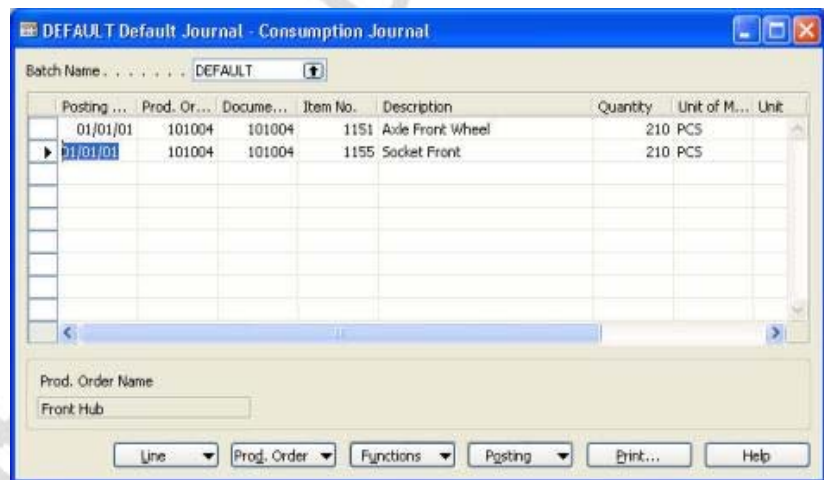
11. Click on LINE→COMPONENTS. In this window we see the components, from the Production Bill of Material that are allocated for this production order. You may ask why the Expected quantities are 210 and not the 200 for the parent item. This is the result of some of the setup factors for these component items, such as safety stock, order quantities and orders multiples. Close the window.
12. Click on LINE→ROUTING. In this window we see the routing operation steps that have been brought over from the routing, for this production order. Take note of the run times that have been calculated for the various steps. Close this window.
13. Now, click on FUNCTIONS→RESERVE. From this window we can link this production order to the sales order that was the source of its original demand. In some environments this is a handy feature to track the progress of work that is being performed to fulfill specific sales orders. This can be very valuable to customer service representatives.
14. Click on FUNCTIONS→AUTO RESERVE. Now click on LINE→RESERVATION ENTRIES. Notice that our production order is now reserved for the original sales order. This can also be seen when the sales order is reviewed. Close all the windows including the Released Production Order.

Scenario 3 – Pull Component Parts or Raw Materials

1. On the Manufacturing menu, CLICK EXECUTION→CONSUMPTION JOURNALS. The Consumption Journal window appears.

The Consumption Journal is where you report to the system that you have pulled the required component parts from inventory in order to make the 200 Front Hubs called for on this Released Production Order. It is also the activity that moves the costs of the component items from inventory into the production order. You pull material from inventory. Identify the items and quantities that are being pulled for this order. Microsoft Navision has a number of options that allow you to have the components automatically relived from inventory upon notice that the production activity has begun, or when you report to the system that pieces have been completed.

2. Click on FUNCTIONS→CALCULATE CONSUMPTION. On the **Production Order** tab, enter the order number for our 200 of the Front Hub. Click **OK**.



3. The form has been populated with the two component items required to make the Front Hubs (from the Production Bill of Material), and the correct quantities have been filled in based on the 200 of the parent item that have been ordered. You are ready to pull these items from stock and start work.
4. Click on POSTING→POST. Click **Yes** to the posting question and **OK** to the message. The items have been pulled and their costs are now part of the production order. Now it is time to apply some labor and complete the pieces. Close the form.

Scenario 4 – Post Labor and Completed Items

Our production order is out on the floor with the required parts to put it together. Our people are following the operation steps from the routing and finished items are being completed. As this is happening, we want to report back to the system about our progress and at the same time, have the system collect the labor costs of our work, so that when the job is completed we can determine how much it actually cost to produce the product.

1. On the Manufacturing menu, click EXECUTION→OUTPUT JOURNALS. The Output Journal window appears.

In this one form, you report time spent at each operation, and pieces completed. Ideally, you would report pieces completed at each operation, but in some cases, this may not be of value. However, it is the reporting of pieces at the last operation, that tells the system that these pieces have been completed, and could now be used to satisfy sales order demand, or demand from higher level assemblies.

2. Click into the **Prod. Order No.** field. Enter the production order number. You can use the **AssistButton** in that field if you have forgotten the order number.
3. Click on FUNCTIONS→EXPLODE ROUTING. The form fills in with all the operation steps that came from the routing. Post labor time and pieces completed against these steps.

Posting ...	Prod. Or...	Docume...	Item No.	Operatio...	T., No.	Description
01/01/01	101004	101004	1150	5 M..		420 CNC/Axle
01/01/01	101004	101004	1150	10 M..		420 CNC/Axle
01/01/01	101004	101004	1150	20 M..		420 CNC/Socket
01/01/01	101004	101004	1150	30 M..		430 Deburr Axle
01/01/01	101004	101004	1150	40 M..		410 Drilling Socket
01/01/01	101004	101004	1150	50 W.		100 Hub assembly
01/01/01	101004	101004	1150	60 M..		420 Inspection of Hub

Prod. Order Name: Front Hub
Operation: CNC/Axle

Buttons: Line, Prod. Order, Functions, Posting, Print..., Help

4. To simplify the exercise we will only make one entry with this form. In reality you would come back to this form multiple times to post and keep a specific order up to date. On the operation line for operation 50, Hub Assembly, tab over to the **Run Time** field and enter 100 minutes. Now tab to the **Finished** field and check that box for each operation step. Notice that the **Quantity Output** field for each operation has already been filled in with our 200 pieces.

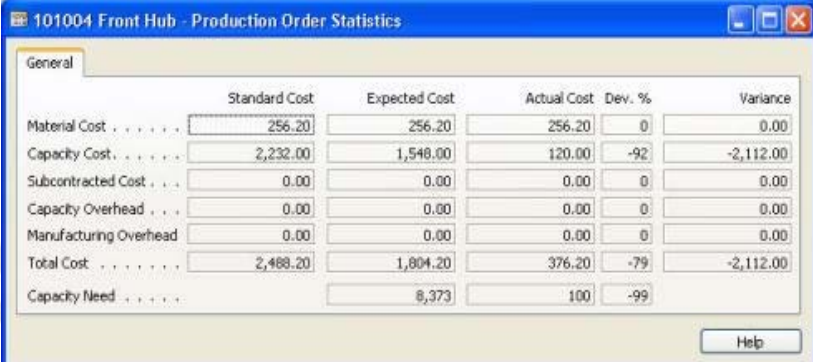
- Click on POSTING→POST. Click **Yes** to the question and **OK** to the message. We have just reported 100 minutes of labor and 200 pieces completed for this work order. Close the Output Journal.

Scenario 4 - The Results

- On the Manufacturing menu, click EXECUTION→RELEASED PROD. ORDERS. The Released Prod. Orders window appears.
- Be certain that you are looking at your production order for 200 of 1150 Front Hub. Click in the **Source No.** field where you see 1150 and click the **AssistButton**. In the Item List, click ON ITEM→ITEMS BY LOCATION towards the top of the displayed options list.

Notice that we now have 200 hubs in our Green location. They are ready to ship.

- Escape back to the Released Production Order. Click on ORDER→ENTRIES→ITEM LEDGER ENTRIES. Notice the three material transactions that we have completed. We pulled or reduced inventory of the two component items and put to stock or increased inventory of our parent item the hub. Close this window.
- Click on ORDER→STATISTICS. The Production Order Statistics window appears:



	Standard Cost	Expected Cost	Actual Cost	Dev. %	Variance
Material Cost	256.20	256.20	256.20	0	0.00
Capacity Cost.	2,232.00	1,548.00	120.00	-92	-2,112.00
Subcontracted Cost . . .	0.00	0.00	0.00	0	0.00
Capacity Overhead . . .	0.00	0.00	0.00	0	0.00
Manufacturing Overhead	0.00	0.00	0.00	0	0.00
Total Cost	2,488.20	1,804.20	376.20	-79	-2,112.00
Capacity Need		8,373	100	-99	

Here you can review all the cost information concerning this production order. After you have had a chance to look at this information, you can close this window, and the Production Order window.

Test Your Skills – Production BOM

Scenario: It is now time to create a Production Bill of Material for the wooden table that your company manufactures. Remember that your "Table, Complete" is the end item or parent part number. Except for service or repair parts, sales orders will normally be for the Table, Complete.

All Skill Levels

Your tasks are as follows:

- Create a Production Bill of Material for the Table, Complete item. It will be made up of two component items, the Table Top and the Table Leg.
- Be certain that the bill of material correctly reflects the items required to make the table and be sure that everything is in place so that the system will see your new bill.

Microsoft Internal Use Only

Quick Interaction: Lessons Learned

Take a moment to write down three Key Points you have learned from this chapter:

- 1.

- 2.

- 3.

Microsoft Internal Use Only

CHAPTER 7: OTHER FUNCTIONAL AREAS

- Overview
- Marketing
- Resource Planning
- Service Management
- Human Resources
- Business Notification
- eCommerce

Overview

In this section, you obtain an overview of marketing, jobs, resources, service management, human resources, business notification, and eCommerce. More detailed information on these features in the program will be discussed in later courses.

Microsoft Internal Use Only

Marketing

Marketing is a powerful sales tools developed for companies with sales and marketing teams. This tool is also integrated with Microsoft® Outlook®.

The Marketing application area gives the user complete and accurate information to improve the quality of every business interaction with a Contact.

Contact Management

With Contact Management, you can maintain an overview of your contacts and record your contact information for all your business relations. For each contact you can specify the individual contact people you have at the contact company. Duplicate check automatically alerts you if you enter contact information that already exists. You can categorize your contacts based on your own profiling criteria. Contact Management allows you to personalize your approach to your contacts.

You use the contact card to record information about your contacts. Microsoft® Business Solutions–Navision® is integrated with Microsoft TAPI (Telephony Application Programming Interface). By using TAPI compliant telecom devices, you can call a contact simply by clicking a button on the Communication tab on the contact card (the small telephone icon next to the telephone or mobile phone number).

Contacts are tightly integrated with the Sales application area. This means that, for example, you can issue quotes to prospects or create sales documents for specific contact persons. To view the contact card, on the Sales & Marketing menu, click **MARKETING**→**CONTACTS**. The Contact Card window appears:

The screenshot shows the 'Contact Card' window for 'CT000001 The Cannon Group PLC'. The window has several tabs: General, Communication, Segmentation, Foreign Trade, and Commerce Portal. The 'General' tab is active, showing various fields for contact information. Below the fields is a table with columns for 'Question', 'Answer', 'Que...', and 'Last Dat...'. At the bottom, there are buttons for 'Contact', 'Functions', 'Create Interact', and 'Help'.

Question	Answer	Que...	Last Dat...
Discount (%) Last Year	Low discount usage		01/31/01
Customer Purchase Frequency...	> 5 times a year		01/31/01
Customer Purchase Frequency...	> 5 times a year		01/31/01
Turnover (LCY), Last Year	low (below 1,000)		01/31/01
Turnover (LCY), Current Year	High (over 4,000)		01/31/01
Discount (%) Current Year	Medium discount usage		01/31/01

Contact Search

The Contact Search feature allows you to find a contact in the database even if you cannot remember the exact details of the contact. You can misspell a search string and find the contact you are looking for. This feature is available not only from the Sales & Marketing menu (under Marketing) but also from wizards, the contact list and the contact card.

To limit the search, you can search across different fields (for example, Name, Address, Telephone No. and E-Mail Address) and tables (Contact, Interaction Log Entry, To-do, Opportunity, Rlshp. Mgt. Comment Line), or you can search across all tables.

Task Management

With Task Management you can organize your campaign, marketing and sales tasks. You can create to-do lists for yourself. To-dos can be linked to contacts and/or campaigns. You can assign tasks, composed of several to-dos, to other users or teams of users recorded in the program. Activities can be composed from several to-dos.

The No. of To-dos window allows you to view existing to-dos in a number of ways. For example you can choose to view the number of to-dos or the contact number involved, grouped by campaign, salesperson, team, or contact. To open the window, on the Sales & Marketing menu, click **MARKETING→TO-DOS**.

Contact Classification

Contact Classification classifies your customers based on criteria specified by you, for example, to group contacts in terms of revenue. This feature provides crucial information for campaign planning, for targeting your contacts more specifically and for streamlining your sales and marketing messages.

A contact rating system is provided to let you set up specifically tailored ratings reflecting, for example, the importance or loyalty of your customers, vendors and partners. You can have the ratings displayed on the contact card for quick reference and update.

Campaign Management

Campaign Management allows you to organize campaigns based on market segments you create yourself. You can segment your contacts based on specific criteria, such as, sales, contact profiles and interactions.

You can reuse existing segments, for example, specify whether or not these segments are to be updated every time new information on the contact is entered, or "freeze" the group for follow-up activities, such as direct mailing.

You can mail merge the identified segment with a Microsoft® Word document or send any other file type to the contacts in your segment. You can send copies of the same document to people of different nationalities each in their native language.

Information about a campaign is entered on the campaign card. To open the Campaign Card window, on the Sales & Marketing menu, click **MARKETING→CAMPAIGNS**.

Document Management & Interaction Log

You can log the interactions that you have with your contacts, such as a telephone call, a meeting or a letter. If an interaction contains a document, you can save it under the relevant contact, and Document Management helps you keep track of the document in question.

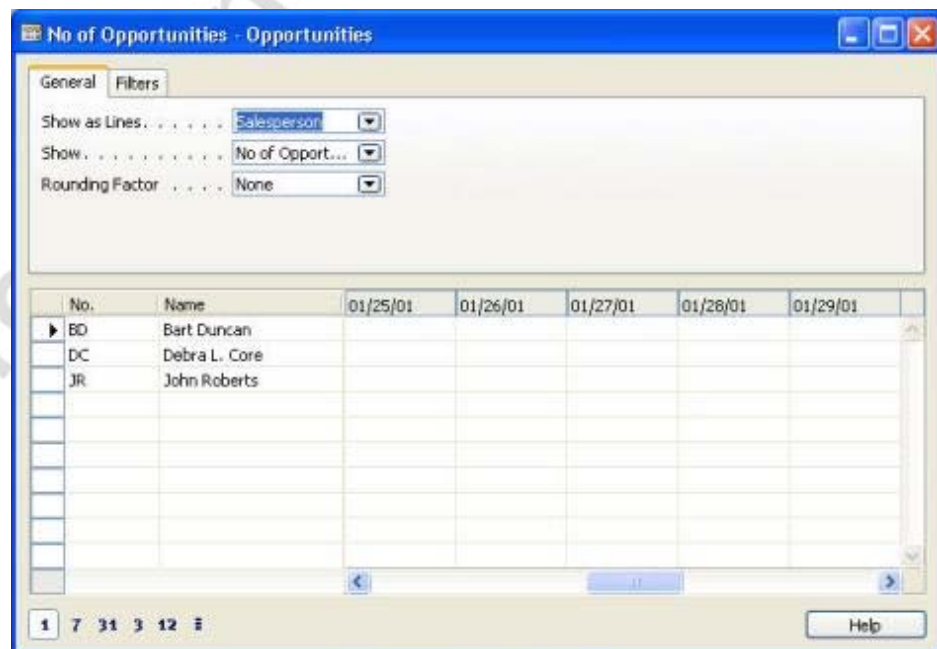
Microsoft Navision documents that you send to your contact, such as sales orders or quotes, can be logged and retrieved to be used at a later stage. You get an accurate and up-to-date account of all your interactions with the contact.

Opportunity Management

With Opportunity Management you can keep track of sales opportunities. Salespeople have an overview of what is in the pipeline and can plan ahead accordingly.

Opportunity Management helps you divide your sales process into different stages. You can view existing opportunities in the Opportunities window. The Opportunities window allows you to view existing opportunities in a number of ways. For example you can choose to view the number of opportunities or the value of the opportunities (calculated in a variety of ways), grouped by campaign, salesperson, or contact.

On the Sales & Marketing menu, click **SALES→OPPORTUNITIES**. The Opportunities window appears:



Outlook Client Integration

Most Sales & Marketing users build relationships with their contacts using calendar and task management tools, and much of the external communication takes place through Microsoft® Outlook®. Therefore integration between Microsoft Navision and Outlook is vital to the CRM user's performance.

With the Outlook Client Integration feature you can schedule meetings in Outlook and see the to-dos in Microsoft Navision before the meeting, and when the meeting has taken place, you can log it in the Interaction Log Entries window as an interaction. The scheduling capabilities in Outlook allow you to plan and execute to-dos you have been assigned, and in Microsoft Navision you can create activities for customers and contact persons.

Whenever information (for example, a to-do or a contact) is entered in Microsoft Navision, this information is automatically updated in Outlook. There is no need to update the same information twice in two different applications.

E-Mail Logging for Microsoft Exchange

This feature integrates Microsoft Navision with the Microsoft Outlook e-mail service. All your e-mail correspondence, both inbound and outbound, can be logged automatically or manually in Microsoft Navision and can therefore be shared with your colleagues to ensure that they have instant access to the latest communications with business contacts.

This solution is server-based and requires Microsoft Exchange Server. Making the solution server-based ensures that e-mails are kept in their natural environment instead of lowering performance by storing the e-mails on the application server. The integration with Outlook further allows you to use the built-in features in Outlook. For example, you can set up rules in Outlook that direct certain types of e-mail to specific folders for subsequent, automatic logging in Microsoft Navision.

Resource Planning

The Jobs & Resources functionality within Microsoft Navision is contained within the Resource Planning application area. For this section, all paths to access functionality will begin in the Resource Planning menu unless otherwise stated.

Jobs

You use the Jobs application area for detailed planning and management of the costing for any long-term job or project activity. You can also use it for many types of services and consultancy tasks.

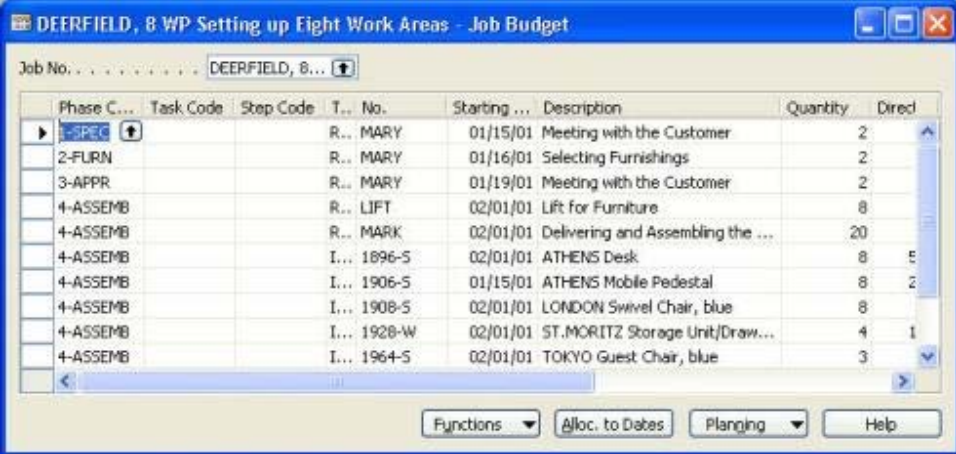
Successful Job management requires an up-to-date overview, detailed planning and the ability to carry out follow-up analysis using objective data.

This application area contains all the features that are used with a company's job and project management. For example, Job cards, job budgets, job journals, as well as reports and registers related to resources.

Job Budgets

You use the Job Budget window to set up a budget for a job. You can set up a budget for each job. The budget is used to plan the resources you allocate to a job.

The budget can be either very general with few entries or it can contain more entries that are divided into activity levels. On the Resource Planning menu, click JOBS→BUDGETS to view the job budgets.



Phase C...	Task Code	Step Code	T.. No.	Starting ...	Description	Quantity	Direct
1-SPEC			R.. MARY	01/15/01	Meeting with the Customer	2	
2-FURN			R.. MARY	01/16/01	Selecting Furnishings	2	
3-APPR			R.. MARY	01/19/01	Meeting with the Customer	2	
4-ASSEMB			R.. LIFT	02/01/01	Lift for Furniture	8	
4-ASSEMB			R.. MARK	02/01/01	Delivering and Assembling the ...	20	
4-ASSEMB			I... 1896-5	02/01/01	ATHENS Desk	8	5
4-ASSEMB			I... 1906-5	01/15/01	ATHENS Mobile Pedestal	8	2
4-ASSEMB			I... 1908-5	02/01/01	LONDON Swivel Chair, blue	8	
4-ASSEMB			I... 1928-W	02/01/01	ST.MORITZ Storage Unit/Draw...	4	1
4-ASSEMB			I... 1964-5	02/01/01	TOKYO Guest Chair, blue	3	

Job Journals

You can use the job journals to:

- Post job usage of resources, items and general ledger resources.
- Apply job ledger and item ledger entries.
- Assign entries to phases, tasks, and steps.
- Reconcile resources.

On the Resource Planning menu, click JOBS→JOB JOURNALS to view the job journals.

Job Sales

Integration with the Sales & Marketing application area allows you to perform job sales. All job sales must be posted on a Sales Invoice.

Resources

With the Resources application area, you define resources, which can either be personnel or machines. You may link the individual resources to resource groups.

This functionality contains all the features that are used with a company's resource management: Individual resources, resource groups, capacity planning, resource journals, as well as reports and registers related to resources.

Resources functionality is a powerful tool for optimal management of personnel and/or machines.

Resource Cards

You set up new resources on resource cards.

To view the resource cards, on the Resource Planning menu, click **Resources**. The Resource Card window appears:



Resource Groups

You can work with resources as individual entities or as groups. Any number of resources can be assigned to a resource group.

Resource Capacity

You may need to increase the capacity of resources (for example, technicians) regularly over a period.

A resource's capacity indicates how much of the resource is available in a specified period.

You can assign or modify capacities to your individual resources or to resource groups. For example, for employees you might want to enter the available man-hours. For machines, you could enter the production capacity for a time frame. It is possible to enter capacity by day, week, month, quarter, year, or accounting period. You can record resource capacities in the Resource Capacity window. To view it, on the Resource Planning menu, click **Resource Capacity**.

Allocating Resources to Jobs

You can allocate a resource or a resource group's capacity to one or several jobs. You can do this either from the Resources application area or the Jobs application area.

You use the Resource Allocated per Job window to view and change the amounts of measuring units for resources allocated to the various jobs in different time periods. To view the window, go to the Resource Capacity window and click PLANNING→RESOURCE ALLOCATED PER JOB.

Resource Availability

The Resource Availability window shows a scrollable summary of resource capacities. The window is divided into lines showing the entire capacity, the quantity allocated to jobs on order, the capacity assigned to jobs on quote, the availability after order and the remaining capacity after all jobs on quote or order. To open the window from the resource card, click PLANNING→RESOURCE AVAILABILITY.

Resource and Job Integration

The Resources application area and the Jobs application area are integrated, so you can allocate the capacity of a resource or a resource group to one or several jobs.

Resource Journals

The Resource Journals feature enables you to keep track of your use of resources and their profitability.

You can post usage and sales of your resources in the resource journal, and you can generate statistics from this information for internal management purposes. To see a Resource journal, click **Resource Journals**.

Resource Statistics

You can see all of the transactions recorded in job journals, resource journals or (with some limitations) sales documents in the Resource Statistics window. To open the window from the resource card, click the RESOURCE→STATISTICS.

Service Management

Service Management makes it profitable for you to deliver superior customer service. It helps you take customer satisfaction one step further and exceed your customers' expectations. You can:

- Quickly and easily access customer service history.
- Anticipate customer needs.
- Maintain real-time records, such as the date, time and technician assigned to each customer order.

In this section, all references to accessing functional areas will begin in the Service main menu unless otherwise stated.

Service Order Management

You can register after-sales issues including service requests, services due, service orders, and repair requests. Service requests can be initiated (by customers or automatically), according to the terms stipulated in a service contract.

Critical data in service order handling can be entered from a call-center or repair shop. You can register ad hoc or one-off service orders. You can access complete service order history, service order quotes and loaner management through the Service Order Log. You create a service order in the Service Order window.

To open the window, on the Service menu, click ORDER PROCESSING→ORDERS. The Service Order window appears:

Service Price Management

Having a well thought-out service price strategy is one of the means companies use to gain an overview and control of the costs involved in providing service, and to eventually increase the profitability of their service operations. The service price management feature in Service Management gives companies an effective tool to support their service price strategy, whether it is simple or complex.

Service price management allows the setup of service price groups to take into consideration the service item (or service item group) as well as the type of fault the service task involves. Service price groups can be set up for a limited period of time, and/or for a specific customer or currency. Price calculation structures can be used as templates to assign a price to a service task. For example, this makes it possible to assign specific items included in the service price as well as the type of work included. And to ensure that the right prices are applied, it is possible to assign fixed, minimum, or maximum prices, depending on agreements with customers. Service price group statistics allow you to keep track of the profitability of each service price group.

Service Item Management

With Service Item Management you can create a database for all your service items and parts, including contract information, component management, reference to the Bill of Materials, and warranty information.

You can access the Service Level Agreement for information on, for example, response times.

You can register all items and spare parts with serial numbers as well as any replacement equipment technicians may use, and then link them to the Service Item Log. You can track all spare parts and equipment. You can access key business indicators on service items in the Trendscape Analysis feature.

You keep track of service item information on the service item card.

To open the window, on the Service menu, click ORDER PROCESSING→SERVICE ITEMS. The Service Items window appears.

Service Contract Management

With service contracts you can set up an agreement with the customer concerning the service level to be delivered. You can access information on contract history, contract renewal, and contract templates in Contract Management.

Service contracts give you the option to record details on service levels, response times, and discount levels as well as the service history of each contract, including used service items and parts and man-hours.

With Contract Management you can enable flexible invoicing, contract profitability measurement, and contract quotes. You set up service contracts in the Service Contract window.

To open the window, on the Service menu, click ORDER CONTRACT MANAGEMENT→CONTRACTS. The Service Contracts window appears.

Planning and Dispatching

You can assign personnel to work orders with Planning and Dispatching. It also allows you to log details such as work order status. Service personnel and field technicians can be filtered according to availability and skills. You can gain an overview of service task prioritization, service loads, and task escalations.

Job Scheduling

With Job Scheduling, you can automate service-oriented tasks, for example, generate preventative service orders, service contract renewals or service contract invoicing. You can also set up Job Scheduler to perform automatic checks on whether there are any batches to be processed on a specific date.

You set up job scheduling in the Job Scheduler Setup window. To open the window, on the Administration menu, click APPLICATION SETUP→JOB SCHEDULER→JOB SCHEDULER SETUP. The Job Scheduler Setup window appears.

Human Resources

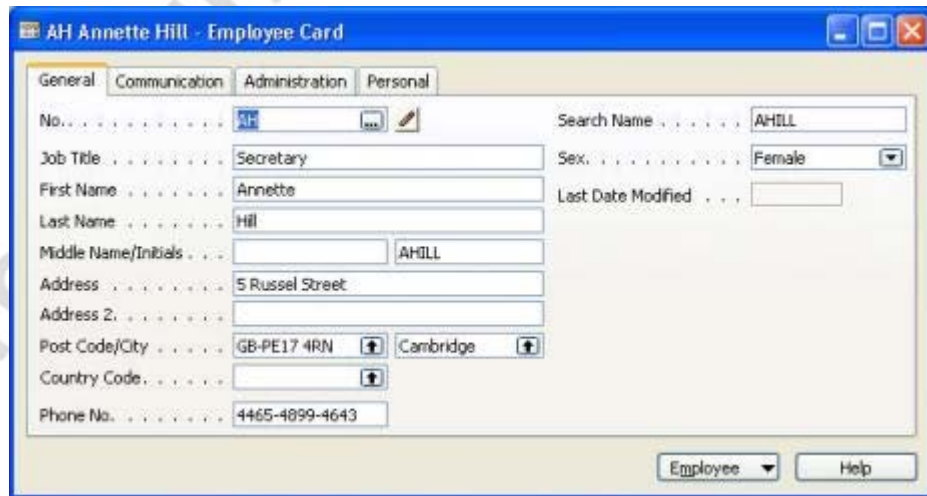
Human Resources is a fully integrated application area that enables you to register and update personnel information about employees effectively. This application area includes all the features that are used in the human resources department of a company: Employee cards, absence registration, and reports related to employees.

This makes personnel management more effective through the optimal use of employee data.

In this section, all paths to functional areas will begin in the Human Resources main menu unless otherwise stated.

Employees

Use the employee card to register all employee information. To view the window, click **Employees**:



Absence Registration

Absence codes help you keep track of the absences of employees and the cause of the absences. To open the Absence Registration window, click **Absence Registration**.

Grounds for Termination

Use the Grounds for Termination window to set up reasons that employees might leave the company. To open the window, click SETUP→GROUNDS FOR TERMINATION.

Employment Contracts

Use employment contract codes to set up the types of contracts the company has entered into with its employees. To open the Employment Contracts window, click SETUP→EMPLOYMENT CONTRACTS.

Qualification

Enter qualification codes to specify various employee qualifications. To open the Employee Qualifications window click SETUP→QUALIFICATIONS.

Relatives

Enter codes for relatives to register the precise relationship of an employee's relatives or close contacts to each employee. To open the Employee Relatives window from the employee card, click EMPLOYEE→RELATIVE.

Miscellaneous Articles

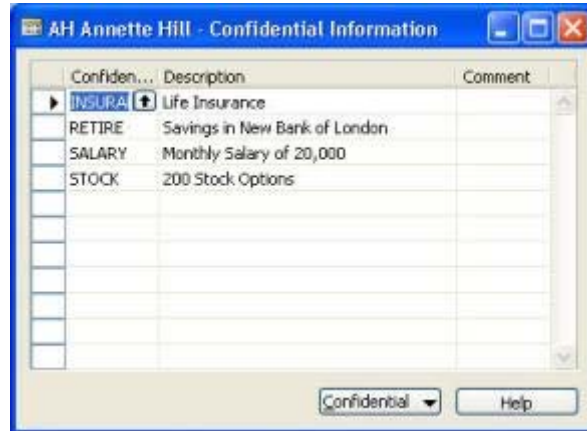
You can set up codes and descriptions for the benefits your employees receive and articles owned by the company that are in the possession of individuals. You do this in the Misc. Article Information window. To open the window from the employee card, click EMPLOYEE→MISC. ARTICLE INFORMATION.



Confidential Information

You use confidential information codes to register confidential aspects of an individual's employment, such as salaries, stock option plans, pensions, and so on. You record confidential information about an employee in the Confidential Information window.

To open the window from the employee card, click EMPLOYEE→CONFIDENTIAL INFORMATION. The Confidential Information window appears:



Business Notification

The Business Notification solution is used to generate and send notifications to inform your vendors or colleagues from other departments about certain events. For example, you may send a notification when you have placed an order and received some of the purchased items, but you are waiting for delivery of the rest of the order. Sending a notification will alert your supplier that some of the goods have not yet been delivered. By enabling this feature in the Notification Setup window, you allow the program to send out six predefined notifications.

Types of Notifications

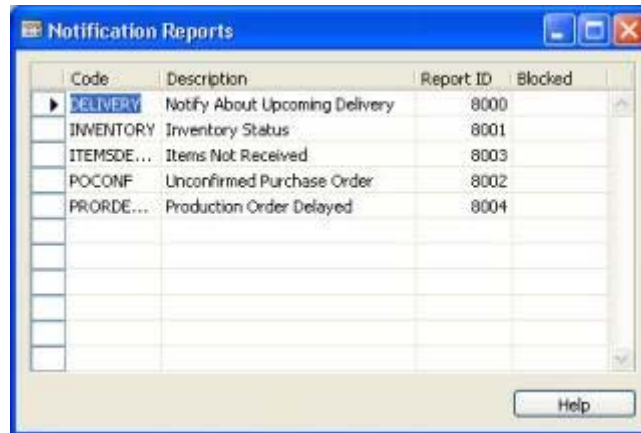
There are two approaches to generating notifications: time-based and field change-based.

The Business Notification solution offers five time-based notifications that alert the recipient about:

- Upcoming deliveries
- Items that were not received after the promised receipt date
- Purchase order confirmations that were not received
- Delayed production orders
- Current inventory status

To see the list of the available time-based notifications, open the Notifications window from the Administration menu, click APPLICATION SETUP→GENERAL→BUSINESS NOTIFICATION SETUP. The Notification Setup window appears.

Now, click SETUP→NOTIFICATION REPORTS. The Notification Reports window appears:



The sixth, field change-based, notification is used for tracking changes in the Production BOM status. If you have selected the **Send Notifications** check box in the Notification Setup window, this notification is sent every time the status in the corresponding field changes.

Logging Period

You can define how long you want to store sent notification entries. You can specify this period in the Notification Setup window and use it as a default for all time-based notification, or you can assign a logging period to each separate batch.

Batches

Batches are used for managing a specific set of notifications. You can choose to send out up to five predefined time-based notifications for your batch. Field change-based notifications will be sent out automatically.

Sending Notifications

In order to send notification lines, you must first collect them. Among the lines you collect, there may be some notification entries that were sent earlier. Should the lines have been sent earlier, there will be a check mark in the **Sent** field for these lines and the most recent time the notification was sent will be posted in the Notification Lines window.

eCommerce

The eCommerce functionality in Microsoft Navision is divided into two parts: Commerce Portal and Commerce Gateway.

Commerce Portal

Commerce Portal is an e-commerce solution that enables Web-based trading, self-service and other forms of collaboration between a company and all its supply chain partners. Commerce Portal makes it easy for partners – customers, vendors and others – to serve themselves directly from their Web portal – anytime, anywhere. They can maintain and query data and documents across the range of functions found in Microsoft Navision (depending on their particular role and the access rights that have been defined).

With Commerce Portal, you connect your customers and vendors to your business management system by way of the Internet. You respond to your partners' needs with Web access to real-time information and self-service features from within your Microsoft Navision solution. Information is always up-to-date and accurate, and self-service features are relevant to the user's particular business needs.

Commerce Gateway

The Commerce Gateway functionality allows you to set up BizTalk partners from within Microsoft Navision. After this setup has been complete, it is possible to exchange BizTalk documents with your BizTalk partners.

Some of the documents that you can send to your BizTalk partners include:

- Sales Orders
- Sales Invoices
- Sales Credit Memos
- Purchase Orders

In addition to sending the above mentioned documents, it is possible to receive documents as well.

Test Your Knowledge – Other Functional Areas

1. What is the purpose of Contact Management?
2. What is the purpose of Opportunity Management?
3. How many resources may be in a resource group?
4. In Jobs and Resources, what allows you to post job usage of resources; apply entries to Phases, Tasks and Steps; and apply job ledger and item ledger entries?
5. What area of Service Management is used to automate service-oriented tasks?
6. Describe how Service Contract Management can be used.
7. eCommerce is divided into two parts. What are they?
8. In eCommerce, what functionality allows you to set up BizTalk partners from within Microsoft Navision?
9. What is Business Notification used for?
10. There are two approaches to generating Business Notifications. What are they?
11. List the major functional areas found in Human Resources.

Quick Interaction: Lessons Learned

Take a moment to write down three Key Points you have learned from this chapter:

1.

2.

3.

Microsoft Internal Use Only

Microsoft Internal Use Only

APPENDIX A: TEST YOUR KNOWLEDGE / SKILLS SOLUTIONS

Test Your Knowledge – Getting Started (CH1)

1. How many Salesperson/Purchasers are in Microsoft Navision? **Eight**
2. Who is the contact at Customer 49525252 – Beef House? **Frau Karin Fleischer**
3. What is the current balance on Customer 49525252 – Beef House? **5,941.36**
4. How many open invoices does Customer 49525252 – Beef House have? **Four**
5. How many Bank Accounts are set up in Cronus International, Ltd.? **Five**

HINT: On the Financial Management menu click **CASH MANAGEMENT**→**BANK ACCOUNTS**

6. What is the quantity on hand of Item No. 70000? (Hint: On the Warehouse menu, click **PLANNING & EXECUTION**→**ITEMS**) **4,202**
7. What is the Unit Price of Item No. 70040? **108.20**
8. What is the Last Direct Cost of Item No. 70040? **55.10**
9. Name three ways to insert a Customer: **Press F3, on the Menu bar, click EDIT**→**INSERT NEW, on the Toolbar, click the Insert button**
10. When you type the letter "t" in a date field, what happens? **The field is populated with today's system date.**
11. What Shortcut key do you press to delete a new Customer? **F4**
12. When you type the letter "w" in a date field, what happens? **The field is populated with the specified Work Date.**
13. What are the three types of Dimensions available in Microsoft Navision? **Global, Shortcut, Budget.**

14. What would the following filter expression display: 1200|1300?
Records with 1200 or 1300 will be displayed. If there is a record with each number, both will be displayed.
15. What would the following filter expression display: 1100..2100?
Records 1100 through 2100 would be displayed.
16. What Shortcut key do you press to Lookup, Drill-down and display the Options menu? **F6**
17. What are the three filter types available in Microsoft Navision? **Field Filter, Table Filter, Flow Filter.**

Test Your Knowledge – Technology (CH2)

1. Name the seven types of objects in C/SIDE. **Tables, Forms, Reports, Dataports, XMLports, Codeunits, MenuSuite**
2. Name the four types of tables in C/SIDE. **Normal, System, Temporary, Virtual**
3. What is a codeunit? **A codeunit is an object type that contains functions written in C/AL code.**
4. Explain C/AL. **C/AL is a fourth-generation programming language (4GL) that is used to create functions; controls how individual database objects interact; and includes standard functions for reading, writing and modifying table data.**
5. What are the special facilities in Microsoft Navision? **Direct access from one table to another; easy data entry; information in multiple dimensions; automatic calculation of amounts and quantities; information on what is included in a calculated amount; filtering of information; sorting with one or more keys; pictures of items or a company logo on the screen together with the associated information; and connections to mail merge, spreadsheet applications and presentation graphics programs.**
6. Microsoft Navision can be installed on which database servers? **Navision Database Server and the Microsoft SQL Server Option for Navision based on Microsoft SQL Server.**
7. Explain SIFT. **SIFT (Sum-Indexed Flow Technology) is the basis of FlowFields. It is a feature in the database that allows you to have sums calculated very quickly by maintaining SumIndexes.**
8. Define/describe the following and the relationship between them: a record, a field, a table, a company. **A field is the smallest logical structure used in the C/SIDE database. Fields are assembled into a structure called a record. A record is a logical structure assembled from an arbitrary number of fields. Records are organized in tables.**

A table can be thought of as an N by M matrix. Each of the N rows describes a record and each of the M columns describes a field in the record. An example of a table is the Customer table, which contains a record for each customer.

Each company in a database contains a number of tables. A company is the largest logical structure used in a C/SIDE database. A company may be considered to be a subdatabase; its primary use is to separate and group large portions of data in a database. A company can contain private tables as well as tables shared with other companies.

9. Describe the features of Navision Application Server. **Navision Application Server is a middle-tier server, which executes business logic without user intervention. With Navision Application Server, it is possible to communicate with external services. Navision Application Server acts as a client towards a database server and can act as a server for other services. When you start Navision Application Server, it opens a predefined database and executes C/AL code in a predefined codeunit.**
10. Describe the multilanguage features in Microsoft Navision. **Speak Your Employees' Language – Microsoft Navision helps employees become more efficient by eliminating language barriers among your multilingual workforce. Speak Your Customer's Language – With Microsoft Navision, your customer service improves because you can do business in the language preferred by your customer.**

Test Your Skills – Creating an Item and Vendor (CH3)

Scenario: As the Purchasing agent for Cronus International, Ltd. you are responsible for setting up new items as well as new vendors. A customer has requested two items of which one is not currently stocked by your company. You need to create a new item as well as a new vendor that will supply this new item.

Step-by-Step

1. On the **Purchase** menu, click INVENTORY & COSTING→ITEMS.
2. Press F3 to insert a new item card.
3. In the **No.** field, type 80301.
4. In the **Description** field, type USB Mouse.
5. In the **Base Unit of Measure** field, click the **AssistButton**.

6. In the **Item Units of Measure** window, enter the following information:

Code	PCS
Qty. per Unit of Measure	1

7. Click **OK**.
8. Click the **Invoicing** tab.
9. Enter the following information:

Costing Method	FIFO
Unit Cost	11.50
Last Direct Cost	11.50
Price/Profit Calculation	Profit=Price-Cost
Unit Price	14.375
General Product Posting Group	RETAIL
VAT Product Posting Group	VAT25
Inventory Posting Group	RESALE

10. All other fields on this tab may remain as they are.
11. Click the **Replenishment** tab.
12. Enter the following information:

Purchase System	Purchase
------------------------	----------

13. The Item setup is complete. Close the Item Card window.
14. On the **Purchase** menu, click ORDER PROCESSING→VENDORS.
15. Press F3 to insert a new vendor.
16. In the **No.** field, type 40101.

17. Enter the following information:

Vendor Name	Lewis Home Furniture XYZ, LTD.
Address	89 Radcroft Road
Postal Code	GB-IB7 7VN
City	Gainsborough
Phone No.	23159799
Contact	Katie Jordan

18. Click the **Invoicing** tab.

19. Enter the following information:

General Business Posting Group	NATIONAL
VAT Business Posting Group	NATIONAL
Vendor Posting Group	DOMESTIC

20. Click the **Payments** tab.

21. Enter the following information:

Application Method	MANUAL
Payment Terms Code	1M(8D)
Payment Method Code	CHECK

22. Click the **Receiving** tab.

23. Enter the following information:

Location Code	BLUE
Shipment Method Code	CIF (Cost, Insurance and Freight)

24. The Vendor setup is complete. Close the Vendor Card window.

Test Your Skills – Creating a Purchase Order (CH3)

Scenario: As the Purchasing agent for Cronus International, Ltd., you need to create a purchase order to purchase two items.

Step-by-Step

1. On the **Purchase** menu, click ORDER PROCESSING→ORDERS.
2. In the header, press F3 to insert a new Order and ENTER to assign a Purchase Order No.
3. In the **Buy-from Vendor No.** field, type 40101 and press ENTER.
4. Click in the lines.
5. In the **Type** field, press F6, select Item and press ENTER.
6. In the **No.** field, type 80216 and press ENTER.

The **Description** field is automatically populated with the name of the item (Ethernet Cable).

7. In the **Quantity** field, type 6.
8. Press DOWN ARROW to go to the next line and then HOME to go to the beginning of the line.

The **Type** field should automatically default to Item. If the program does not do this, select Item in the **Type** field.

9. In the **No.** field, type 80301 and press ENTER.

The **Description** field is automatically populated with the name of the item (USB Mouse).

10. In the **Quantity** field, type 12.
11. Verify that the **Direct Unit Cost Excl. VAT** field is populated on both lines.
12. Close the Purchase Order window.

Test Your Skills – Receiving and Invoicing a Purchase Order (CH3)

Scenario: As the Purchasing agent for Cronus International, Ltd., you are responsible for purchasing items. You have created, printed and emailed a purchase order to the supplying vendor. Now, the items that are related to the purchase order have arrived on the warehouse dock. You can fully Receive and Invoice this order.

Step-by-Step

1. On the **Purchase** menu, click ORDER PROCESSING→ORDERS.
2. Locate the Purchase Order created in the previous scenario.
3. In the **Vendor Invoice No.** field, type LHF-10021.
4. In the lines, be sure the **Qty to Receive** and **Qty. to Invoice** for Item No. 80216 equals 6 and Item No. 80301 equals 12.
5. Click POSTING→POST.
6. Select **Receive and Invoice**.
7. A message will appear asking if you want to post the Order. Click **Yes**.
8. Click **OK**.
9. Close the Purchase Order window.

Test Your Skills – Record Automobile Maintenance Expense (CH3)

Scenario: In Cronus International, Ltd. you are the accounts payable clerk, responsible for posting and paying expenses. You have received a bill from Mortimor Car Company for routine automobile maintenance services. You need to record this expense for payment.

Step-by-Step

1. On the **Purchase** menu, click ORDER PROCESSING→INVOICES.
2. In the header, press F3 and then press ENTER.
3. In the **Buy-from Vendor No.** field, type 44127914 and then press ENTER.
4. In the **Posting Date** field, type 01/14/04.
5. In the **Vendor Invoice No.** field, type LP-45002.
6. Go to the lines.

7. In the **Type** field, press F6, select G/L Account and press ENTER.
8. In the **No.** field, type 8530 and press ENTER.

The **Description** field will be populated with the name of the account (Repairs and Maintenance).

9. In the **Quantity** field, type 1.
10. In the **Direct Unit Cost Excl. VAT** field, type 132.94.
11. Click POSTING→POST.
12. A message will appear asking if you want to post the Order. Click **Yes**.
13. Click **OK**.
14. Close the Purchase Invoice window.

Test Your Skills – Pay the Automobile Maintenance Expense (CH3)

Scenario: In Cronus International, Ltd. you are the accounts payable clerk, responsible for paying expenses. You have posted the invoice from Mortimor Car Company for routine automobile maintenance services and you now need to pay the invoice. You will print and post the check.

Step-by-Step

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 01/31/04 and press ENTER or click **OK**.
3. On the Financial Management menu, click PAYABLES→PAYMENT JOURNALS.
4. In the **Batch Name** field, if BANK is not indicated, press F6, select BANK and press ENTER.
5. Click PAYMENTS→SUGGEST VENDOR PAYMENTS.
6. On the **Vendor** tab, in the **No.** field, type 44127914.
7. Click on **Options**.
8. In the **Last Payment Date**, type 01/31/04.
9. In the **Bal. Account Type** field, click the **AssistButton** and click Bank Account.
10. In the **Bal. Account No.** field, click the **AssistButton**, click WWB-OPERATING and click **OK**.
11. In the **Bank Payment Type** field, click the **AssistButton** and click Computer Check.

12. Click **OK**.
13. Click **PAYMENTS**→**PRINT CHECK**. The **Check** request form window appears.
14. Do not change the filters set on the **Gen. Journal Line** tab.
15. Click **Options**.
16. In the **Bank Account** field, click on the **AssistButton**, click **WWB-OPERATING** and click **OK**.
17. Press Enter. The **Last Check No.** field will automatically be populated from the **Last Check No.** field on the Bank Account card.
18. Select the **One Check per Vendor per Document No.** check box.
19. Click **Print**.
20. In the Check – Print dialog window, select the **Print to File** check box.
21. In the Print to File window, type Test Check and click **OK**.

A second line now appears in the Payment Journal. This is the bank balancing line.
22. Click **POSTING**→**POST (F11)**.
23. A message appears asking if you want to post the journal lines. Click **Yes**.
24. Click **OK** or press **ENTER**.
25. Close the Payment Journal window.

Test Your Skills – Adjust the Automobile Maintenance Expense (CH3)

Scenario: In Cronus International, Ltd. you are the Accounting Manager who is responsible for G/L adjustments. The Mortimor Car Company bill had a gasoline charge on it and you need to reallocate as follows:

- Repairs and Maintenance (8530) = 115.00
- Gasoline and Motor Oil (8510) = 17.94

Step-by-Step

1. Click **TOOLS**→**WORK DATE**. The Work Date window appears.
2. Type 01/31/04 and press **ENTER** or click **OK**.
3. On the Financial Management menu, click **GENERAL LEDGER**→**GENERAL JOURNALS**.

4. In the **Batch Name** field, press F6 to open General Journal Batches window.
5. Choose GENERAL and press ENTER twice.
6. Leave the **Document Type** field empty.
7. In the **Account Type** field, press F6 and click G/L Account.
8. In the **Account No.** field, press F6 and find the G/L account number for Repairs and Maintenance: 8530. Click **OK** and press ENTER.
9. In the **Description** field, type Correction to Document No. 108029.
10. In the **Amount** field, type -17.94 in order to make a credit entry to the Repairs and Maintenance account.
11. In the **Bal. Account Type** field, retain G/L Account as the selection.
12. In the **Bal. Account No.** field, type 8510, and press ENTER.
13. Clear the **Bal. Gen. Posting Type**, **Bal. Gen. Bus. Posting Group**, and **Bal. Gen. Prod. Posting Group** fields.
14. Click POSTING→POST (F11).
15. A message appears asking if you want to post the journal lines. Click **Yes**.
16. Press ENTER or click **OK**.
17. Close the General Journal window.

Test Your Skills – Create a Sales Order (CH4)

Scenario: In Cronus International, Ltd. you are the clerk responsible for filling new orders. You have received another order from Beef House Outlet for 10 bicycle tires and you now need to create the order. You will post the order.

Step-by-Step

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 01/31/04 and press ENTER or click **OK**.
3. On the Sales & Marketing menu, click ORDER PROCESSING→ORDERS.
4. In the header, press F3 and ENTER to create a new record.
5. In the **Sell-to Customer No.** field, lookup to the Customer list and select Beef House Outlet. Press ENTER.
6. Go to the lines.
7. In the **Type** field, press F6, choose Item and press ENTER.
8. In the **No.** field, type 1160 and press ENTER.

9. Leave the **Location Code** field blank.
10. In the **Quantity** field, type 10.
11. In the **Unit Price** field, type 41.
12. Verify that the **Qty. to Ship** and **Qty. to Invoice** fields both display 10.
13. Click POSTING→POST (F11).
14. Select **Ship and Invoice**.
15. Close the Sales Order window.
16. On the Navigation Pane, click INVENTORY & PRICING→ITEMS.
17. In the **No.** field either press F5 or use the **List** button in the Toolbar to see the Item List window.
18. Find the item 1160 (Tire) and click **OK**.
19. Press ENTER or TAB to exit the field.
20. View the Item Ledger Entries window for this item by either pressing CTRL + F5 or clicking selecting ITEM→ENTRIES→LEDGER ENTRIES.
21. Close the **Item Ledger Entries** and Item Card windows.
22. On the **Navigation Pane**, click SALES→CUSTOMERS.
23. In the **No.** field, press F5 or use the **List** button in the Toolbar to see the Customer List window.
24. Select Beef House Outlet and click **OK**.
25. Press ENTER or TAB to exit the field.
26. View the Customer Ledger Entries window for this item by either pressing CTRL + F5 or clicking CUSTOMER→LEDGER ENTRIES. The
27. Close the Customer Ledger Entries and Customer Card windows.

Test Your Skills – Post a Cash Receipt (CH4)

Scenario: In Cronus International, Ltd. you are the clerk responsible for posting received payments. You have received another payment from Beef House Outlet for the remaining balance on an invoice and you now need to post the payment.

Step-by-Step

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 02/25/04 and press ENTER or click **OK**.

3. On the Financial Management menu, click RECEIVABLES→CASH RECEIPT JOURNALS.
4. Make sure that the **Batch Name** field reads BANK. If it does not, lookup to the General Journal Batches window and select it.
5. In the **Posting Date** field, type w for the Work Date (2/25/04).
6. In the **Document Type** field, choose Payment.
7. Click VIEW→SHOW COLUMN. Select the **External Document No.** field.
8. In the **External Document No.** field, type 44703.
9. In the **Account Type** field, choose Customer.
10. In the Account No. window, lookup to the **Customer List** and find the record for Beef House Outlet. Select the record and click **OK**.
11. In the **Applies-to Doc. Type** field, choose Invoice.
12. In the **Applies-to Doc. No.** field, lookup (F6) to the Apply Customer Entries window.
13. Select the invoice with a **Remaining Amount** of 410.00 and click **OK**.
14. Click POSTING→POST (F11).
15. A message appears asking if you want to post the journal lines. Click **Yes**.
16. Click **OK**.
17. Close the Cash Receipt Journal window.

Test Your Knowledge – Finance – Reporting (CH5)

1. What are the various ways to prepare analyses of G/L Accounts?
You can do simple calculations in the Chart of Accounts by using Field Filters and/or FlowFilters; you can use the standard reports in the program; you can create more complex statements and calculations using Account Schedules to communicate the information; and you can also use Analyses by Dimensions based on an Analysis View.
2. Where are Standard Reports located in Microsoft Navision?
Standard Reports can be found under the Reports menu item in each application area.

3. What purpose do Account Schedules serve? **Account schedules are intended for calculations that cannot be done directly in the chart of accounts. You use account schedules to analyze figures in G/L accounts or to compare G/L entries with G/L budget entries. Account schedules can be used to make both simple and complex customized financial statements and management reports.**
4. How can dimension information be reproduced in Excel? **Account Schedules, using the Analysis View; and Analysis by Dimensions can be exported to Excel.**
5. What is Business Analytics? Why would a company want to use it? **Business Analytics is a decision support and analysis tool that provides users with a range of visibility (detailed to aggregated) into different aspects of their business. It allows users to quickly get to the information they are looking for at the desired level of detail.**

Test Your Skills – Create New Items for Production (CH6)

Scenario: Your company manufactures wooden tables. Create some new Items using the following information:

Field	Item 1	Item 2	Item 3
Item No.	TYS001	TYS002	TYS003
Description	Table, Complete	Table Top	Table Leg
Base Unit of Measure	PCS	PCS	PCS
Item Category Code	MISC	MISC	MISC
Costing Method	Standard	Standard	Standard
Standard Cost	400.00	200	50
Unit Price	550.00	<blank>	<blank>
Replenishment System	Prod. Order	Purchase	Purchase
Reordering Price	Lot-for-Lot	Lot-for-Lot	Lot-for-Lot
Include Inventory	Yes	Yes	Yes

Step-by-Step

1. On the **Manufacturing** menu, click PRODUCT DESIGN→ITEMS.
2. Press F3 to insert a new Item.
3. In the **No.** field, type TYS001.
4. In the **Description** field, type Table, Complete.
5. In the **Base Unit of Measure** field, click the **AssistButton**.

6. In the **Code** field, click the **AssistButton**. Click on the PCS line and click **OK** twice.
7. In the **Item Category Code** field, click the **AssistButton**, click on **MISC** and click **OK** or press ENTER.
8. Click the **Invoicing** tab.
9. In the **Costing Method** field, click the **AssistButton** and click Standard.
10. In the **Standard Cost** field, type 500.
11. In the **Unit Price** field, type 500.
12. Click the **Replenishment** tab.
13. In the **Replenishment System** field, click the **AssistButton** and click Prod.Order.
14. Click the **Planning** tab.
15. In the **Reordering Policy** field, click the **AssistButton** and click Lot-for-Lot.
16. Select the **Include Inventory** check box.
17. Repeat the above steps for Item 2 and Item 3, based on the information provided.

Test Your Skills – Production BOM (CH6)

Scenario: It is now time to create a Production Bill of Material for the wooden table that your company manufactures. Remember that your "Table, Complete" is the end item or parent part number. Except for service or repair parts, sales orders will normally be for the Table, Complete.

Step-by-Step

1. On the Manufacturing menu, click PRODUCT DESIGN→PRODUCTION BOM.
2. Press F3 to insert a new Production BOM.
3. In the **No.** field, type TYS001.
4. In the **Description** field, type Table, Complete.
5. In the **Unit of Measure Code** field, click the **AssistButton** and click PCS.
6. In the **Status** field, leave New.
7. Click in the lines section.
8. In the **Type** field, leave Item.

9. In the **No.** field, type TYS002.
10. In the **Quantity per** field, type 1.
11. Press ARROW DOWN to go to the next available line.
12. In the **Type** field, leave Item.
13. In the **No.** field, type TYS003.
14. In the **Quantity per** field, type 4.
15. In the header, in the **Status** field, click the **AssistButton** and click Certified.
16. On the Manufacturing menu, click PRODUCT DESIGN→ITEMS.
17. Locate Item **No.** TYS001 – Table, Complete.
18. Click the **Replenishment** tab.
19. In the **Production BOM No.** field, type TYS001.
20. Press ENTER or TAB.

Test Your Knowledge – Other Functional Areas (CH7)

1. What is the purpose of Contact Management? **With Contact Management, you can maintain an overview of your contacts and record your contact information for all your business relations. For each contact you can specify the individual contact people you have at the contact company. You can categorize your contacts based on your own profiling criteria.**
2. What is the purpose of Opportunity Management? **Opportunity Management assists in keeping track of sales opportunities. Salespeople have an overview of what is in the pipeline and can plan ahead accordingly. Opportunity Management helps you divide your sales process into different stages.**
3. How many resources may be in a resource group? **An unlimited number of resources can be in a resource group.**
4. In Jobs and Resources, what allows you to post job usage of resources; apply entries to Phases, Tasks and Steps; and apply job ledger and item ledger entries? **Job Journals**
5. What area of Service Management is used to automate service-oriented tasks? **Job Scheduling**
6. Describe how Service Contract Management can be used. **Service Contracts allow you to setup a service agreement with your customers. You can gain access to contract history and contract renewal quickly using Service Contracts. Service Contracts also enable flexible invoicing, contract profitability management and contract quotes.**

7. eCommerce is divided into two parts. What are they? **Commerce Portal and Commerce Gateway.**
8. In eCommerce, what functionality allows you to set up BizTalk partners from within Microsoft Navision? **Commerce Gateway**
9. What is Business Notification used for? **The Business Notification solution is used to generate and send notifications to inform your vendors or colleagues from other departments about certain events.**
10. There are two approaches to generating Business Notifications. What are they? **Time-based and field change-based.**
11. List the major functional areas found in Human Resources. **Employees, Absence Registration and Reporting.**

APPENDIX B: TERMINOLOGY LIST

The section contains an alphabetical list of some of the common terms used in Microsoft® Business Solutions–Navision® and within this manual.

Active – Used to describe the window or button that is being used or is selected. Only one window or one button can be active at a time. When a window is active, the color of the title bar changes to assist you in determining which window is active. When a button is active, the name changes color.

Application Area – One of the main functional areas of the program in which a user selects to work, e.g. General Ledger, Inventory, etc.

Application Window – The window in the program on which the rest of the work in the program is based. In Navision, it is the empty area where all windows are opened, and where the program, company and database names appear, as well as the menu bar and Toolbar.

Arrow Keys – A group of keys on the keyboard used to move up, down, to the right and to the left; these keys can be used instead of the mouse to move through the program.

AssistButton – One of four buttons that are accessed using the F6 function key; Drill-down, Look Up, Options and Ellipsis.

Backup – A file you create which contains a copy of your data.

Batch job – A routine that processes selected entries according to general or specific guidelines. Examples include Close Income Statement.

BLOB – An acronym for Binary Large Object, used to store bitmaps such as a logo.

Boolean – A data type that is used to indicate one of two values: TRUE or FALSE; a typical use may be in a Check Box field.

Browse – Move within a window or from window to window on the screen, one way to browse would be to use the recorder buttons.

Button – Buttons are found in almost all of the windows and dialog boxes in the program. They may be Ordinary buttons such as OK, Yes and No. They may be Function buttons which initiate a function, batch job or report. In addition, there are Menu buttons which have a downward-pointing triangle on them and they are found on the majority of windows. When clicked, they display a menu from which you can, for example, select a function, open a different window or open a submenu.

Card Windows – A data view which shows information about one customer, vendor, item, etc. Card Windows generally have a series of tabs at the top. See Tabular Window.

Check Boxes – Boolean fields that are used to indicate a function is turned on when checked and not turned on if left blank.

Clear – To clear something means to delete it; it may be used for a field or a complete line.

Close – Used to exit a window or the program; accessed by pressing ESC, clicking FILE→CLOSE or by clicking the X button in the upper right hand corner of a window.

C/OCX – An interface used to expand the C/Side development environment. This may include OLE or OCX controls.

C/ODBC – A tool used to export accounting information from into other programs that then are used to perform graphical analysis and word processing functions; Open Database Connectivity.

Codeunit – A function that performs a process, such as posting or creating orders. One of seven Object types in Navision.

Command Button – Buttons which initiate a function, batch job or report.

C/SIDE – The Navision development environment.

Database – Where all the information in is stored; it includes customizations for your company.

Dataport – A method of importing or exporting information in and/or out of Navision. One of seven Object types in Navision.

Debugger – A tool used to diagnose where an error message or error is occurring in Navision. Accessed under TOOLS→DEBUGGER.

Designer – The interface used to modify or design additional forms, reports, tables, dataports, XMLports, codeunits, and menusites for Navision. You must purchase special permissions to be able to use designer.

Dialog Box – Windows that display to obtain more information on an action that you want to start.

Dimension – Data that you can add to an entry so that Navision can group entries with similar characteristics and easily retrieve these groups for analysis purposes.

Documents – A report that prints one transaction at a time. Documents are normally sent outside your company to Vendors, Customers or Tax Reporting Authorities.

Drill Down – One of four types of AssistButtons. The downward arrow indicates the value in the field is calculated from another table; clicking on the arrow allows you to view that table.

Ellipsis Button – One of the four types of AssistButtons. Ellipsis Buttons are used to view system-filtered options.

Field – Used to enter or display information; consists of a field name, definition and field contents.

Field Filter – A filter that is set on a single field in a table, limiting the amount of information displayed or printed.

Filters – A tool that allows the user to limit the scope of information presented online or in printed format; the three filters are Field, Table and Flow.

Flow Filter – A filter which limits the amount of information presented based on a value that posted with the entries. Flow Filters are set on fields that end with the word Filter.

Focus – Where the cursor is placed in Navision, also see Insertion Point.

Form – Displays information on the screen and gives access for editing, deleting and adding data in either a card or tabular form. One of seven Object types in Navision.

Function Keys – Each of the function keys has a shortcut assigned to it and using the combination of the CONTROL or SHIFT key with a Function key provides additional shortcuts. The availability of the various shortcuts is screen dependent, this may be reviewed by accessing Help, Overview of F Keys (ALT+F1).

Granule – A basic building block of Navision allowing firms to purchase only the functionality they need.

HTML – An acronym for hypertext markup language, a format widely used on the web.

Inline Editing – Used to change the contents of selected fields in posted entries; accessed by clicking F2 twice.

Insertion Point – The spot where text is entered when it is typed. Normally appears as a blinking vertical line in a window or a dialog box. Also called the cursor because the blinking vertical line is one form the cursor can take.

Invoice – An original entry document in Purchases and Sales allowing information to be recorded and posted for purposes of recording amounts due to/from Vendors and Customers. Invoices differ from Orders in that Receiving and/or Shipping are not done from an Invoice.

Key – A field or combination of fields in a table that may be used to sort the table.

Ledger Entries – Posted activity linked to a table.

License – A file containing a record of the Navision granules purchased by your company; may be viewed by selecting TOOLS→LICENSE INFORMATION.

List – A data view which has multiple records per window, displaying information about several customers, vendors, items, etc. at one time; another way of describing a Tabular Window. The List button is accessed from a Card view by selecting the List button from the Toolbar. See also Tabular Window.

Look Up – One of four types of AssistButtons. The upward arrow indicates this is a way to view another table; once viewed, data may be retrieved and inserted into the field you accessed the table from.

Master Item – The primary table in a granule, around which that granule functions. For instance, Customers are the Master Item in Sales; Vendors in Purchases; and Contacts in Marketing.

Menu Bar – Located just below the Title Bar; this standard Windows feature contains pull-down menus to select functions such as creating new companies, design tools, and help.

Menu Button – Have a downward-pointing triangle on them and they are found on the majority of windows. When clicked, they display a menu from which you can, for example, select a function, open a different window or open a submenu.

MenuSuite – The MenuSuite object contains the menus that are displayed in the Navigation Pane and in the Navigation Pane Designer. Each menu contains content for a specific departmental area, for example, Finance or Manufacturing. One of seven Object types in Navision.

Navigate – A function that allows the user to view a summary of the number and type of entries related to the document. When you select the entry you want in the table and click Navigate, you will see a list of the records - grouped according to table - that have the same document number and the same posting date as the entry you selected.

Navigation Pane – When you open Navision, the Navigation Pane will appear on the left side of the Application Window. The Navigation Pane lists options that allow you to choose the application area, such as Financial Management and Sales & Marketing.

Object Designer – The interface used to modify or design additional forms, reports, tables, dataports and codeunits.

Objects – The building blocks of Navision. There are seven types of objects: Forms, Tables, Reports, Dataports, Codeunits, XMLports, and the MenuSuite.

ODBC – An acronym for Open Database Connectivity. ODBC enables Navision to be linked and data copied to Excel, Crystal Reports, etc.

Option Button – A circular field which serves to select only one option from those listed. Clicking in this field indicates the desired choice.

Option List – One of four types of AssistButtons. The Option List is a short, predefined list from which the user selects the desired choice.

Order – An original entry document in Purchases and Sales allowing information to be recorded and posted for purposes of recording amounts due to/from Vendors and Customers. Orders differ from Invoices in that Receiving and/or Shipping are done from an Order.

Passwords – Necessary when security has been setup; used in combination with the User Id to log into Navision. Data entry in Navision is case sensitive in the Password field.

Primary Key – A field in a table that is used to identify the record in the table and is therefore required to have a unique value.

Pull-Down Menu – A listing of options available from a menu button or menu item.

Purchase Invoice – Used to record vendor bills that do not have inventory items on them, vouchers would be recorded here.

Record – One line of a table, for example a single Customer in a listing. A record contains multiple fields and a table contains multiple records.

Record Indicator – Appears to the left of the record you are focused on in a List or Tabular Window.

Recorder Buttons – A series of buttons on the Tool Bar that are used to move through a list of records.

Reports – A printout of information from the database; reports are generally used internally by management. One of seven Object types in Navision.

Restore – A process whereby you create a database and populate it with the information held in your backup file.

Request Form – The form that is displayed prior to printing or previewing a report that allows the user to set filters and select options prior to printing.

Shortcut Key – A keystroke or keystroke combination that moves to another screen or function within Navision.

Sort – The ability to change the order in which records are displayed or printed.

SQL – Structured Query Language.

Status Bar – Located at bottom of the application window; it shows the name and contents of the active field, work date, user ID, and whether a filter (FILTER), insert (INS), or overwrite (OVR) mode is on.

System Date – The date of your computer.

Table – A table consists of a group of related records, each record is made up of fields and each field holds one piece of information; one example of a table is the entire listing of Vendor records. One of seven Object types in Navision.

Table Filter – This option enables you to set multiple Field Filters on a table, limiting the amount of information displayed or printed.

Tabular Window – A data view that has multiple records per window, displaying information about several customers, vendors, items, etc. at one time. See also Card Window and List.

Text Box – A small box in a dialog box or window; it is used for entering information necessary for the execution of a command.

Title Bar – Located at the top of the screen; displays the name of the company you are currently working in and the name of program (Navision).

Toggle Mark (CTRL+F1) – A function that allows you select certain records for viewing, posting, etc. When selected, a diamond appears in front of the Record Indicator of the record you are on. If you move off of the record, the diamond remains. You may limit your view by selecting VIEW→MARKED ONLY.

Toolbar – Located just below the Menu Bar; contains a row of iconic buttons to give quick access to frequently used functions such as editing, filtering and locating data.

TrendScape Window – A form in Navision that allows the user to view a summary of data by a time period, such as by day, week, month, quarter or year or Accounting Period.

Work Date – The date displayed in the Status Bar; may be set by accessing TOOLS→WORK DATE. If you do not change the Work Date, it will default to be your system date.

XMLports – The XMLport object is conceptually related to a dataport; you also use XMLports to import and export data, but in XML format. XMLports make the process of exchanging data in XML between systems more simple and streamlined. One of seven Object types in Navision.

Zoom (CTRL+F8) – Allows you to view fields and the values for those fields which are not included in the current screen display.

ZUP File – A file in which a user's specific screen modifications are stored, the file is named FIN.ZUP.

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