Microsoft Dynamics SL Version 7.0

Microsoft Business Solutions Microsoft Dynamics SL (Dynamics SL) once a strong solution for distribution and financial applications, now has widened their scope of offerings with additional modules and features added in the past few years to become one of the most powerful project management and service management systems for contractors and professional services firms, as well as, some limited features for manufacturers. With both application and technical functionality it has transformed from a comprehensive financial system into a robust, full featured ERP system.

The product pricing has come in line with comparable ERP systems in the mid-market range of offerings. Microsoft Dynamics SL BRL (Business Ready Licensing) streamlines pricing by moving from a pricing model based on hundreds of modules and granules to a new model based on primarily the number of concurrent users who actually use the software.

The new model has three offerings: Business Essentials, Business Advanced Management and Advanced Management Enterprise. Below is a listing of the modules included in each offering:

Microsoft Business Solutions
Business Ready Licensing
Capability Assignments: Microsoft Dynamics SL
Note: Availability varies by Region

YES = Included
ONE = One Instance Included. A
USR = One User included with e
ALC = Additional component or u
N/A = Not Available

Group	PartNum		BRL BE?	BRL AM?
Foundation Pack				
	SM	System Manager	YES	YES
Financial Management				
	AP	Accounts Payable	YES	YES
	AR	Accounts Receivable	YES	YES
	BR	Bank Reconciliation	YES	YES
	CM	Currency Manager	YES	YES
	GL	General Ledger	YES	YES
	MC	Multi-company	YES	YES
	CAM	Cash Manager	NA	YES
	AS	Application Server	ALC	ALC
	FST	Financial Statement Translation	ALC	ALC
Business Intelligence and Reporting				
	CR	Crystal Reports	YES	YES
	FXC	FRx Currency Translation	YES	YES
	FXA/FXP	Microsoft FRx® Desktop User (1 user / BE user)	YES	USR
	FXM	FRx Report Manager	N/A	YES
	KPI	Key Performance Indicators	N/A	YES
	SOX	Sarbanes-Oxley Accelerator	N/A	YES
	FXW	FRx WebPort (1 WebPort user / AM user)	N/A	USR
	FXF	Microsoft Forecaster (1 named user / AM user)	N/A	USR
	FXR	FRx Report Server (first engine)	N/A	ONE
	FXR	FRx Report Server (per additional engine)	N/A	ALC
	FXW	FRx WebPort License (additional block of 10 WebPort users)	N/A	ALC
	FXF	Microsoft Forecaster Professional (per each additional named user)	N/A	ALC
	FXF	Microsoft Forecaster Unlimited user pack	N/A	ALC
	BIA	BIO Advanced	ALC	ALC
	BIE	BIO Extender	ALC	ALC
	BIF	BIO Foundation	ALC	ALC
	BIU	BIO Vue Users	ALC	ALC
	FXD	FRx DrillDown Viewer (per named user)	ALC	ALC
	FXA or FX	FRx Report Designer Users (1 additional concurrent user)	ALC	ALC
	FXA or FX	FRx Report Designer Users (4 additional concurrent users)	ALC	ALC
	FXL	FRx Report Launcher (per named user)	ALC	ALC
Supply Chain Management				
	IV	Inventory	YES	YES
	LC	Landed Cost	YES	YES
	OM	Order Management	YES	YES
	PUR	Purchasing	YES	YES
	RQ	Requisitions	N/A	YES
	ASM	Advanced Shipping Management	N/A	ALC
	IVR	Inventory Replenishment	N/A	ALC
	OTP	Orders to Purchase	N/A	ALC

Business Essentials includes: System Manager, Accounts Payable, Accounts Receivable, Bank Reconciliation, Currency manager, General Ledger, Cash Manager, Inventory, Landed Cost, Order Management, Purchasing, Crystal Reports and FRx (1 User). The per user price is about $2,250 and is reduced for more users added.

Business Advanced Management: Includes all Business Essentials modules with the addition of Requisitions, Bill of Material, Analyzer, Flexible Billings, Mobile Time & Expense for Projects/Timekeeper, Project Allocator, Project Controller, Time & Expense for project (75 Employee pack), CRM Professional Server, Business Portal, FRx Report Manager, Key Performance Indicators and Sarbanes-Oxley Accelerator. The per user price is about $3,980 and is reduced for more users added.

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Group	PartNum		BRL BE?	BRL AM?
Manufacturing				
	BOM	Bill of Material	N/A	YES
	WKO	Work Order	ALC	ALC
Project Accounting				
	PA	Analyzer	N/A	YES
	PFB	Flexible Billings	N/A	YES
	PMT	Mobile Time & Exp for Projects/Timekeeper	N/A	YES
	PAL	Project Allocator	N/A	YES
	PPC	Project Controller	N/A	YES
	PSS	Project Self Service Suite	N/A	YES
	PTE	Time & Expense for Projects (75 Employee Pack)	N/A	USR
	COM	Communicator	N/A	ALC
	PCM	Contract Management	N/A	ALC
	PEU	Employee Utilization	N/A	ALC
	n/a	Microsoft Project Connector	N/A	ALC
	PPB	Project Budgeting	N/A	ALC
	PTE	Time & Expense for Projects - Additional Unlimited Employee Pack	N/A	ALC
	PTE	Time & Expense for Projects (75 Employee Pack)	N/A	ALC
Customer Relationship Management - Field Service				
	n/a	Microsoft Dynamics CRM Professional Server	ALC	YES
	EM	Equipment Maintenance	N/A	ALC
	FRP	Flat Rate Pricing	N/A	ALC
	SC	Service Contracts	N/A	ALC
	SD	Service Dispatch	N/A	ALC
Human Resource Management				
	n/a	Time & Attendance	N/A	ALC
	PRA	Advanced Payroll	ALC	ALC
	PR	Payroll w/ Direct Deposit	ALC	ALC
Collaborative Workspace				
	n/a	Business Portal	N/A	YES
	BPE	BP Named Employee Users (1)	N/A	USR
	BPE	BP Named Employee Users (Various Ranges)	N/A	ALC
	BPC	BP Named Vendor/Customer Users (Various Ranges)	N/A	ALC
		Client for Microsoft® Office and SharePoint® Server	N/A	ALC
		Client for Microsoft® Office and Windows® SharePoint® Services	N/A	ALC
Configuration & Development				
	ECG	e-Commerce Gateway EDI	N/A	ALC
	WO	Web Order	N/A	ALC
	CU	Customization Manager	ALC	ALC
	TVB	Solomon IV Tools for VB	ALC	ALC
Microsoft SQL Server				
	SQR	Microsoft SQL Server 2000 Enterprise Runtime Edition	ALC	ALC
	SQE	Microsoft SQL Server 2000 Standard Runtime Edition	ALC	ALC

But prospective users should be aware that Microsoft Dynamics SL is a product which is more complex to install and to support than most mid-market products. This is partly due to the many add-on features which are offered through third party applications and not originally designed into the product.

Dynamics SL allows customers to simplify their business management experience with an enhanced product interface and access to integrated, Web-based data and functions. New capabilities for managing projects and distribution deliver a powerful for project-, service- and distribution-driven organizations.

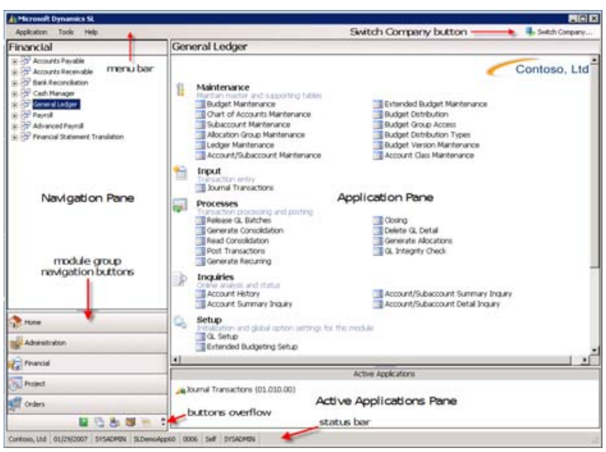
With Microsoft Business Portal 2.5, employees will be able to build a centralized project desktop that consolidates previously disparate aspects of project, management and accounting tasks. Dynamics SL 7.0 users also will be able to store, share and edit Microsoft Word, Microsoft Excel and other documents in the Microsoft Business Portal, which has Microsoft Windows® SharePoint® Services as the underlying structure.

In addition, Dynamics SL includes options for analytics and reporting that help increase a company's financial visibility. Customers of Dynamics SL can take advantage of Microsoft Business Solutions for Analytics--FRx® 6.7, which includes four major enhancements: a new FRx Report Manager module, improvements to the FRx Currency Translation module, tighter integration with Microsoft Office Excel 2003, and upgraded support for eXtensible Business Reporting Language (XBRL) 2.0 taxonomy.

Version 7.0 Enhancements including 7.0 Feature Pack

Dynamics SL continues to gradually bring its product up to other Dynamics standards with a number of improvements.

Microsoft Dynamics SL's new menu interface, similar to the 2007 Microsoft Office system, is built to work like and with other Microsoft products you and your people are



familiar with, helping reduce the time required to become productive.

Version 7.0 Enhancements including 7.0 Feature Pack includes:

Business Information Optimization (BIO): A business intelligence solution built specifically for Microsoft Dynamics SL that provides insight into your company.

Project Application Enhancements:
Significant enhancements to the project accounting modules have been incorporated and include:

Project Budgeting, Project Controller Setup, Host File Export, Project Entry, Additional Schedule Billing Types, Multiple Currency Expense Entry and VAT (Value Added Tax) Entry

Financial Application Enhancements: Several financial modules have had enhancements added which include:

Accounts Receivable – Paid When Paid, Currency Manager – New currency icons, Payroll Direct Deposit – improved data security.

Distribution Application Enhancements: The following enhancements have been included in the Distribution modules:

EDI (Electronic Data Interchange) and Advanced Shipping Management.

Field Service Application Enhancements: Modifications to the following screens have been included in the Field Service enhancements:

Service Contract Entry/Contract Billing Selection and Graphical Dispatch Board.

Quick send: electronic document delivery
In addition to providing invoice and purchase order transmittal, Quick Send capabilities have been expanded in the Microsoft Dynamics SL 7.0 Feature Pack to also help you transmit Accounts Receivable statements, Order management order confirmations and shipping notices and Payroll direct deposit advice slips by email or fax. The Quick Send feature has been enhanced to send a document (except for Payroll direct deposit advice slips) to more than one recipient.

Doc Share: In The Doc Share feature gives the user the ability to post certain Microsoft Dynamics SL-generated documents to a Windows Share Point Services 3.0 site and make them accessible to those who need them. A SharePoint site can be created that to a Microsoft Dynamics SL customer, vendor, or project, and then select document publishing options and create a document library for specific document types. For example, Invoice and Purchase Orders will no longer need to be printed and stored, but can be stored to an online repository, send right from Microsoft Dynamics SL.

Extending access to information-Business Portal project access
Create, edit, or view project information from the Web, using the new Project Maintenance screen. The Business Portal project maintenance screen is a combination of information pulled from five separate screens to provide

project users the information they need at their fingertips. Access to project data is restricted by role and can also include which fields can be viewed, edited, or what default values should be set. The Business Portal is based on Windows Sharepoint Services 3.0.

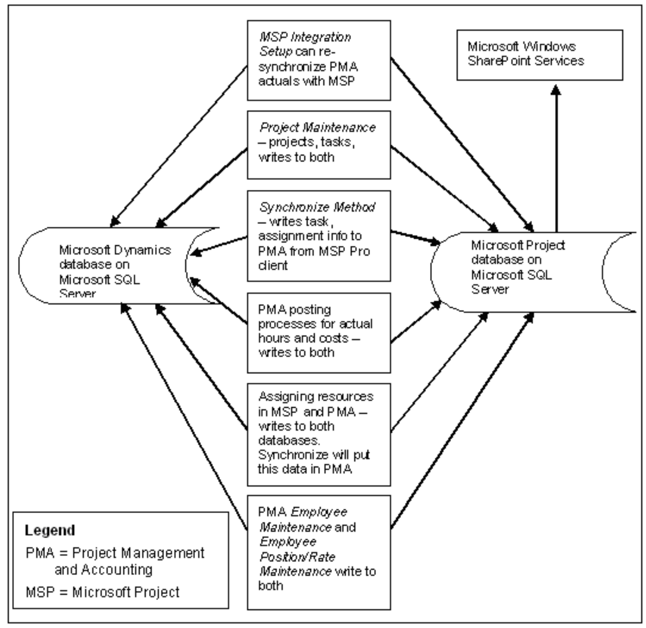
Continued compatibility with the latest technology
Microsoft Dynamics SL 7.0 provides support for the latest technology so you can continue to grow your business using the latest business tools. Included are support for the Windows Vista operating system, Microsoft SQL 2005, and Windows SharePoint Services 3.0, Microsoft Office SharePoint Server, Microsoft Office 2007, and Microsoft Project 2007.

Screens/interface upgrade to Visual Basic 2005 - .NET product
Microsoft Dynamics SL 7.0 has been rewritten to run in Microsoft Visual Basic 2005, making it a .NET product. This allows companies to use the latest tools to customize the experience for their industry needs for custom development and provides the product a great base for developing future features and interfaces.

Professional Services Enhancements in earlier versions
The Advanced Timesheet Entry screen has been modified and the new Advanced Timesheet Entry by Project Time has been created to allow the entry of all time worked for the week for multiple jobs, multiple locations, and multiple union locals when applicable. Payroll clerks and other employees can now enter timesheets into one screen whether the work is performed on one job or many, 5 days a week or 7, regular pay or overtime, and within one union local or many. Construction-centric companies will find these features especially useful.

Multiple checks can be produced for one employee reflecting different pay types from within the same pay period or payroll run. Companies that wish to print multiple checks for a single employee during each pay period or for each payroll run can now specify how these multiple checks print. For example, it is possible to print separate checks for regular, overtime, vacation, and bonus pay without a need for separate processing or additional data entry.

The Project Connector is now available as a module that can be activated through entry of a registration key. The Project Connector integrates project and financial data between Microsoft Dynamics SL Project Series and Microsoft Project 2002 for a seamless solution. Project stakeholders now have greater visibility into all the phases or tasks of projects beginning with planning all the way to billing. The result is a fully integrated and best of breed functionality which allows organizations to plan intelligently and execute effectively. However, integration can be a bit complex as there is much to consider. A diagram of the interaction is below.



The integration takes place as a result of mapping current fields in Microsoft Dynamics SL to fields in Microsoft Project. These fields are referred to as data elements.

The primary data elements in Microsoft Dynamics that integrate with Microsoft Project are projects, tasks, account categories, and employees (resources). The Microsoft Dynamics screens that maintain these records contain a new field for designating the specific project, task, account category, or employee as being integrated with Microsoft Project. It is this mapping process which needs to be understood and applied correctly for the integration to be effective.

Companies that have customers that include the federal government now have greater automation of indirect rate calculation and compliance with DCAA requirement regarding labor transactions. Microsoft Dynamics SL Project Series now has the ability to calculate, store, and print indirect rates calculated by pooled allocation groups. Labor and expense transactions can be set up to provide a complete transactional audit trail.

Accountants needing greater control over revenue recognition can benefit by the ability to “cap” revenue that is recognized by Microsoft Dynamics SL. When revenue exceeds a maximum amount, offsetting entries are created to effectively cap revenue as needed to maintain consistency with contract specifications.

Microsoft Dynamics SL Philosophy
From the inception, the goal of Microsoft Dynamics SL was to develop a product based on these guidelines:

- based on industry standard tools and technology such as SQL Server, Visual Basic, and Crystal Reports.
- with an open architecture that is optimized for SQL Server and Windows.
- that can be customized without changing source code.
- that has scalable capacity and performance.
- that has robust security at the database level.
- that has global product design to accommodate language and features requirements of a global market

This version of Microsoft Dynamics SL provides a comprehensive suite of business information solutions based on an award winning accounting system. The suite consists of several series of modules to support your organization's business information needs.

Financial Series
The Financial Series modules are the core accounting applications in Dynamics SL. Other applications are built to update the financial data within these modules. These modules include General Ledger, Account Payable, Accounts Receivable, Multi-Company (Advanced Edition Only), Cash Manager, Bank Reconciliation, Currency Manager, Financial Statement Transaction, and FRx. These modules are designed to meet the majority of business financial management needs.

Distribution Series
The Dynamics SL Distribution Series modules are intended to meet the general purchasing, product management, and distribution needs of a variety of industries including services and light manufacturing. These modules include Inventory, Order Management and Purchasing. In addition, these modules serve as the foundation of the *Advanced Distribution Series*. Each of the modules in this series is integrated tightly with the Financial and Project Series modules.

Advanced Distribution Series
The Advanced Distribution Series extends the capabilities of the Dynamics SL Distribution Series. These modules are designed for companies that rely upon efficient order management, extension of credit, and optimized inventory. This series is designed specifically for wholesale distributors that need to reduce the cost per transaction, manage inventory efficiently, and increase customer service. These modules include Advanced Order Management, Shipment Manifesting, and e-Commerce Gateway – EDI Edition.

Project Series
For companies that build their business project by project, the Project Series modules are essential. Used by a variety of industries, these modules help companies stay proactive about project profitability. The modules are also designed for companies that need to track capital projects, R&D efforts, events or other projects where costs must be managed. The Project Series modules include Project Controller, Timekeeper, Flexible Billings, Contract Management, Project Budgeting, Analyzer, and Communication. These modules are tightly integrated with the Financial and Distribution modules and optimized exclusively for Microsoft's SQL Server database engine and the Microsoft Windows NT operating system.

Service Series
The Dynamics SL Service Series is a comprehensive business system designed to track and manage every detail of service organizations. The modules included with the Service Series are Service Dispatch, Service Contracts, Equipment Maintenance and Flat Rate Pricing.

The Service Dispatch module provides complete automation of service call processing, dispatching and invoicing. Two types of invoices can be created in Service Dispatch: Time & Material and Flat Rate. The Flat Rate Pricing module gives customer service representatives the ability to quote flat rate prices associated with problem codes defined in Service Dispatch. Flat Rate Pricing also allows organizations to rapidly build and manage pricing catalogs.

The Service Contracts module provides effective management of service agreements while the Equipment Maintenance module enables organizations to accurately keep details about every piece of company-owned and customer-owned equipment. Service Contracts allows separate revenue and billing schedules for each contract based on the full contract amount, monthly, quarterly, semi-annually, annually or amount of service provided. Equipment Maintenance allows organizations to efficiently track and control every aspect of both scheduled and unscheduled preventative maintenance on equipment.

Once a piece of equipment is defined in Equipment Maintenance, it is then available for use in the Project Accounting system. Equipment costing for items such as mileage, labor hours, etc.. are captured in the either in the Time & Expense time entry screens or the Service Call completion. It is via the Project Allocator module of Microsoft Dynamics SL, that the actual cost transactions with account categories such as labor, subcontract, travel, or equipment are used to feed billings. The indirect costs created by allocations are also fed into billings for invoicing and revenue recognition.

System Management Series

The System Management series offers a set of powerful system-wide features as well as customization and development tools that are essential for making your Dynamics SL accounting system uniquely suited to the specific needs of your organization. The features are the components that provide a variety of functions from security and database management to ease of use function keys. These modules include System Manager and Shared Information, Application Server, Customization Manager with Basic Script Language, Tools for Visual Basic, and Seagate Crystal Reports.

Who Should Consider Dynamics SL?

Dynamics SL is a package that provides a high level of adaptability to the needs of many end users. This is attributable to the use of Visual Basic in its development. If the basic functionality of this product meets your needs and you are in need of some customization, Dynamics SL can be an excellent choice. However, beware that flexibility comes at a cost of complexity. Although a basic version of Dynamics SL is relatively easy package to install, the network resources and platforms must be optimized for Microsoft Dynamics SL. Trained professionals will have to install this package. When your reseller of choice proposes large amounts of time to install and optimize this package, either be willing to pay for the added value or go to a simpler, less flexible package. Also be sure to have staff who are capable of learning and supporting a complex system or be prepared to hire them as necessary.

Development Tools

As stated earlier, Microsoft Dynamics SL chose to develop Dynamics SL with industry standard tools such as Microsoft Visual Basic. Microsoft Dynamics SL has created a VB Toolkit that allows users to extend or enhance the product. Use of these tools requires some specialized training and an understanding of Visual Basic.

Dynamics SL provides an excellent Customization Manager. This module enables screen customization on the fly without changing source code. With this module, end users can perform the following:

- add, move, delete, or hide fields on the screen.
- create new forms and move fields between forms.
- create and access new data tables.
- set defaults for fields.
- set minimum and maximum values.
- make fields required.
- make unnecessary fields invisible.
- change the tab order of fields.
- add event logic to the screen.

The capability of the Customization Manager makes Microsoft Dynamics SL unique and more powerful than other competing products. Unlike the VB Toolkit, this feature can be used by almost anyone willing to spend a minimum amount of time learning how it works.

The ability to add *events* to screens does require programming in Microsoft Dynamics SL's Basic script language, which is similar to VB for applications by Microsoft. BSL allows users to customize the program without changing the source code. It also allows additional logic to be added to access, compute, store, display, import, or export data. Previous caveats apply here as well. <u>Performing these functions requires more than a basic knowledge of Visual Basic and how Microsoft Dynamics SL works</u>. You should always use experts to provide you with complex or important modifications so that these can be properly tested and documented.

Customization that only requires the Customization Manager usually upgrades (to newer versions of Microsoft Dynamics SL) without any problems. <u>Customizations which require Visual Basic, may or may not upgrade.</u> Generally, when there is an update or Service Pack, customizations will not be effected.

Integration with desktop applications

Integration with desktop applications is provided for in several ways. One way that data can be passed and retrieved is by using DDL, OLE, and the Customization Manager. Data can also be exported using the Report Writer. Lastly, since the data engine is nonproprietary, any product that can access the data files using ODBC drivers can directly read the data provided they have security rights.

Database servers/client/server/SQL

Dynamics SL is optimized for Microsoft SQL Server. Microsoft Dynamics SL uses open database structures that allow the end user to access all of the data contained within the system.

The advantages of a SQL database are security and fault tolerance. SQL databases provide for password protection within the database so the user can be prohibited from accessing specified tables using products like Excel and Access.

Performance over a wide area network (WAN) with Dynamics SL is limited like so many other products. If you need to communicate over any remote sites be prepared to use T1 lines and high-speed modems to get moderate performance. Most developers, Microsoft Dynamics SL included, are turning to the Internet and products such as Cytrix to solve the performance issues. If you need to cover any amount of distance, test first and then decide.

Third party support
Microsoft Dynamics SL Software offers one of the most innovative programs for independent software developers in the industry. Microsoft Dynamics SL Software actively invites and encourages developers to create products and vertical solutions that integrate with Dynamics SL products to provide a complete solution for the customers. Hundreds of independently developed solutions are already available and more are continuously being created. EDI/EFT, Document Imaging, OLAP, Credit Card Processing, and Shipping Manifest are just a few.

Financial Statement Translation
This is a newly released Financial module that will save multinational companies time by making month-end translation and consolidation of financial data more efficient. The module is designed to conform to the requirements of translation and revaluation as defined in FASB 52. This module will be particularly attractive to multinational companies that need a detailed audit trail of calculated gains and losses.

Dynamics SL Internet Application Server (IAS)
This product is an Internet/Intranet agent and process server that will take requests for any Microsoft Dynamics SL process, including reports, and manage execution. Requests can be message-based (MAPI) and originate anywhere on the Internet or Intranet. Using Microsoft Dynamics SL's three tier architecture, users will be able to control when and where processes are performed to maximize performance, improve throughput, and integrate with Internet-based transactions originating anywhere in the world.

User Interface

Pros
- Interface strongly resembles other Microsoft applications.
- Utilizes standard Microsoft Help and Printer functions.
- Records within the lookup windows can be ordered and searched by any field within the window.
- Customization Manager provides the ability to make changes in screen design.
- Extended Reporting Options gives users complete control over the content and order of all standard reports.
- The Template feature allows data to be saved for later use.

Cons
- Many screens are cluttered. However, with the Customization Manager, you can completely rearrange the screen by adding tabs, creating subforms, hiding fields, etc.
- Customization manager is required to define lookups for fields without an existing lookup.

Since Microsoft Dynamics SL was developed with a Microsoft product (Visual Basic), it has a strong resemblance to other Microsoft products in look and functionality. This provides a sound foundation for reducing the learning curve.

Standard Microsoft Help is used. Besides providing the usual narrative on the system, you also are provided with the ability to display the database file structure and to review and edit key Microsoft Dynamics SL .INI files. Since Microsoft standard help is employed, you can annotate the help screens to insert your own information.

Lookup, or Possible Value Windows (PV), are provided wherever useful. While the contents of the lookup table cannot be changed without proper training, clicking on the field desired can change the sort order. Entering data and pressing the down arrow allows partial key searches. The capability supports both editing and adding to lookup tables. Keyboard entry is facilitated throughout the system using standard keyboard equivalents of mouse functions.

The Sort/Select option is a powerful feature that provides users with a utility where any field can be selected to change the sort or selection criteria for all reports and data exports. You can also use Boolean logic and insert values.

A Dynamics SL "template" is a set of data copied from a Dynamics SL window and saved for later use with the same Dynamics SL window or report. When the same window parameters are needed again, rather than retype all of this information, the user simply selects the appropriate template and Dynamics SL enters the information into the window automatically.

General Ledger

Pros
- Account number can be up to 30 characters (10 main and 20 sub) with the subaccount divisible into as many as 8 segments.
- Multi-Company Processing (Advanced Edition Only).It is included in the Advanced edition which is approx. $1750 more per user.
- Automatic Inter-company transactions (Advanced Edition Only).
- Batch processing for easy edits and auditing functions.
- Drill down from Account\Subaccount Summary Balances to Detail transactions.
- Multiple Ledgers.
- Powerful Financial Reporting (FRx).
- Multi-Entity Consolidations.

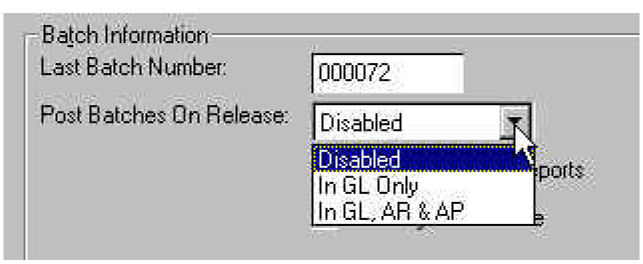
- Enhanced Allocations.
- Flexible reversing batch entries.
- Auto Posting
- Enhanced Budgeting.
- Unlimited Budget capability.
- History Retention up to 99 periods for transactions and 99 years for balances.
- Ability to specify valid account-subaccount combinations.
- Support for Non-Financial Accounts

Cons
- Limited to 13 periods for each fiscal or calendar year.
- No multi-period batches.

The current release of General Ledger includes expanded drill down capability that allows drill down from summary account information to underlying source documents. Multi-company processing has been added where inter-company transactions are automatically created. The General Ledger integrates with Cash Manager, Currency Manger, Project Controller, Bill of Material and Payroll modules in addition to Accounts Payable, Accounts Receivables, and Inventory.

Journal Entries
Journal entry is strictly batch-oriented. Batch totals are used to force balancing of total debits and credits of an entry. User and date/time record stamping is used for a stronger audit trail. Since the system is period sensitive, batches cannot contain multi-period items. Multi-company transaction can also be entered in the Journal Entry screen.

Users have the option of having batches reverse when batches are released for posting or when the general ledger module is closed for the period. Users also have the option of having batches automatically post when batches are released.. This feature is only available for GL batches only or GL, AP, and AR batches only. Batches from other modules such as Inventory cannot be posted when released.

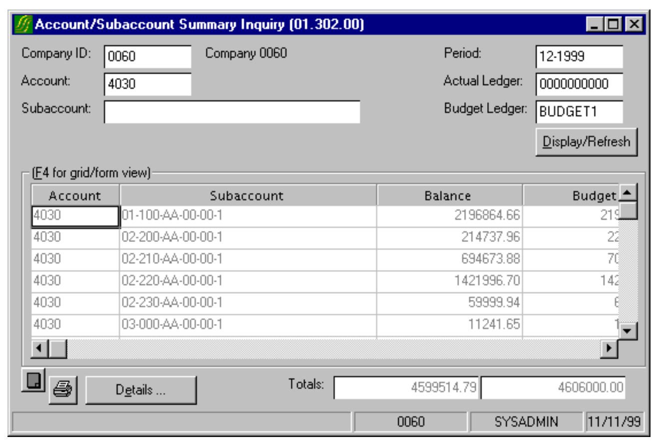


Users can elect what batches to post

Users now have the ability select specific batches to post. In previous versions of Microsoft Dynamics SL, the Posting procedure processed all batches released for the current and all prior periods. Users also have the ability to post batches from all or specific modules as well as batches for all or specific companies.

Enhanced Allocations
An unlimited number of allocations can be specified in Microsoft Dynamics SL. Allocations can be based on a percentage, units, actual, budget, and variance period and year to date amounts. Several enhancements have been added to the General Ledger Allocation process with this version. The new features include Allocation of Funds to any Ledger, Masking Capabilities on the source and destination account/subaccount, Starting and Ending Periods, Ability to Allocate Funds from a Contra Account/Subaccount, and Limit Allocations Amounts by Dollar Amount. There is currently no feature to add user defined formulas.

Audit Trails
Paper audit trails are strong. You cannot edit or delete previously posted transactions or transactions passed from sub modules. Printing of batch reports can be automatic or suppressed. Retention is user definable by module and can be up to 99 periods for transactions and 99 years for balances. Microsoft Dynamics SL does not automatically delete historical balances and transactions. Users must manually run the Delete Detail process in each module. Closing of all modules is done through the General Ledger for centralized control.



Enhanced drill down to information in the General Ledger, start at the account summary level and drill down to the source documents from which the balances were posted.

When Account\Subaccount validation is selected, the system verifies that an account\subaccount is valid upon the entry of that combination. Account\subaccount validations are setup and stored by company. There are several methods available for building account\subaccount validations.

Queries and Reporting
A powerful global feature of Microsoft Dynamics SL is the ability for the user to define queries, sorts, and subtotals for every standard report in the system. In doing so, users can utilize Boolean logic and access every field on the report. This feature gives unlimited control over the content of reports, which can be directed to the screen, printer, or file.

Dynamics SL has incorporated a Ledger feature to improve business operations and reporting. An unlimited number of budget, statistical, and reporting currency ledgers can be setup and maintained. Users have the option of forcing the ledger to balance (Debits = Credits) before the batch can be processed. FRx, the financial report writer, uses these ledgers during the generation of financial statements.

Financial Reporting
FRx 6.7 Desktop is shipped with Microsoft Dynamics SL. Although a single user version of FRx 6.7 is shipped with the General Ledger module, additional users can be purchased. With this release, several predefined FRx financial report formats have been added to the system that can easily be modified. All of the limitations of the standard version of FRx have been eliminated with FRx 6.7 Desktop. The primary difference between the FRx Desktop version and the Standard version is that only one reporting tree can be utilized for each FRx company in the Standard version while the Desktop version allows you to store an unlimited number of tree structures.
Another major difference between the two versions is that Desktop FRx can link to spreadsheets to display information for reporting. FRx Desktop also allows users to print preliminary statements that can include unposted entries. Reports can now be sent via email to managers within your organization.

FRx Desktop allows users to drilldown from the transaction report to the actual source document. Microsoft Dynamics SL drilldown capabilities start taking over from Advanced FRx at the transaction level report. For example, if there is a $1,000.00 travel expense detail transaction on the P&L report, you can drilldown to the originating transaction screen (assuming you post in detail to GL).

If the Chart of Accounts is the same and the companies all operate on the same Calendar or Fiscal Year, then FRx can be used to generate consolidated financial statements. The Microsoft Dynamics SL GL Consolidation has to be performed if the Chart and Fiscal years are different. The consolidation feature also allows side by side comparative balances.

FRx is a financial report tool designed to allow companies the flexibility of presenting their financial information in any manner they choose. It is a powerful reporting tool that can grow with a companies needs for providing information in numerous ways. In it's basic application, FRx is easy to use and learn. The user is provided with pre-formatted reports which aids in the learning process. If more sophisticated reports are desired or reports which interact with Microsoft Excel, the learning curve is greater.

Foreign Currency

Currency Manager provides for multiple currency tables, multi-currency processing in sub modules and a central location for revaluation and unrealized gain and loss processing. Complete integration is provided throughout Microsoft Dynamics SL as this capability is contained in General Ledger, Cash Management, Accounts Payable, Accounts Receivable, Order Processing, Inventory and Purchase Order modules. When installed, currency selection and currency view buttons become enabled in various screens throughout the modules. Where implemented, currency selection is used to designate the currency used for the transaction type being entered and the view button lets you toggle the representations of amounts between base and foreign currencies. The set up process allows designation of multiple rate types and effective dates.

Transaction amounts and balances are stored in both transaction and base currency equivalent. Asset and liability accounts representing foreign currency holdings can be designated as foreign denominated accounts and can have their base currency revalued as often as necessary. Realized gain and loss transactions are automatically generated when documents entered in a foreign currency are closed. Unrealized gain and loss transactions on open documents can be calculated and reported as often as desired.

Processing
Setup includes designating the caption, symbol, description, decimal places, effective dates and rates. The system allows for multiple rate types so that you can select multiple rates for the same currency and effective date for different processes. This feature allows user to execute a revaluation on a selected date at one rate and perform entry on the same date with another rate. Rates are entered in a From (foreign) To (base) format and the user indicates whether it is used to multiply or divide. The reciprocal is automatically calculated.

Organizations that perform job or project functions in a multi-currency environment will be able to supply project-driven invoices to customers in their native currency.

Reports

Reports include lists of master file data and an unrealized gain and loss report on open receivable and payment documents.

Accounts Receivable

Pros

- Sales tax reporting can be done by billing or shipping address by customer or invoice.
- Commissions can be calculated on partially or fully paid invoices.
- Automatic Inter-Company transactions.
- Process and report selection by company.
- Historical summaries and balances stored by company.
- Single Fund Receipts.
- Cash Sale.
- Small balance write-off at time of payment.
- Small balance write-off process.
- Ability to reverse, re-classify, and void payments.
- Option to automatically create NSF charges.
- Territories for salesperson for specific reporting.
- Customer classes.
- Invoice Quick Print feature.
- Multiple installment invoices for a single invoice.
- Ability to create and process prepayments.
- Manage credit and cash flow.
- Optional Centralized Cash processing.

Cons

- Cannot process non-AR payments along with AR payments to match to bank deposit without the Cash Manager module.
- Sales commissions cannot be split or vary by item
- No ability to use inventory items in invoicing without inventory, order entry modules

The Accounts Receivable module provides excellent functionality and ease of use. Most fields contain drop down selectors that allow the data entry person to search for items such as customer name or number based on any field in the customer table. For example, to search by name, you highlight that field in the lookup list, enter the name, and press the down arrow. If customer number is the desired lookup, just enter the parts of the number you know, and press the down arrow. In order to find a customer by the customer name, you must press the F3 key, then click the name column header. These steps change the sort of the customer search window from Customer ID to Customer Name.

Accounts Receivable documents, like General Ledger transactions, are processed in batches. Batch and document totals are used to force balancing of transactions to documents and documents to batches. Since the system is period sensitive, batches cannot contain multi-period documents. Multi-company transactions can be entered in the Invoice and Memo screen as well as the Payment Application screen. The Inter-company transactions are automatically created in the General Ledger. Customers are shared among all companies in the same database thereby reducing customer maintenance for Multi-company processing.

Dynamics SL gives users the option of activating Centralized Cash processing. In Account Receivable, the "Master" company has the capability of entering and applying cash payments and credit memos against any outstanding invoice or debit memo in the database. If the document being paid is from another company, then inter-company due-to/due-from entries are created.

The current release has provided tax support for enhanced tax features. When *tax entry* is activated in Accounts Receivable, new tax fields will allow for the entry and tracking of self-assessed taxes, use taxes and value added taxes. Rules for taxes are developed in the shared information module and affect all modules needing this data. Drill downs have been enhanced to provide for hand prepared invoices, credit and debit memos, payment application, payment entry and customer history screens. Date sensitive reporting provides an excellent snapshot of prior periods, with only documents with dates equal or prior to the report date selected. Quick print has been added to facilitate printing of invoices and orders that are currently being worked on.

Customer History and Query

Sales history includes period totals of all document types processed by the system for each fiscal year. Sales analysis reports are available in summary by customer, by class, and by salesperson, and in detail (per invoice) by salesperson and by customer. Summary reports have current and prior, period and year totals for sales, cost of sales and margin and percentages. Detail reports have complete line item information available. With Extended Reporting Options and the Report Writer, this information can be viewed in any way desired. Links to the Project Controller will update payments received to date and amounts invoiced/cost relieved to date. This interface aids in the tracking of billed and received amounts on a job by job basis.

Cash Application

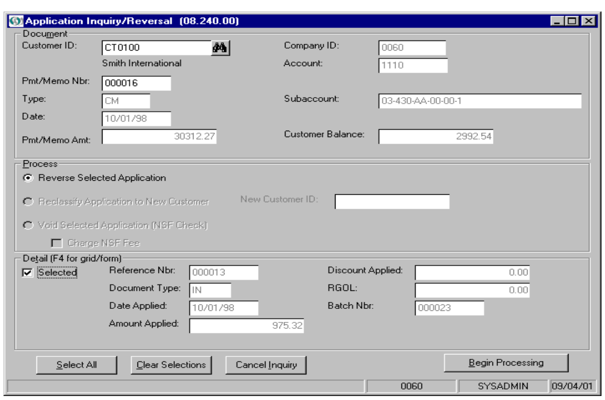
An auto apply function can be used to apply to the oldest items first and a similar option works for paying finance charges first. All open documents are displayed on the screen and you just enter the amount to be paid. This could be expedited significantly if you could just click on the account to indicate payment in full. One other problem that exists is that non-AR payments cannot be processed with AR payments so you must separate deposits. This also makes reconciliation to the bank deposit more difficult.

One of the major enhancements in the Payment Application screen is related to Centralized Cash. Prepayments can also be entered into the Payment Application screen. When a prepayment is entered, a liability is recorded until the payment is applied fully to an invoice.

Invoice Processing
Invoices can be processed in Accounts Receivable as well as in Order Management. Invoice forms can be completely reformatted and multiple formats can be developed using the Crystal Report Writer. With the Customization Manager module, users can add additional fields that can be used on an invoice along with processing logic. Accounts Receivable system lacks the capability to use inventory items during invoicing. However, the user may create a PV or Possible Value List for items to choose from and reduce data entry.

Balance Write-Off
There are two methods for writing off small balances. One way is to write off small balances in the payment application screen. The amount that users can write-off applies to all customers and is limited to an amount specified in the Account Receivable setup screen.

Users can also selectively write-off open documents with small balances or credits. The write-off process creates either a credit or debit memo and automatically applies it to the original document.



Application Inquiry/Reversal
This screen has two purposes. The first enhancement gives users search capability for Payment and Memo History information while the second gives users the ability to Reverse, Reclassify, and Void payment applications.

When a payment application is *reversed*, the original invoice applied to is reopened and the original payment can be applied to another open invoice for that customer. When a payment application is *reclassified*, the original payment can be applied to another customer's invoice. When a payment application is *voided* because of insufficient funds, the original payment is voided and the invoice is reopened. Users have an option of automatically applying a NSF charge to the customer's account.

Credit and Collections
With the Extended Reporting Options, users can easily generate selectively filtered reports for collection analysis. For credit management purposes, the system maintains only last invoice, last activity, credit limit, credit available and average days to pay.

Multiple Installment Invoices
Multiple invoices can be generated for a single transaction that is to be paid in multiple payments. The idea of multiple installments of receivable documents is to create scheduled payments for a customer invoice without consideration of complex interest calculations.

Customer Pricing/Order History
Each customer can be assigned a single Price Level ID that is associated with the inventory item. Sales Order history can be maintained in the Order Management module.

Commission Accounting and Reporting
Microsoft Dynamics SL provides for commission calculations based on sale amount or gross profit. Users have the ability to include/exclude trade discount, commission, freight and taxes. Report formats include options for calculating and reporting on all invoices issued, all invoices partially paid or all invoices fully paid. Further complexities could be handled using the Customization Manager to embed calculations or to pass/retrieve data from a spreadsheet.

A nice feature of the system is the ability to designate commissions by line item in Order Management. However, commissions cannot be split nor can commissions rates vary by item.

Queries and Reporting
The new Customer Inquiry screen lets you find customer documents and view transaction history by Invoice Number, Order Number, PO Number, and Project ID. All balances for a customer are displayed in this screen with drill down capability into the Customer Activity screen.

Period sensitive reporting is supported in Accounts Receivable. Users also define aging periods. You can drill down from inquiry screens but not from reports. However drill down type reports can easily be created.

Order Management

Pros

- Comprehensive Sales Order screen
- Fast Order Entry
- Several Lookup Features
- A wide range of order types is available.
- Price Negotiator
- Automatic Credit Policy Monitoring
- Credit Manager's Assistant
- Customer Service Assistant
- Item Cross References
- Serial Number and Lot support
- Warehouse Location and Site support
- Chain Discounts
- Up to 4 different taxes per line item taxes
- Commission percentage can be specified at the line item level.
- Orders can ship from multiple warehouses and picking tickets can be printed by warehouse.
- Orders can ship with multiple ship dates.
- Flexible product pricing.
- Process Manager

Cons

- Back orders cannot be aggregated to one open order and no back order filling is provided.
- Requires considerable amount of time to setup.
- Process Manager is a Visual Basic Application that has to run on the server or a workstation.
- Process Manager uses one Microsoft Dynamics SL user.

Comprehensive Sales Order screen

The Sales Order screen presents information logically for efficiency and ease of use. Users can use this screen to enter pre-defined order types and click on buttons to review inventory availability or to calculate different pricing options.

This screen allows users to enter orders faster and more accurately. Simple orders can be entered with only four pieces of information: Customer ID, customer's purchase order number when applicable, Inventory ID, and quantity. All other information is entered by default, based on rules captured during setup.

Types of Orders

Order Management provides a number of predefined order types that are central to the workflow orientation of the system. Each order type determines the steps that are required to complete the life of an order. Nineteen predefined order types are available with Order Management: Sales Order, Quote, Blanket Order, Invoice, Credit Memo, and Debit Memo, Advanced Sales Order, Kit Assembly, Counter Sale, Return for Credit, Return for Repair, Return for Replacement, RMA Return Shipment, Warehouse Transfer, Will-Call Order, and Non-Order Shipment. Order Types and steps can be added/changed/deleted in Order Management.

EDI

Microsoft Dynamics SL eCommerce Gateway works with Microsoft Dynamics SL Order Management to help integrate and automate business transaction with customers, vendors and remote warehouses.

Lookup Features

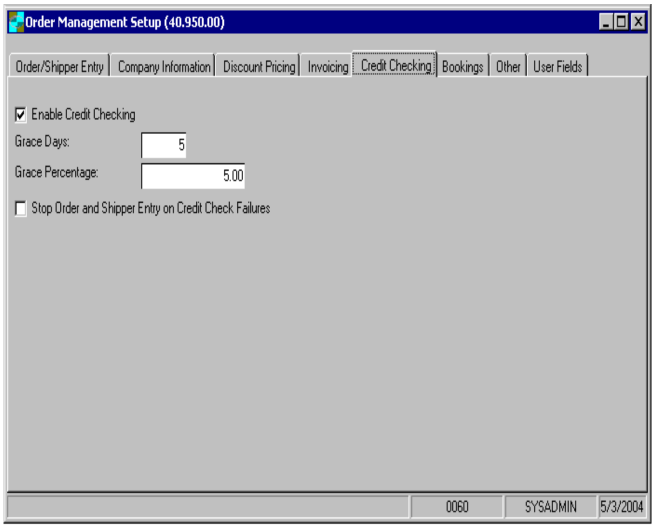
Order Management provides a number of ways to quickly look up information on customers and inventory items. Customer lookups enable users to find a customer based on customer order information or part of the customer's name. The Inventory Item lookup allows users to look up item numbers based on partial item numbers or descriptions, and its physical attributes.

Price Negotiator

Price Negotiator enables users to rapidly calculate discount prices and perform "what-if" pricing scenarios in cases where you want to negotiate prices with buyers. Although Order Management will automatically calculate the correct selling price according to pricing rules defined during setup, considerable time is required to setup these pricing rules. Historical pricing by customer is stored for reference and reporting and is available with a single mouse click. Price Negotiator also enables users to calculate markup from cost and discount from list.

Automatic Credit Policy Monitoring

If credit checking is enabled, customer credit is monitored constantly throughout the fulfillment cycle. Order Management can automatically determine whether to accept a customer's order or make a shipment based on business rules of your company. When an order violates policy, the system will alert users to allow approval or reject the order. Order management can also automatically release orders when customers remit payments. Credit checking is set up on the Order Management Setup screen seen below.



Credit Manager's Assistant
The Credit Manager's Assistant allows credit managers to maintain credit rules for each customer and interact with the automatic credit checking of the system. Credit managers use this screen to view credit details and release orders automatically placed on credit hold. Collection notes can also be entered in this screen for customers.

Customer Service Assistant
The Customer Service Assistant is designed to be a one-stop screen for customer service representative related functions. This screen provides query capabilities needed to track sales orders and access order information. The Customer Service Assistant is only an Order Management Plus feature.

Process Manager
Process Manager is a visual basic application that runs on the server or dedicated workstation. The purpose of the Process Manager is to offload intensive processes from individual workstations. The Process Manager reviews orders and processes the order steps according to the Order Type. This program is also capable of running regularly scheduled tasks such as printing picking and packing slips. A process Manager needs to be running for each application database. Therefore each Process Manager uses one Microsoft Dynamics SL user.

Credit and Query
Customer master information for determining credit worthiness can easily be obtained by just opening the customer master screen. Inventory on hand and allocated by lot/serial number for each warehouse is available by the push of a button. The same is true for substitutions or alternative items. Credit warnings are provided and the ability to manually put an invoice on hold is available. Orders will automatically be placed on hold if the customer's credit limit has been exceeded.

Line Item Information - multiple shippers for one order
Each detail line of an order can have multiple shipping dates. For example, if one order is for 10 widgets with 3 different ship dates, the system will create 3 different shippers (shipping documents). Each shipper then becomes an invoice. This is also true for ship via and shipping location as well. You can, for instance, have 5 go UPS Red, 3 go UPS Blue, and two go FedExp You can also ship 5 from LA, 3 from NY, and 2 from Cleveland. All of the scenarios will only need one sales order detail line with a qty of 10, but three shippers and 3 invoices will be created.

The inventory module provides the logic for computing quantities available by choosing whether or not to include quantity on purchase order, quantity on sales order, quantity on back order or quantity allocated in the calculation.

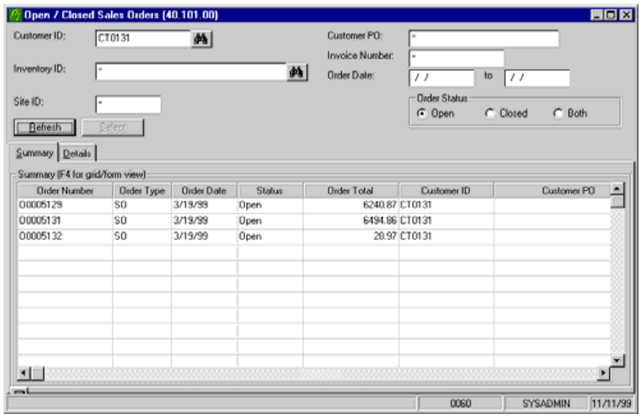
You may enter as many lines of descriptive information as you wish to an order. Sales taxes can be applied at the line item level and each line can be a combination of four different rates. On the minus side, out of stock orders do not automatically trigger a Purchase Order, nor is there the capability to indicate that a PO should be generated for items being ordered that are not stocked. Drop ship items properly do not commit inventory.

Order Documents
Pick ticket printing options include printing by order number or by item ID. If by inventory ID, page breaks occur between warehouses. If unable to fill the quantity from the default site, Microsoft Dynamics SL will attempt to fill the order from another site that has enough quantity. If insufficient quantities remain, it will print a partial order unless the customer requires complete only orders. You cannot force through full quantities to print if the system does not show as available to ship. This could be a shortcoming for companies that are behind on entering receipts but know the stock is available.

Picking ticket information includes ID, site, lot/serial number, quantity on hand, unshipped quantity and quantity picked. Using the Extended Reporting Options, Bin location order for pick tickets can be specified. Bills of lading are not produced but all fields, except weight, are available for printing. With customization, additional fields could be added to produce a bill of lading.

Order Queries
Orders can be accessed by order number, date, type, status, customer (PO) number, customer ID, salesperson, FOB point or even invoice number. All of these options are available directly from a lookup table in the order entry form. Quantity shipped is available by line item. To look up records of actual shipments against an order you would drill down from order entry. Other fields, such as contact

name, could be added to the order form and to the look up tables through customization.



Customer identified with their open orders.

Invoicing
Orders can be shipped in full in one step. Each line must be reviewed (no "bill all except"), but this is simple with the grid display format. Price adjustments can be made at any time and multiple invoices can be generated from the same order number. With V6 you can consolidate orders into a single invoice by shipper, address, order, PO, or contract. UPS calculations are provided by a third party product.

Reports
Reports include lists of orders and quotes, printing invoices or memo forms, invoice preview, order history in detail, pick list and open orders by customer or item. Once again, with Extended Reporting Options and/or the Crystal Report Writer, all forms and standard reports are fully user definable and customizable.

Orders to Purchase

Pros
- Tightly integrated to the Order Management, Inventory, and Purchasing modules.
- Automated Purchasing Process.
- Multiple Auto PO Policies
- Drop-Shipment Management
- Lead Time Visibility
- Works with eCommerce for EDI

Cons
- Requires the Process Manager to be running.

The purpose of the Orders to Purchase module is to improve the integration between the Order Management and the Purchasing Modules. The Orders to Purchase module enables the automatic creation of a purchase order from a sales order. Purchase Orders are generated from the sales order screen and linked directly to the order at the schedule level as a fixed allocation. When purchase orders are drop-shipped, the customer invoice process is automated. For drop shipments, freight charges on the purchase orders are assigned to the shipper and included on the customer invoice. In addition, serial or lot numbers defined during PO Receipt for drop shipments, are automatically assigned to the shipper.

The system can be configured at the item level to always create a purchase order, create a purchase order only when there is insufficient inventory, or never create a purchase order.

A new or modified order type is used, with additional order steps, to generate the purchase order and process the shipper for invoicing. When the Order to Purchase module is registered, the new order type of "OU" is available. This order type contains the additional order steps. The "OU" order type can be used to process order or used as a template to create a new order type.

To use the Orders to Purchase module, the Inventory, Purchasing, and Order Management modules must be registered.

Accounts Payable

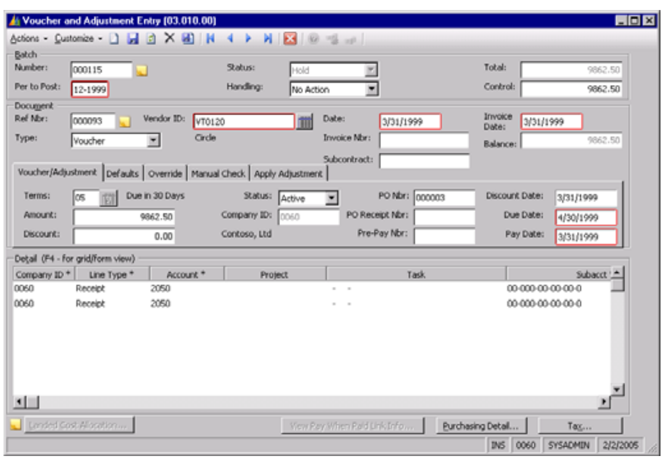
Pros
- 1099 processing lets you designate the box to be charged at the line item level.
- Quick Voucher process allows both vouchering and payment in one step.
- Manual checks information can be entered during voucher entry.
- Debit Adjustments can be link with Vouchers.
- A separate remittance address can be designated for factoring.
- Inter-Company processing.
- Automatic Inter-Company transactions.
- Vendor and transaction history stored by company.
- Vendor balances can be stored for 99 years and transactions can be stored for 99 periods.
- Open documents can be selected for payment by pay date, by vendor, and/or reference number.
- Advanced payment selection options.
- Multiple Installment documents.
- Process and report selection by company.
- Checks can be voided from current and prior periods.
- Pay When Paid

Cons
- Information on items purchased, prices paid, etc. that would be useful to Purchasing is not maintained.

Voucher Entry
The Accounts Payable module provides excellent functionality and ease of use. Most fields contain drop down selectors that allow the data entry person to search for items such as vendor name or number based on any field in vendor table. To search by name, users highlight that field in the lookup list, enter the name, and press the down arrow. If vendor number is the desired lookup, just enter the parts of the number you know, and press the down arrow.

Accounts Payable documents, like General Ledger transactions, are processed in batches. Batch and document totals are used to force balancing of transactions to documents and documents to batches. Since the system is period sensitive, batches cannot contain multi-period documents. Multi-company transactions can be entered in the Voucher and Adjustment, Quick Voucher and Prepayment Entry, Manual Check, Void Check screens as well as the computer generated check screen. The Inter-company transactions are automatically created in the General Ledger. Maintenance of vendors is reduced for multi-company processing in the single database approach because customers are shared among all companies in the same database.

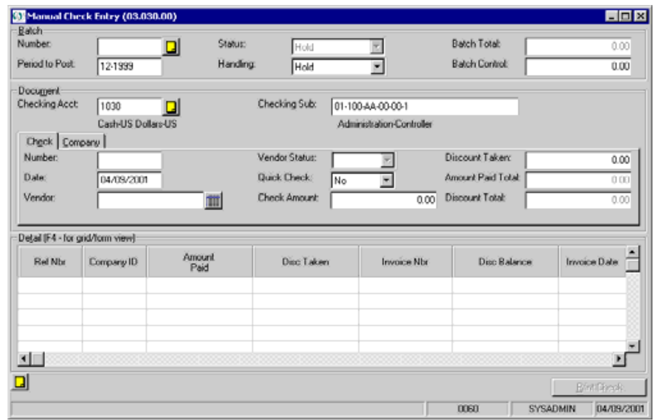
Microsoft Dynamics SL gives users the option of activating Centralized Cash processing. In Account Payable, the “Master” company has the capability of printing checks for any outstanding voucher or debit memo in the database. <u>If the document being paid is from another company, then inter-company due-to/due-from entries are created.</u>



Voucher adjustment entry

Vendor Payments and Queries
The current version provides improved drill down capability and allows the end user to see vouchers, adjustments, checks and vendor history screens. Only minimal vendor information is tracked such as last voucher, last check date and document type totals by month, by year. This information, along with the vendor analysis of shipping performance (quantity/price/delivery), available in PO should be sufficient to conduct vendor negotiations. No assistance is provided for vendor selection when placing orders such as preferred vendors by item, last time an item was purchased from the vendor, which vendor the item was purchased from, vendor pricing by item, etc.

Vendor invoices can be entered and paid simultaneously in the Quick Voucher and Prepayment Entry screen. Manual check information can also be entered during Voucher entry.



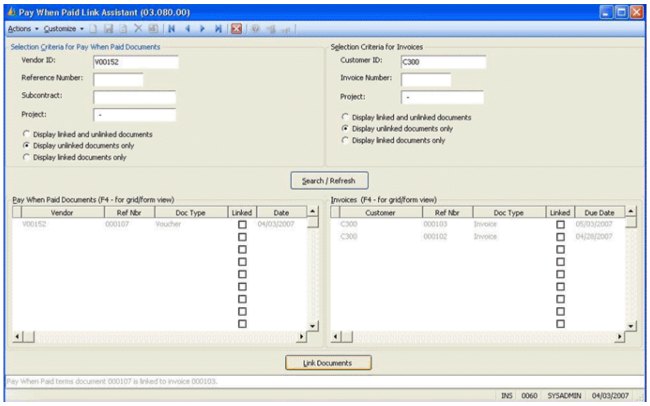
Payment selection is simple and can be done by reference number, by vendor and by pay date. Pay date can default to due date or discount date by vendor. Calling up the selected list and revising the amount to pay are the way you handle partial payments and deferrals. Check stubs have standard information and, using the Report Writer, can be altered to suit your needs. Separate checks per invoice, by vendor, is supported.

Voids are handled well, with the voucher automatically being reinstated and appropriate journal entries automatically generated. Searching for vendor IDs during entry can be done by the vendor name for easy lookup.

Multiple Installment Invoices
Multiple vouchers can be generated for a single vendor’s invoice that needs to be divided and paid in multiple payments. The idea of multiple installments of payable documents is intended to be used to create scheduled payments for a vendor’s invoice without consideration of complex interest calculations.

Paid When Paid
Allows for the payment to a subcontractor to be made when either payment is received from the customer, or for a particular phase of a job.

Vouchers and credit adjustments with terms equal to 'Pay When Paid' to be automatically selected for payment when the invoices associated with them are fully paid in Accounts Receivable.



Audit Trails and Reports
Information can be maintained for up to 99 periods and is user definable by module. Inquiry and drill down are available and, when viewing an account's detail, options exist to limit the view to open documents only, all documents, or open documents plus what has been closed during the current period. Detail is on-line until purged and closing only affects the display status above.

A cash requirement report, which shows totals by due date, is the only cash management report available at this time. A separate module, Cash Manager, provides users with the ability to manage cash properly. Date sensitive reporting of open payables as of a period end date is available. Check formats can be customized completely by the user using the Report Writer module.

Integration
There is direct integration between the Purchase Order and Project Series modules. When a Purchase Order is entered against a project, a PO Commitment for the amount of the Purchase Order is recorded against the project. When a PO Receipt is entered against the Purchase Order, the amount is recorded to an Accrued Expense account defined in the AP Setup screen. Once the voucher is released, the amount is posted to the actual expense and the accrued expense account.

Automatic generation (vouchering) of an invoice from Purchase Order is optional.

Landed Costs

Pros

- Tightly integrated to the Accounts Payable, Inventory, Purchasing and General Ledger modules.
- Landed Cost Codes – User-defined cost codes can be set up to identify each landed cost type.
- Allocation Methods – The Allocation Method is the basis for the calculation to distribute the landed cost across received inventory items. The Allocation Methods are cost, quantity, and weight.
- Landed Costs can be entered when the purchase order receipt is created.
- Landed Costs can be entered when the invoice of the vendor is created.
- Multi-Currency enabled.
- Supports Bi-Monetary Inventory.

Cons

- The purchase order receipt batch must be released prior to allocating any landed costs to inventory items.

The *Landed Cost module* provides customers with the capability to account for additional costs beyond the merchandises cost incurred in purchasing inventory items. The Inventory and the Purchasing module must be installed in conjunction with the Landed Cost module to incorporate the landed cost functionality.

Companies that incur freight, insurance, and other costs on purchases from vendors can allocate these costs to inventory items based on the assignment of user-defined cost codes. The allocation can be based on cost, quantity, or weight. Landed costs are expensed or included in the inventory cost based on the valuation method (FIFO, LIFO, Standard Cost, Average Cost, User-Specified, or Specific Identification).

There are two entry points for landed costs. Estimated landed costs are entered in the Landed Cost Receipt Entry screen in the Purchasing module and actual landed costs are entered in the Landed Cost Allocation Entry screen in the Accounts Payable module.

When landed costs are entered when the purchase order receipt is entered, each landed cost amount entered is allocated across all of the applicable line items on the purchase order receipt. When landed costs are entered or when the invoice of the vendor is entered, each landed cost amount is allocated across user-selected inventory items on specific receipts. In either case, the purchase order receipt batch must be released prior to allocating the landed costs.

Inventory Control

Pros

- Supports a wide range of costing types including specific identification, Standard, LIFO, FIFO, Average, Last and user specified.
- Supports multiple sites and warehouses.
- Supports unlimited unit conversions.
- Permits products to be grouped into related classes.
- Can specify different costing types by item.
- Inquiries on Inventory Items, Sites and Locations.
- Good control of quantity available
- Unlimited number of warehouse sites and locations.
- Flexible lot-serial number handling.
- Physical counting capability with automatic adjustments for variances.
- Allows Full Physical Inventory versus Cycle Counts
- Tagged or Untagged Inventories.
- Substitutions to replace out-of-stock inventory items.
- Item Cross References
- Decimal precision of costs and prices can be expanded to 9 places.

Cons

- Standard costing is supported, but development of standard costs requires the Bill of Materials module
- Standard Sales Analysis reports are limited.
- Inflexible customer pricing options

Overview

The Inventory module provides the functions needed to set up and maintain a perpetual finished goods inventory. This module handles stock and non-stock items, kits of multiple items, and configurable items. It also helps in make ordering decisions, organize inventory production, and track cost of goods sold.

The physical inventory capability of the Inventory module dramatically reduces the time and cost planning, counting and reconciling physical inventory. Basically, this feature gives a snapshot of inventory quantities and creates batches of adjustments to update inventory records.

Inquiry Features and Functionality

The Dynamics SL Inventory module includes a series of inquiry screens that allow you to view detailed information about your entire inventory, including where an item is scheduled to appear as well as the quantity on hand, available, and on order. The new inquiry functionality included in this version makes it possible to more accurately track and forecast inventory needs and usage amounts.

The new Inventory Status Inquiry screen allows queries on the quantities of an inventory items on-hand, on purchase orders, on kit assemblies, on transfer orders, in transit, on sales orders, on back orders, on work orders, on shippers, in locations not available, shipped not invoiced, available, as well as the value of items in all sites.

The Inventory Transaction Inquiry screen allows all activity and transactions for an inventory item to be viewed while the OM Documents screen allows the sales order and shipping information for inventory items to be displayed including order date, order number and order status. The Purchase Order Detail Inquiry screen can be used to view an inventory item's purchasing information such as order date, order number and order status information.

The new Work Order Detail Inquiry screen allows all work order activity for an inventory item to be viewed. This screen has a supply tab that displays all of the work orders where a specified inventory item is the target of production. A Demand tab also exists that displays all of the work orders where a specified inventory item is on a material list.

Pricing and Costing

Pricing options are limited and cumbersome to establish and maintain. Each customer is assigned a price level code (only one code per customer) and corresponding prices are assigned to items for that price code. Prices can be based on a specified percentage markup/down off the base price in the item master or can be user specified. Unlimited quantity breaks within each price code are allowed. Flexible pricing can only be obtained by establishing unique codes for each customer or by customization. Setting up unique codes for each customer would mean separate entries for each customer within each item which would be cumbersome to establish and maintain, particularly with a large customer/item database.

Costing methods supported include LIFO, FIFO, Standard, Average, User Specified and Specific Identification. Specific identification attaches a specific price to a serialized item. User specified lets the user enter the cost at the time of invoice entry which is useful for some industries. There is no limit on costing layers.

Cost Accounting

Cost development (standard costing) is provided in the Bill of Materials module. Both actual and pending standard costs are maintained by item and broken down into categories/components as follows: Direct Labor, Other Direct, Total Direct, Labor Fixed Overhead, Labor Variable Overhead, Machine Fixed Overhead, Machine Variable Overhead, Total Overhead and Total Cost. Pending costs can be recomputed by pressing a button and will roll up all current costs through the routing of the bill.

Reporting and Sales Analysis
The inventory trial balance report provides for a detailed audit trail of all transactions posted to an individual item. Sales analysis reports are provided in summary by item and product class and in detail by item. While this may seem limited, utilization of the Extended Report Options and/or Report Writer should enable the user to develop most any report that could be required.

Archiving Detail
Archiving detail removes inventory item activity and history that is no longer needed for operations, but keeps the information in an archive in case the inventory information needs to be rebuilt. The archived information is kept for several years before the data is permanently deleted form the Dynamics SL system.

Inventory Replenishment

Pros

- Tightly integrated to the Inventory, Purchasing, Bill of Material, Shared Information, Order Management, and Work Order modules.
- Powerful Replenishment Order Planning.
- Analyze inventory performance
- Identify purchase orders with excess lead times
- Identify purchase orders that need to be expedited.
- Identify inventory items that need target orders placed.

Cons

- Requires multiple periods of historical inventory transactions to ensure a solid baseline to build an Inventory Replenishment history and to promote accuracy in future calculations.
- Extensive set up is required.

The Inventory Replenishment module aids in the decisions on what inventory items need replenishing, how much to order, and when to order the items. This module also helps you manage inventory costs effectively and in measuring performance and profitability.

The Inventory Replenishment module captures purchase order lead time information from the Purchasing module and past usage information from the Inventory, Order Management, and Work Order modules. The Inventory Replenishment module also enables you to adjust past usage information based on the needs of your business, and to manually enter additional information that works with several calculations to provide the most complete picture of your current inventory situation.

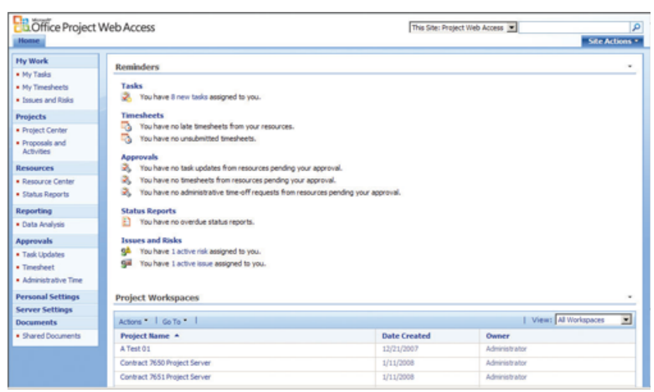
Using this up-to-date information, the Inventory Replenishment module plans replenishment orders for the current period, and then sends this information to the Purchasing and Order Management modules. The Purchasing and Order Management modules use this information to create purchase orders, kit assembly orders, and warehouse transfer orders.

The Inventory Replenishment module enables you to identify current replenishment needs at the inventory site level, analyze inventory performance, monitor new item performance, measure customer service levels, identify irregularities, identify purchase orders with excess lead times, identify purchase orders that need to be expedited, identify unusual usage patterns, calculate inventory site replenishment values, and identify inventory items that need target orders placed.

The Inventory Replenishment module enables you to measure how well you are serving your customers at the inventory item site level. This module also allows you to measure each inventory's performance and profitability in regards to the turnover rate, gross margin, adjusted gross margin, and return on investment.

Project Series

With Microsoft Business Portal, you can deliver user-specific access to information from a single Web-based portal. Business Portal in Microsoft Dynamics SL delivers applications, information, and processes to employees, customers, and partners across your organization. Deliver project financial status, task assignments, billing, invoices, timesheets, expense reports, and other documents through a Web browser, reducing the time required to manage these processes and eliminating paperwork and data re-entry.



The Microsoft Office Project Connector is available as a module that can be activated through entry of a registration key. The Project Connector integrates project and financial data between Microsoft Dynamics SL Project Series and Microsoft Project for a seamless solution. Project

stakeholders now have greater visibility into all the phases or tasks of projects beginning with planning all the way to billing. The result is a fully integrated and best of breed functionality which allows organizations to plan intelligently and execute effectively. However, set up is complex.
It takes an indepth understanding of the system by the implementation team which includes both the reseller and the client. Training is key, but even more than training, it takes a thorough understanding – on behalf of the client- of their requirements for project accounting. Many times the system isn't configured properly due to the lack of a true understanding of the data and how it is to be analyzed.

With the recent enhancements in the V7.0 and V7.0 Feature Pack, Microsoft Dynamics SL has become a more integrated and inclusive project management system. These features include:

Project Budgeting: within Project Maintenance users can designate whether a specific projects budget is to be either a direct or revision budget. If designated as direct the user can enter and maintain each project's budget directly from the Budget tab on the Budget Maintenance, EAC Maintenance and Budget Revision Maintenance screens. If designated as Revision only updates can be entered.

Project Entry Billing Currency: Allows the entry of a project that has a billing currency which is different than the base currency.

New Schedule Type: The new schedule type "Billing Only" (no revenue schedule allowed) allows for the entry of schedule amounts in the billing currency.

Multiple Currency Expense Entry: Multiple currencies are now supported. Expenses are translated from the source currency into the base currency and the rest of the processing occurs in the base currency.
Note: The program does not support an employee expense that is different from the base currency.

VAT (Value Added Tax): VAT and other taxes are now supported in project applications. The system calculates the tax basis amount using the rate in the tax table and updates the appropriate tables with the amount of tax entered and the calculated taxable basis amount.

This is a good package that, in the right hands, can meet most of your project management needs. (Keep in mind the axiom that great flexibility usually comes at the expense of complexity.) This is a series of companion modules which include the following:
Analyzer - A comprehensive reporting and analysis module that provides project managers drill down, exporting to Excel, a variety of analytical reports and profitability analysis

Allocator - Provides flexible, multilevel definition of cost allocations and mark-ups by project or project type. Completely automates calculation and posting to jobs and ledger of this complex and time consuming job.

Timekeeper – a fully electronic time card entry, reviews and approval on a weekly basis.

Communicator - An internal e-mail system that is present in all modules to provide instant messaging from one team member to another. Also includes programmable "triggers" that proactively evaluate projects and generate messages when triggered

Flexible billings - Completely user definable billing system that can generate a variety of invoice formats for each project. Also allows for programming of business rules to further automate the process.

Contract Management – Tracks documents, handles change orders and manages subcontractor performance.

Communicator – Automated alerts for deadlines, approvals, escalating costs, or other user defined messages.

Contract Management – Tracks documents, handles change orders and manages subcontractor performance.

Employee Utilization – tracks availability and billable time, setting utilization goals, and managing performance.

Designed for project oriented industries like engineering, construction and custom manufacturing, the Dynamics SL Project Series provides extensive project cost accounting capabilities. With this module you can track costs and units by activity within a project. Total period to date and project to date costs and hours can be compared with budgets. The system can also compute projected costs based on percent completion. The primary difference between the standard and enhanced version is the number of levels of detail that can be maintained.

Setup
With the revenue setup screen, you can map revenue account categories to general ledger accounts. These categories specify the revenue, expense and asset types for tracking project progress.

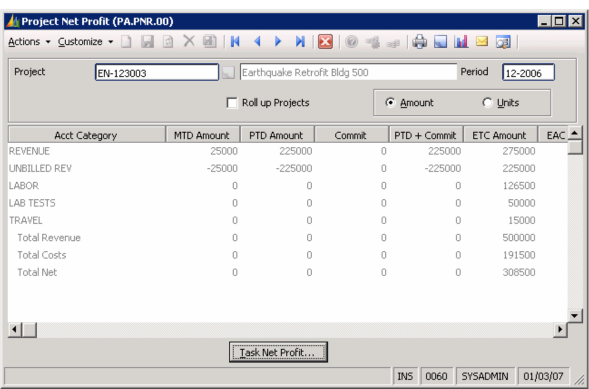
Job Code
The job structure is three levels: Project (16 characters), Task (32 characters with user definable segmentation) and

account category (8 characters). Each of these codes can be divided into six user definable segments.

Transactions
You can enter project expenses through various Dynamics SL modules (AP, PR, PO, etc.) or through the project charge entry screen. This screen is ideal for entry of miscellaneous expenses such as equipment, computer charges, lab tests and more. Like all Dynamics SL data entry screens, the Project charge entry screen can be used in grid or form view. This feature speeds lookups and corrections. You can toggle between grid and forms view.

Allocations
This module can automatically calculate overhead costs on a user defined basis for any project. Calculations can be based on hours or dollars or both. Overhead rates can be unique for each account category (such as labor, materials, and other direct costs) or exception rates can be defined by project, task or any segment within task.

Reporting
Standard reports include: project task and account category list, detailed project cost analysis, overhead allocation, summary billing and project history.



Project Controller screens – Projected Net Profit

Percentage of completion reporting for each task and the entire project is available. You can enter the current estimated percent complete and reports can be generated based on computed percent complete vs. reported percent complete.

Service Series

Pro

- Comprehensive data entry screens.
- Service calls and service contracts can be entered quickly.
- Dispatching can be viewed in a variety of ways.
- Time & Material or Flat Rate Invoicing.
- Supports an unlimited number of sites for each customer.
- Supports an unlimited number of Call Types.
- Supports an unlimited number of Call Statuses.
- Supports an unlimited number of Problem Codes.
- Can associate multiple problem codes with a service call.
- Supports Profit & Loss statements by line of business and contract types.
- Independent service contract revenue and billing schedules.
- Flexible preventative maintenance plans.
- Supports an unlimited number of flat rate prices.

Cons

- No data retention settings or delete detail process.
- Cannot associate multiple call types to a service call.
- Cannot associate general ledger accounts to problem codes.
- Preventative Maintenance plans cannot be based on equipment usage.
- No remote work entry available to customer

The Dynamics SL Service Series provides a powerful tool for managing service calls, service contracts and equipment for service organizations. The modules in this series include the following:

Service Dispatch – The Dynamics SL Service Dispatch module is designed to track every detail of a service organization by providing complete automation of service call processing, dispatching, and service call completion or invoicing. This comprehensive service business module streamlines the processing tasks for service organizations by allowing dispatching departments to efficiently manage field technicians. Service Dispatch also accurately maintains customer information including account status, equipment, and service history.

Service calls are the heart of the Service Dispatch module. The life cycle of a service call is a straightforward three-step process. Entering a service call in Service Call Entry is the first step of the service call process. Service Call Entry has been designed to allow customer service representatives to enter a service call into the system in the most simple and time saving manner. To begin the service call entry process, a customer and site must be selected. The fastest and most efficient way of processing a service call is to use the powerful search engine. The system allows users to search for customer site information based on site ID, site name, site attention, site description, site address, site phone, site city, site zip and various equipment information such as equipment ID and serial number.

Once the customer and site have been selected, values attached to the customer site default to the service call. Customer service representatives can override the default values such as scheduling information, call status, priority, start date, time promised, and primary technician. Several problem codes or reasons for the service call, along with notes specific to the issues can be attached to the service call. When all the needed information is entered and the service call is saved, the system automatically assigns a Service Call ID if this feature is enabled in Service Series Setup Maintenance.

Depending on several setup options, Service Call Entry can default proactive messages to assist customer service representatives in the service call entry process. The PO Required message alerts users that a purchase order is mandatory and that a service call cannot be saved unless a purchase order number is entered. Tenant Not Authorized to Call in Site Maintenance notifies users that tenants are not allowed to place a service call by displaying Authorization Required to the right of the Attention field in Service Call Entry. The Open Service Calls message appears when a specific site has existing open service calls when placing the call and allows users to stack calls. The Active Service Contract message notifies users that a site has an existing service contract where the service call may be covered.

Credit related messages also assist customer service representatives in the service call entry process. Many of the credit checking features of Dynamics SL are present, such as verifying the customer's past due open invoices and verifying that the customer's credit limit has not been exceeded.

After a service call is entered into the system, the service call can be displayed on the Graphical Dispatch Board. Dispatching technicians to the service call is the second step of the service call process. While viewing the service calls in the dispatching screens, users can assign the appropriate technicians to perform the work. The Dispatch Board is used to manage all open, in progress, and completed service calls by service call ID.

After the service call has been dispatched and the technicians have performed the required work, the service call is invoiced or completed, which is the third step of the service call process. The service call invoicing process, which allows users to enter billable line items for material and labor used on a job, creates a batch of invoices in Invoice and Memo of the Accounts Receivable module and a COGS batch in Issues. Service Call Invoice also allows billable and non-billable material and labor inventory items to be charged to projects and service contracts. Once a service call invoice has been printed and processed, the service call is considered complete, and no further detail lines can be added to the service call invoice.

Generate Payroll Process allows users to initiate Time and Dollar batches in the Payroll module of Dynamics SL for labor Work Hours entered in Invoice – T & M Details. *Generate Inventory* allows users to produce quantity and cost information for material and labor used on a job in Issues and to generate purchase orders in Purchase Order and purchase order receipts in Receipt/Invoice Entry of the Purchasing module. The Generate Payroll Process and the Generate Inventory do not complete the service call. Therefore, additional material and labor inventory items can be added to the service call for invoicing.

Service Contracts - The Dynamics SL Service Contracts module is designed to allow organizations to efficiently manage service agreements in order to provide quality service and to maximize revenue for each service contract. This comprehensive service business module gives users the ability to maintain important customer information as well as their equipment, eliminating the confusion of not knowing what equipment is covered under a service contract. Service Contracts also streamlines processing tasks when managing service calls. Customer service representatives can be alerted of any active contracts that exist for a customer site before technicians are dispatched to the site.

Independent revenue recognition and billing schedules can be created in Service Contracts. The flexibility in this feature allows organizations to improve the cash flow on service agreements without losing the integrity of applicable accounting practices for revenue recognition. For example, an annual billing schedule can be created while a monthly revenue recognition schedule that is based on the amount of service provided can be set up for a service contract. For customer centralized billing, service contracts for each site of a customer can be attached to a Master Contract.

Pieces of equipment entered in the Dynamics SL Equipment Maintenance module, can be associated with service contracts. Attaching equipment to a service contract allows users to create individual preventative maintenance schedules. A preventative maintenance schedule can be either auto-generated by the system using one of the predefined calendar interval codes or manually created.

The Generate PM Service Calls Process in the Equipment Maintenance module must be performed to create a service call for each item of the preventative maintenance schedule. The labor and material required to complete a service call can be defined for each preventative maintenance code.

This standard task list can be printed and used as checklists by the technicians in the field.

Special pricing information can be attached to a service call during Service Contract Entry. Global markups can be entered for all material and labor, or special pricing can be assigned to individual inventory items. When all of the needed information is entered and the service contract is saved, the system automatically assigns a Service Contract ID if this feature is enabled in the Service Series Setup Maintenance.

Service Contracts is used to keep a steady revenue stream with service agreement renewals. Detailed service history can be maintained in the system to allow sales representatives to easily pursue customers to renew their service contracts. Service Contract Renewal Process allows users to select which service contracts to automatically renew. This renewal process creates a new contract for any active service contracts that expire within a date range specified. Users also have the capability of restricting the renewal process to a specific contract type, a specific branch, or to specific renewal types.

The Service Contracts module can be used to determine the solutions needed to decrease the number of service contract cancellations. Important cancellation detail such as Cancellation Code, Cancelled Date, and Cancelled By can be captured when terminating a service contract. An unlimited number of cancellation codes or reasons why a contract has been cancelled or has not been renewed can be set up for reporting purposes.

The profitability of customer service contracts can easily and proactively be managed over the life of the contract through Service Contract Profitability and Service Contract Profitability Report. Service Contract Profitability allows the history and success of service contracts to be viewed based on the costs and revenue recognized to date. Service Contract Profitability Report displays important information on how service contracts are performing so appropriate adjustments can be made for renewals.

Equipment Maintenance - The Dynamics SL Equipment Maintenance module is designed to allow organizations to efficiently manage customer-owned equipment in order to provide quality service to customers and to maximize revenue for each piece of equipment. This comprehensive service business module along with the Service Contracts module gives users the ability to maintain important information about customers as well as their equipment, which eliminates the confusion of not knowing what equipment is covered under a customer service contract. The Equipment Maintenance module can also be used to track company-owned equipment such as vehicles used by technicians to perform services at a customer's site.

Equipment Maintenance streamlines processing tasks needed to manage equipment because users can easily view the customer associated with a piece of equipment, the service location or site associated with a piece of equipment, and the branch responsible for servicing a piece of equipment. Manufacturer information such as manufacturer, model, serial number and warranty information can also be associated with equipment.

Equipment is entered into Dynamics SL through Equipment Entry. Equipment Entry has been designed to allow users to enter equipment into the system in the most simple and time saving manner. To begin the service contract entry process, a branch responsible for servicing a piece of equipment must first be selected. Users have the option of associating equipment to a customer and customer site for tracking purposes. When all the needed information such as Manufacturer ID and Model ID is entered and a piece of equipment is saved, the system automatically assigns an Equipment ID if this feature is enabled in Service Series Setup Maintenance of the Service Dispatch module.

After equipment has been entered into Equipment Entry, the equipment can be associated with service contracts. Attaching equipment to a service contract allows users to create individual preventative maintenance schedules to determine the frequency of service required for each piece of equipment. A preventative maintenance schedule can be either auto-generated by Generate Equipment PM Tasks of the Service Contracts module using one of the predefined calendar interval codes or manually created by users.

Generate PM Service Calls Process in the Equipment Maintenance module must be performed in order to create a service call for each item of the preventative maintenance schedule. The labor and material required to complete a service call can be defined for each preventative maintenance code. This standard task list can be printed and used as checklists by the technicians in the field.

The profitability of equipment can easily and proactively be managed over the life of the equipment. The history of all service calls for a specific piece of equipment can be viewed in Equipment Call History while the profitability for a piece of equipment based on services performed can be viewed in Equipment History.

Flat Rate Pricing – The Dynamics SL Flat Rate Pricing module is designed to allow organizations to efficiently manage flat rate pricing for material and services provided to customers. This comprehensive service module gives companies the ability to easily create and maintain customizable pricing catalogs that give Customer Service Representatives and technicians the capability of quickly quoting prices on specific services provided by companies. Flat Rates can be grouped into categories and sub-categories that allow for organized Flat Rate Price Books to be printed.

Flat Rate Pricing streamlines billing processing tasks because users can easily associate flat rate identifiers to service call invoices. Flat rate entries are always billable to the customer, therefore, users do not enter detailed material and labor items when invoicing.

Flat Rate Pricing gives organizations the ability to set up two types of flat rates. The first flat rate type is Task. A Task flat rate includes all the overhead costs required to complete a job or service call. The other type of flat rate is Extra. An Extra or "add-on" flat rate is used to create discounts for invoicing multiple tasks of a job or service call to prevent the system from charging customers overhead costs multiple times on one invoice.

The Flat Rate Pricing module can be used to create an unlimited number of pricing plans. Use Flat Rate Pricing Plan Maintenance to discount or mark-up a flat rate. For example, a Standard pricing plan can be created for a service contract that entitles the customer to a 10% discount on all services performed on a flat rate basis. Pricing plans are associated with Flat Rates in Flat Rate Entry.

Flat Rate Entry enables users to enter flat rates into the system in a simple and time saving manner. To begin the flat rate entry process, a unique Flat Rate ID and Description is entered. Warranty information for both labor and parts included in the flat rate and the date the flat rate becomes effective can be associated with a flat rate. After attaching the material and labor inventory items needed to complete the job or work of a flat rate, users can attach the flat rate to a Problem Code.

The profitability of Flat Rates can be easily and proactively managed. Flat Rate Pricing allows users to view the profitability by pricing plan, line item detail, and product group class.

Setup

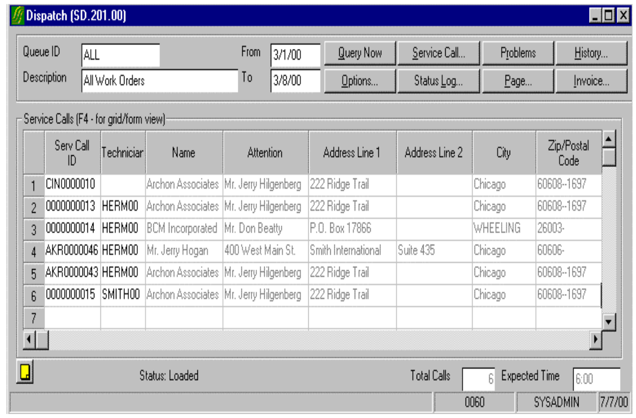
In the Service Series Setup Maintenance screen, the business hours of operation as well as the modules service series is interfaced with are defined. The record numbering schemas and sequences of service calls, service contracts, equipment and new customers are also determined.

Call Types

Call types give users the ability to separate service calls or jobs for each division or line of business in an organization. For example, a heating and air conditioning company can set up a different call type for the heating and air conditioning divisions. Call types are user-defined and can be any combination of numbers and letters up to 10 characters.

Call Status

Call statuses are used to define the life cycle of a service call. The call status provides dispatchers and other users with information that tracks the progress of a service call. The system allows an unlimited number of user-defined call statuses that can be up to 10 characters.



Branches

Branches are used to represent the different divisions or locations in an organization for dispatching and reporting purposes. The system allows an unlimited number of user-defined branches that can be any combination of numbers and letters up to 10 characters.

Geographic Zones

Geographic zones are used to represent work zones or regions where a company performs jobs or services. These user-defined areas are designed to help dispatching departments be more efficient when assigning a service technician to a service call. Since a geographic zone can consist of one or an unlimited number of zip codes, predetermined areas defined by organizations allow dispatchers to decrease the travel time of service technicians and reduce the waiting period of customers to receive service.

Since geographic zones can be associated with a branch, users can easily verify which branch is responsible for a service call. Unlike zip codes, only one branch can be assigned to a geographic zone. Therefore, management has the ability to collect sales and other reporting information by region and branch. Geographic zone IDs are user-defined and can be any combination of numbers and letters up to 10 characters.

Problem Codes

Although problem codes are optional, Microsoft Dynamics SL Software recommends setting up at least one problem code for each call type. When attaching a call type to a service call, only the problem codes associated to the call type are displayed and can be assigned to the service call. If problem codes are not used in the system, only the call type must be entered when generating a service call.

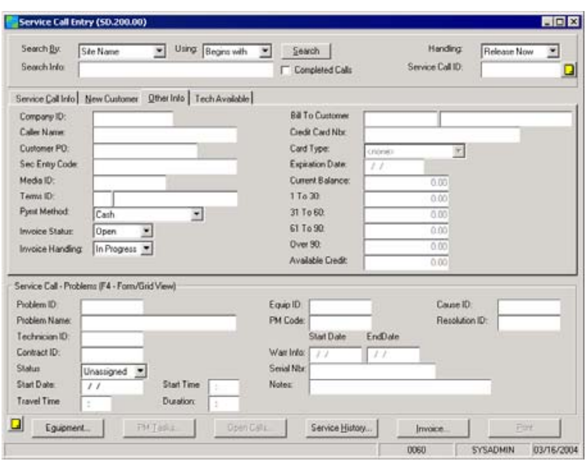
An estimated time to complete a repair can be attached to problem codes. This time is used by the system to calculate the duration of time needed to complete a service call. This estimated time is also useful for users during the dispatching process by estimating the total amount of time needed to complete a job.

To reduce the amount of time needed to train Customer Service Representatives for service call processing, questions and notes can be attached to problem codes to assist in collecting valuable information from customers. Questions for CSRs to ask when entering a service call can be designed to provide technicians that perform the work with valuable information.

Service Call Entry

Service Call Entry enables users to perform the functions related to creating and processing a service call on one central screen. The screen is divided into tabs and has several buttons. Each tab contains information related to a particular aspect of a service call such as, "What are the problem codes or reasons for the service call?"

Once the customer and site have been selected, values attached to the customer site default to the service call. The search engine can be used to locate a customer by Site Name, Site Attention, Site Description, Site Address 1, Site Address 2, Site City, Site Postal Code, Site Phone, Equipment ID, Asset ID, Serial Number, Model ID, Site Address User1, Site Address User2, Site Address User5, and Site Address User6.

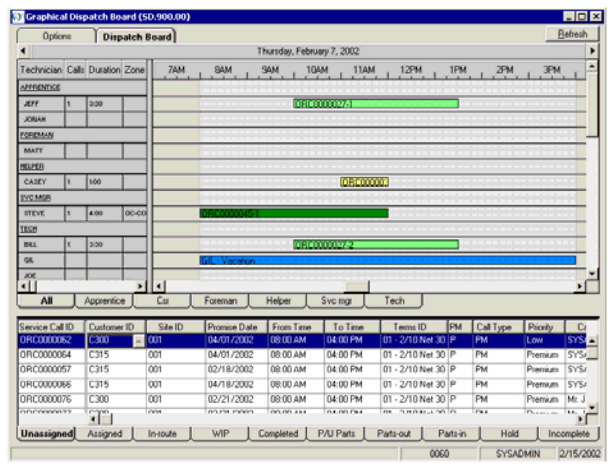


Service Call Entry Screen

Dispatching

The Dispatch Board enables you to perform the functions related to viewing open service calls after the service calls have been entered in Service Call Entry. Service Dispatch allows dispatching departments to manage open service calls efficiently because the system gives users the flexibility to view open service calls in a variety of ways. For example, users can set up one call view template to display only service calls for one branch, a second call view to display only service calls for one technician, and another call queue to display only service calls with a high priority.

Dispatching service calls is a two-step process in Dynamics SL. First, you have to set up call view templates in the Dispatch – View Maintenance screen. The Dispatch – View Maintenance screen allows you to set up an unlimited number of call viewing queues. Second, you can display open service calls in a number of ways using the Dispatch Board. The criteria may include any combination of geographic zone, call type, call status, brand or technician.



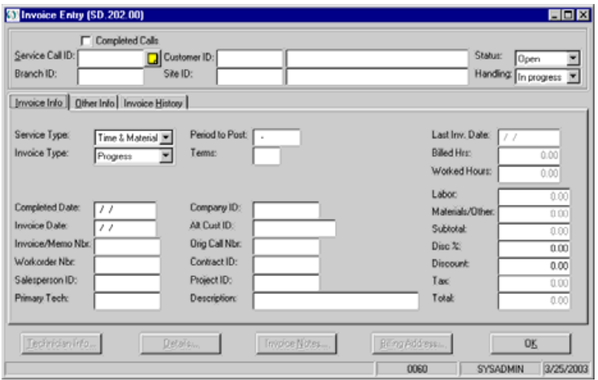
Graphical Dispatch Board

Invoicing

After a service call has been dispatched and technicians have been at the customer site performing work, the service call must be completed or invoiced. Invoice Entry allows users to enter billing information for a service call or job while Invoice – T & M Details allows users to enter material and labor line item details needed to complete the work on a service call or job. Other important information can be associated with the service call invoice such as the vehicle and odometer readings to track usages for preventive maintenance.

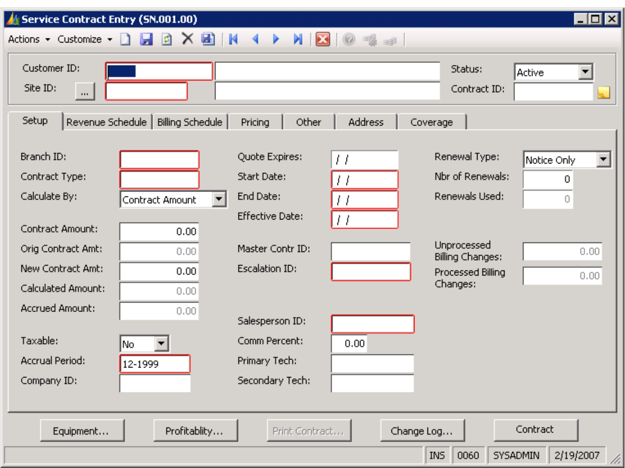
Use of PDA's and remote field entry devices are accomplished via 3rd party vendors.

There is no ability for customers to enter work orders over the web at this time



Service Contract Entry

Service Contract Entry enables users to perform the functions related to creating and processing service contracts in one central screen. Once the customer and site have been selected, values attached to the site default to the service contract.



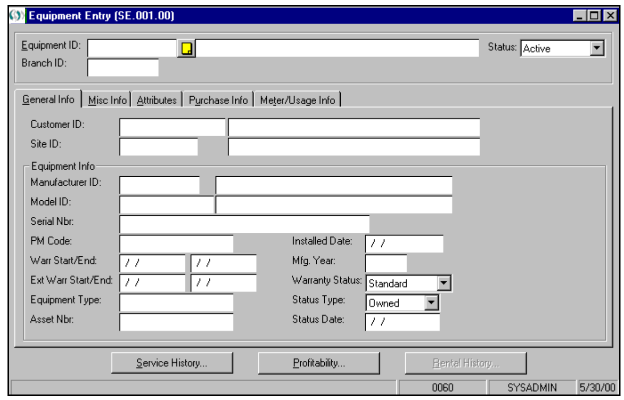
Service Contract Entry is divided into several tabs. Each tab contains information related to a particular aspect of a service contract such as the Contract Status, Contract Type, the contract Start and End Date, the Contract Amount, the Revenue Schedule and the Billing Schedule.

Equipment Entry

Equipment Entry enables users to enter both company and customer-owned equipment for tracking purposes in one central screen. Equipment Entry streamlines the processing tasks needed to manage equipment because users can easily attach and view the customer associated with a piece of equipment, the service location or site associated with a piece of equipment, and the branch responsible for servicing a piece of equipment. Manufacturer information such as manufacturer, model, serial number and warranty information can also be associated with equipment.

In order to use the equipment application, it must be purchased with the Service Series.

When all of the needed information is entered and a piece of equipment is saved, the system automatically assigns an Equipment ID if Auto Number Equipment ID is enabled in Service Series Setup Maintenance of the Service Dispatch module.

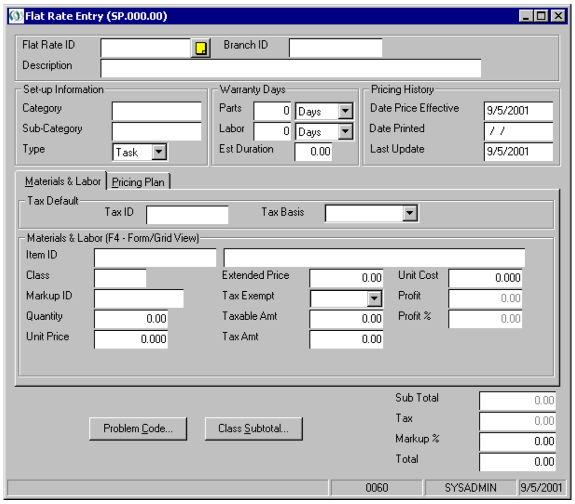


Equipment Entry is divided into several tabs. Each tab contains information related to a particular aspect of equipment such as the Customer and Site associated with the equipment, the Manufacturer ID and Model ID associated with the equipment, the year the equipment was manufactured, Primary and Secondary Technician, Purchase Date and Purchase Amount.

Flat Rate Entry

Flat Rate Entry allows you to create an unlimited number of user-defined flat rates. Flat rates can be printed in a Flat Rate Price Book used for outside retail pricing or internal breakdown pricing. Each flat rate is recognized by the system using a flat rate identification. You can include a description to explain the code. Each flat rate is placed in a category and sub-category, allowing you to print the Flat Rate Price Book in an organized manner.

Flat Rate Entry contains warranty information for both parts and labor included in the flat rate. Pricing history information is also available, including the date the flat rate becomes effective, the date the flat rate was last printed in a book, and the last time the flat rate was updated. The Problem Code button associates a flat rate with a problem code. Detailed notes can be entered for each flat rate using the Dynamics SL Notes icon.



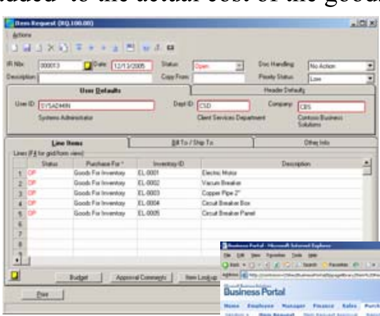
Purchase Order with Requisitions

Pros

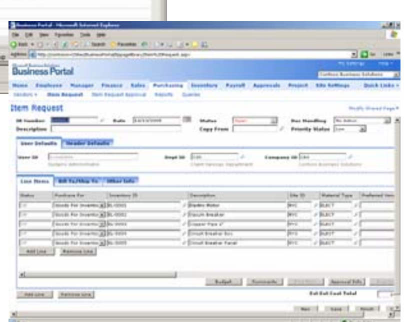
- Supports major PO types including Regular, Drop Ship, Standard and Blanket.
- Status supported include: Purchase Order, Change Notice, Open Order, Canceled and Completed.
- Requisition system.
- Maintains history on PO's up to 99 Change Orders

Purchase Orders/Requisitions/Receiving

The Purchasing module handles the needs of a wide range of businesses. The module supports requisitions handling including bid requests and management, change notices, and generation of purchase price and standard cost variance entries. The newly added Requisitions module includes approval routing and notification, item requests, consolidation of item requests to one requisition and the ability to verify requisitions against budget constraints. In addition, "landed" costs such as freight or tariffs can be added to the actual cost of the goods.



Combining Requisitions with BIO opens up these features to every user via the web.



Vendor performance analysis is available as a report only. Microsoft Dynamics SL calculates a variance based on the date received and the date promised as well as a variance on price by subtracting the vendor invoice price from the purchase order price.

Notes allow for comments at the order level. Standard text cannot be easily inserted and saved. However, most of the above items can be provided utilizing the Customization Manager. Receiving is a straightforward and simple process, but you must enter individual items, and cannot receive the entire PO at once. Receiving must be done through the PO module, not through AP.

PO History and Reporting

History is maintained of purchase orders issued and all receipts. Vendor analysis with exception reporting is also maintained. Reports are limited to lists of orders, orders by requisition, receipts and vendor analysis. With Extended Reporting Options, you can produce these reports in varieties to suit most reporting requirements.

Integration

Purchasing and Order Management integration allows the user to easily purchase goods or services through Purchasing that are needed to fill a customers order. The Entry points include: Purchases for Sales Orders, Purchase Orders and Purchase Orders for Sales Orders.

To improve the business process flow between the order desk and purchasing, the Order to Purchase modules was created to use both Purchasing and Order Management in conjuction with one another. When using these modules together, purchase orders can be created and bound to existing sales orders automatically. Also, sales orders can be moved through processing automatically to invoice customers when they receive drop shipped goods.

Vouchers may optionally be generated at time of receipt. Job and account distribution data can be indicated on a PO so that commitments can be obtained for Jobs and the potential accounting impact can be reported. When vouchering payables during receipts, you can record the receipt, the invoice and match to the PO simultaneously.

With the new instant updating, inventory is updated immediately rather than when the vendor's invoice arrives. By simply entering the packing slip PO number when an order arrives, it creates a receipt on the spot.

Report Writer

Pros

- Report Writer is Crystal Professional XI considered one of the top Windows Report Writers.

- All standard reports and forms can be modified.
- Crystal is well documented, and powerful including capabilities to create user calculated/defined fields, joins, import graphics, and is fully SQL driven.

In keeping with its strategy to develop a system that is based on non-proprietary, industry standard tools, Microsoft Dynamics SL utilizes Crystal Report Writer. All reports within Microsoft Dynamics SL are developed using this product and therefore can be changed by the user. It includes capabilities to use over 100 functions to create user calculated/defined fields, create joins, set filters, set sorts, import graphics and is fully SQL driven. Not all users, however, are able to benefit from Crystal due to its complexity.

Extraction Criteria
Full selection criteria are available on all fields, records and files and through user defined calculated fields on combinations or derivatives (i.e. partial key) as well. Full boolean logic is supported along with the ability to join files (must be of the same database type).

Formatting
All standard windows functions are available such as setting fonts, type sizes, importing graphics, dragging, dropping, etc.

Quick Mode
Crystal provides report wizards to improve the process of creating new reports.

Integration/Database Compatibility
Exporting to databases and spreadsheets, OLE integration to Excel and the capability to access data through ODBC drivers is available with Crystal.

Cash Manager

Pros

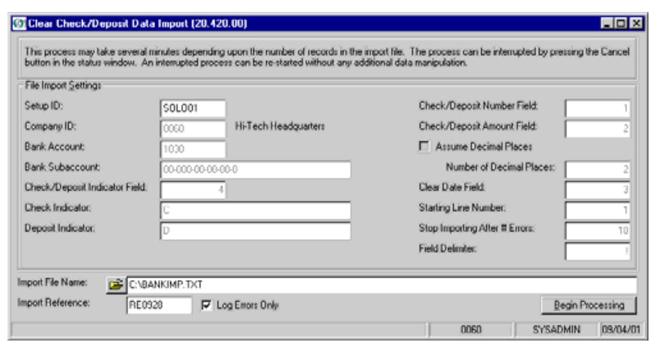
- provides daily, up to date cash balances
- includes drill down from summary to individual entries
- provides powerful cash management reporting including float analysis, average days to clear, aging of outstanding checks by bank account and cash forecasting over multiple time frames using different payment assumptions
- provides a single point for bank reconciliation

Cash management handles multiple checking accounts which are associated with unique general ledger accounts.

Bank Reconciliation
The Bank Reconciliation module is a recent addition to the Microsoft Dynamics SL series. In addition to Accounts payable and Payroll checks, receipts from Accounts Receivable, and General Ledger adjustment transactions, it easily reconciles bank accounts and allows for the import of bank files directly into the system to expedite the reconciliation process.

Foreign Currency
If the Currency Manager is installed, each bank account can be in a unique currency different from the company's base currency. You cannot, however, have multiple currencies for the same GL main account code. A different Ledger ID can be used to maintain the balances of accounts in a different currency. Although these Ledger IDs can be used by FRx to generate financial statements, the Financial Statement Translator module is required to translate the account balances to multiple currencies.

Processing
Subsidiary modules (AP, AR and PR) update the cash manager when they release batches of transactions (i.e. at the same time the module is updated). This insures up to date and consistent reporting. Transactions affecting the cash account, but not generated by these modules, are entered directly through this module. This would include cash transfers and service charges. Recurring charges can also be set up. All entries will then post to the appropriate ledger accounts. Inquiry starts with current cash balances for all accounts with drill down to transaction levels.
A unique feature is the ability to export and import cash balances from other databases to provide a consolidated cash position for reporting and forecasting only.



Cash Manager import screen for importing electronic files of cleared checks and deposit information from the bank.

Bank Reconciliation (Manual)
This is the focal point of the system and presents a summary form that takes the bank balance, adjusts for outstanding checks and deposits and compares it to the ledger balance. From this main screen, you can optionally reconcile checks, reconcile deposits or make adjusting

entries. Upon returning you will see the update reconciliation. Clearing transactions can be done by point and click or by highlighting the range to be cleared.

Cash forecasting
Cash flow can be forecast over even time periods and uses data from AP, AR and purchasing along with user entered items. This allows you to enter anticipated receipts/expenditures that should be in a forecast. These items are only used for reporting. Reporting options include period frequency (daily, weekly, monthly, semimonthly, bi-monthly, monthly) payment options (pay date, due date, invoice date), collection options (invoice date, due date, customer's average days to pay) and whether you want to include Purchase Orders (uses payment options). These user defined items can be entered for multiple cases to provide different "what if" scenarios.

Reports
Besides standard lists, key reports offered are daily cash flow balance, bank reconciliation, cash flow projection and float analysis. The latter consists of three options: *bank summary*, which gives a one line summary by account of the average days to clear for deposits and checks; *bank detail* which gives a list of all outstanding checks by day, by bank to profile detail float status; *payee* which lists the average time it takes each payee's checks to clear the bank.

Bar coding
This module integrates with the R&R Report Writer and provides the use the ability to print bar codes on any report for any field. It supports more than 20 symbols and popular HPCL, post script and dot matrix printers.

Microsoft Dynamics SL Desktop

Pros
- Provides Secure, Web-Based access to 100% of Dynamics SL.
- Customizable User-specific Menus

Cons
- Multiple System Databases require multiple Microsoft Dynamics SL Desktop installs.

Description and Overview
Microsoft Dynamics SL Desktop is designed to be on every desktop and embraces the 95% of the workforce that does not traditionally interact with Dynamics SL. Microsoft Dynamics SL Desktop addresses Business-to-Business and Business-to-Employee situations by facilitating direct Web browser access to Web-Based applications that are included with the Web Self-Service bundle, to any Dynamics SL standard or customized report, and to Dynamics SL menu items. Access to Microsoft Dynamics SL Desktop can be provided through a local area network (LAN) connection or to remote connections through Microsoft Windows 2000 Terminal Services (WTS).

Increased Availability
Microsoft Dynamics SL Desktop is designed for the knowledge worker that would not traditionally interact with Dynamics SL. Making Dynamics SL available to more individuals inside and outside the organization improves organizational efficiency and competitiveness.

Efficient Information Distribution
Traditionally, accounting personnel were required to perform information look-ups for customers and employees. Access to the accounting system was required, as was a trained knowledge worker who could extract the requested information and present it to authorized requestors. Microsoft Dynamics SL Desktop allows any user to query the system directly to get information they need—using only a Web browser. Users can also be granted access to view or execute any Dynamics SL report over the Web, thus eliminating the need for accounting department intervention.

Personal, Customizable Web Desktop
To assist in the process of setting up and administering Web users, Microsoft Dynamics SL Desktop ships with a number of pre-defined desktop templates based on different knowledge-worker profiles. Web Site Administrators use these templates when creating new users and can assign and grant access to individual menu selections. Authorized users can personalize their browser-based Dynamics SL experience by customizing and organizing their own desktop to suit their personal preferences. Users inside the Web browser can customize menu selections without the need for using HTML authoring tools.

Optimized for Microsoft-Based Web Platforms
Microsoft Dynamics SL Software focuses 100% of its development efforts exclusively on Microsoft technology. Consistent with this approach, Microsoft Dynamics SL Desktop is optimized for and requires Microsoft Internet Explorer 5.0 or later Web browser and Internet Information 4.0 or later Web Server. The customer advantage of this approach allows Microsoft Dynamics SL Software to improve focus and take advantage of the latest features by delivering higher quality, easier to use web applications.

Leverages Windows 2000 Terminal Services.
Microsoft Dynamics SL Desktop has a unique integration with Microsoft's Windows 2000 Terminal Services that are now included with the Windows 2000 Server operating System. This integration allows any Microsoft Dynamics SL screen to be run inside the web browser with a

connection to the Internet allowing 100% of the Dynamics SL application accessible via the web.

Microsoft Dynamics SL Desktop customers can leverage the benefits of Windows 2000 Terminal Services (WTS), to enable seamless, user-friendly access to all Dynamics SL applications from a remote location via the Internet, without the need for additional software installations.

Web Browser-Based Applications
The Dynamics SL Web Self-Service Bundle is a collection of Web-based applications that provide the ability to perform many of the common Dynamics SL business functions over the Internet. This allows you to extend the accessibility of Dynamics SL to more individuals inside and outside of your organization. Included in the Web Self-Service Bundle are Web Vendor Inquiry, Web Customer Inquiry, Web Employee Inquiry, Web Timesheet Entry, Web Inventory Inquiry, Web Order Inquiry, and Web Order Entry.

Customer Inquiry – Locate a customer record to review customer information (general, sales history, current balances, etc.) and to review the details of specific customer invoices, memos and payments. You can also give the customer access to review their account information through Microsoft Dynamics SL Desktop.

Employee Information – Locate and employee record and review employee personal information, payroll information (SSN, number of exemptions, etc.), and benefit details (days used, days remaining, etc).

Payroll Time Entry – Enter employee timesheet data (days/hours worked, earnings type, work location), establish timesheet entry approval routings and enter associated timesheet entry comments, review routings/comment history.

Vendor Inquiry - Locate a customer record to review customer information (general, sales history, current balances, etc.) and to review the details of specific vendor vouchers, adjustments, checks and purchase orders. You can also give the vendor access to review their account information through Microsoft Dynamics SL Desktop.

Web Project Analyst – Make inquiries on projects and detailed project information via the web. View detailed information such as account categories and details as well as project and task net profit information.

Web Project Expense – Record travel expense, other expenses, advance requests, and advance repayments tied directly to projects and tasks electronically via the web. With this applet you can create, edit and view expense reports.

Web Project Time – Record employee timesheet data tied directly to projects and tasks electronically via the web. With this applet you can create, edit and view timecards.

Powerful Web-Based Reporting
Unlike many competitive products, 100% of Dynamics SL's operational reports are written using Seagate Crystal Reports. This means customers can easily add reports and change report definitions for any of the hundreds of reports provided with Dynamics SL. Microsoft Dynamics SL Desktop permits access to Dynamics SL reports and allows for easy drill down of information within a report using a Web browser.

Web publication of Dynamics SL reports goes far beyond simply exporting reports to HTML, due to the embedded Crystal Reports Smart Viewer. The Smart Viewer is an ActiveX add-in that allows Dynamics SL reports to be viewed in their native format. This means report presentation quality is not compromised. The Smart Viewer thin-client add-in allows for functionality to be added to Web reports without the hassle of application setup on client desktops. With the Smart Viewer, Dynamics SL reports can be viewed in native Crystal Reports format or exported to a client system.

Email-Based Notifications
To allow them to accomplish tasks more efficiently, Microsoft Dynamics SL Desktop users have many options for utilizing email. These include sending reports to users or groups of users, being notified of completed report requests, being notified of new transactions awaiting approval, being notified that a transaction has been rejected, and being notified that a transaction has had final approval. In the email notification, a link within the body of the email is also provided. This allows an approver, for example, to quickly and efficiently review and approve a pending transaction with very few steps.

Easy-to-Use Controls for Administrators
Web Site Administrators have access to all Microsoft Dynamics SL Desktop functions. Utilities are provided to monitor Dynamics SL Web events, manage user access rights to Web screens and reports, add and maintain Web reports, and manage Web servers and databases. The Web Monitor utility provides the ability view and record Web Server activity in the Web Activity Log. This log is an audit trail of all Web Server activity for individual users and Microsoft Dynamics SL Desktop Services, including the Transaction Import Server, Mail Server, and Report Server. Using the Web Monitor, administrators can keep an eye on Web activity – from anywhere, at any time.

Security
Security is an integral, and maybe the most important, aspect of managing a Web site. The inner workings of an

effective security model can be difficult to understand and manage, especially if Web accessibility is being provided to the accounting system. Microsoft Dynamics SL Desktop requires Windows NT Server and Internet Information Server as a basis. Internet Information Server provides the functionality needed to easily manage a Web site. Additionally, Microsoft Dynamics SL Desktop provides value-added services to allow simple and safe administration of accounting system Web-accessible components.

Web Order

Introduction

Dynamics SL Web Order allows Dynamics SL customers to provide a browser-based buying experience for their customers. Web Order is designed to offer an e-commerce solution with an emphasis on business-to-business or customers with established accounts. Web Order builds on features provided by Microsoft Site Server, Commerce Edition and the Dynamics SL Distribution Series. The business-to-business focus of Web Order is consistent with the focus of the Dynamics SL Distribution Series.

Web Order provides a Web-enabled interface that allows Internet or Extranet users with standard web browsers and the proper access rights to securely enter orders, check on the status of previously made orders, and inquire into inventory item availability and pricing. The productivity gains of Web Order sites allows customers to perform many of the tasks normally associated with phone calls, faxes, and e-Mail.

The template Web site provided with Web Order should be viewed as a starting point for further customization. It is anticipated that Web Order will be bundled with an appropriate level of consulting services that allow customers to install and customize the product to their specific business needs prior to live deployment.

Benefits

Web Order enables staff and existing customers to securely enter orders over the Internet directly into Dynamics SL. In addition, customers can use Web Order to check the status of those orders any time, day or night, and inquire into current inventory availability and pricing. The following are the key benefits of Web Order:

- **Closer Relationship with Customers**

  Web Order provides around-the-clock and around-the-world access for your customers. With Web Order, your customers can place orders at their convenience, get immediate answers to questions about the status of previously placed orders, or instantly check on inventory availability and pricing.

- **Increased Efficiency of Remote Staff**

  When your staff is away from the office, they can enter customer orders directly into Web Order, eliminating the need to call or fax in orders from the field. They can also pre-scan the status of existing orders before they contact the client, and be more knowledgeable about the client's overall experience with your business.

- **Better Use of Staff and Increased Accuracy and Efficiency**

  When remote staff or customers use Web Order to enter orders or inquire into previous orders or inventory availability and pricing, it eliminates the need for expensive support staff to answer those questions by phone or fax. The accuracy and efficiency of the ordering process is increased, due to the elimination of double entry from phoned, faxed or mailed orders.

- **Single Microsoft Technology Platform**

  Web Order is built on the same platform as the Dynamics SL Distribution Series. Both use Microsoft Windows 2003 and the same Microsoft SQL Server 7.0 or SQL Server 2003 database.

Features

Web Order contains a variety of business functions and applications, key features include:

- Ability to create sales orders directly into the Dynamics SL Distribution Series Order Management module, using the exact same policies and procedures used within the Dynamics SL Distribution Series software.
- Inquiry into inventory availability and pricing by inventory part number, description, and cross-referenced customer part number.
- Ability to check on the status of previously entered sales orders, by customer purchase order number, order number, order date, or inventory items contained in the sales order.
- Automatic calculation of individual item pricing and combined order pricing, taking into account specific customer pricing instructions within the Dynamics SL Distribution Series system.

- Integration of shipping and freight charges for a sales order, along with any local, state, or federal sales taxes.

Electronic Commerce with EDI

Introduction
Dynamics SL is designed to provide the flexibility to meet the changing needs of today's dynamic small to mid-sized organizations. The rich functionality and features throughout Dynamics SL are designed to meet the most common financial, project, service, distribution, manufacturing, and e-business needs. The Dynamics SL eCommerce Gateway – EDI Edition and Advanced Shipment Management modules provide advanced distribution functionality and reduce operating costs to its customers. Module functions have been totally integrated into the Dynamics SL application to allow for all functions to be allowed to run automatically but yet offer control to the user. Additionally, these modules are also very scalable and can operate successfully in a Dynamics SL installation of any size.

eCommerce Gateway - EDI Edition

Benefits
eCommerce Gateway - EDI Edition enables organizations to process EDI transactions seamlessly and automatically in the Microsoft Dynamics SL Distribution Modules while adding a highest level of control available. It takes the difficulty out of using EDI and enables organization to implement quickly and achieve a high rate of return. The following are some key benefits of eCommerce Gateway - EDI Edition:

- **Increased Efficiency of Staff.** EDI can processes transactions in an automatic mode allowing a higher number of transactions to be handled by existing personnel.

- **Easily Implemented Transactions.** All transactions are built directly into the Microsoft Dynamics SL Distributions Modules and the features just need to be activated.

- **Increase Customer Satisfaction.** Add additional trading partners or satisfy current trading partners' needs by being able to conduct business electronically.

- **Save Time.** EDI is one of the fastest methods to conduct business. Get paid faster, get products delivered quicker, get orders entered faster.

Features
ECommerce Gateway – EDI edition contains a variety of business functions and applications, key features include:

- Automatically convert EDI purchase order into Dynamics SL sales orders – and convert your processed sales orders into EDI invoices and advanced ship notices (may require the Advanced Shipment Management Module).

- Transmit shipping documents between inventory sites and public warehouses.

- Conduct business electronically with other companies, regardless of the type of systems or data communications methods they use.

- Eliminate time delays, potential errors, and clerical costs associated with manual processing of business transactions.

- Speed turnaround on orders and enhance cash flow.

- Communicate the way you want with customers and trading partners around the world.

- Handle wide ranges of inbound and outbound EDI transaction sets (see tables).

- Reduce trading partner penalty charges (charge backs) by utilizing built in error prevention features.

Advanced Shipment Management

Benefits
Advanced Shipment Management enables organizations to process shipping transactions efficiently the Microsoft Dynamics SL Order Processing Module. Shipping detail information - pallets and container information can be created automatically and edited in a user-friendly manner. Customer specific Shipping labels (UCC-128) can be printed automatically. The following are some key benefits of eCommerce Gateway - EDI Edition:

- **Increased Efficiency of Staff**
  Automatically built packaging details allow staff to handle a larger number of transactions faster.

- **Most information automatically generated**
  Bills of lading, customer shipping labels and shipment details can be generated by the systems automatically as the shipper is created.

- **Increased Accuracy**
  System generated information is created accurately and error prevention techniques reduce mistakes and trading partner penalties (charge backs).

- **Easily Implemented Transactions**
  All transactions are built directly into to Microsoft Dynamics SL Distributions modules and just need to be activated.

- **Increase Customer Satisfaction**
  Satisfy trading partners requests for additional control.

Features
Advanced Shipment Management satisfies a number of shipment related requirements, key feature include:

- Building container detail information for individual shippers by schedule line.

- Automatically generate and print customer specific (UCC-128) compliance shipping labels with the associated shippers.

- Create and print bills of lading for single or consolidated bills.

- Track shipments instantly via the Web for carriers such as UPS, Federal Express, and Airborne, Etc.

- Search for shipments by PRO number, serial container ID, or tracking number by entering the number to be searched by keyboard or bar code.

- Calculate shipment weight and dimensions by package or by shipment (consolidated shippers) based on inventory master data.

Global Functions

Pros
- SQL Server database allows security to be stored within the database and prohibit access to sensitive information from outside the accounting system.
- Combination real time/batch entry is highly efficient providing current financial information on a nearly real time basis and minimizing posting processes.
- DDE/OLE supported through the Customization Manager module for data interchange.
- Transaction and data import is available in all modules.
- Application Server allows users to control where processes and reporting execute.
- Customization Manager with Basic Script Language module allows ;you to modify Dynamics SL screens to meet your business's changing needs, without changing source code.
- Tools for Visual Basic allows users to create add-on applications that work with Dynamics SL to meet specialized business needs.

Cons
- No audit trail of changes to master files exists.
- Expertise in Database Management and SQL Server environment required (dedicated IT person recommended).
- Exporting of data requires either the Customization Manager or Report Writer modules.

Security

The most recent security features in Microsoft Dynamics SL focus on maintaining the security business data. Microsoft Dynamics SL now supports Windows Authentication (if it is implemented on a computer running Microsoft SQL Server). Also implemented are secure communication channels between the client and the SQL server using Secure Socket Layer security commonly referred to as 'least privilege access' as it only allows the user to view only the data available to him or her.

Microsoft Dynamics SL provides the ability to password protect to the menu item level. Since separate menu items are available for inquiry, this gives "read only" capabilities to each module. More importantly, since Microsoft Dynamics SL utilizes a SQL Server database, individual file security can be stored within the database. This means that a user attempting to access the database from outside Microsoft Dynamics SL must log into the database and is limited to accessing only data files for which security has been granted. This differs greatly from applications utilizing a non-SQL data engine (such as Btrieve) which cannot store security within the database and therefore all data is accessible to anyone with a basic level of knowledge of products like Excel, Access and any other package capable of reading the data file formats. Tools are provided to accomplish this with the system, but will probably require a consultant/MIS professional to assist in the implementation. For data security/recovery, the database engine has process restart and transaction logging built in.

Posting
The system is a combination of batch and real time entry. Data entry is by batch throughout the system. This gives the ability to review, edit and process entries in a controlled fashion. Upon completion, entries are released and posting

occurs automatically. For entries made in subsidiary modules, the detail documents are immediately posted to all master files and journal entries are submitted to the General Ledger where they will await posting. Those entries are held with General Ledger entries and posted together from the posting screen within the Ledger. Once entries have been released, they cannot be edited within the Ledger, but an entire batch can be deleted with appropriate indication to the audit trail. The release of batches creates an automatic transaction report but printing can be suppressed and reprinting can be done at any future time.

Multiuser
Microsoft Dynamics SL has full file/record locking capabilities which are more of a function of the data engine, than the coding. User counts are tracked and the number of simultaneous users signed in is limited to the number of licenses purchased.

Import/Export
With Crystal Reports many formats are available for export. Transaction Import is part of the System Manager and can be used in virtually every data entry screen.

Drill Down
A feature commonly associated with Windows accounting applications is the ability to "drill down" from summary information to detail information/source documents. This is accomplished by opening existing forms in the system which enhances consistency for users. Microsoft Dynamics SL provides drill down to source documents from the just about every module. A few examples of these are:

General Ledger:
- Account History
- Account Summary Inquiry
- Account/Subaccount Summary Inquiry
- Account/Subaccount Detail Inquiry

Accounts Payable:
- Voucher and Adjustment Entry
- Manual Check Entry
- Vendor History

Purchasing:
- Purchase Order Entry

Order Management:
- Sales Order Entry
- Shippers

Advanced Shipment Management:
- Container Tracking Inquiry

Cash Manager:
- Cash Balance Inquiry
- Cash Account Balances

Accounts Receivable:
- Hand Prepared Invoices and Memos
- Payment Applications
- Payment Entry
- Document Maintenance
- Customer History

Project Series:
- Project Net Profit
- Task Net Profit

Service Series:
- Service Contract History

Inventory Replenishment:
- Transaction Order Creation
- Bill of Material Structure