Andreas Luszczak

Using Microsoft Dynamics 365 for Finance and Operations

Learn and understand the Dynamics 365 Supply Chain Management and Finance apps

2nd Edition

Springer Vieweg

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Preface

Reading this Book

The primary purpose of this book is to provide you with a good knowledge of the concept and functionality of Microsoft Dynamics 365 for Finance and Operations. As a result, you should be able you to execute business processes in the application on your own. It is primarily designed for users, students, and consultants who are interested in learning how to use the application.

Going beyond the operations on the user interface, you learn how the different parts of the application work together. For this reason, also system administrators, developers, IT executives, or consultants who do not know all the details of the application take advantage of getting to know the end-to-end concept.

The best way to learn an application is to use it. For that reason, this book includes exercises that build up on each other in a comprehensive case study. If you need support with the exercises, download the illustrated sample solutions.

Microsoft Dynamics 365 for Finance and Operations is a very comprehensive business solution, which makes it impossible to explain all parts of the application in a single book. In order to provide a profound understanding of the core application, this book addresses the essential functionality in the supply chain management (including trade and logistics, and production control) and the finance management. It covers the application but does not cover tasks in system administration and development.

Microsoft Dynamics 365 Product Version

This book is based on the product version 10.0.29 of Microsoft Dynamics 365 for Finance and Operations (released in October 2022) with all features enabled. It is an update of the initial book edition on Dynamics 365 for Finance and Operations. In order to avoid repeating the long name, the short name “Dynamics 365” is used in most parts of this book.

New in This Edition

Apart from updates in all chapters of the book, major additional topics in this edition include the Saved views feature and other changes of the user interface, the Credit management module, the Engineering change management module, the Planning optimization, the Rebate management module, new features like the advanced notes, and new options in the Warehouse management.

Applicable Settings

In Dynamics 365, you can individually select the language of your user interface. Descriptions and illustrations in this book refer to the language "EN-US" (United States English). Whereas it is obvious that the Dynamics 365 client shows different labels when you select languages like Spanish or Arabic, there are also differences when you select British English. For example, the label for the field "Sales tax" is "VAT" in British English. Other differences between your application and the descriptions in the book are possibly caused by permission settings, by local features, by settings in the feature management and in the license configuration, by later updates, or by modifications and add-ons in your application.

In order to benefit from the explanations, it is recommended to practice with Dynamics 365. A separate test application, which you can use to do the exercises, is required to avoid an impact on actual company data.

The illustrations and the exercises in this book refer to the Microsoft standard demo environment with the company "Contoso Entertainment System USA" ("USMF"). For the screenshots, the color theme "High contrast" and a small element size has been selected in the visual preferences of the user options. In order to grant a flexible choice of your training environment, the tasks in the exercises are specified in a way that you can use any Dynamics 365 test environment of your choice.

Available Support

You can download the exercise guide for the exercises in this book and other applicable resources from the online service of the publisher, or from my website:

http://D365book.addyn.com

If you have comments or questions regarding the book or the exercises, please contact me via this website or e-mail to *lua@addyn.com*.

Acknowledgments

Many people have been involved in finalizing this book, directly and indirectly, from the first to the current edition. Thank you to all of them. In particular, I would like to mention Matthias Gimbel (STZ IT Business Consulting), Ingo Maresch (Cegeka), and Finn Nielsen-Friis (AXcademy).

Thank you also to the editor, Petra Steinmüller, and to my family – Sonja, Felix, and Caroline.

Andreas Luszczak

Table of Contents

1 What is Microsoft Dynamics 365?

Microsoft Dynamics 365 is a cloud-based business platform which comprises the functionality of ERP and CRM solutions. Within Dynamics 365, there are several applications for the different areas of business. In that regard, Dynamics 365 for Finance and Operation, the solution which is covered by this book, includes the ERP functionality for mid-sized and multinational enterprises. Based on state-of-the-art architecture, it offers high usability and comprehensive functionality.

While Dynamics 365 for Finance and Operations is a complete ERP solution, in terms of licensing and product management it is broken into separate applications for Finance, Supply Chain Management, and Commerce. It is a cloud-based solution on the Microsoft Azure platform, but an on-premise deployment on customer infrastructure is possible. The browser-based client can run on most operating systems and browsers.

1.1 Dynamics 365, Dynamics AX and Axapta

Dynamics 365 for Finance and Operations has been initially developed under the name “Axapta” by Damgaard A/S, a Danish software company. The founders of Damgaard have before been co-founders of PC&C, the company that has developed Navision (later “Dynamics NAV”).

The first official version of Axapta, version 1.0, was released in March 1998 for Denmark and the USA. Version 1.5, published in October 1998, added the country-specific functionality for several European countries. With the release of version 2.0 in July 1999 and version 3.0 in October 2002, Axapta was introduced in further countries with a wide range of functional enhancements.

Based on a merger agreement in November 2000, Damgaard A/S united with the local rival Navision A/S, the successor of PC&C. Microsoft subsequently acquired Navision-Damgaard in May 2002 and accepted the main products of this company, Navision and Axapta, as core business solutions in the software portfolio. Navision was positioned as the solution for small, Axapta for large companies.

With version 4.0 in June 2006, Microsoft rebranded Axapta to Dynamics AX. Apart from functional enhancements, Dynamics AX 4.0 introduced a redesigned user interface with a Microsoft Office-like look and feel.

Dynamics AX 2009, which was published in June 2008, added the role centers, the workflow functionality, and substantial functional features (including the multisite foundation and new modules) that ensure an end-to-end support for the supply chain requirements of global organizations.

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In August 2011, Dynamics AX 2012 was published, which introduced a further update of the user interface with list pages and action panes across the whole application. New features included the role-based security, the accounting framework with segmented account structures, the enhanced use of shared data structures, and further options for the collaboration across legal entities within the application. Updated versions of Dynamics AX 2012 were released later: The Feature Pack in February 2012 (adding industry features for retail and process manufacturing), R2 in December 2012 (adding data partitions, additional country features, and Windows 8 support), and R3 in May 2014 (adding the advanced warehouse and transportation management solution).

In March 2016, the first version of the current solution – a cloud-based application with a web client – was published with the name Dynamics AX 7. In comparison to Dynamics AX 2012, the technical foundation was completely new, but initially the functionality remained unchanged for the most part. In line with the principle of a cloud-based solution, technical and functional updates have been continuously published since then. With the integration into the Dynamics 365 platform in November 2016, the new name "Dynamics 365 for Operations", later "Dynamics 365 for Finance and Operations", was given to Dynamics AX.

Starting with the product version 10 in April 2019, the "one version" policy has been implemented which means that all customers are on the current product version. In line with this policy, customer environments need to be updated to the newest version continuously. With the feature management, new functionality that is included in a product update usually remains deactivated until you activate it in the Feature management workspace.

1.2 Dynamics 365 for Finance and Operations at a Glance

Microsoft Dynamics 365 for Finance and Operations is a business solution that meets the complex requirements of multinational enterprises, but is easy to use.

Because of its intuitive user interface, most people feel comfortable with Dynamics 365 from the very beginning. Along with the tight integration of other Microsoft cloud services, this helps to start working in Dynamics 365 easily and efficiently. Dashboards, which are the start page when opening Dynamics 365, grant an easy and fast access to all required areas of the application.

1.2.1 Functional Capabilities

The end-to-end support of business processes across the organization enables the integration of internal organization units (e.g., companies or departments) and external business partners (e.g., customers or vendors).

Multi-language, multi-country, and multi-currency capabilities, the organization model that includes multiple hierarchies of operating units and legal entities, and the option to manage multiple sites within one legal entity, make it possible to manage complex global organizations within a common environment.

The functional capabilities of Dynamics 365 for Finance and Operations include the following main areas in Finance and Supply Chain Management:

- **Sales and marketing**
- **Supply chain management**
- **Procurement and sourcing**
- **Production control**
- **MRP (Material requirements planning / Master planning)**
- **Warehouse management**
- **Financial management**
- **Cost accounting and cost management**
- **Budgeting**
- **Project management and accounting**
- **Asset management**

In addition to the core ERP functionality, industry-specific features for distribution, manufacturing, retail and commerce, services, and the public sector are included in the standard application and provide a broad industry foundation. Local features meet the particular requirements of different countries. By default, local features are controlled by the country in the primary address of the company (legal entity).

The integrated reporting features and the option to embed business intelligence reports and visualizations grant a fast and reliable presentation of business data. Business intelligence features are not only available to users in finance, but to the users in all areas of Dynamics 365 who need to analyze their data.

In line with the one-version policy for Dynamics 365, application and platform improvements are periodically published in a single version that covers the entire update. New features, which are included in an update, are shown in the Feature management workspace and must be activated there to make them available.

1.2.2 Implementation

You can deploy Dynamics 365 for Finance and Operations on Microsoft Azure in the cloud, or on-premise in a data center of your company.

The Microsoft Dynamics Lifecycle Services – a portal solution on Microsoft Azure that includes a collaborative environment and continuously updated services for the management of Dynamics 365 deployments – are the starting point for a Dynamics 365 implementation.

Microsoft usually does not sell Dynamics 365 directly to customers but offers an indirect sales channel. Customers purchase licenses from certified partners, who provide their services for the implementation. These services include application consulting, system setup, and the development of enhancements.

1.2.3 Data Structure

In Dynamics 365, you work with data that describe transactions – for example, the inventory transactions of an item. As a prerequisite for the transactions, you need to manage data which describe the objects in transactions – for example, the item itself. Including the data that control the configuration, there are three data types:

- **Setup data**
- **Master data**
- **Transaction data**

Setup data specify the way in which business processes work in Dynamics 365. The setup determines, for example, whether warehouse locations or serial numbers are used. Apart from the development of enhancements, the setup is the primary way to adapt the application to the requirements. Setup data are entered with the initial setup of the application. Later changes need to be checked carefully.

Master data describe objects like customers or products. They are not updated periodically, but at the time when there are changes on the object – for example, when a customer changes the delivery address. Master data are entered or imported initially before a company starts working in the application. Depending on the business, there are only occasional updates of master data later on.

Transaction data are continuously updated with the activities in business processes. Examples of transaction data are sales orders, invoices, or inventory transactions. Dynamics 365 generates transaction data with each business activity. The registration and the posting of transactions comply with the voucher principle.

1.2.4 Voucher Principle

If you want to post a transaction, you have to register a voucher with a header and one or more lines. Processing a voucher includes two steps:

- **Registration** – Enter the voucher (create the initial document).
- **Posting** – Post the voucher (create the posted document).

Vouchers are based on master data – for example, the main accounts, customers, or products. It is not possible to post a voucher as long as it does not comply with the rules that are defined by setup data or given by the internal business logic of Dynamics 365 (which, for example, requires that an inventory transaction has to include a serial number if serial number control is active). Once a voucher is posted, it is not possible to change it anymore. Depending on the setup, approval in a Dynamics 365 workflow may be required before it is possible to post the transaction. Examples of vouchers are orders in sales and purchasing, or journals in finance and inventory management. The related posted documents are packing slips, invoices, ledger transactions, or inventory transactions.

Note: Some minor vouchers like quarantine orders show an exception regarding the voucher structure – they do not consist of a header and separate lines.

2 Getting Started: Navigation and General Options

Microsoft Dynamics 365 provides an intuitive and smooth user experience. But business software supports business processes which may be quite complex. For this reason, it is important to know the basics.

2.1 User Interface and Common Tasks

Whereas the subsequent chapters give a description of the business processes in Dynamics 365, this section gives an overview of the general functionality.

2.1.1 Login and Authentication

Before you can log on to Microsoft Dynamics 365, an administrator must set up your Dynamics 365 user with appropriate permissions. In addition, a worker record (see section 10.2.2) assigned to your user is required in some areas of the application.

Once your user has been set up, you can sign in with a Microsoft Azure Active Directory user account (Microsoft Office 365 account). Dynamics 365 provides three different ways of access:

- **Web client** – As described below, with full access to all functional areas.
- **Power Apps portals** – Websites for external and internal users, which are based on the Power Platform and can be easily created using templates (e.g., the customer portal template).
- **Mobile apps** – For particular areas (e.g., project timesheet entry)

In order to access the Dynamics 365 web client, start a supported web browser like Microsoft Edge or Google Chrome and open the web address (URL) of your Dynamics 365 application. The browser subsequently shows the login dialog, in which you enter your Azure Active Directory user ID (Email) and password.

Settings in your user options determine the current company (legal entity) and the language in Dynamics 365 after logging on. Parameters in the web address of the Dynamics 365 application may override these user settings, and they provide further options. The web address *https://XXX.com/?cmp=FRSI&lng=fr* (*XXX.com* = Dynamics 365 URL), for example, opens the company "FRSI" in French.

If you want to log off, click the icon with your user initials on the right of the Dynamics 365 navigation bar and select the option *Sign out*.

Note: The **Finance and Operations (Dynamics 365) mobile app** and the related mobile workspaces have been deprecated. Some mobile workspaces are already or will be replaced by new mobile apps like the Project timesheet mobile app.

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https://doi.org/10.1007/978-3-658-40453-6_2

2.1.2 Navigation

Within the Dynamics 365 web client, there the following ways to access the different pages and forms:

- **Dashboard and workspaces**
- **Navigation pane**
- **Navigation search**
- **Favorites**
- **Parameter "mi" in the web address (URL)**

With the parameter "mi" in the web address, you can directly access a page within Dynamics 365. The web address *https://XXX.com/?cmp=USSI&mi=CustTableListPage* (*XXX.com* = Dynamics 365 URL), for example, opens the Customer list page in the company "USSI".

The Dynamics 365 dashboard (see section 2.1.3) is the default initial page in Microsoft Dynamics 365. It contains all workspaces which are available to the current user. In the dashboard, you can open a workspace, and in the workspace, you can subsequently access the related list pages and detail forms.

2.1.2.1 Navigation Pane

The navigation pane provides access to all workspaces, list pages, and forms, for which you have got appropriate permissions. Apart from the *Modules* section, which contains all your menu items, and the *Workspaces* section, which contains your workspaces, it includes the *Favorites* section, in which you can place a limited number of menu items for frequent use.

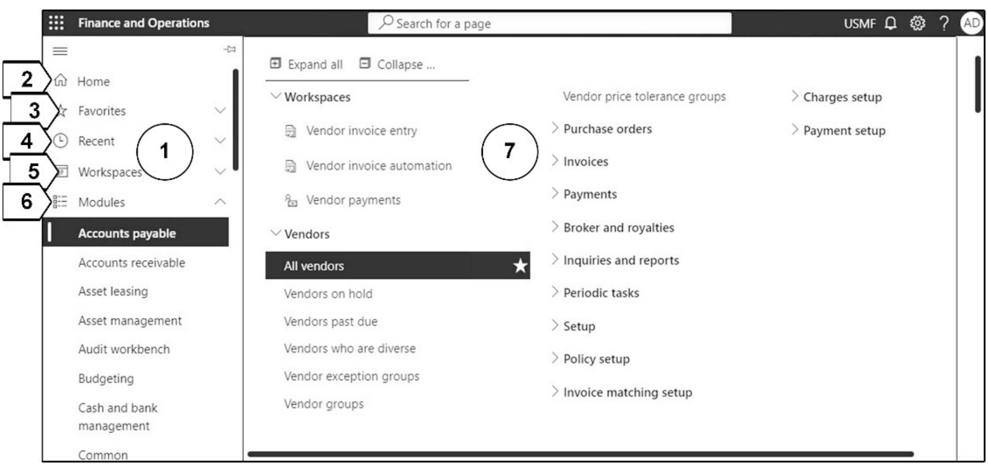

Figure 2-1: Navigation pane and menu in Dynamics 365

If you want to display the complete navigation pane, press the keyboard shortcut *Alt+F1* or click the button ☰ (*Show navigation pane*) in the sidebar on the left of the Dynamics 365 client. Dynamics 365 will show the following navigation elements then (see Figure 2-1):

- **Navigation pane** [1]
- **Home** [2] – Opens the home page (dashboard, see section 2.1.3).
- **Favorites** [3] – Shows the favorites.
- **Recent** [4] – Shows workspaces and pages which you have visited recently.
- **Workspaces** [5] – Shows the workspaces, see section 2.1.3.
- **Modules** [6]
- **Menu for the selected module** [7]

If you want to view the navigation pane permanently, click the button (*Pin navigation pane open*) at the top right of the navigation pane. With the button at the top right of the (permanently shown) navigation pane, you can subsequently collapse the navigation pane again.

2.1.2.2 Modules and Menu Structure

The structure of the modules complies with functional areas like *Accounts payable* or *Production control* and refers to standard roles in the industry. The modules *Organization administration* and *System administration* include basic settings and tasks which are not related to a specific functional area.

The *Common* module contains menu items which not related to a functional role, but which are relevant for all users. These menu items include the *Global address book* (see section 2.4), the *Work items* (workflow management, see section 10.4.3), the *Cases* (see section 10.5.2), and the *Document management* (see section 10.5.1).

Within each module, the menu shows all menu items which you can access with your permissions. The menu items and folders in the menu comply with the following common structure:

The first folder in the menu is the folder *Workspaces*. It is only shown if the selected module contains one or more workspaces and contains all workspaces that refer to the selected module.

Below the workspaces, there are folders and menu items which provide access to pages for frequent tasks in the particular module (e.g., the vendor management in the Accounts payable module).

The folder *Inquiries and reports* contains menu items for analysis and reporting. Inquires show the result directly on the screen whereas reports generate a printout on paper. For reports, you can also select to display a print preview or to save the output to a file instead of a printed hard copy.

The folder *Periodic tasks* contains menu items, which are not in use every day – for example, the menu items for summary updates or month end closing.

Depending on the module, one or more *Setup* folders provide access to the configuration data of the particular module. Configuration data are entered when initially setting up a company (legal entity). Later on, configuration data are only updated if changes in the business require changes in the setup. Some settings should not be changed without a deep knowledge of the Dynamics 365 functionality. For this reason, the permissions for the *Setup* folders usually are set in a way that regular users cannot edit crucial configuration data.

2.1.2.3 Recent Pages

The section *Recent* in the navigation pane contains the Dynamics 365 pages and workspaces which you have visited most recently. When you access a menu item, Dynamics 365 automatically adds it to the section *Recent*. This way you can quickly return to a form which you have opened lately.

2.1.2.4 Navigation Search

The navigation search is a way to access menu items by typing the name or part of the name (similar to the search feature in Windows).

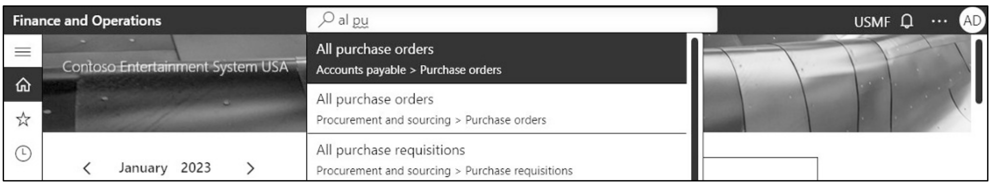

Figure 2-2: Using the navigation search

If you want to open the navigation search, press the shortcut *Alt+G* or click in the search field button in the navigation bar. In the search field, enter the page title or a part of the navigation path. You can limit the text, which you enter, to the first characters of the words of the page title or the navigation path. For example, the page *All purchase orders* is shown as the first result when you type “al pu” in the navigation search. In the drop-down menu that pops up automatically, click on the respective menu item or simply press the *Enter* key to access the page.

2.1.2.5 Favorites and Shared Links

Whereas the module structure and menu items in the navigation pane are given by the system, the personal Dynamics 365 favorites provide an option to collect menu items according to the preferences of the individual user.

If you want to add a workspace or a page to your Dynamics 365 favorites, open the navigation pane and move the mouse to the menu item which you want to add to the favorites. A click on the empty star which is then shown on the right of the menu item adds it to the favorites. A full star on the right of the menu item indicates that it is included in the favorites.

Once a menu item is included in the favorites, it is shown in the *Favorites* section of the navigation pane. If you want to remove an item from the favorites, click on the full star that is shown on the right of the menu item.

Figure 2-3: Adding a menu item to the Dynamics 365 favorites

Apart from the favorites within Dynamics 365, you can use shared links to access a page in Dynamics 365. In the action pane of all list pages and forms, there is the button *Options/Share/Get a link*. If you click this button, a dialog with the web address of the current form is shown. You can copy this link and send it to other users of Dynamics 365 in your enterprise, or add it to the browser start page or the browser favorites.

2.1.2.6 Switching the Current Company

You can use the company lookup, which you open with a click on the company field in the navigation bar or with the shortcut *Ctrl+Shift+O*, if you want to switch from one legal entity to another. Once you select a company in the lookup, Dynamics 365 immediately switches to this company. You are viewing and editing data in that company then.

Figure 2-4: Switching the current company

2.1.3 Elements of the User Interface

Microsoft Dynamics 365 contains the following types of standard pages:

- **Dashboard**
- **Workspaces**
- **List pages**
- **Detail forms and transaction forms**
- **Journals, inquiries, and setup forms**

This section explains the elements in these pages.

2.1.3.1 Dashboard

The dashboard, which is the start page in Dynamics 365, shows all workspaces, for which you have got appropriate permissions. It is designed to give an overview of your work. The default dashboard contains the following items (see Figure 2-5):

- **Navigation bar** [1] – Described below.
- **Company banner** [2] – Specified in the company setup (see section 10.1.4).
- **Navigation pane** [3] – Collapsed in Figure 2-5.
- **Calendar** [4] – Determines the session date.
- **Work items** [5] – Refer to the workflow management (see section 10.4.3).
- **Workspaces** [6] – For the different functional areas.

Workspace tiles, for example the tile *Bank management* in Figure 2-5, provide access to the related workspaces. The calendar in the dashboard highlights the *Session date* of the current session, which is the default value for the posting date in journals and orders. The initial value for the session date is the current date. If you want set it to a different date, click on the respective date in the dashboard calendar or select it in the menu item *Common> Common> Session date and time*.

Figure 2-5: The Dynamics 365 dashboard

The link *Finance and Operations* on the left of the navigation bar provides the option to return to the dashboard (initial page) from every workspace or form.

<u>*Note*</u>: You can select an alternative page (e.g., the employee self-service portal) instead of the dashboard as *Initial page* on the tab *Preferences* in your user options.

2.1.3.2 Navigation Bar

The navigation bar at the top of the Dynamics 365 client contains the following elements for global Dynamics 365 features (see Figure 2-6):

- **Office 365 portal** [1] – Access to Microsoft Office 365.
- **Finance and Operations** [2] – Opens the home page (dashboard).
- **Navigation search** [3] – See section 2.1.2.
- **Company lookup** [4] – Switch between companies, see section 2.1.2.
- **Messages** [5] – See section 2.1.4.
- **Settings** [6] – User options and other general settings.
- **Help & Support** [7] – See section 2.1.6.
- **User initials** [8] – Sign out.

If the browser window with the Dynamics 365 client is not wide enough to show all elements, there is the button ··· (*More*) on the right of the Navigation bar to access to the missing elements.

The options within the button (*Settings*) [6] include the *User options* (see section 2.3.1), the *Task recorder* (see section 10.5.3), and access to the personalization toolbar (see section 2.3.2). Within the button ? (*Help & Support*) [7], you can find the buttons *Help*, *Trace* (capturing a trace for problem diagnosis and performance analysis), *About* (product information), and buttons for submitting feedback and ideas.

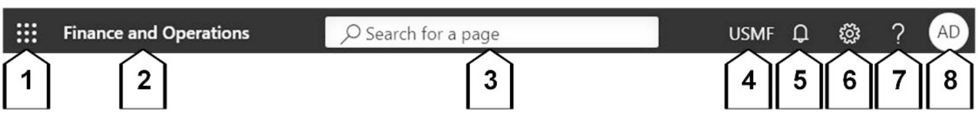

Figure 2-6: Navigation bar in Dynamics 365

Note: If the slider *Enable legacy navigation bar* in the Client performance options form is set to “Yes”, the navigation bar shows the navigation path and looks slightly different from the screenshots in this book.

2.1.3.3 Workspaces

The dashboard, and the section *Workspaces* in the navigation pane, contain all workspaces for which you have got appropriate permissions.

Workspaces are designed as a starting point for the daily work in a particular job. They are pages which collect all the information and functionality required to perform this job. In the example of the workspace *Purchase order receipt and follow-up* in Figure 2-7, a list of delayed receipts is shown in the center. Tiles on the left and on the right of the workspace provide access to related forms and indicate the corresponding number of records, for example the orders that are not yet invoiced.

In general, a workspace contains the following sections (compare Figure 2-7):

- **Summary section** [1]
- **Tabbed list section** [2]
- **Further sections as applicable** [3]
- **Related links** [4]

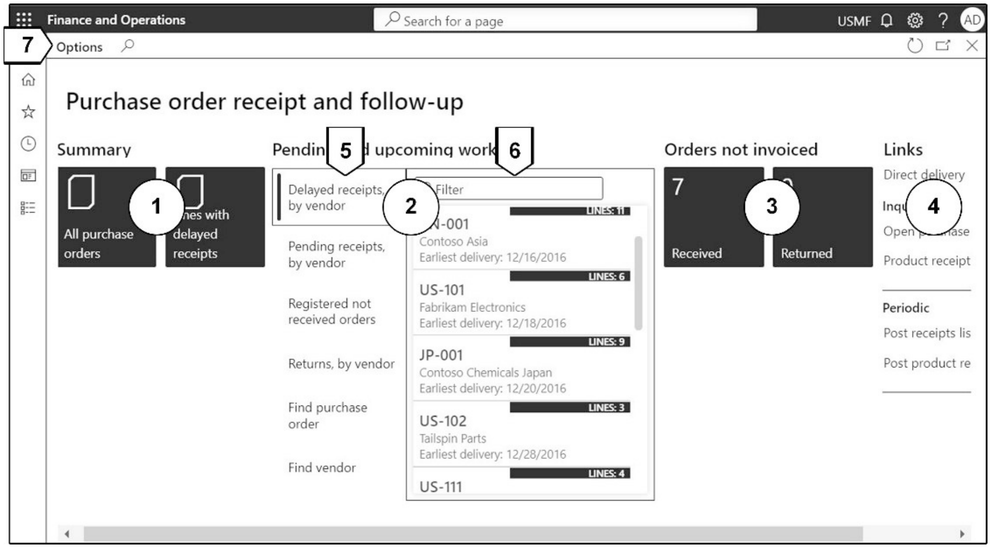

Figure 2-7: Workspace for purchase order receipt and follow-up

The tabbed list section [2] in the center of a workspace is the main place for the daily work. If you select a list on the left [5] of this section, the grid on the right [6] displays the related list of records. The filter field above the grid provides the option to enter a filter. A click on a key field (shown as a link) in the grid immediately opens the related detail form. Depending on the particular workspace, buttons in the action pane [7] and, if applicable, in the toolbar above the grid in the tabbed list section [2] (the example in Figure 2-7 does not include such a toolbar) provide the option to execute actions immediately.

Tiles are rectangular buttons which open pages (in the same way as a menu item button), and optionally display data like counts or key performance indicators. The summary section [1] on the left contains tiles which provide the option to start new tasks or to access pages which are important with regard to the selected workspace (e.g., purchase orders in Figure 2-7).

Depending on the particular workspace, there are further sections [3] on the right, which contain tiles, charts, or graphs. The rightmost section [4] contains links to further pages with reference to the selected workspace.

2.1.3.4 List Pages

A list page shows the list of records in a Dynamics 365 table. It is primarily designed for viewing records, but you can activate the *Edit mode* to edit records immediately, and with the buttons in the action pane you can execute tasks on the selected record.

Figure 2-8: Elements of the Customer list page (in Read mode)

While list pages have got a common structure, the particular elements and features are depending on the respective page. The common structure includes the following basic elements (see Figure 2-8):

- **Action pane** [1] – Contains the action buttons.
- **Filter options** [2] – With a filter button and a quick filter field (see section 2.1.5).
- **Grid** [3] – Displays the list of records.
- **Grid checkboxes** [4] – Select one, or multiple, or, with the checkbox in the grid header, all records.
- **Scrollbar** [5] – Scroll through records (alternatively press the shortcuts *PgUp*, *PgDn*, *Ctrl+Home*, and *Ctrl+End*).
- **FactBoxes** [6] – Show additional information on the selected record (e.g., the primary address of the customer) in the *Related information* pane on the right.

With the button *Edit* in the action pane, you can activate the Edit mode and update record data in the list page immediately.

If a page is shown with the full action pane and you need additional space for viewing more lines in the grid, click the button (*Collapse*) at the bottom right of the action pane. Once collapsed, the action pane automatically expands whenever you click a tab of the action pane (e.g., *Customer* in the action pane in Figure 2-8). If you want to show the full action pane permanently, click the button (*Pin open*) at the bottom right of the action pane when expanded.

If the *Related information* pane is collapsed and you want to view the FactBoxes [6], press the shortcut *Ctrl+F2* or click on the collapsed *Related information* pane on the right. Once expanded, you can click the button at the top of the pane if you want to collapse the *Related information* pane again. As a prerequisite for the use of FactBoxes, the FactBoxes have to be activated in the client performance options (*System administration> Setup> Client performance options*).

List pages are not automatically refreshed when there is an update of the data which are shown on the screen (e.g., if somebody else is changing the records displayed in the list). In order to refresh a list page, press the shortcut *Shift+F5* or click the button (*Refresh*) at the top right of the action pane.

2.1.3.5 Action Pane and Action Search

The action pane contains buttons for executing activities related to the selected record (e.g., to enter a sales order from a customer record) and buttons for accessing connected detail forms (to display more information). The number and functionality of buttons, which may be shown on multiple tabs (e.g., the action pane tabs *Customer* or *Sell* in Figure 2-8), is depending on the particular page. If the browser window is not wide enough to show all tabs of the action pane, there is the button on the right of the action pane to access the hidden tabs.

Apart from the form-specific buttons and tabs in the action pane, there are some general buttons on the right:

- **[Power Apps]** – Add a PowerApp.
- **[Open in Microsoft Office]** – See section 2.2.2.
- **[Attach]** – Document handling/attachment, see section 10.5.1.
- **[Refresh]** – Refresh the screen.
- **[Open in new window]** – Connected windows, as described further below.
- **[Close]** – Close the page or form within the Dynamics 365 client.

As an alternative to the buttons in the action pane, you can use the action search to execute an activity. Click the search button in the action pane (not in the navigation bar – this would start the navigation search) or press the shortcut *Alt+Q* for this purpose, and enter the action name or the action pane button path in the search field. Like in the navigation search, you can limit the entered text to the first characters of the words of the name. You can, for example, use of the action search to access the customer balance from the Customer list page as follows: First press the shortcut *Alt+Q*, then type "b" and finally press the *Enter* key (you might need to wait for a few seconds before the search result is shown).

2.1.3.6 Detail Forms for Master Data

Unlike list pages, which are primarily designed for viewing a list of records, the primary use of detail forms is inserting, modifying and viewing the details of individual records.

In order to access a detail form from the related list page, click on a key field in the grid of the list page or press the *Enter* key when the field is active. Key fields are shown as a link in list pages, usually in the first column of the grid – in the example of Figure 2-8, this is the column *Account*. The button *Options/Page options/ Go to/Details* in the action pane of list pages provides an alternative way to access the detail form.

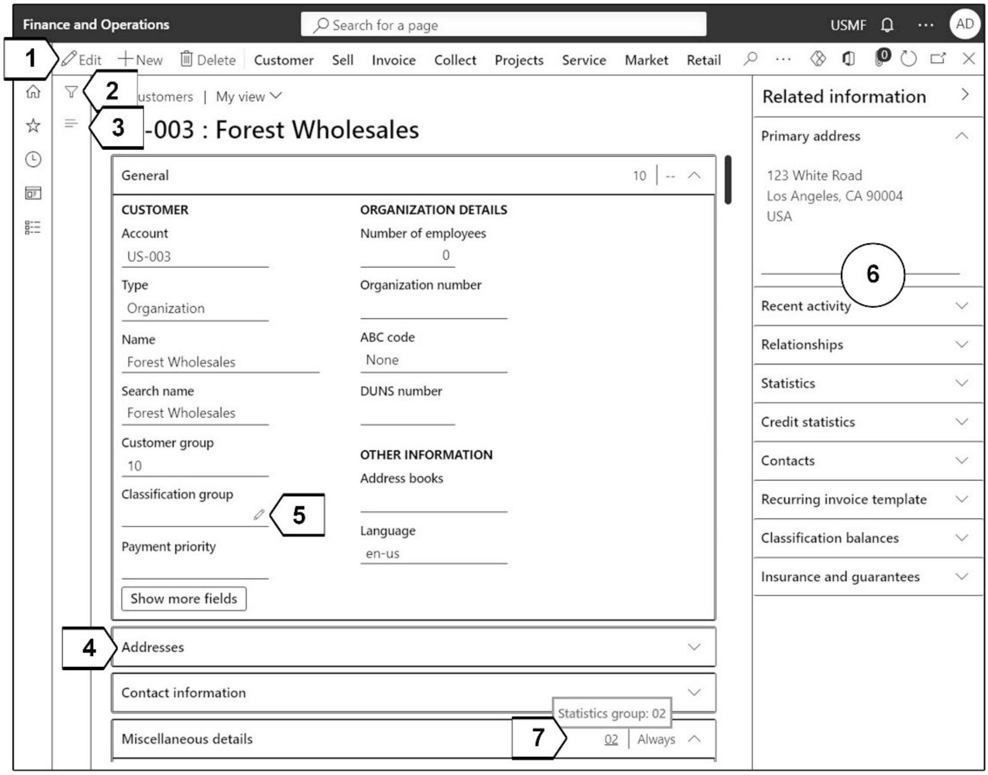

Figure 2-9: Elements of the Customer detail form (in Read mode)

Detail forms have got a similar structure to list pages, and like in list pages, the elements and functions are depending on the particular form. The Customer detail form (accessed from the list page *Accounts receivable> Customers> All customers*) in Figure 2-9 is an example of the structure of detail forms. The common structure of detail forms includes the following basic elements:

- **Action pane** [1] – Like in list pages (collapsed in Figure 2-9).
- **Filter button** [2] – Opens the filter pane (see section 2.1.5).
- **List button** [3] – Opens the list pane with the list of records.
- **Tabs** [4] – Group fields in line with the functional area.
- **Edit button** [5] – Activates the Edit mode (shown in Read mode).
- **FactBoxes** [6] – Show related information (in the same way as in a list page).

You can expand a tab with a click on the particular tab. If you right-click a tab, the context menu will display the options for expanding or collapsing all tabs of the form. **Summary fields** on a tab [7] show core data directly on the tab. If you want to know the field name of a summary field, hover with the mouse over it. In the example of Figure 2-9, you can view the statistics group "02" in a summary field on the tab *Miscellaneous details*.

With the shortcut *Ctrl+F8* or the button ☰ (*Show list/Hide list*) [3] in the sidebar on the left of detail forms, you can show the list pane with the list of records. If you select a record in the list pane, the related detail data are shown immediately, and you can use the list pane to move easily from one record to the next. If the list pane is shown and you want to hide, click the – now activate – button (*Show list/Hide list*) again.

Section 2.1.4 in this book contains more information on editing records, working with tabs, and other options which are available in list pages and detail forms.

If you want to return from a detail form to the list page, click the *Back* button of your browser, or press the shortcut *Alt+Back Arrow* or the *Esc* key, or click the button ☒ (*Close*) in the action pane of the detail form.

2.1.3.7 Detail Forms for Transaction Data

Apart from the detail forms for master data which are described above, there are detail forms for transaction data (e.g., the Sales order form in Figure 2-10). Like in the master data pages, click on a key field (shown as a link) in the grid of a list page for transaction data to open the related detail form. When you access a transaction detail form, it is shown in the Lines view in which you can view or edit the (e.g., sales order) lines.

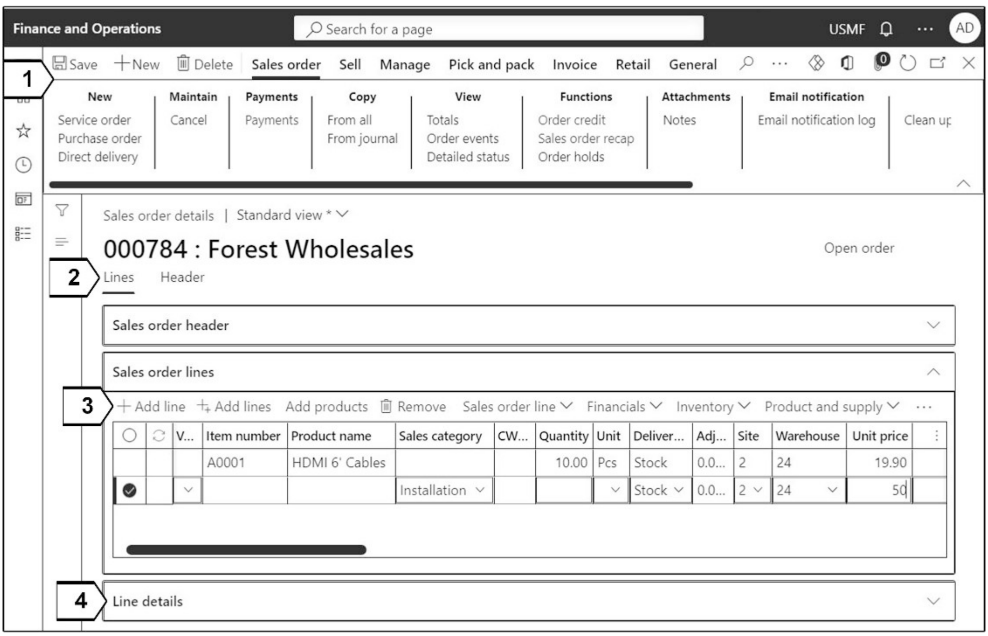

Figure 2-10: Elements in the transaction detail form for sales orders

In the **toolbar** [3] above the grid with the lines, there are buttons for actions on the selected line – for example, the button *Remove* to delete the record in that line. The **action pane** [1] at the top of the form contains the buttons for actions at header level – for example, the button *Delete* to delete a complete order.

If you want to view or to edit details that are not shown in the line grid, expand the tab **Line details** [4]. The tab *Line details* contains multiple sub-tabs which structure the fields of the line.

Some basic header data are shown on the tab *Header* in the Lines view. In order to access all available fields of the header record, open the Header view with the button **Header** [2] or with the shortcut *Ctrl+Shift+H*. In the Header view, the button **Lines** (or the shortcut *Ctrl+Shift+L*) takes you back to the Lines view.

2.1.3.8 Inquiries and Setup Forms

In comparison to detail forms, inquiries and setup forms have got a simple layout. In Dynamics 365, there are following types of simple forms:

- **Simple lists** – Contain all relevant fields directly in the grid (e.g., the form *Accounts receivable> Setup> Customer groups*).
- **Detail forms with list pane** – Detail forms, which you can directly access from the menu and which show the list pane by default, include the same functionality as the master data detail forms described above (e.g., the form *Accounts receivable> Payment setup> Terms of payment*).
- **Parameter forms** – Show a table of contents with sections on the left and related data on the right (e.g., the form *Accounts payable> Setup> Accounts payable parameters*).

2.1.3.9 Connected Browser Windows

Connected browser windows provide the option to view connected information side by side. You can use them, for example, if you want to view the related vendor transactions when switching between vendor records.

In the example of the vendor transactions, open the Vendor list page (*Accounts payable> Vendors> All vendors*) and click the button *Vendor/Transactions/Transactions* in the action pane. In the vendor transactions, click the button (*Open in new window*) in the action pane. The vendor transactions are subsequently shown in a new browser window. The new browser window is dynamically linked to the main browser window, which is showing the previous form (the Vendor list page in the example). Moving from one vendor to another in the main window then automatically updates the data shown in the connected transaction window.

2.1.4 Working with Records

In Microsoft Dynamics 365, you can work with the mouse, but you can also use the keyboard for many actions. Apart from keyboard shortcuts, the navigation search and the action search enable entering data quickly without a mouse.

In the context menu, which you can open with a right-click on a control (e.g., a button or a field name) in a detail form or a list page, the option *View shortcuts* opens a window which shows all available shortcuts. In the appendix of this book, you can find an overview of the basic shortcuts in Dynamics 365.