STATEMENT OF WORK

FOR MICROSOFT DYNAMICS D365 – BUSINESS CENTRAL (YES X1!)

Customer Contact Details -
- Name of End Customer:
- Main contact
- Phone
- Email
- Address

Required Date of Go Live:

1. The Fixed Functionality of Business Central (X1 Pack)

Microsoft Dynamics 365 Business Central is an Enterprise Resource Planning App that is part of a larger suite of Microsoft Business Applications.

The fixed functionality included in the Business Central X1 Pack is listed below in Blue.

The functionality available in other apps in the Business Suite are also listed but NOT included in this fixed price deliverable. Please note, however, that core functionality in Business Central, namely Account, Contact, Inventory and Pricing are used in other Apps within the Suite through Microsoft's Common Data Service.

Functionalities

Sales Pro - NOT Included

Account - Contact - Lead - Opportunity - Quote - Order - Invoice - Products - Price List - Goals

Business Central Functionality Included

Account - Contact - General Ledger - Accounts Payable - Accounts Receiveable - Projects - Warehouse Management - Manufacturing- Distribution- Time sheet - Inventory- Pricing - Purchasing

Marketing - NOT Included

Account - Contact - Lead - Marketing List (dynamic/static) - Campaigns - Quick campaigns

Customer Service - NOT Included

Account - Contact - Case Management - Contracts - SLA - Entitlements - Equipments - Resources - Goals - Articles - Knowledge base

Field Service - NOT Included

Account - Contact - Service agreement - Work orders - Schedule - Dispatch - Invoices - Customer assets - Inventory management - Purchase order - Material inward/RTA - Products - Price List

Project Service Automation - NOT Included

Account - Contact - Leads - Opportunity - Estimates - Projects - WBS - Schedule - Resource skill set - Resource booking - Time sheet - Expense booking - Customer billing
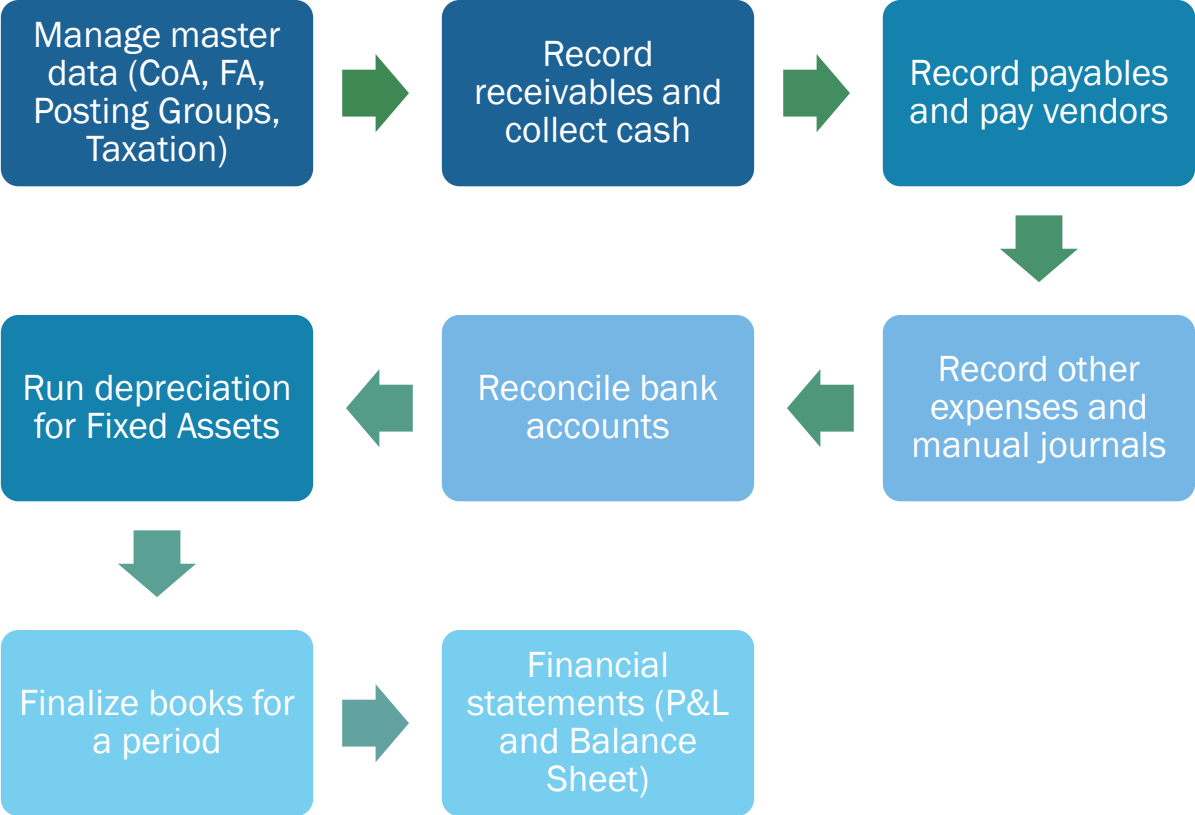
Talent - NOT Included

Recruit - Interview - Manage

2. Fixed Functionality covered in the X1 Pack.

Team Members	• Read and approve • Run all reports • Employee self-serve	To drive adoption of the solution across users—**approve T&E, read business reports, lookup customer and inventory data**
Essential	• Financial management • Sales and opportunity management • Supply chain and inventory management • Project management	For more sophisticated processes yet simple enough to be managed in one solution across **finance, sales, supply chain, inventory and project management**
Premium	• Service Management • Manufacturing	A business management solution—adding key functionality for **manufacturing and service order management**

- ➢ Chart of Accounts

- ➢ Accounts Receivables
    - o Customers, Sales Invoices, Cash Receipts and Sales Credit Memos

- ➢ Accounts Payables
    - o Vendors, Purchase Invoices, Payments and Purchase Credit Memos

- ➢ Bank Management
    - o Bank Accounts
    - o Reconciling Bank Accounts

- ➢ Dimensions

- ➢ Fixed Asset
    - o FA Master
    - o Depreciation Calculation and Disposal

- ➢ G/L Budgets

- ➢ Multiple Currencies

- ➢ Accounts Schedules and Analysis by Dimensions

- ➢ Default reports related to Finance.

3. Process Flow Included

1. Financial Management Process Flow

```
Manage master          Record               Record payables
data (CoA, FA,    →    receivables and  →   and pay vendors
Posting Groups,        collect cash
Taxation)
                                                    ↓

Run depreciation  ←    Reconcile bank   ←   Record other
for Fixed Assets       accounts             expenses and
                                            manual journals
    ↓

Finalize books for  →  Financial
a period               statements (P&L
                       and Balance
                       Sheet)
```

4. Scope of Work

Module	Work Description
Company setting	Setting up company for one legal entity.
Company setting	Configuring No. series for all the masters and transactions for one legal entity.
Chart of Accounts	Uploading Chart of Accounts of the customer.
Dimensions	Configuring Profit/Cost centre and other dimensions based on the customer business need. (Up to 4 dimensions)
Posting Groups	Configuring vendor posting groups, which maps the vendor master and Chart of accounts.
Posting Groups	Configuring customer posting groups, which maps the customer master and chart of accounts
Posting Groups	Combining business and product posting groups and chose the accounts to post to.
Banks	Setting up all bank account information.
Currencies	Setting up multiple currencies as per the requirement with current exchange rates.
Fixed Asset	Fixed Asset configuration based on the requirement.
Journals	Configuring Journal Batches based on the requirement. (Up to 5 batches for each journal)
Financial Reporting	Balance Sheet and Profit and Loss report to be created based on the best practice.
Approval Workflow Setup	Two document approvals will be created based on the customer need.
Master data	Importing Customer, Vendor and Fixed Assets master data one-time.
User Roles	Default user roles will be assigned to the users.
User Permissions	Default Permission Sets to be defined for 3 users without any Data Security Filters
Training	Training in the above-mentioned Financial Management processes.

5. Project Schedule

Phases	Activity Names	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
INITIATE	Product Walk through to key users	■																			
	Discovery session to understand customer's business processes at high-level		■																		
	Filling up business requirement questionnaire		■																		
	Explaining data conversion excel templates to key users			■																	
CONFIGURATION	Setting up sandbox environment				■																
	Configuring sandbox environment					■	■	■													
	Validating master data								■	■											
	Uploading master data										■	■	■								
	Testing the system													■	■						
UAT	Train the users															■	■	■			
	Validating user training																		■		
GO-LIVE	Go-live																			■	■

6. Responsibility Matrix

Phases	Activity Names	DP	MWP	CUST
INITIATE	Product Walk through to key users	C	R	A
	Discovery session to understand customer's business processes at high-level	C	R	A
	Filling up business requirement questionnaire	C	R	A
	Explaining data conversion excel templates to key users	C	R	A
CONFIGURATION	Setting up sandbox environment	R	A	
	Configuring sandbox environment	R	A	
	Validating master data	R	A	I
	Uploading master data	R	A	
	Testing the system	R	A	
UAT	Train the users	C	R	A
	Validating user training		R	R
GO-LIVE	Go-live		R	R

R - Responsible   A - Accountable   C - Consulted   I - Informed

DP – Delivery Partner   MWP – YES DYNAMIC   CUST – End Customer

7. Process Model

PHASE	ENTRY	TASK	VALIDATION	EXIT
INITIATE	1. Receipt of PO from customer	1. Product walkthrough to key users 2. Discovery session 3. Filling up questionnaire 4. Explain data templates		1. Questionnaire must be filled.
CONFIGURE	1. Questionnaire must be filled.	1. Setting up & configure sandbox environment 2. Validate master data 3. Upload master data 4. Testing the system	1. Users can get access 2. Uploaded master data must be verified	1. Phase completion review
UAT	1. 2nd phase review	1. Train the users 2. Test the system	1. Verify master data 2. Scenario based testing	1. UAT Completion
GO-LIVE	1. UAT completion	1. Setting up & configure production environment 2. Upload master data	1. Users can get access 2. Verify master data	1. Go-live sign off

8. Pack Warranty

We will provide you with Pack Warranty to insure you are satisfied with the delivered solution. Please note: This warranty is NOT support. It is a DIAGNOSTIC service only. Any questions or queries you have can be channelled to our support desk where we will diagnose the issue and recommend a path of resolution which may be a simple fix, a change request or a need for training, etc. Our Pack Warranty will diagnose the issue. It will NOT resolve the problem. If you want to buy a full Pack Support offering, we can offer you prepaid Support Packs (in increments of 50 hours) for problem resolution.

By signing this agreement, I agree to pay 50% of the fixed price fee to begin the X1 Pack Implementation. I will pay and the remaining 50% when the project goes live.

Name of Customer: _____

Name of Signatory: _____

Signature: _____

Date: _____