



SMARTIFY 365



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1. Welcome

Welcome to this companion guide for SMARTIFY 365 vertical solution. Within this guide, you'll be shown how to use SMARTIFY 365 App in MS D365 instance.

2. About Sysfore

Sysfore is the first Microsoft Gold Partner on Azure and one of the early AWS certified partners in India, with a dedicated focus on modern apps and cloud managed services. With rich breadth and depth of experience and expertise in enabling customers onto the cloud-based offerings, Sysfore has delivered over 100's of engagements for customers to ensure their success. Sysfore's strong product engineering team focus on developing dynamically scalable cloud-ready web and mobile apps. Sysfore Cloud Managed Services offers 24*7 support services for subscribed customers, for managing their various cloud infrastructure. Sysfore uses Microsoft Dynamics 365 to help customers grow their business multi-fold by effectively positioning their offerings coupled with the right value.

For more information visit : <https://bit.ly/2Mgnxsl>

3. Introduction

SMARTIFY 365 is a vertical Solution built on top of Dynamics 365 Customer Engagement platform. This is targeted towards managing small to medium business distribution network spread across different locations, handling high value products (not the typical retail customer), primarily aimed at the engineering, manufacturing, medical equipments, automation, quality and product testing, benchmarking, etc.

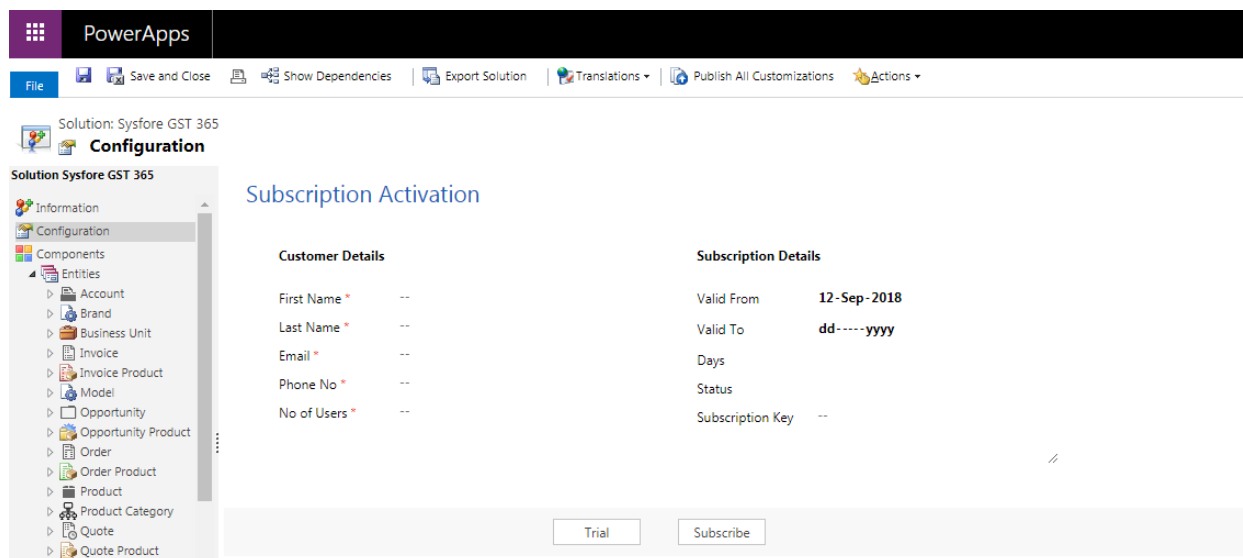
The product would help businesses in quickly managing many of the departments operations effectively from the central application, clearly defining the various users and roles. Some of the key modules and features are as below;

- Sales engagement, which includes lead, opportunity, quotation and order management.
- Warranty Management, which includes SLA, entitlements, renewals, applicable for the customer. Assist in managing Annual Maintenance Contracts and billing.
- Service management, which includes ticket management, resolution tracking, regular communication, time sheet management, assist in managing customer service engagements more structured and timely.
- Work Order Management includes Installation work orders to help the installation team to fulfil the orders and service work orders for the service team to close the customer support cases under warranty or AMC.
- Country specific localization (GST for India) available to handle customer invoicing. Extending the CRM capabilities to utilise for customer invoicing and track the receivables.

4. Subscription Activation

Subscription activation is available in D365 configuration page. Two types of activations are available. They are Trial and Subscribe.

Below screenshot describes about subscription activation.



4.1 Field Explanation

Customer Information : First Name, Last Name, Email and Phone No.

No of Users : The total number of users who are accessing immediate sync process

Valid From and To : Between “from” and “to” date, the license validity will be available.

Days : Total number of license validity days

Status : There are 3 types of License Status. Below is the explanation about status.

- i) Pending : During Subscribe and Renewal activation request, the status will be pending.
- ii) Activated : Once the license is activated, the status will be activated. It means that the sync process can be able to access.
- iii) Expired : License validity expiry status.

Subscription Key : Subscribe or renewal activation key must be pasted here for the activation process.

Process Buttons : There are 4 types of process buttons. Below is the explanation of process.

- i) Trial : 30 days validity from “valid from” date.
- ii) Subscribe : Default 1 year validity from “valid from” date. Otherwise request for particular date range.
- iii) Renewal : Once the validity expires, customer can request for renewing the license.



- iv) **Activation Key:** Once the license is activated, the activation key will be sent to the customer mail id. This key should be pasted to the subscription key field and activate the license.

4.2 License Activation Steps

3.2.1 Trial Activation

Customer details are required for license activation. Default valid from is current date . The customer can change the valid from date. When processing trial action, valid to, number of days and status will be automatically displayed.

Below Screenshot explains about Trial activation.

The screenshot shows the PowerApps Configuration interface for 'Solution Sysfore GST 365'. The left sidebar lists various entities under 'Configuration', including Account, Brand, Business Unit, Invoice, Invoice Product, Model, Opportunity, Opportunity Product, Order, Order Product, Product, Product Category, Quote, and Quote Product. The main area is titled 'Subscription Activation' and contains two sections: 'Customer Details' and 'Subscription Details'.

Customer Details		Subscription Details	
First Name *	Mirudhula	Valid From	12-Sep-2018
Last Name *	S	Valid To	dd-----yyyy
Email *	mirudhula@sysfore.com	Days	
Phone No *	5498454984	Status	
No of Users *	1	Subscription Key	--

At the bottom of the form, there are two buttons: 'Trial' and 'Subscribe'.



The above data is enough for trial activation. Once the Trial is activated, the data will be as shown below.

PowerApps

File Save and Close Show Dependencies Export Solution Translations Publish All Customizations Actions

Solution: Sysfore GST 365

Configuration

Solution Sysfore GST 365

- Information
- Configuration
- Components
 - Entities
 - Account
 - Brand
 - Business Unit
 - Invoice
 - Invoice Product
 - Model
 - Opportunity
 - Opportunity Product
 - Order
 - Order Product
 - Product
 - Product Category
 - Quote
 - Quote Product

Subscription Activation

Customer Details		Subscription Details	
First Name *	Mirudhula	Valid From	12-Sep-2018
Last Name *	S	Valid To	12-Oct-2018
Email *	mirudhula@sysfore.com	Days	30
Phone No *	5498454984	Status	Activated
No of Users *	1	Subscription Key	--

Subscribe

3.2.2 Subscribe Activation

Subscribe activation can occur in two ways. Before Trial, one can directly activate the Subscription or in case of expiry of Trial license expired, subscription can be done. Below screenshot describes about this.

PowerApps

File Save and Close Show Dependencies Export Solution Translations Publish All Customizations Actions

Solution: Sysfore GST 365

Configuration

Solution Sysfore GST 365

- Information
- Configuration
- Components
 - Entities
 - Account
 - Brand
 - Business Unit
 - Invoice
 - Invoice Product
 - Model
 - Opportunity
 - Opportunity Product
 - Order
 - Order Product
 - Product
 - Product Category
 - Quote
 - Quote Product

Subscription Activation

Customer Details		Subscription Details	
First Name *	Mirudhula	Valid From	12-Sep-2018
Last Name *	S	Valid To	28-Feb-2019
Email *	mirudhula@sysfore.com	Days	169
Phone No *	5498454984	Status	Pending
No of Users *	1	Subscription Key	--

Activate Key

If Valid To is not defined, default 1-year license will be activated. Otherwise, depending upon the selected Valid To the validity day will be calculated and status will be as Pending.



The request will go to Sysfore Apps Team and once the license is activated, the subscription key will be sent to the customer mail. The customer can use the subscription key and activate the license. Below screenshot explains about activation of license by using subscription key.

PowerApps

File Save and Close Show Dependencies Export Solution Translations Publish All Customizations Actions

Solution: Sysfore GST 365

Configuration

Solution Sysfore GST 365

- Information
- Configuration
- Components
 - Entities
 - Account
 - Brand
 - Business Unit
 - Invoice
 - Invoice Product
 - Model
 - Opportunity
 - Opportunity Product
 - Order
 - Order Product
 - Product
 - Product Category
 - Quote
 - Quote Product

Subscription Activation

Customer Details		Subscription Details	
First Name *	Mirudhula	Valid From	12-Sep-2018
Last Name *	S	Valid To	28-Feb-2019
Email *	mirudhula@sysfore.com	Days	169
Phone No *	5498454984	Status	Pending
No of Users *	1	Subscription Key	73a62206e0d14f1488289621b0ab3e95 F7629d33efbb49b4b220da2acab71415 4223917851b14be79906499bb54b110 40dd30da38cd44f50b11624e7785420c

Activate Key

After activated the license, the data will be as shown below. The status will be changed as activated. If the key is not proper or in case of any other issue, the status will be as pending only.

PowerApps

File Save and Close Show Dependencies Export Solution Translations Publish All Customizations Actions

Solution: Sysfore GST 365

Configuration

Solution Sysfore GST 365

- Information
- Configuration
- Components
 - Entities
 - Account
 - Brand
 - Business Unit
 - Invoice
 - Invoice Product
 - Model
 - Opportunity
 - Opportunity Product
 - Order
 - Order Product
 - Product
 - Product Category
 - Quote
 - Quote Product

Subscription Activation

Customer Details		Subscription Details	
First Name *	Mirudhula	Valid From	12-Sep-2018
Last Name *	S	Valid To	28-Feb-2019
Email *	mirudhula@sysfore.com	Days	169
Phone No *	5498454984	Status	Activated
No of Users *	1	Subscription Key	--

Renewal

3.2.3 Renewal Activation

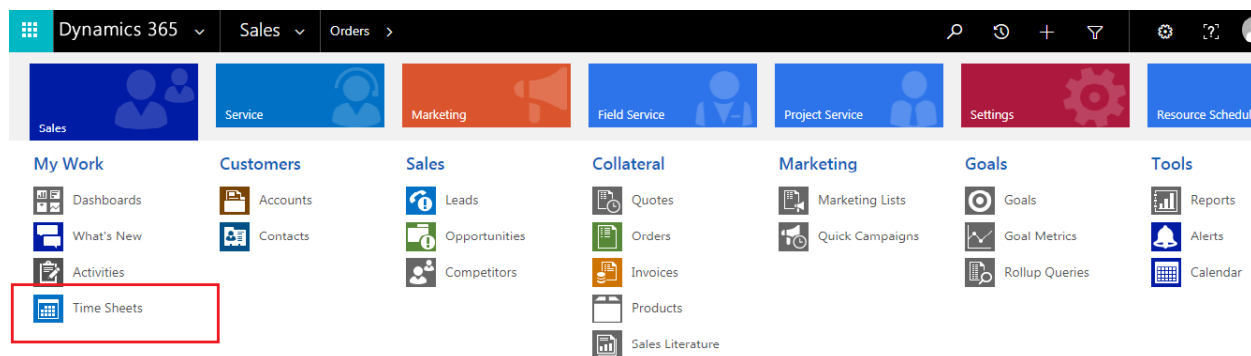
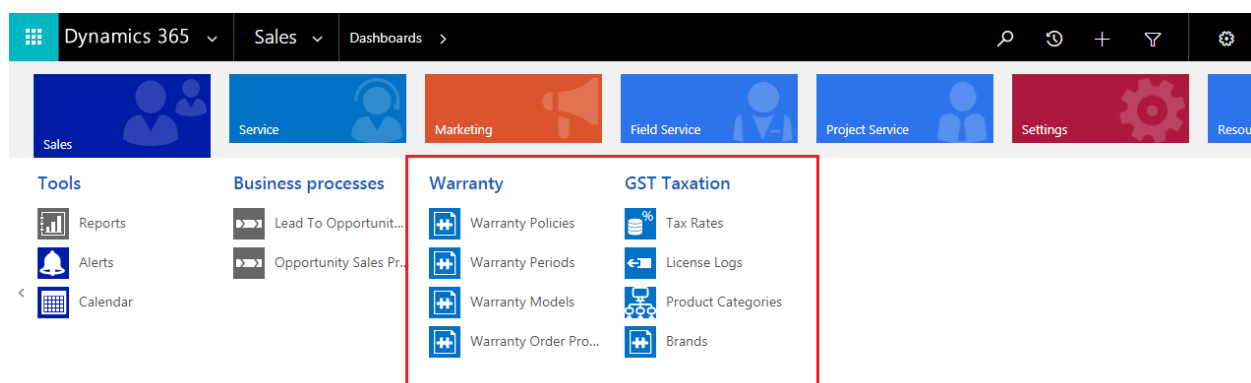
The customer can select the “Valid From” and “Valid To” and request for Renewal activation. The request will be pending status. The request will go to Sysfore Apps Team. The customer will get license key through mail for activating the license.

5. Custom Entities

SMARTIFY 365 has 8 custom entities. They are Warranty Model, Warranty Periods, Warranty Order Products, Warranty policies, Tax rates, Sysfore License log, Product category and Brand.

5.1 Warranty and Tax Menu items

Below screen shots shows the menu items about warranty and tax related custom entities included in the solution.



5.2 Warranty Model

Warranty model is a new entity which allows to define different warranty model in the system like Gold, Silver, Platinum etc. warranty models as per the organization warranty model.

Warranty product price is calculating depending upon cost percentage defined in warranty model. Sale product unit price is using for this cost calculation.

While creating case for sold product, depending upon SLA, the case could have handled if it has warranty product. In case, SLA is selected automatically depending upon warranty model definition.

Dynamics 365 Sales Warranty Models						
Active Warranty Models						
<input type="checkbox"/>	Name ↑	Model Type	Warranty Cost (%)	Policy	SLA	Created On
	Gold	Gold	8.00	Gold Policy	Gold	10/6/2018 10:41 AM
	Platinum	Platinum	5.00	Platinum Policy	Platinum	10/6/2018 10:41 AM
	Silver	Silver	10.00	Silver Policy	Silver	10/6/2018 10:40 AM
	Standard	Standard	15.00	Standard Policy	Standard	10/6/2018 10:40 AM

5.3 Warranty Policies

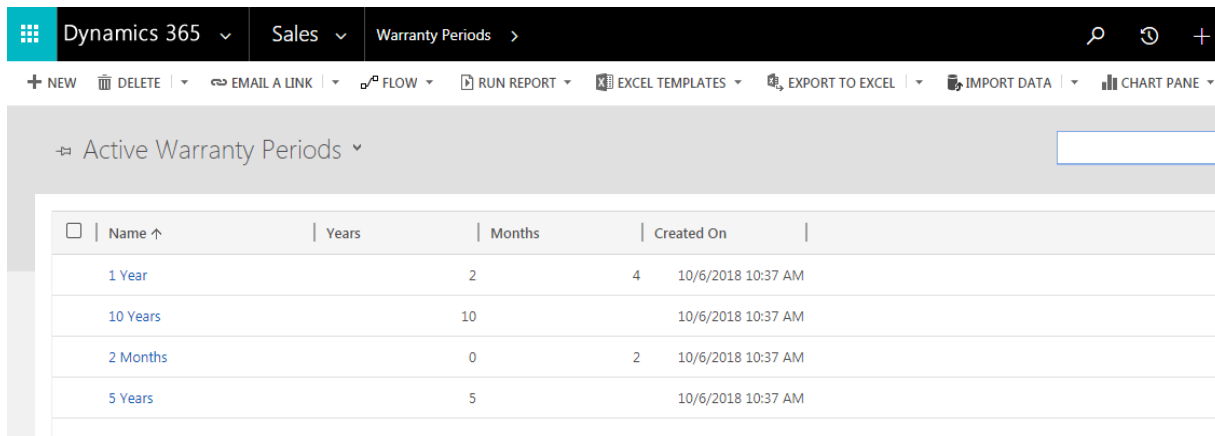
Warranty policies is a new entity which allows to define warranty terms and conditions definitions as per the organization. The warranty policies can define at warranty model level.

Warranty Policy terms and conditions is fetching automatically while selecting warranty product in the quote product lines.

Dynamics 365 Sales Warranty Policies		
Active Warranty Policies		
<input type="checkbox"/>	Name ↑	Created On
	Gold Policy	10/6/2018 10:32 AM
	Platinum Policy	10/6/2018 10:32 AM
	Silver Policy	10/6/2018 10:31 AM
	Standard Policy	10/6/2018 10:31 AM

5.4 Warranty Periods

Warranty periods is a new entity which allows to define warranty periods like 1 year, 2 year, 5 year, 18 months etc. as per the organization. The warranty periods can define at product level based on warranty model.



The screenshot shows the Dynamics 365 Sales interface for Warranty Periods. The top navigation bar includes 'Dynamics 365', 'Sales', and 'Warranty Periods'. Below the navigation bar, there are tabs for 'Active Warranty Periods' and a search bar. The main table displays the following data:

Name ↑	Years	Months	Created On
1 Year	2	4	10/6/2018 10:37 AM
10 Years	10		10/6/2018 10:37 AM
2 Months	0	2	10/6/2018 10:37 AM
5 Years	5		10/6/2018 10:37 AM

5.5 Warranty Order Products

Warranty order products is a new entity which keeps track of all warranty order products details with warranty details like start date, end date, warranty expiry, warranty renewal history etc.

While granting warranty for sales order products, warranty order products are creating dynamically and generating serial number with ProductName_OrderNumber.

Order Fulfill date is taking as Dispatch date. Depending warranty model period, validity end date is calculating.

Default status is "Valid". If validity is end, the status is changed as "Expired". While renewing warranty the status will be changed as "Pending for renewal". During this time, opportunity is creating. Once the sales order is fulfilled for related this opportunity, the status will be "Valid" and Warranty history of previous start and end date will be created.



Dynamics 365 Sales Warranty Order Prod... >

A New version of Organization Insights dashboard is available. See how it can help you drive end user adoption and stay ahead of support issues. Experience it now

+ NEW DELETE EMAIL A LINK FLOW RUN REPORT EXCEL TEMPLATES EXPORT TO EXCEL IMPORT DATA CHART PANE

Active Warranty Order Products

Search for records

Serial Number ↑	Product	Order	Potential Customer	Warranty Model	Dispatch Date	Start Date
Laptop_1_ORD-01015-S7R2G8	Laptop	Looking for D365 Sales	Gayathri Enterprise	Standard	10/23/2018	10/23/2018
Laptop_2_ORD-01015-S7R2G8	Laptop	Looking for D365 Sales	Gayathri Enterprise	Standard	10/23/2018	10/23/2018
Laptop_3_ORD-01015-S7R2G8	Laptop	Looking for D365 Sales	Gayathri Enterprise	Standard	10/23/2018	10/23/2018
Software Installation_ORD-010...	Software Installation	Looking for D365 Sales	Gayathri Enterprise	Gold	10/23/2018	10/23/2018

1 - 4 of 4 (0 selected) All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Page 1

Dynamics 365 Sales Warranty Order Prod... > Laptop_ORD-01018-...

+ NEW DEACTIVATE DELETE ASSIGN SHARE EMAIL A LINK RUN WORKFLOW START DIALOG FLOW

WARRANTY ORDER PRODUCT : INFORMATION

Laptop_ORD-01018-J4G5P1

Status Valid

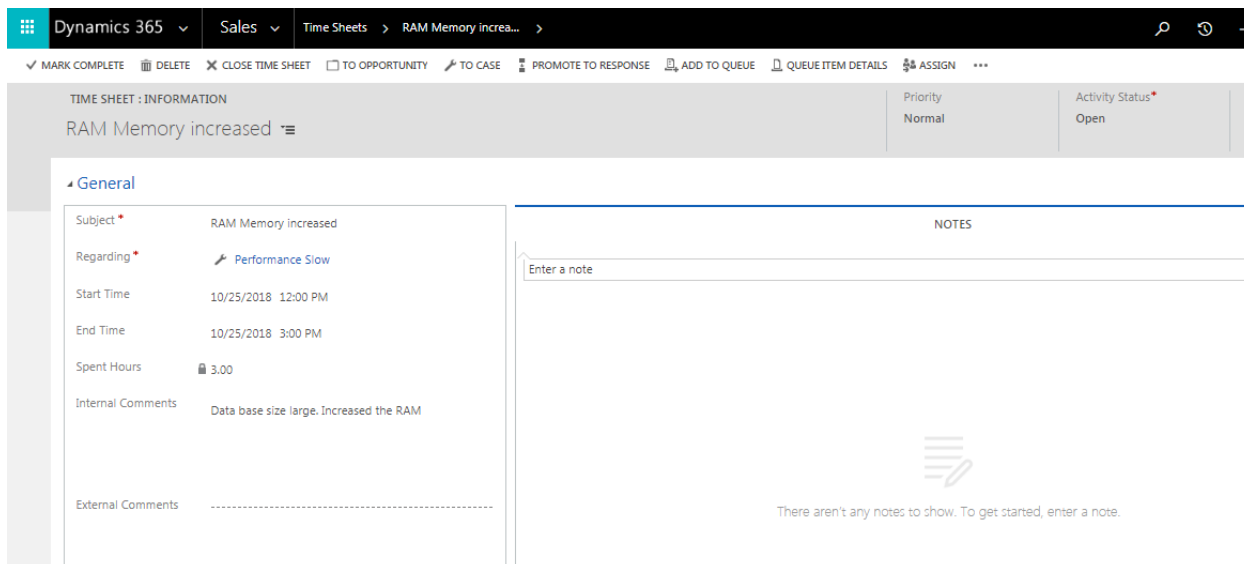
General

Serial Number *	Laptop_ORD-01018-J4G5P1	Dispatch Date *	10/25/2018
Product	Laptop	Start Date *	10/25/2018
Warranty Model *	Silver	End Date *	12/25/2018
Potential Customer *	Janaki Ram Enterprise		
Order *	HRMS Demo		

Warranty Expiry History

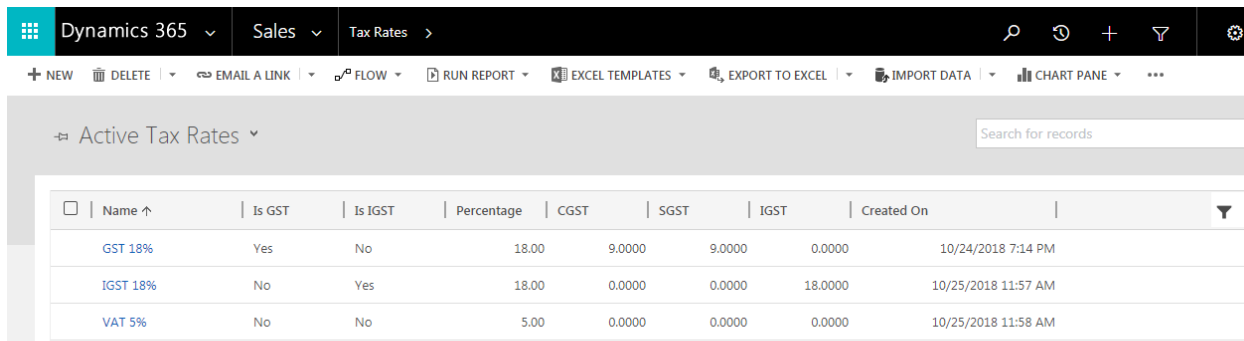
5.6 Time Sheet

Time sheet is a new activity entity which helps the users to capture time sheet entries against the entities.



The screenshot shows the Dynamics 365 interface for a Time Sheet. The top navigation bar includes 'Dynamics 365', 'Sales', 'Time Sheets', and 'RAM Memory increa...'. Below the navigation bar, there are action buttons: 'MARK COMPLETE', 'DELETE', 'CLOSE TIME SHEET', 'TO OPPORTUNITY', 'TO CASE', 'PROMOTE TO RESPONSE', 'ADD TO QUEUE', 'QUEUE ITEM DETAILS', 'ASSIGN', and '...'. The main header area displays 'TIME SHEET : INFORMATION' and 'RAM Memory increased'. The 'General' tab is active, showing fields for 'Subject' (RAM Memory increased), 'Regarding' (Performance Slow), 'Start Time' (10/25/2018 12:00 PM), 'End Time' (10/25/2018 3:00 PM), 'Spent Hours' (3.00), 'Internal Comments' (Data base size large. Increased the RAM), and 'External Comments'. A 'NOTES' section on the right contains a text area with the placeholder 'Enter a note' and a message 'There aren't any notes to show. To get started, enter a note.'

5.7 Tax Rate



The screenshot shows the Dynamics 365 interface for Tax Rates. The top navigation bar includes 'Dynamics 365', 'Sales', and 'Tax Rates'. Below the navigation bar, there are action buttons: 'NEW', 'DELETE', 'EMAIL A LINK', 'FLOW', 'RUN REPORT', 'EXCEL TEMPLATES', 'EXPORT TO EXCEL', 'IMPORT DATA', 'CHART PANE', and '...'. The main header area displays 'Active Tax Rates' and a search bar 'Search for records'. The table below lists three tax rates:

Name	Is GST	Is IGST	Percentage	CGST	SGST	IGST	Created On
GST 18%	Yes	No	18.00	9.0000	9.0000	0.0000	10/24/2018 7:14 PM
IGST 18%	No	Yes	18.00	0.0000	0.0000	18.0000	10/25/2018 11:57 AM
VAT 5%	No	No	5.00	0.0000	0.0000	0.0000	10/25/2018 11:58 AM

Master Definition of GST/IGST and non- GST tax rate percentage must be defined in Tax Rate Record. CGST, SGST and IGST percentages are calculating separately depending upon total percentage.

Below screen shot explain about the attribute contains in Tax Rate Entity.

Dynamics 365 > **Sales** > **Tax Rates** > **GST 18%**

TAX RATE : INFORMATION

GST 18%

General

Name *	GST 18%	Percentage *	18.00
Is GST	<input checked="" type="checkbox"/>	CGST *	9.0000
Is IGST	<input type="checkbox"/>	SGST *	9.0000
		IGST *	0.0000

5.7.1 Field Description

Name : Tax rate identification name

Is GST : Value True is GST tax and False is Non- GST tax

Is IGST : Value True is IGST tax and False is Non- IGST tax

Percentage : Total tax percentage

CGST : Percentage of CGST holding in total percentage

SGST : Percentage of SGST holding in total percentage

IGST : IGST of total tax percentage.

5.7.2 Notification

GST and IGST tax can't be configured together. The system will show the notification. If GST and IGST values are false, it will consider as non- GST Tax.

Below Screen shot describes the error notification if GST and IGST configure together.

Dynamics 365 > **Sales** > **Tax Rates** > **GST 18%**

TAX RATE : INFORMATION

GST 18%

General

Name *	GST 18%	Percentage *	18.00
Is GST	<input checked="" type="checkbox"/>	CGST *	9.0000
Is IGST	<input checked="" type="checkbox"/>	SGST *	9.0000
		IGST *	0.0000

Active

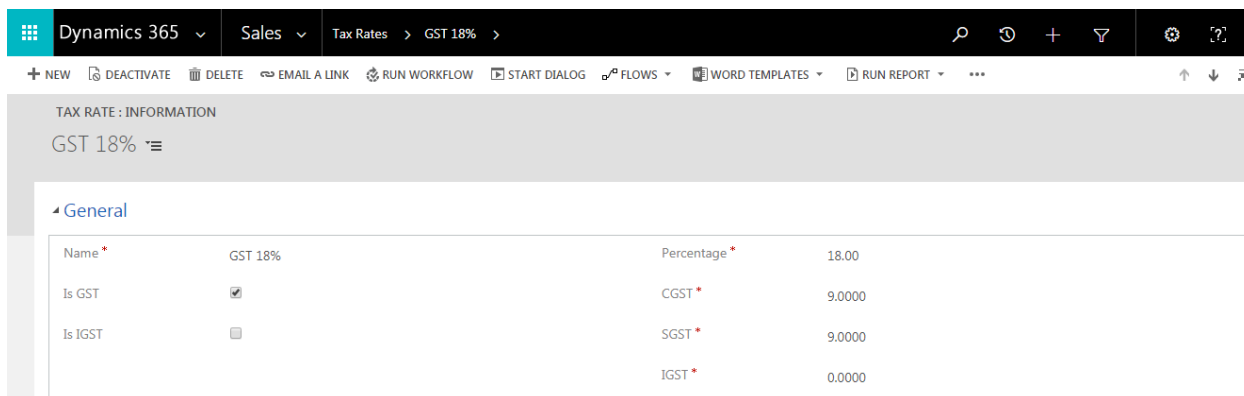
Any one of GST or IGST can be integrated

5.7.3 Percentage Calculation

Depending upon the selection of GST and IGST, the percentage holding for CGST, SGST and IGST will be calculated automatically.

5.7.3.1 GST Calculation

The percentage value divided by 2 is for CGST and SGST. IGST will be zero. Below screen shot will be explained the tax percentage calculation in Tax Rate record.

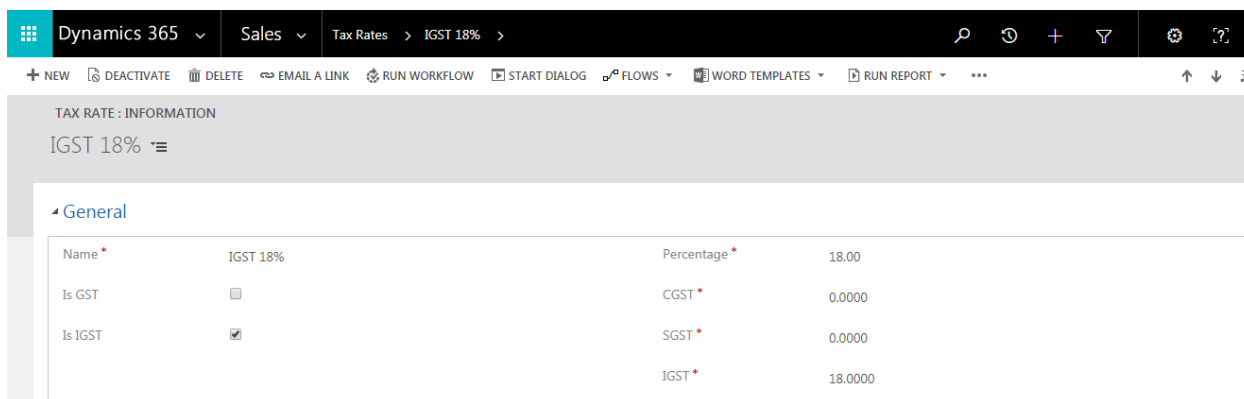


The screenshot shows the 'Tax Rate : INFORMATION' page for 'GST 18%'. The 'General' tab is active, displaying the following data:

Name *	Percentage *
GST 18%	18.00
Is GST <input checked="" type="checkbox"/>	CGST * 9.0000
Is IGST <input type="checkbox"/>	SGST * 9.0000
	IGST * 0.0000

5.7.3.2 IGST Calculation

The percentage value will be same for IGST. CGST and SGST will be zero.

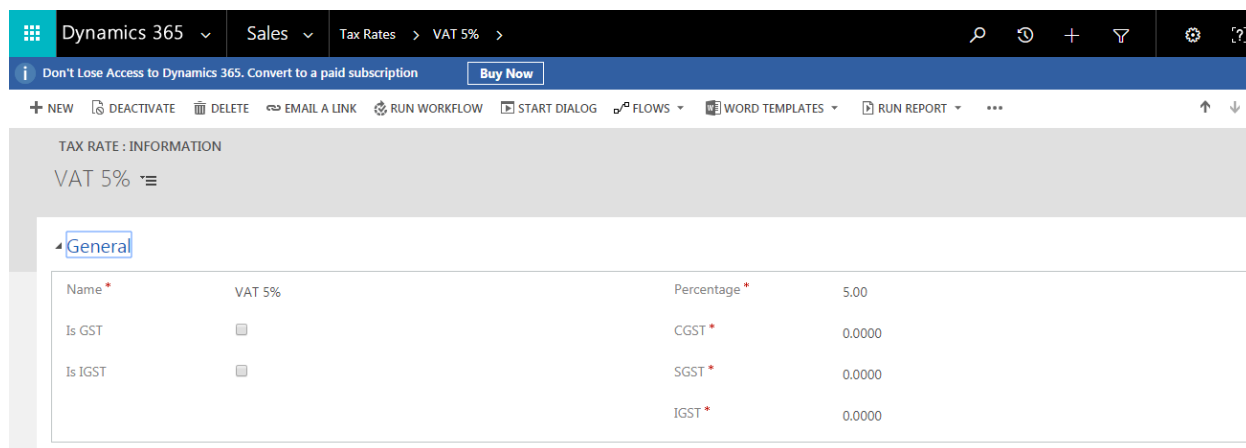


The screenshot shows the 'Tax Rate : INFORMATION' page for 'IGST 18%'. The 'General' tab is active, displaying the following data:

Name *	Percentage *
IGST 18%	18.00
Is GST <input type="checkbox"/>	CGST * 0.0000
Is IGST <input checked="" type="checkbox"/>	SGST * 0.0000
	IGST * 18.0000

5.7.3.3 Non- GST Calculation

The percentage will be taken directly for tax calculation. CGST, SGST and IGST will be zero.

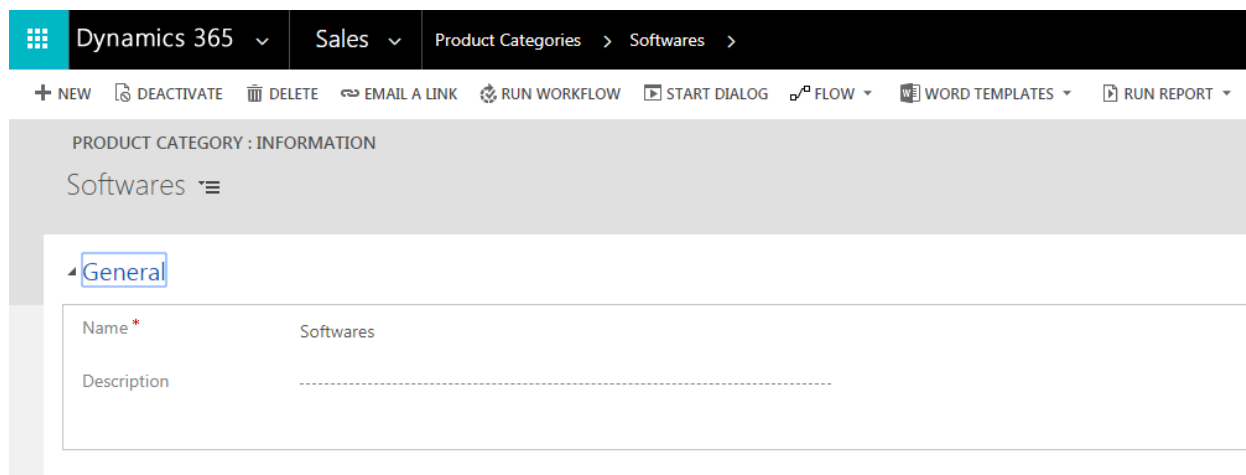


The screenshot shows the Dynamics 365 interface for configuring a tax rate. The breadcrumb trail is: Dynamics 365 > Sales > Tax Rates > VAT 5%. The page title is "TAX RATE : INFORMATION" and the entity is "VAT 5%". The "General" tab is selected, showing the following configuration:

Name *	Percentage *
VAT 5%	5.00
Is GST	<input type="checkbox"/>
CGST *	0.0000
Is IGST	<input type="checkbox"/>
SGST *	0.0000
IGST *	0.0000

5.8 Product Category

Product has product category. Product category data definition can be done by using this entity.



The screenshot shows the Dynamics 365 interface for configuring a product category. The breadcrumb trail is: Dynamics 365 > Sales > Product Categories > Softwares. The page title is "PRODUCT CATEGORY : INFORMATION" and the entity is "Softwares". The "General" tab is selected, showing the following configuration:

Name *	Description
Softwares	

5.9 Brand

Product has brand definition. Brand data definition in this entity. Brand has more than models. In product depending upon the Brand selected, the model will be filtered.

Dynamics 365 ▾ **Sales** ▾ **Brands** > **Lenovo** >

+ NEW DEACTIVATE DELETE EMAIL A LINK RUN WORKFLOW START DIALOG FLOW ▾ WORD TEMPLATES ▾ RUN REPORT ▾ ...

BRAND : INFORMATION

Lenovo ≡

General

Name* Lenovo

Description -----

Models

Name ↑	Created On
T-410	8/24/2018 4:43 PM
T-430	8/24/2018 4:44 PM
ThinkPad	8/24/2018 4:44 PM

5.10 Sysfore License Log

License log capturing the license activation information. During creation of sales transactions, license is not activated or expire, it will notify through this license log.

Find below the screen shot

Dynamics 365 ▾ **Sales** ▾ **Sysfore License Logs** > **Information** >

+ NEW DEACTIVATE DELETE EMAIL A LINK RUN WORKFLOW START DIALOG FLOW ▾ WORD TEMPLATES ▾ RUN REPORT

SYSFORE LICENSE LOG : INFORMATION

Information ≡

General

Name* Information

Response Log Please activate Sysfore GST 365 license to calculate GST for line amount

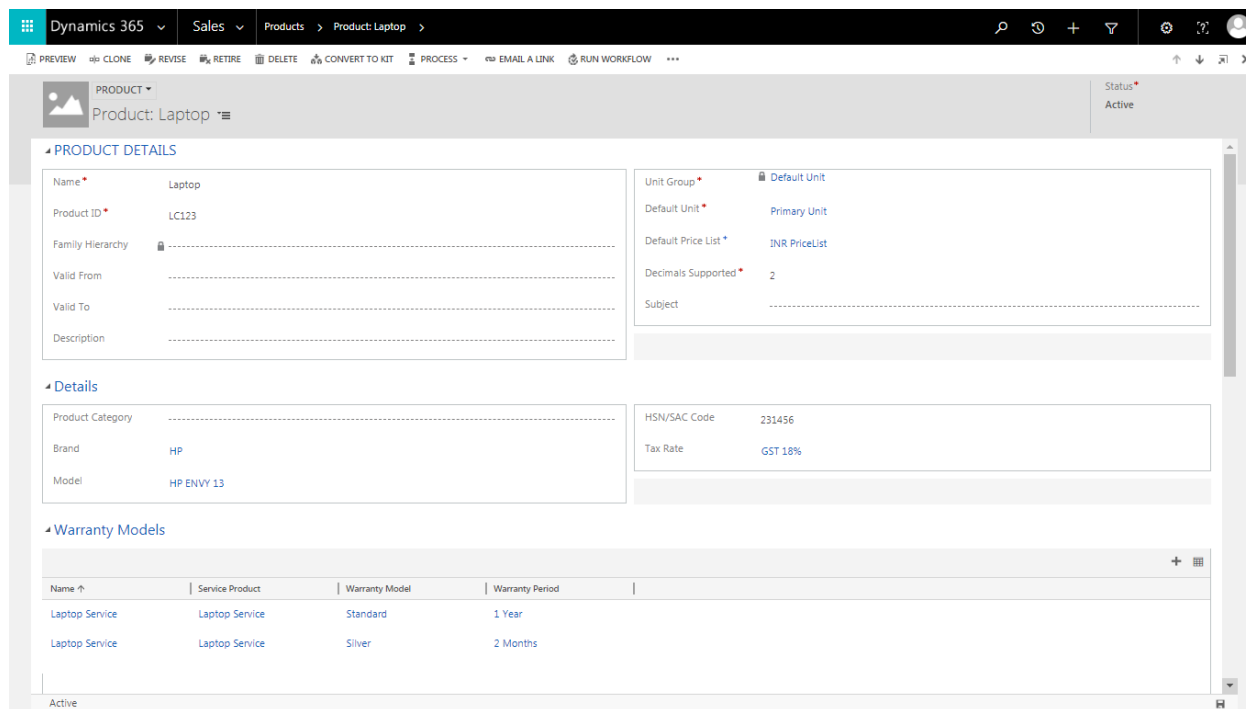
6. Warranty Model and Tax Definition in Product Master

Tax and Warranty Model can be configured for each Product separately. During the selection of product in Opportunities, Quotes, Order and Invoice line, the tax amount will be calculated depending upon the tax defined in the product master.

More than one warranty model can integrate to each product. During quote creation, depending upon the selected product, these warranty models will be filtered.

The warranty product will be created as new line with warranty cost percentage calculated amount by using product unit price.

Below screen shot will show the warranty model and tax rate configuration in Product



The screenshot shows the Dynamics 365 Product Master configuration for a product named 'Laptop'. The interface is divided into three main sections: Product Details, Details, and Warranty Models.

Product Details:

- Name: Laptop
- Product ID: LC123
- Family Hierarchy: (empty)
- Valid From: (empty)
- Valid To: (empty)
- Description: (empty)
- Unit Group: Default Unit
- Default Unit: Primary Unit
- Default Price List: INR PriceList
- Decimals Supported: 2
- Subject: (empty)

Details:

- Product Category: (empty)
- Brand: HP
- Model: HP ENVY 13
- HSN/SAC Code: 231456
- Tax Rate: GST 18%

Warranty Models:

Name	Service Product	Warranty Model	Warranty Period
Laptop Service	Laptop Service	Standard	1 Year
Laptop Service	Laptop Service	Silver	2 Months

The status of the product is 'Active'.

7. GST TIN Number definition

GST TIN number definition is capturing in Business unit and account. Find the screen shot below.

Dynamics 365 Sales Accounts > Dhanya Enterprise

NEW DEACTIVATE CONNECT ADD TO MARKETING LIST ASSIGN EMAIL A LINK DELETE FORM PROCESS

ACCOUNT Dhanya Enterprise

Annual Revenue Number of Emplo

Summary

ACCOUNT INFORMATION	POSTS	ASSISTANT	ACTIVITIES	NOTES
<p>Account Name * Dhanya Enterprise</p> <p>Phone</p> <p>Fax</p> <p>Website https://www.dhanya.com</p> <p>Parent Account</p> <p>Ticker Symbol</p> <p>GST TIN No EDLIS2563145897</p>	<p>Today's Insights</p> <p>There are currently no insights.</p> <p>There are currently no actions waiting to be completed.</p>			

Primary Coi Dhanya S

Email

Busines

CONTACTS

Full Name ↑

Dhanya S

File Save and Close Actions

Business Unit: sysforedemo1608

Information

Business Unit : Information

General

Addresses

Related

Organization

Users

Business Units

Teams

Facilities/Equipment

Resource Groups

Common

Audit History

Process Sessions

Background Processes

Real-time Processes

Name * sysforedemo1608

Division

Parent Business *

Website

GST TIN No YURJ215648654N1

Main Phone

Other Phone

Fax

Email

Addresses

Bill To Address

Street 1 Sysfore Technologies Pvt Ltd

Street 2 117-120, Green leaf layout

Street 3 Koramangal 4th block

City Bengaluru

State/Province Karnataka

ZIP/Postal Code 560034

Country/Region India

Ship To Address

Street 1

Street 2

Street 3

City

State/Province

ZIP/Postal Code

Country/Region

8. Warranty and Tax Configuration in Sales Transactions

8.1 Warranty and Tax Product Configuration

While selecting the product, if tax rate integrated to particular product, the tax rate will be calculated depending upon the line discounted base amount. Tax rate percentage is the total percentage of tax rate. If Sysfore GST 365 license is not activated, GST tax won't be calculated.

If any warranty model is integrated for the selected product, the warranty product will show the related warranty models. Depending upon the selected warranty model, the warranty cost will be calculated automatically and new quote product line will be created with the calculated cost.

If the sold product price or quantity modified, the warranty cost will be calculated depending upon the price and the same quantity will be updated warranty product.

Find below the screen shot explains the line tax calculation and warranty product selection

Dynamics 365 Sales Quotes Laptop

QUOTE LINE: INFORMATION
Laptop

Select Product Existing
Existing Product Laptop

Unit Primary Unit

Pricing

Pricing	Use Default	Tax Rate	GST 18%
Price Per Unit	₹20,000.00	Tax Rate (%)	18.0000
Volume Discount	₹0.00	CGST	₹1,800.00
Quantity	1.00000	SGST	₹1,800.00
Amount	₹20,000.00	IGST	₹0.00
Manual Discount	₹0.00		
Tax	₹3,600.00		
Extended Amount	₹23,600.00		

Quote HRMS Demo

Warranty Details

Warranty Product Laptop Service	Warranty Policy Terms
Warranty Model Silver	<p>1.00. Quote validity: 25-Feb-2018, unless specified in writing</p> <p>2.00. Delivery: 4 to 6 weeks upon the acceptance of Purchase Order.</p> <p>2.01. A tentative delivery date will be notified, against order acceptance by MES GmbH.</p> <p>3.00. The quoted prices do not include onsite installation, training and/or service charges.</p> <p>4.00. Payment terms: 30 days from the date of Invoice</p> <p>5.00. Sale Type - DAP</p> <p>5.01. Duty: Duties like Customs, leviable by the Indian Government are Excluded in this quote.</p> <p>6.00. Taxes: This Quotation is Inclusive of GST, Road Permit, or any such incidental expenses will be charged to the customer account.</p>
Renewal Product Serial No.	

Dynamics 365 Sales Quotes Laptop Service

QUOTE LINE: INFORMATION
Laptop Service

Select Product Existing
Existing Product Laptop Service

Unit Primary Unit

Pricing

Pricing	Override Price	Tax Rate	
Price Per Unit	₹2,000.00	Tax Rate (%)	0.0000
Volume Discount	₹0.00	CGST	₹0.00
Quantity	1.00000	SGST	₹0.00
Amount	₹2,000.00	IGST	₹0.00
Manual Discount			
Tax	₹0.00		
Extended Amount	₹2,000.00		

Quote HRMS Demo

Warranty Details

Warranty Product	Warranty Policy Terms
Warranty Model Silver	

9. Warranty and Tax Flow

Tax amount carrying in the Sales transaction flow from Opportunity product line to Invoice product line. Tax rate can be integrated in any stage of Sales transaction. It can be started from Opportunity or Quote or Order or directly can be assigned in Invoice.

Below screen shot describe the amount flow in the transaction records.

1. Opportunity Line

Dynamics 365
Sales
Opportunities > Laptop >

DELETE
EMAIL A LINK
RUN WORKFLOW
START DIALOG
FLOW
WORD TEMPLATES
RUN REPORT
FORM EDITOR

OPPORTUNITY PRODUCT : OPPORTUNITYPRODUCT

Laptop

General

Select Product	Existing		
Existing Product *	Laptop	Unit *	Primary Unit

Pricing

Pricing	Use Default		
Price Per Unit	₹1,000.00	Tax Rate	GST 18%
Volume Discount	₹0.00	Tax Rate (%)	18.0000
Quantity *	1.00000	CGST	₹90.00
Amount	₹1,000.00	SGST	₹90.00
Manual Discount	₹0.00	IGST	₹0.00
Tax	₹180.00		

2. Quote

Dynamics 365
Sales
Quotes > Laptop >

DELETE
LOOK UP ADDRESS
EDIT PROPERTIES
EMAIL A LINK
RUN WORKFLOW
START DIALOG
FLOW
WORD TEMPLATES
RUN REPORT
...

QUOTE PRODUCT : INFORMATION

Laptop

General

Select Product	Existing		
Existing Product *	Laptop	Unit *	Primary Unit

Pricing

Pricing	Use Default		
Price Per Unit	₹1,000.00	Tax Rate	GST 18%
Volume Discount	₹0.00	Tax Rate (%)	18.0000
Quantity *	1.00000	CGST	₹90.00
Amount	₹1,000.00	SGST	₹90.00
Manual Discount	₹0.00	IGST	₹0.00
Tax	₹180.00		

3. Order

Dynamics 365
Sales
Orders > Laptop >

DELETE
LOOK UP ADDRESS
EDIT PROPERTIES
EMAIL A LINK
RUN WORKFLOW
START DIALOG
FLOW
WORD TEMPLATES
RUN REPORT

ORDER PRODUCT : INFORMATION

Laptop

General

Select Product
Existing

Existing Product
Laptop

Unit
Primary Unit

Pricing

Pricing

Use Default

Price Per Unit

₹1,000.00

Tax Rate

GST 18%

Volume Discount

₹0.00

Tax Rate (%)

18.0000

Quantity

1.00000

CGST

₹90.00

Amount

₹1,000.00

SGST

₹90.00

Manual Discount

₹0.00

IGST

₹0.00

Tax

₹180.00

4. Invoice

Dynamics 365
Sales
Invoices > Laptop >

DELETE
LOOK UP ADDRESS
EDIT PROPERTIES
EMAIL A LINK
RUN WORKFLOW
START DIALOG
FLOW
WORD TEMPLATES
RUN REPORT

INVOICE PRODUCT : INFORMATION

Laptop

General

Select Product
Existing

Existing Product
Laptop

Unit
Primary Unit

Pricing

Pricing

Use Default

Price Per Unit

₹1,000.00

Tax Rate

GST 18%

Volume Discount

₹0.00

Tax Rate (%)

18.0000

Quantity

1.00000

CGST

₹90.00

Amount

₹1,000.00

SGST

₹90.00

Manual Discount

₹0.00

IGST

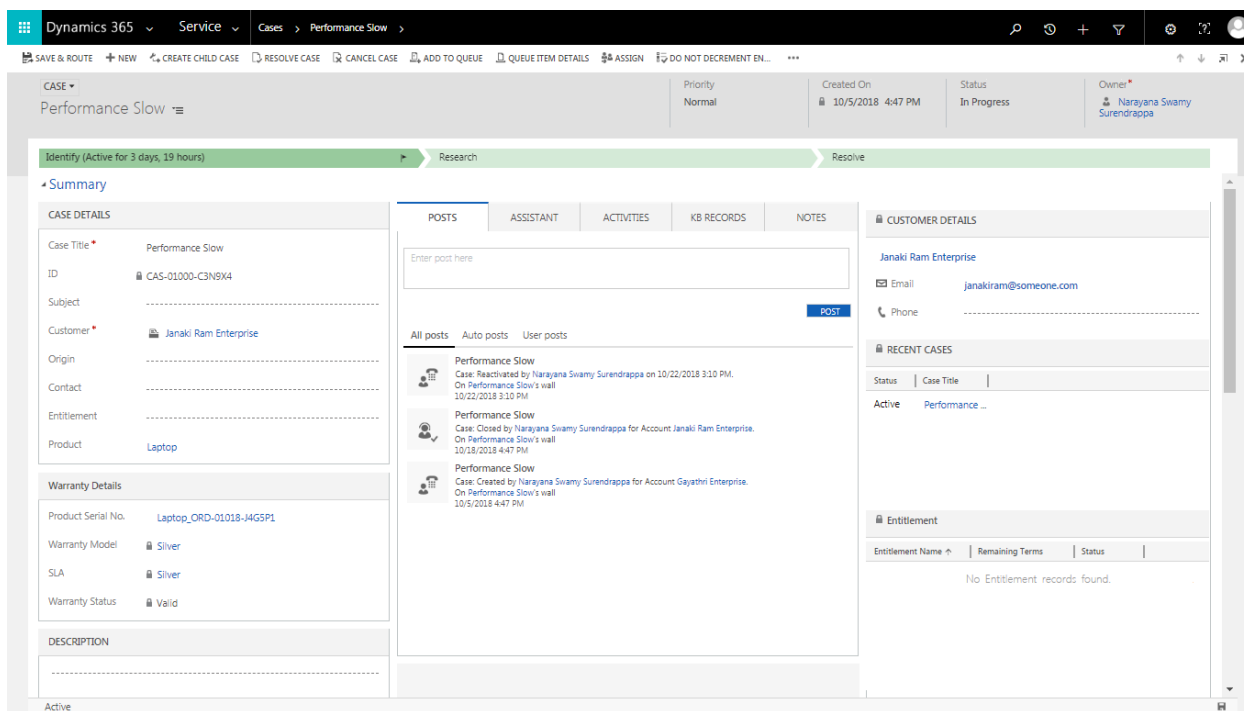
₹0.00

Tax

₹180.00

10. Case

Case is an existing entity which we customized to incorporate warranty supports based on warranty order products.



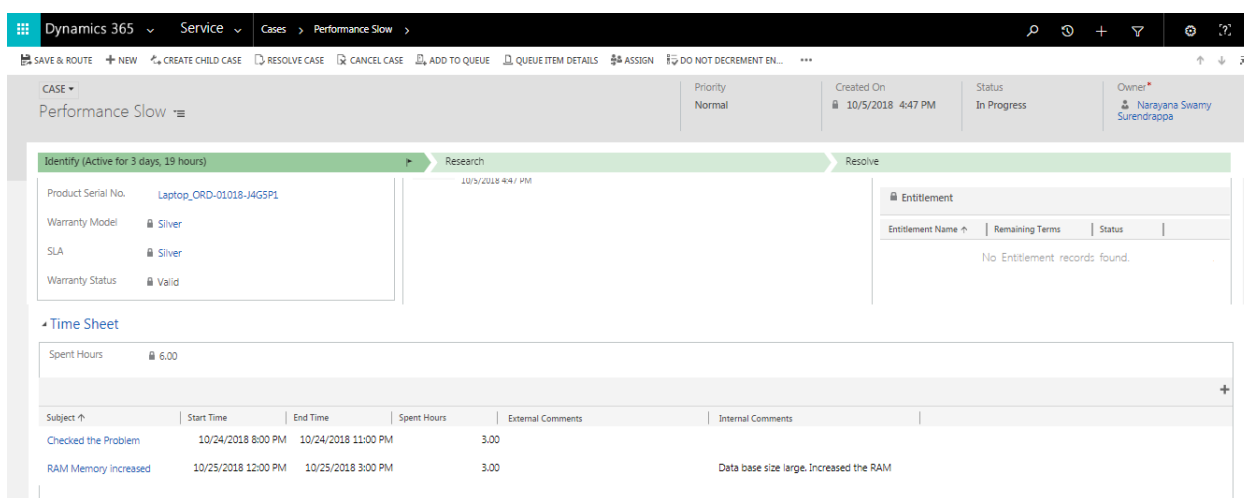
The screenshot shows the Dynamics 365 Service Case form for a case titled "Performance Slow". The case is in the "In Progress" status, created on 10/5/2018 at 4:47 PM, and owned by Narayana Swamy Surendrappa. The case is categorized under "Performance Slow" with a priority of "Normal".

The form is divided into several sections:

- Summary:** Includes tabs for CASE DETAILS, POSTS, ASSISTANT, ACTIVITIES, KB RECORDS, and NOTES. The CASE DETAILS tab is active, showing fields for Case Title, ID, Subject, Customer, Origin, Contact, Entitlement, and Product. The Product is "Laptop".
- Warranty Details:** Shows fields for Product Serial No., Warranty Model, SLA, and Warranty Status. The Product Serial No. is "Laptop_ORD-01018-J4GSP1", the Warranty Model is "Silver", the SLA is "Silver", and the Warranty Status is "Valid".
- DESCRIPTION:** A text area for describing the case.
- CUSTOMER DETAILS:** Shows fields for Customer Name, Email, and Phone. The Customer Name is "Janaki Ram Enterprise", the Email is "janakiram@someone.com", and the Phone is empty.
- RECENT CASES:** A table showing recent cases with columns for Status and Case Title. The first row shows "Active" and "Performance ...".
- Entitlement:** A section for entitlements, showing a table with columns for Entitlement Name, Remaining Terms, and Status. The message "No Entitlement records found." is displayed.

10.2 Case with Time Sheet

Time sheet activity entity is integrated in case entity to capture time sheet entries for each case record.



The screenshot shows the Dynamics 365 Service Case form for a case titled "Performance Slow". The case is in the "In Progress" status, created on 10/5/2018 at 4:47 PM, and owned by Narayana Swamy Surendrappa. The case is categorized under "Performance Slow" with a priority of "Normal".

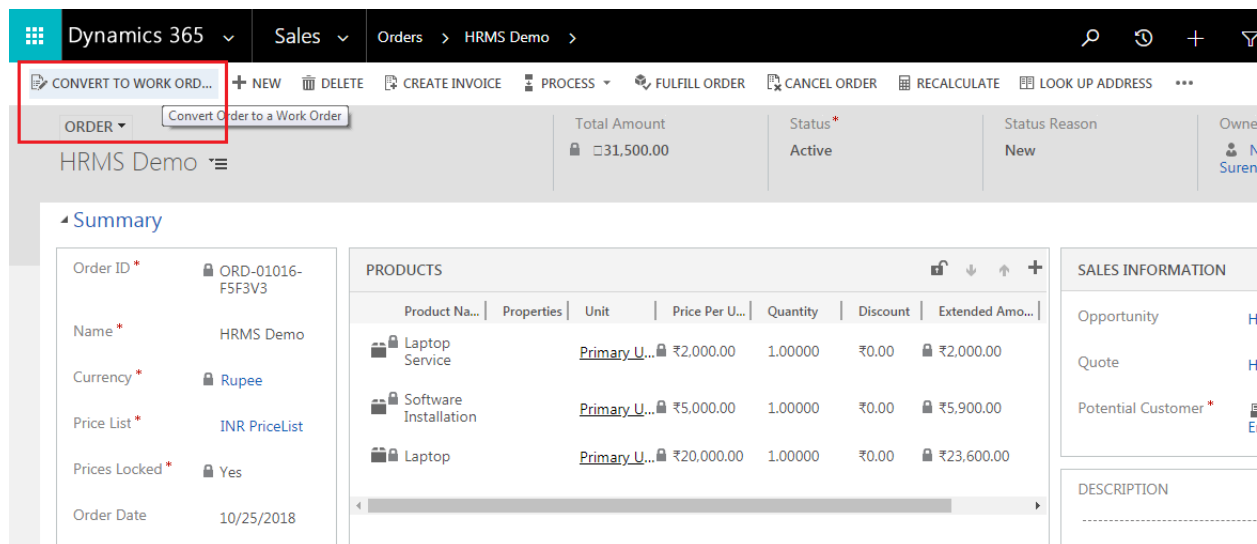
The form is divided into several sections:

- Summary:** Includes tabs for CASE DETAILS, POSTS, ASSISTANT, ACTIVITIES, KB RECORDS, and NOTES. The CASE DETAILS tab is active, showing fields for Case Title, ID, Subject, Customer, Origin, Contact, Entitlement, and Product. The Product is "Laptop".
- Warranty Details:** Shows fields for Product Serial No., Warranty Model, SLA, and Warranty Status. The Product Serial No. is "Laptop_ORD-01018-J4GSP1", the Warranty Model is "Silver", the SLA is "Silver", and the Warranty Status is "Valid".
- DESCRIPTION:** A text area for describing the case.
- CUSTOMER DETAILS:** Shows fields for Customer Name, Email, and Phone. The Customer Name is "Janaki Ram Enterprise", the Email is "janakiram@someone.com", and the Phone is empty.
- RECENT CASES:** A table showing recent cases with columns for Status and Case Title. The first row shows "Active" and "Performance ...".
- Entitlement:** A section for entitlements, showing a table with columns for Entitlement Name, Remaining Terms, and Status. The message "No Entitlement records found." is displayed.
- Time Sheet:** A section for time sheet entries, showing a table with columns for Subject, Start Time, End Time, Spent Hours, External Comments, and Internal Comments. The table contains two entries:

Subject	Start Time	End Time	Spent Hours	External Comments	Internal Comments
Checked the Problem	10/24/2018 8:00 PM	10/24/2018 11:00 PM	3.00		
RAM Memory Increased	10/25/2018 12:00 PM	10/25/2018 3:00 PM	3.00		Data base size large. Increased the RAM

11. Convert Order to Work Order

Order is an existing entity and we added a feature to convert order to work order for installation activity.



The screenshot shows the Dynamics 365 interface for an 'HRMS Demo' order. The top navigation bar includes 'Dynamics 365', 'Sales', and 'Orders > HRMS Demo'. A red box highlights the 'CONVERT TO WORK ORD...' button in the command bar. Below the command bar, the order details are displayed: 'ORDER' dropdown, 'Convert Order to a Work Order' button, 'Total Amount' (₹31,500.00), 'Status' (Active), 'Status Reason' (New), and 'Owner' (Suren). The 'Summary' section is expanded, showing order details on the left and a table of products in the center.

Product Na...	Properties	Unit	Price Per U...	Quantity	Discount	Extended Amo...
Laptop Service		Primary U...	₹2,000.00	1.00000	₹0.00	₹2,000.00
Software Installation		Primary U...	₹5,000.00	1.00000	₹0.00	₹5,900.00
Laptop		Primary U...	₹20,000.00	1.00000	₹0.00	₹23,600.00

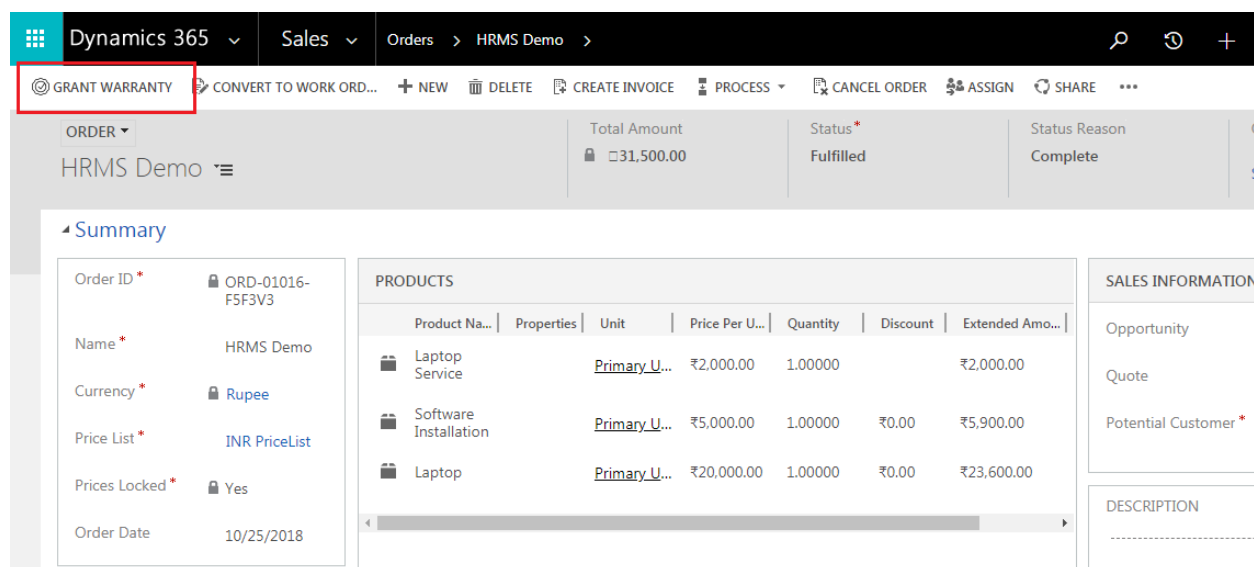
Order ID: ORD-01016-F5F3V3
 Name: HRMS Demo
 Currency: Rupee
 Price List: INR PriceList
 Prices Locked: Yes
 Order Date: 10/25/2018

SALES INFORMATION
 Opportunity: H
 Quote: H
 Potential Customer: E

DESCRIPTION

12. Grant Warranty on Order Products

Grant warranty is a feature incorporated at order entity to fulfill the warranty order details along with the product.



The screenshot shows the Dynamics 365 interface for the same 'HRMS Demo' order. The top navigation bar is identical. A red box highlights the 'GRANT WARRANTY' button in the command bar. The order details are updated: 'Status' is now 'Fulfilled' and 'Status Reason' is 'Complete'. The 'Summary' section is expanded, showing the same order details and product table as in the previous screenshot.

Product Na...	Properties	Unit	Price Per U...	Quantity	Discount	Extended Amo...
Laptop Service		Primary U...	₹2,000.00	1.00000		₹2,000.00
Software Installation		Primary U...	₹5,000.00	1.00000	₹0.00	₹5,900.00
Laptop		Primary U...	₹20,000.00	1.00000	₹0.00	₹23,600.00

Order ID: ORD-01016-F5F3V3
 Name: HRMS Demo
 Currency: Rupee
 Price List: INR PriceList
 Prices Locked: Yes
 Order Date: 10/25/2018

SALES INFORMATION
 Opportunity
 Quote
 Potential Customer

DESCRIPTION

Once warranty granted, the warranty product lines will be created in Warranty order products with below screen shot details.

Dynamics 365 | Sales | Warranty Order Prod... | Laptop_ORD-01018-...

NEW | DEACTIVATE | DELETE | ASSIGN | SHARE | EMAIL A LINK | RUN WORKFLOW | START DIALOG | FLOW | ...

WARRANTY ORDER PRODUCT : INFORMATION

Laptop_ORD-01018-J4G5P1

Status: Valid

General

Serial Number *	Laptop_ORD-01018-J4G5P1	Dispatch Date *	10/25/2018
Product	Laptop	Start Date *	10/25/2018
Warranty Model *	Silver	End Date *	12/25/2018
Potential Customer *	Janaki Ram Enterprise		
Order *	HRMS Demo		

Warranty Expiry History

13. Warranty Renewal

Warranty renewal is a feature which allows to renew the expiry or going to expire the existing warranty products. The system will create an opportunity with warranty service items for renewals.

Dynamics 365 | Sales | Warranty Order Prod... | Laptop_ORD-01018-...

RENEW WARRANTY | NEW | DEACTIVATE | DELETE | ASSIGN | SHARE | EMAIL A LINK | RUN WORKFLOW | START DIALOG | ...

WARRANTY ORDER PRODUCT : INFORMATION

Laptop_ORD-01018-J4G5P1

Status: Expired

General

Serial Number *	Laptop_ORD-01018-J4G5P1	Dispatch Date *	8/1/2018
Product	Laptop	Start Date *	8/1/2018
Warranty Model *	Silver	End Date *	9/30/2018
Potential Customer *	Janaki Ram Enterprise		
Order *	HRMS Demo		

13.1 Opportunity for renew product

Below mentioned screen shot shows the system generated opportunity from warranty order products for renewal.

[+ NEW](#)
[CLOSE AS WON](#)
[CLOSE AS LOST](#)
[RECALCULATE OPPORTU...](#)
[CONVERT TO WORK ORD...](#)
[FORM](#)
[PROCESS](#)
[ASSIGN](#)
[EMAIL A LINK](#)
[***](#)

OPPORTUNITY ▼
 Warranty Renewal of Laptop-Laptop_ORD-01018-J4G5P1

Est. Close Date: -----
 Est. Revenue: ₹2,000.00
 Status: In Progress

Qualify (Active for 1 minute) ▶ **Propose** ▶ **Contract** ▶ **Close**

Identify Contact [click to enter](#)
 ✓ Identify Account * [Janaki Ram Enterprise](#)
 Purchase Timeframe [click to enter](#)

Estimated Budget [click to enter](#)
 Purchase Process [click to enter](#)
 Identify Decision Ma... [mark complete](#)

Capture Summary [click to enter](#)

Opportunity Sales Process (Active for 1

Summary

Product line items

Price List: [INR PriceList](#)

Revenue: System Calculated

Product Name	Property...	Unit	Price Per Unit	Quantity	Discount	Extended Amount	Suggestions
Laptop Service		Primary Unit	₹2,000.00	1.00000	₹0.00	₹2,000.00	

Dynamics 365 Sales Orders > Laptop Service

[DELETE](#)
[LOOK UP ADDRESS](#)
[EDIT PROPERTIES](#)
[EMAIL A LINK](#)
[RUN WORKFLOW](#)
[START DIALOG](#)
[FLOW](#)
[WORD TEMPLATES](#)
[RUN REPORT](#)
[***](#)

ORDER LINE: INFORMATION ▼
Laptop Service

General

Select Product: Existing
 Existing Product * [Laptop Service](#) Unit * [Primary Unit](#)

Pricing

Pricing: Override Price
 Sales Price * ₹2,000.00 Tax Rate: -----
 Volume Discount ₹0.00 Tax Rate (%) 0.0000
 Quantity * 1.00000 CGST ₹0.00
 Amount ₹2,000.00 SGST ₹0.00
 Manual Discount ----- IGST ₹0.00
 Tax ₹0.00
 Contracted Amount ₹2,000.00

Warranty Details

Warranty Product: -----
 Warranty Model: [Silver](#)
 Renewal Product Serial No. [Laptop_ORD-01018-J4G5P1](#)

Warranty Policy Terms
 1.00. Quote validity: 25-Feb-2018, unless specified in writing
 2.00. Delivery: 4 to 6 weeks upon the acceptance of Purchase Order.
 2.01. A tentative delivery date will be notified, against order acceptance by MES GmbH.
 3.00. The quoted prices do not include onsite installation, training and/or service charges.
 4.00. Payment terms: 30 days from the date of invoice
 5.00. Sale Type - DAP
 5.01. Duty: Duties like Customs, leviable by the Indian Government are Excluded in this quote.
 6.00. Taxes: This Quotation is Inclusive of GST, Road Permit, or any such incidental expenses will be charged to the customer account.

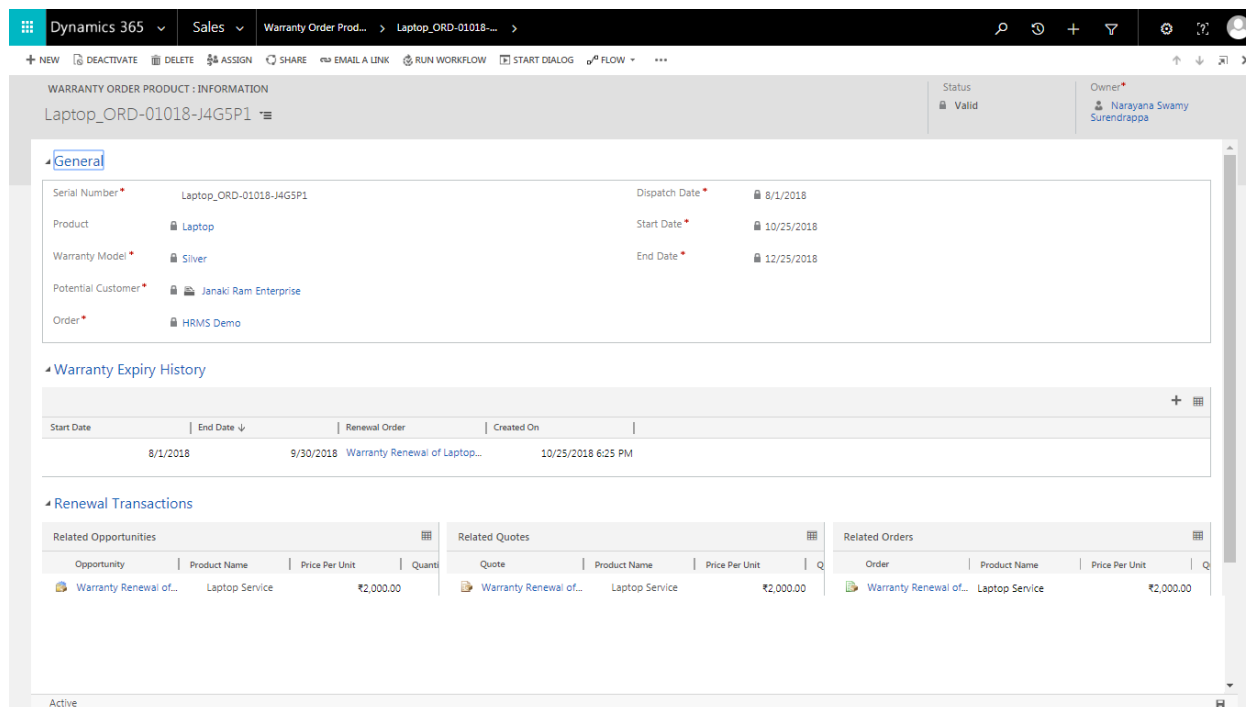
13.2 Warranty Expiry History

Warranty expiry entity will keep track of warranty order products which are expired with all related data.

Once the renew warranty sales order fulfilled, the warranty status will be updated as “Valid” and start date, end date will be changed depending warranty model period.

The previous start and end date and renewal order which the warranty is renewed is capturing in the warranty history.

The transaction data for renewal of particular product will be shown as subgrid data. The Opportunity, Quote and Sales order transactions have the details of renewal warranty product name, warranty price and quantity related record name.



The screenshot shows the Dynamics 365 interface for a Warranty Order Product. The main form displays the following details:

- Serial Number:** Laptop_ORD-01018-J4G5P1
- Product:** Laptop
- Warranty Model:** Silver
- Potential Customer:** Janaki Ram Enterprise
- Order:** HRMS Demo
- Dispatch Date:** 8/1/2018
- Start Date:** 10/25/2018
- End Date:** 12/25/2018

The **Warranty Expiry History** subgrid shows the following record:

Start Date	End Date	Renewal Order	Created On
8/1/2018	9/30/2018	Warranty Renewal of Laptop...	10/25/2018 6:25 PM

The **Renewal Transactions** section displays three subgrids:

- Related Opportunities:**

Opportunity	Product Name	Price Per Unit	Quantity
Warranty Renewal of...	Laptop Service	₹2,000.00	
- Related Quotes:**

Quote	Product Name	Price Per Unit	Quantity
Warranty Renewal of...	Laptop Service	₹2,000.00	
- Related Orders:**

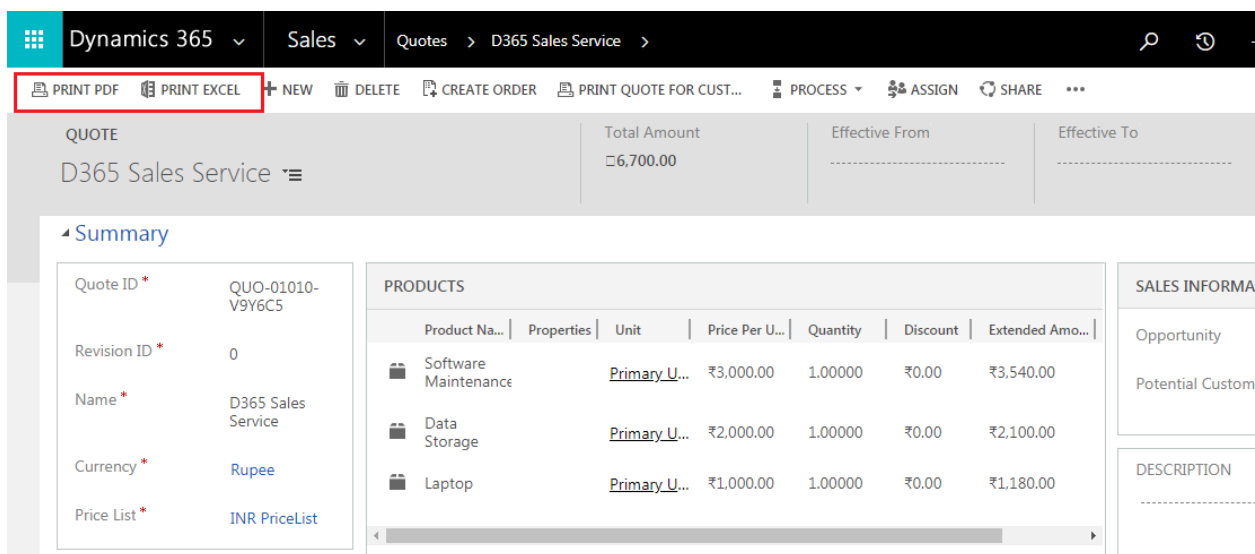
Order	Product Name	Price Per Unit	Quantity
Warranty Renewal of...	Laptop Service	₹2,000.00	

14. Reports

9.1. Quote Reports

Quote wise can generate report in PDF and Excel Format. Two buttons are added for generating PDF and Excel report separately

Find below the screen shot for the reference



Below screen shot describe the PDF format output of quote report

QUOTATION											
To, Dhanya Enterprise 12 South Street Bengaluru-7549863 Karnataka,India						Quote No : QUO-01010-V9Y6C5 Issue Date : 12-09-2018 Quote Validity :					
Sl. No	Product Name	Product Description	HSN / SAC	Qty	Unit Price	Discount	CGST	SGST	IGST	Tax	Total
1	Laptop		8471	1.00	1,000.00	0.00	9.00 %	9.00 %	0.00	GST 18%	1,180.00
							90.00	90.00		180.00	
2	Data Storage		25431	1.00	2,000.00	0.00	0.00	0.00	0.00	VAT5%	2,100.00
										100.00	
3	Software Maintenance		587469	1.00	3,000.00	0.00	9.00 %	9.00 %	0.00	GST 18%	3,540.00
							270.00	270.00		540.00	
Total						0.00	360.00	360.00	0.00	820.00	6,820.00

With Warm Regards

Below screen shot describe the Excel format output of quote report

QUOTATION											
To,						Quote No : QUO-01010-V9Y6C5					
Dhanya Enterprise 12 South Street Bengaluru-7549863 Karnataka,India						Issue Date : 12-09-2018					
						Quote Validity :					
Sl. No	Product Name	Product Description	HSN / SAC	Qty	Unit Price	Discount	CGST	SGST	IGST	Tax	Total
1	AMC			1.00	1,000.00	0.00	9.00 %	9.00 %	0.00	GST 18%	1,180.00
							90.00	90.00		180.00	
2	Data Storage			1.00	2,000.00	0.00	0.00	0.00	0.00	VAT 5%	2,100.00
										100.00	
3	Software Maintenance			1.00	3,000.00	0.00	9.00 %	9.00 %	0.00	GST 18%	3,540.00
							270.00	270.00		540.00	
Total						0.00	360.00	360.00	0.00	820.00	6,820.00

With Warm Regards

{64077F7D-63AF-E811-A961-000D3A}

9.2 Monthly GST Tax Report

Monthly GST Tax report explains about between the particular date range, based on HSN/SAC code the relevant GST tax details will be generated.

This report is integrated with Order entity. Find below the screen shot explain about execution of report.

Dynamics 365 Sales Orders

NEW DELETE EMAIL A LINK FLOW RUN REPORT EXCEL TEMPLATES EXPORT TO EXCEL IMPORT DATA

My Orders

Run on All Records

Monthly GST Tax Report

Name	Status Reason	Total Amount	Customer	Email (Customer)
Customer Service D365	New	₹6,966.00	Dhanya Enterprise	
D365 Field Service	New	₹4,720.00	Dhanya Enterprise	
D365 Sales Service	New	₹6,420.00	Dhanya Enterprise	
D365 Sales Service	New	₹6,700.00	Dhanya Enterprise	
Sysfore Retail demo	New	₹4,330.00	Dhanya Enterprise	

It will be consolidated all the order product with group by HSN/SAC code and generating the report between the particular date range.

Find below the screen shot of the Monthly GST Tax report

startdate

9/1/2018

enddate

9/30/2018

Start Date : 01-09-2018

End Date : 30-09-2018

Order No / Invoice No	HSN / SAC	Date	Customer	Customer GST No	HSN / SAC Wise Total Taxable Amount	CGST %	CGST Amount	SGST %	SGST Amount	IGST %	IGST Amount	Total Amount
ORD-01022-K7D0P9	8471	9/1/2018	Dhanya Enterprise	EDLIS2563145897	1,000.00	9.00	90.00	9.00	90.00	0.00	0.00	1,180.00
	587469	9/1/2018	Dhanya Enterprise	EDLIS2563145897	3,000.00	0.00	0.00	0.00	0.00	0.00	0.00	3,150.00
ORD-01023-J2F6M3	25431	9/3/2018	Dhanya Enterprise	EDLIS2563145897	1,900.00	0.00	0.00	0.00	0.00	0.00	0.00	2,100.00
	8471	9/3/2018	Dhanya Enterprise	EDLIS2563145897	4,800.00	0.00	0.00	0.00	0.00	0.00	0.00	4,800.00
ORD-01024-B0X9H4	8471	9/11/2018	Dhanya Enterprise	EDLIS2563145897	1,000.00	9.00	90.00	9.00	90.00	0.00	0.00	1,180.00
	25431	9/11/2018	Dhanya Enterprise	EDLIS2563145897	2,000.00	9.00	180.00	9.00	180.00	0.00	0.00	2,360.00
	587469	9/11/2018	Dhanya Enterprise	EDLIS2563145897	3,000.00	0.00	0.00	0.00	0.00	0.00	0.00	3,000.00
ORD-01025-M3L3J3	8471	9/12/2018	Dhanya Enterprise	EDLIS2563145897	1,000.00	9.00	90.00	9.00	90.00	0.00	0.00	1,180.00
	587469	9/12/2018	Dhanya Enterprise	EDLIS2563145897	3,000.00	0.00	0.00	0.00	0.00	18.00	540.00	3,540.00
ORD-01026-M3J9Y4	8471	9/12/2018	Dhanya Enterprise	EDLIS2563145897	1,000.00	9.00	90.00	9.00	90.00	0.00	0.00	1,180.00
	25431	9/12/2018	Dhanya Enterprise	EDLIS2563145897	2,000.00	0.00	0.00	0.00	0.00	0.00	0.00	2,100.00
	587469	9/12/2018	Dhanya Enterprise	EDLIS2563145897	3,000.00	9.00	270.00	9.00	270.00	0.00	0.00	3,540.00
Total					26,700.00		810.00		810.00		540.00	29,310.00

Page 1 of 1

Page 1 of 1

15. Contact us for support

For any further assistance or enquiries, please contact us at:

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Koramangala 4th Block
Bangalore – 560 034

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