

Study guide for Exam MB-920: Microsoft Dynamics 365 Fundamentals (ERP)

Purpose of this document

This study guide should help you understand what to expect on the exam and includes a summary of the topics the exam might cover and links to additional resources. The information and materials in this document should help you focus your studies as you prepare for the exam.

Useful links	Description
Review the skills measured as of December 20, 2022	This list represents the skills measured AFTER the date provided. Study this list if you plan to take the exam AFTER that date.
Review the skills measured prior to December 20, 2022	Study this list of skills if you take your exam PRIOR to the date provided.
Change log	You can go directly to the change log if you want to see the changes that will be made on the date provided.
How to earn the certification	Some certifications only require passing one exam, while others require passing multiple exams.
Your Microsoft Learn profile	Connecting your certification profile to Learn allows you to schedule and renew exams and share and print certificates.
Passing score	A score of 700 or greater is required to pass.
Exam sandbox	You can explore the exam environment by visiting our exam sandbox.
Request accommodations	If you use assistive devices, require extra time, or need modification to any part of the exam experience, you can request an accommodation.
Take a practice test	Are you ready to take the exam or do you need to study a bit more?

Updates to the exam

Our exams are updated periodically to reflect skills that are required to perform a role. We have included two versions of the Skills Measured objectives depending on when you are taking the exam.

We always update the English language version of the exam first. Some exams are localized into other languages, and those are updated approximately eight weeks after the English version is updated. Other available languages are listed in the **Schedule Exam** section of the **Exam Details** webpage. If the exam isn't available in your preferred language, you can request an additional 30 minutes to complete the exam.

Note

The bullets that follow each of the skills measured are intended to illustrate how we are assessing that skill. Related topics may be covered in the exam.

Note

Most questions cover features that are general availability (GA). The exam may contain questions on Preview features if those features are commonly used.

Skills measured as of December 20, 2022

Audience profile

This exam covers the features and capabilities of Dynamics 365 finance and operations apps.

As an exam candidate, you should have general knowledge of or relevant working experience with an Information Technology (IT) environment. You should also have a fundamental understanding of financial principles and business operations.

- Describe Dynamics 365 Supply Chain Management (25–30%)
- Describe Dynamics 365 Finance (25–30%)
- Describe Dynamics 365 Commerce (5–10%)
- Describe Dynamics 365 Human Resources (10–15%)
- Describe Project Operations (5–10%)
- Describe shared features (10–15%)

Describe Dynamics 365 Supply Chain Management (25–30%)

Identify core capabilities

- Describe use cases and Supply Chain Management capabilities
- Describe available Supply Chain Management modules
- Describe options for integrating Supply Chain Management with other apps and technologies

Describe product management capabilities

- Describe products and release products
- Describe product masters
- Describe product variants

Describe purchase and sales capabilities

- Describe the process for creating vendors and purchase orders

- Describe the process for creating customers and sales orders
- Describe trade agreements and contracts
- Describe picking, packing, and reserving stock

Describe manufacturing strategies

- Describe lean, discrete, and process manufacturing
- Describe bills of materials (BOMs), routes, and operations as they relate to production orders
- Describe master planning

Describe inventory and warehousing capabilities

- Describe inventory journals
- Describe stock levels
- Describe on-hand inventory capabilities
- Describe warehouse components including locations

Describe Dynamics 365 Finance (25–30%)

Describe Dynamics 365 Finance core capabilities

- Describe use cases for legal entities
- Describe how Dynamics 365 Finance handles regional tax reporting requirements
- Describe accounting concepts
- Describe journaling concepts

Describe general ledgers

- Describe charts of accounts including main accounts, balance sheets, and income statements
- Describe financial dimensions and dimension set concepts
- Describe periodic financial processes

Describe accounts payables and accounts receivables

- Describe core accounts payable components including vendors, purchase orders, and vendor invoices
- Describe vendor payments and settlements including three-way matching concepts
- Describe core accounts receivable components including customers, customer invoices, and free text invoices
- Describe credit and collection processes

Describe expense management, fixed asset management, and budgeting

- Describe cash and bank management concepts
- Describe expense management capabilities
- Describe fixed asset management capabilities
- Describe budgeting capabilities

Describe Dynamics 365 Commerce (5–10%)

Describe Dynamics 365 Commerce core capabilities

- Describe retail channels including retail, online, and call center channels
- Describe channel management concepts
- Describe Distributed Order Management (DOM)
- Describe product assortments

Describe product management capabilities

- Describe customer loyalty concepts
- Describe how Dynamics 365 Commerce helps create personalized customer experiences and provide product recommendations
- Describe how Dynamics 365 Commerce uses Dynamics 365 Customer Insights
- Describe how Dynamics 365 Fraud Protection reduces fraudulent activities in the system

Describe Dynamics 365 Human Resources (10–15%)

Describe core capabilities

- Describe workers and positions
- Describe compensation and benefits capabilities
- Describe compliance features
- Describe performance management capabilities

Describe personnel management capabilities

- Describe self-service capabilities
- Describe leave and absence capabilities
- Describe employee training and certification features
- Identify integration options between Dynamics 365 Human Resources and LinkedIn

Describe Project Operations (5–10%)

Identify Project Operations capabilities

- Describe project-based services and project types
- Describe project sales capabilities
- Describe project contract capabilities
- Describe project pricing capabilities
- Describe the project lifecycle including project invoicing and revenue recognition

Describe project planning and execution capabilities

- Describe project planning, execution, and analysis capabilities
- Describe work breakdown structures

- Identify project features including contracts, stages, team assignments, and fixed price versus time and material estimates versus retainer contracts
- Describe project team management capabilities including allocation methods, resource scheduling, and skills
- Describe project schedule management capabilities including tasks, subtasks, assignments, and project plan management
- Describe project cost tracking capabilities including time and expense costs

Describe shared features (10–15%)

Describe reporting capabilities

- Describe built-in reporting capabilities including workspaces
- Describe options for working with Finance data from within Microsoft Excel
- Describe options for analyzing data by using Power BI

Describe integration options

- Describe Microsoft Teams integration capabilities
- Describe use cases for integrating with Microsoft Excel and Microsoft Word
- Describe options for managing documents by using SharePoint Online
- Describe email integration capabilities
- Describe Microsoft Dataverse integration capabilities

Study resources

We recommend that you train and get hands-on experience before you take the exam. We offer self-study options and classroom training as well as links to documentation, community sites, and videos.

Study resources	Links to learning and documentation
Get trained	Choose from self-paced learning paths and modules or take an instructor led course
Find documentation	Dynamics 365 documentation and learning modules Supply Chain Management Finance Commerce Human Resources Project Operations
Ask a question	Microsoft Q&A Microsoft Docs

Study resources	Links to learning and documentation
Get community support	Microsoft Dynamics Community
Follow Microsoft Learn	Microsoft Learn - Microsoft Tech Community
Find a video	Exam Readiness Zone on Learn Shows

Change log

Key to understanding the table: The topic groups (also known as functional groups) are in bold typeface followed by the objectives within each group. The table is a comparison between the two versions of the exam skills measured and the third column describes the extent of the changes.

Skill area prior to December 20, 2022	Skill area as of December 20, 2022	Change
Describe Dynamics 365 Supply Chain Management	Describe Dynamics 365 Supply Chain Management	No change
Identify core capabilities	Identify core capabilities	No change
Describe product management capabilities	Describe product management capabilities	No change
Describe purchase and sales capabilities	Describe purchase and sales capabilities	No change
Describe manufacturing strategies	Describe manufacturing strategies	No change
Describe inventory and warehousing capabilities	Describe inventory and warehousing capabilities	No change
Describe Dynamics Finance	Describe Dynamics 365 Finance	Minor
Describe Dynamics 365 Finance core capabilities	Describe Dynamics 365 Finance core capabilities	Minor
Describe general ledgers	Describe general ledgers	No change
Describe accounts payables and accounts receivables	Describe accounts payables and accounts receivables	No change

Skill area prior to December 20, 2022	Skill area as of December 20, 2022	Change
Describe expense management, fixed asset management and budgeting	Describe expense management, fixed asset management, and budgeting	Minor
Describe Dynamics 365 Commerce	Describe Dynamics 365 Commerce	No change
Describe Dynamics 365 Commerce core capabilities	Describe Dynamics 365 Commerce core capabilities	Minor
Describe product management capabilities	Describe product management capabilities	No change
Describe Dynamics 365 Human Resources	Describe Dynamics 365 Human Resources	No change
Describe core capabilities	Describe core capabilities	No change
Describe personnel management capabilities	Describe personnel management capabilities	No change
Describe Project Operations	Describe Project Operations	No change
Identify Project Operations capabilities	Identify Project Operations capabilities	No change
Describe project planning and execution capabilities	Describe project planning and execution capabilities	No change
Describe shared features	Describe shared features	No change
Describe reporting capabilities	Describe reporting capabilities	No change
Describe integration options	Describe integration options	No change

Skills measured prior to December 20, 2022

- Describe Dynamics 365 Supply Chain Management (25–30%)
- Describe Dynamics Finance (25–30%)
- Describe Dynamics 365 Commerce (5–10%)
- Describe Dynamics 365 Human Resources (10–15%)

- Describe Project Operations (5–10%)
- Implement master planning (10–15%)

Describe Dynamics 365 Supply Chain Management (25–30%)

Identify core capabilities

- Describe use cases and Supply Chain Management capabilities
- Describe available Supply Chain Management modules
- Describe options for integrating Supply Chain Management with other apps and technologies

Describe product management capabilities

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Describe Dynamics Finance (25–30%)

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Describe Dynamics 365 Commerce (5–10%)

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- Describe retail channels including Store Commerce, call centers, and online
- Describe channels and channel management concepts
- Describe Distributed Order Management (DOM)
- Describe product assortments

Describe product management capabilities

- Describe customer loyalty concepts
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Describe Dynamics 365 Human Resources (10–15%)

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