Microsoft Dynamics 365 Operations Retail Applications

Module	Topics
Retail Channel Setup and Corporate Operations	1. Retail Basic Architecture and Navigation in Microsoft Dynamics 365 for Operations
	2. Retail Organizational Modeling in Microsoft Dynamics 365 for Operations
	3. Retail Channels in Microsoft Dynamics 365 for Operations
	4. Retail Core Prerequisite Configuration and Parameters in Microsoft Dynamics 365 for Operations
	5. Retail Sales Tax in Microsoft Dynamics 365 for Operations
	6. Retail Payment Management in Microsoft Dynamics 365 for Operations
	7. Retail POS Setup in Microsoft Dynamics 365 for Operations
	8. Retail POS Design in Microsoft Dynamics 365 for Operations
	9. Retail Workers and Security in Microsoft Dynamics 365 for Operations
	10. Loyalty Management for Retail in Microsoft Dynamics 365 for Operations
	11. Retail Gift Cards in Microsoft Dynamics 365 for Operations
	12. Retail IT Functions and Configuration in Microsoft Dynamics 365 for Operations
	13. Retail Reporting in Microsoft Dynamics 365 for Operations and Inquiries
	14. End of Day Operations for Retail in Microsoft Dynamics 365 for Operations
Retail Merchandising and Inventory Management	1. Workflow Configuration for Retail in Microsoft Dynamics 365 for Operations
	2. Retail Units of Measure in Microsoft Dynamics 365 for Operations
	3. Using Product Variants for Retail in Microsoft Dynamics 365 for Operations
	4. Retail Barcodes and Labels in Microsoft Dynamics 365 for Operations
	5. Retail Category Hierarchies in Microsoft Dynamics 365 for Operations
	6. Released Products and Catalogs in Microsoft Dynamics 365 for Operations
	7. Retail Assortments in Microsoft Dynamics 365 for Operations
	8. Modes of Delivery for Retail in Microsoft Dynamics 365 for Operations

	9. Retail Pricing and Discounts in Microsoft Dynamics 365 for Operations
	10. Retail Vendor Catalogs in Microsoft Dynamics 365 for Operations
	11. Replenishment Setup for Retail in Microsoft Dynamics 365 for Operations
	12. Replenishment Processing for Retail in Microsoft Dynamics 365 for Operations
	13. Retail Product Kits in Microsoft Dynamics 365 for Operations
	14. Periodic Functions for Retail Inventory Management in Microsoft Dynamics 365 for Operations
Retail POS	1. POS Basic Navigation in Microsoft Dynamics 365 for Operations
	2. Day in the Life of a Cashier in Microsoft Dynamics 365 for Operations
	3. Day in the Life of a Store Manager in Microsoft Dynamics 365 for Operations
	4. Day in the Life of a Store Inventory Manager in Microsoft Dynamics 365 for Operations
	5. Retail POS Reports and Analytics in Microsoft Dynamics 365 for Operations
Retail Call Center	1. Call Center Configuration in Microsoft Dynamics 365 for Operations
	2. Basics of Catalogs for Call Centers in Microsoft Dynamics 365 for Operations
	3. Advanced Catalog Features for Call Centers in Microsoft Dynamics 365 for Operations
	4. Call Center Pricing and Discounts in Microsoft Dynamics 365 for Operations
	5. Customer Management for Retailers in Microsoft Dynamics 365 for Operations
	6. Retail Product Management in Microsoft Dynamics 365 for Operations
	7. Basic Sales Order Management for Call Centers in Microsoft Dynamics 365 for Operations
	8. Advanced Sales Order Management for Call Centers in Microsoft Dynamics 365 for Operations
	9. Payment Configuration for Call Centers in Microsoft Dynamics 365 for Operations
	10. Payment Workbenches for Call Centers in Microsoft Dynamics 365 for Operations
	11. Retail Installment Billing in Microsoft Dynamics 365 for Operations
	12. Returns and RMA Processing for Retailers in Microsoft Dynamics 365 for Operations
	13. Retail Continuity Configuration in Microsoft Dynamics 365 for Operations

	14. Retail Order Holds and Fraud Management in Microsoft Dynamics 365 for Operations
	15. Retail Direct Delivery in Microsoft Dynamics 365 for Operations
	16. Retail Picking Workbench in Microsoft Dynamics 365 for Operations