

# **Microsoft Certified: Dynamics 365 Fundamentals Finance and Operations Apps (ERP) – Skills Measured**

NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is NOT definitive or exhaustive.

NOTE: Most questions cover features that are General Availability (GA). The exam may contain questions on Preview features if those features are commonly used.

## **Exam MB-920: Microsoft Dynamics 365 Fundamentals Finance and Operations Apps (ERP)**

### **Describe Dynamics 365 Supply Chain Management (25-30%)**

#### **Identify general capabilities**

- describe manufacturing types including Discrete, Lean, and Process manufacturing
- describe production control elements including bills of materials (BOMs), formulas, Kanban's, resources, and routing
- describe product master records and product variants

#### **Describe warehouse and inventory management capabilities**

- describe costing methods including standard costing, weighted averages, last-in-first-out (LIFO), and first-in-first-out (FIFO)
- describe use cases for Warehouse Management System (WMS)
- describe purchase orders, item arrival journals, and cross-docking
- describe inventory reservations, picking and packing, replenishment, and shipments
- describe inventory counting and inventory on-hand concepts
- describe quality management capabilities
- describe warehouse configuration options including layout, stocking limits, and location profiles

#### **Describe manufacturing strategies**

- describe manufacturing strategies including make to order (MTO), make to stock (MTS), and configure to order (CTO)
- describe item tracking and tracing processes
- describe tools that can be used to manage shop floors

## **Describe enterprise asset management capabilities**

- describe enterprise asset management concepts
- describe the work order lifecycle including work order scheduling, preventative work orders, corrective work orders, and inspections
- describe vendor warranty agreements including full and partial agreements

## **Describe Dynamics Finance (25-30%)**

### **Describe the Dynamics 365 Finance features**

- describe use cases for legal entities
- describe how Dynamics 365 Finance handles regional tax reporting requirements
- describe cost accounting 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 related finance components**

- describe cash and bank management concepts
- describe expense management including cash advances and mobile workspaces
- describe fixed asset management, and fixed asset creation, acquisition, and depreciation
- describe budgeting capabilities

## **Describe Dynamics 365 Commerce (10-15%)**

### **Describe Dynamics 365 Commerce capabilities**

- describe retail channels including call centers, Cloud Point-Of-Sale (CPOS), and Modern Point-Of-Sale (MPOS)
- describe channel management concepts
- describe Distributed Order Management (DOM)
- describe product assortments
- describe customer loyalty concepts
- describe how Dynamics 365 Commerce uses Dynamics 365 Customer Insights to create personalized customer experiences and provide product recommendations
- describe how Dynamics 365 Commerce uses Retail Analytics to provide centralized retail data management

### **Describe Dynamics 365 Fraud Protection**

- describe how Dynamics 365 Fraud Protection evaluates purchase transaction to reduce fraud losses and increase bank acceptance rates
- describe how Dynamics 365 Fraud Protection prevents unauthorized account creation, account takeovers, and fraudulent account access
- describe how Dynamics 365 Fraud Protection prevents loss related to fraudulent returns and discounts, identifying the risk of loss to a business, and identifying anomalies in merchandise discounting and returns

## **Describe Dynamics 365 Human Resources (5-10%)**

### **Describe core capabilities**

- 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 (10-15%)**

### **Identify Project Operations capabilities**

- describe project-based services
- 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**

- 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 Dynamics 365 Business Central (5-10%)**

### **Identify Dynamics 365 Business Central core capabilities**

- describe finance capabilities including general ledger, accounts receivable, and accounts payable
- describe supply chain capabilities including purchasing, manufacturing, inventory management, and warehouse management
- describe project management capabilities including job and resource management
- describe sales and service capabilities including work order management and sales order management
- describe human resources capabilities including leave and absence management

## **Describe shared features (10-15%)**

### **Describe reporting capabilities**

- describe built-in reporting capabilities including workspaces
- describe options for exporting data to 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