

APPENDIX A: TEST YOUR KNOWLEDGE / SKILLS SOLUTIONS

Test Your Knowledge – Getting Started (CH1)

1. How many Salesperson/Purchasers are in Microsoft Navision? **Eight**
2. Who is the contact at Customer 49525252 – Beef House? **Frau Karin Fleischer**
3. What is the current balance on Customer 49525252 – Beef House? **5,941.36**
4. How many open invoices does Customer 49525252 – Beef House have? **Four**
5. How many Bank Accounts are set up in Cronus International, Ltd.? **Five**

HINT: On the Financial Management menu click **CASH MANAGEMENT→BANK ACCOUNTS**

6. What is the quantity on hand of Item No. 70000? (Hint: On the Warehouse menu, click PLANNING & EXECUTION→ITEMS) **4,202**
7. What is the Unit Price of Item No. 70040? **108.20**
8. What is the Last Direct Cost of Item No. 70040? **55.10**
9. Name three ways to insert a Customer: **Press F3, on the Menu bar, click EDIT→INSERT NEW, on the Toolbar, click the Insert button**
10. When you type the letter "t" in a date field, what happens? **The field is populated with today's system date.**
11. What Shortcut key do you press to delete a new Customer? **F4**
12. When you type the letter "w" in a date field, what happens? **The field is populated with the specified Work Date.**
13. What are the three types of Dimensions available in Microsoft Navision? **Global, Shortcut, Budget.**

14. What would the following filter expression display: 1200|1300?
Records with 1200 or 1300 will be displayed. If there is a record with each number, both will be displayed.
15. What would the following filter expression display: 1100..2100?
Records 1100 through 2100 would be displayed.
16. What Shortcut key do you press to Lookup, Drill-down and display the Options menu? **F6**
17. What are the three filter types available in Microsoft Navision? **Field Filter, Table Filter, Flow Filter.**

Test Your Knowledge – Technology (CH2)

1. Name the seven types of objects in C/SIDE. **Tables, Forms, Reports, Dataports, XMLports, Codeunits, MenuSuite**
2. Name the four types of tables in C/SIDE. **Normal, System, Temporary, Virtual**
3. What is a codeunit? **A codeunit is an object type that contains functions written in C/AL code.**
4. Explain C/AL. **C/AL is a fourth-generation programming language (4GL) that is used to create functions; controls how individual database objects interact; and includes standard functions for reading, writing and modifying table data.**
5. What are the special facilities in Microsoft Navision? **Direct access from one table to another; easy data entry; information in multiple dimensions; automatic calculation of amounts and quantities; information on what is included in a calculated amount; filtering of information; sorting with one or more keys; pictures of items or a company logo on the screen together with the associated information; and connections to mail merge, spreadsheet applications and presentation graphics programs.**
6. Microsoft Navision can be installed on which database servers? **Navision Database Server and the Microsoft SQL Server Option for Navision based on Microsoft SQL Server.**
7. Explain SIFT. **SIFT (Sum-Indexed Flow Technology) is the basis of FlowFields. It is a feature in the database that allows you to have sums calculated very quickly by maintaining SumIndexes.**
8. Define/describe the following and the relationship between them: a record, a field, a table, a company. **A field is the smallest logical structure used in the C/SIDE database. Fields are assembled into a structure called a record. A record is a logical structure assembled from an arbitrary number of fields. Records are organized in tables.**

A table can be thought of as an N by M matrix. Each of the N rows describes a record and each of the M columns describes a field in the record. An example of a table is the Customer table, which contains a record for each customer.

Each company in a database contains a number of tables. A company is the largest logical structure used in a C/SIDE database. A company may be considered to be a subdatabase; its primary use is to separate and group large portions of data in a database. A company can contain private tables as well as tables shared with other companies.

9. Describe the features of Navision Application Server. **Navision Application Server is a middle-tier server, which executes business logic without user intervention. With Navision Application Server, it is possible to communicate with external services. Navision Application Server acts as a client towards a database server and can act as a server for other services. When you start Navision Application Server, it opens a predefined database and executes C/AL code in a predefined codeunit.**
10. Describe the multilanguage features in Microsoft Navision. **Speak Your Employees' Language – Microsoft Navision helps employees become more efficient by eliminating language barriers among your multilingual workforce. Speak Your Customer's Language – With Microsoft Navision, your customer service improves because you can do business in the language preferred by your customer.**

Test Your Skills – Creating an Item and Vendor (CH3)

Scenario: As the Purchasing agent for Cronus International, Ltd. you are responsible for setting up new items as well as new vendors. A customer has requested two items of which one is not currently stocked by your company. You need to create a new item as well as a new vendor that will supply this new item.

Step-by-Step

1. On the **Purchase** menu, click INVENTORY & COSTING→ITEMS.
2. Press F3 to insert a new item card.
3. In the **No.** field, type 80301.
4. In the **Description** field, type USB Mouse.
5. In the **Base Unit of Measure** field, click the **AssistButton**.

6. In the **Item Units of Measure** window, enter the following information:

Code	PCS
Qty. per Unit of Measure	1

7. Click **OK**.
8. Click the **Invoicing** tab.
9. Enter the following information:

Costing Method	FIFO
Unit Cost	11.50
Last Direct Cost	11.50
Price/Profit Calculation	Profit=Price-Cost
Unit Price	14.375
General Product Posting Group	RETAIL
VAT Product Posting Group	VAT25
Inventory Posting Group	RESALE

10. All other fields on this tab may remain as they are.
11. Click the **Replenishment** tab.
12. Enter the following information:

Purchase System	Purchase
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13. The Item setup is complete. Close the Item Card window.
14. On the **Purchase** menu, click ORDER PROCESSING→VENDORS.
15. Press F3 to insert a new vendor.
16. In the **No.** field, type 40101.

17. Enter the following information:

Vendor Name	Lewis Home Furniture XYZ, LTD.
Address	89 Radcroft Road
Postal Code	GB-IB7 7VN
City	Gainsborough
Phone No.	23159799
Contact	Katie Jordan

18. Click the **Invoicing** tab.

19. Enter the following information:

General Business Posting Group	NATIONAL
VAT Business Posting Group	NATIONAL
Vendor Posting Group	DOMESTIC

20. Click the **Payments** tab.

21. Enter the following information:

Application Method	MANUAL
Payment Terms Code	1M(8D)
Payment Method Code	CHECK

22. Click the **Receiving** tab.

23. Enter the following information:

Location Code	BLUE
Shipment Method Code	CIF (Cost, Insurance and Freight)

24. The Vendor setup is complete. Close the Vendor Card window.

Test Your Skills – Creating a Purchase Order (CH3)

Scenario: As the Purchasing agent for Cronus International, Ltd., you need to create a purchase order to purchase two items.

Step-by-Step

1. On the **Purchase** menu, click ORDER PROCESSING→ORDERS.
2. In the header, press F3 to insert a new Order and ENTER to assign a Purchase Order No.
3. In the **Buy-from Vendor No.** field, type 40101 and press ENTER.
4. Click in the lines.
5. In the **Type** field, press F6, select Item and press ENTER.
6. In the **No.** field, type 80216 and press ENTER.

The **Description** field is automatically populated with the name of the item (Ethernet Cable).

7. In the **Quantity** field, type 6.
8. Press DOWN ARROW to go to the next line and then HOME to go to the beginning of the line.

The **Type** field should automatically default to Item. If the program does not do this, select Item in the **Type** field.

9. In the **No.** field, type 80301 and press ENTER.

The **Description** field is automatically populated with the name of the item (USB Mouse).

10. In the **Quantity** field, type 12.
11. Verify that the **Direct Unit Cost Excl. VAT** field is populated on both lines.
12. Close the Purchase Order window.

Test Your Skills – Receiving and Invoicing a Purchase Order (CH3)

Scenario: As the Purchasing agent for Cronus International, Ltd., you are responsible for purchasing items. You have created, printed and emailed a purchase order to the supplying vendor. Now, the items that are related to the purchase order have arrived on the warehouse dock. You can fully Receive and Invoice this order.

Step-by-Step

1. On the **Purchase** menu, click ORDER PROCESSING→ORDERS.
2. Locate the Purchase Order created in the previous scenario.
3. In the **Vendor Invoice No.** field, type LHF-10021.
4. In the lines, be sure the **Qty to. Receive** and **Qty. to Invoice** for Item No. 80216 equals 6 and Item No. 80301 equals 12.
5. Click POSTING→POST.
6. Select **Receive and Invoice**.
7. A message will appear asking if you want to post the Order. Click **Yes**.
8. Click **OK**.
9. Close the Purchase Order window.

Test Your Skills – Record Automobile Maintenance Expense (CH3)

Scenario: In Cronus International, Ltd. you are the accounts payable clerk, responsible for posting and paying expenses. You have received a bill from Mortimor Car Company for routine automobile maintenance services. You need to record this expense for payment.

Step-by-Step

1. On the **Purchase** menu, click ORDER PROCESSING→INVOICES.
2. In the header, press F3 and then press ENTER.
3. In the **Buy-from Vendor No.** field, type 44127914 and then press ENTER.
4. In the **Posting Date** field, type 01/14/04.
5. In the **Vendor Invoice No.** field, type LP-45002.
6. Go to the lines.

7. In the **Type** field, press F6, select G/L Account and press ENTER.
8. In the **No.** field, type 8530 and press ENTER.

The **Description** field will be populated with the name of the account (Repairs and Maintenance).
9. In the **Quantity** field, type 1.
10. In the **Direct Unit Cost Excl. VAT** field, type 132.94.
11. Click POSTING→POST.
12. A message will appear asking if you want to post the Order. Click **Yes**.
13. Click **OK**.
14. Close the Purchase Invoice window.

Test Your Skills – Pay the Automobile Maintenance Expense (CH3)

Scenario: In Cronus International, Ltd. you are the accounts payable clerk, responsible for paying expenses. You have posted the invoice from Mortimor Car Company for routine automobile maintenance services and you now need to pay the invoice. You will print and post the check.

Step-by-Step

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 01/31/04 and press ENTER or click **OK**.
3. On the Financial Management menu, click PAYABLES→PAYMENT JOURNALS.
4. In the **Batch Name** field, if BANK is not indicated, press F6, select BANK and press ENTER.
5. Click PAYMENTS→SUGGEST VENDOR PAYMENTS.
6. On the **Vendor** tab, in the **No.** field, type 44127914.
7. Click on **Options**.
8. In the **Last Payment Date**, type 01/31/04.
9. In the **Bal. Account Type** field, click the **AssistButton** and click Bank Account.
10. In the **Bal. Account No.** field, click the **AssistButton**, click WWB-OPERATING and click **OK**.
11. In the **Bank Payment Type** field, click the **AssistButton** and click Computer Check.

12. Click **OK**.
13. Click PAYMENTS→PRINT CHECK. The **Check** request form window appears.
14. Do not change the filters set on the **Gen. Journal Line** tab.
15. Click **Options**.
16. In the **Bank Account** field, click on the **AssistButton**, click WWB-OPERATING and click **OK**.
17. Press Enter. The **Last Check No.** field will automatically be populated from the **Last Check No.** field on the Bank Account card.
18. Select the **One Check per Vendor per Document No.** check box.
19. Click **Print**.
20. In the Check – Print dialog window, select the **Print to File** check box.
21. In the Print to File window, type Test Check and click **OK**.

A second line now appears in the Payment Journal. This is the bank balancing line.
22. Click POSTING→POST (F11).
23. A message appears asking if you want to post the journal lines. Click **Yes**.
24. Click **OK** or press ENTER.
25. Close the Payment Journal window.

Test Your Skills – Adjust the Automobile Maintenance Expense (CH3)

Scenario: In Cronus International, Ltd. you are the Accounting Manager who is responsible for G/L adjustments. The Mortimor Car Company bill had a gasoline charge on it and you need to reallocate as follows:

- Repairs and Maintenance (8530) = 115.00
- Gasoline and Motor Oil (8510) = 17.94

Step-by-Step

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 01/31/04 and press ENTER or click **OK**.
3. On the Financial Management menu, click GENERAL LEDGER→GENERAL JOURNALS.

4. In the **Batch Name** field, press F6 to open General Journal Batches window.
5. Choose GENERAL and press ENTER twice.
6. Leave the **Document Type** field empty.
7. In the **Account Type** field, press F6 and click G/L Account.
8. In the **Account No.** field, press F6 and find the G/L account number for Repairs and Maintenance: 8530. Click **OK** and press ENTER.
9. In the **Description** field, type Correction to Document No. 108029.
10. In the **Amount** field, type -17.94 in order to make a credit entry to the Repairs and Maintenance account.
11. In the **Bal. Account Type** field, retain G/L Account as the selection.
12. In the **Bal. Account No.** field, type 8510, and press ENTER.
13. Clear the **Bal. Gen. Posting Type**, **Bal. Gen. Bus. Posting Group**, and **Bal. Gen. Prod. Posting Group** fields.
14. Click POSTING→POST (F11).
15. A message appears asking if you want to post the journal lines. Click **Yes**.
16. Press ENTER or click **OK**.
17. Close the General Journal window.

Test Your Skills – Create a Sales Order (CH4)

Scenario: In Cronus International, Ltd. you are the clerk responsible for filling new orders. You have received another order from Beef House Outlet for 10 bicycle tires and you now need to create the order. You will post the order.

Step-by-Step

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 01/31/04 and press ENTER or click **OK**.
3. On the Sales & Marketing menu, click ORDER PROCESSING→ORDERS.
4. In the header, press F3 and ENTER to create a new record.
5. In the **Sell-to Customer No.** field, lookup to the Customer list and select Beef House Outlet. Press ENTER.
6. Go to the lines.
7. In the **Type** field, press F6, choose Item and press ENTER.
8. In the **No.** field, type 1160 and press ENTER.

9. Leave the **Location Code** field blank.
10. In the **Quantity** field, type 10.
11. In the **Unit Price** field, type 41.
12. Verify that the **Qty. to Ship** and **Qty. to Invoice** fields both display 10.
13. Click POSTING→POST (F11).
14. Select **Ship and Invoice**.
15. Close the Sales Order window.
16. On the Navigation Pane, click INVENTORY & PRICING→ITEMS.
17. In the **No.** field either press F5 or use the **List** button in the Toolbar to see the Item List window.
18. Find the item 1160 (Tire) and click **OK**.
19. Press ENTER or TAB to exit the field.
20. View the Item Ledger Entries window for this item by either pressing CTRL + F5 or clicking selecting ITEM→ENTRIES→LEDGER ENTRIES.
21. Close the **Item Ledger Entries** and Item Card windows.
22. On the **Navigation Pane**, click SALES→CUSTOMERS.
23. In the **No.** field, press F5 or use the **List** button in the Toolbar to see the Customer List window.
24. Select Beef House Outlet and click **OK**.
25. Press ENTER or TAB to exit the field.
26. View the Customer Ledger Entries window for this item by either pressing CTRL + F5 or clicking CUSTOMER→LEDGER ENTRIES. The
27. Close the Customer Ledger Entries and Customer Card windows.

Test Your Skills – Post a Cash Receipt (CH4)

Scenario: In Cronus International, Ltd. you are the clerk responsible for posting received payments. You have received another payment from Beef House Outlet for the remaining balance on an invoice and you now need to post the payment.

Step-by-Step

1. Click TOOLS→WORK DATE. The Work Date window appears.
2. Type 02/25/04 and press ENTER or click **OK**.

3. On the Financial Management menu, click RECEIVABLES→CASH RECEIPT JOURNALS.
4. Make sure that the **Batch Name** field reads BANK. If it does not, lookup to the General Journal Batches window and select it.
5. In the **Posting Date** field, type w for the Work Date (2/25/04).
6. In the **Document Type** field, choose Payment.
7. Click VIEW→SHOW COLUMN. Select the **External Document No.** field.
8. In the **External Document No.** field, type 44703.
9. In the **Account Type** field, choose Customer.
10. In the Account No. window, lookup to the **Customer List** and find the record for Beef House Outlet. Select the record and click **OK**.
11. In the **Applies-to Doc. Type** field, choose Invoice.
12. In the **Applies-to Doc. No.** field, lookup (F6) to the Apply Customer Entries window.
13. Select the invoice with a **Remaining Amount** of 410.00 and click **OK**.
14. Click POSTING→POST (F11).
15. A message appears asking if you want to post the journal lines. Click **Yes**.
16. Click **OK**.
17. Close the Cash Receipt Journal window.

Test Your Knowledge – Finance – Reporting (CH5)

1. What are the various ways to prepare analyses of G/L Accounts?
You can do simple calculations in the Chart of Accounts by using Field Filters and/or FlowFilters; you can use the standard reports in the program; you can create more complex statements and calculations using Account Schedules to communicate the information; and you can also use Analyses by Dimensions based on an Analysis View.
2. Where are Standard Reports located in Microsoft Navision?
Standard Reports can be found under the Reports menu item in each application area.

3. What purpose do Account Schedules serve? **Account schedules are intended for calculations that cannot be done directly in the chart of accounts. You use account schedules to analyze figures in G/L accounts or to compare G/L entries with G/L budget entries. Account schedules can be used to make both simple and complex customized financial statements and management reports.**
4. How can dimension information be reproduced in Excel? **Account Schedules, using the Analysis View; and Analysis by Dimensions can be exported to Excel.**
5. What is Business Analytics? Why would a company want to use it? **Business Analytics is a decision support and analysis tool that provides users with a range of visibility (detailed to aggregated) into different aspects of their business. It allows users to quickly get to the information they are looking for at the desired level of detail.**

Test Your Skills – Create New Items for Production (CH6)

Scenario: Your company manufactures wooden tables. Create some new Items using the following information:

Field	Item 1	Item 2	Item 3
Item No.	TYS001	TYS002	TYS003
Description	Table, Complete	Table Top	Table Leg
Base Unit of Measure	PCS	PCS	PCS
Item Category Code	MISC	MISC	MISC
Costing Method	Standard	Standard	Standard
Standard Cost	400.00	200	50
Unit Price	550.00	<blank>	<blank>
Replenishment System	Prod. Order	Purchase	Purchase
Reordering Price	Lot-for-Lot	Lot-for-Lot	Lot-for-Lot
Include Inventory	Yes	Yes	Yes

Step-by-Step

1. On the **Manufacturing** menu, click PRODUCT DESIGN→ITEMS.
2. Press F3 to insert a new Item.
3. In the **No.** field, type TYS001.
4. In the **Description** field, type Table, Complete.
5. In the **Base Unit of Measure** field, click the **AssistButton**.

6. In the **Code** field, click the **AssistButton**. Click on the PCS line and click **OK** twice.
7. In the **Item Category Code** field, click the **AssistButton**, click on **MISC** and click **OK** or press ENTER.
8. Click the **Invoicing** tab.
9. In the **Costing Method** field, click the **AssistButton** and click Standard.
10. In the **Standard Cost** field, type 500.
11. In the **Unit Price** field, type 500.
12. Click the **Replenishment** tab.
13. In the **Replenishment System** field, click the **AssistButton** and click Prod.Order.
14. Click the **Planning** tab.
15. In the **Reordering Policy** field, click the **AssistButton** and click Lot-for-Lot.
16. Select the **Include Inventory** check box.
17. Repeat the above steps for Item 2 and Item 3, based on the information provided.

Test Your Skills – Production BOM (CH6)

Scenario: It is now time to create a Production Bill of Material for the wooden table that your company manufactures. Remember that your "Table, Complete" is the end item or parent part number. Except for service or repair parts, sales orders will normally be for the Table, Complete.

Step-by-Step

1. On the Manufacturing menu, click PRODUCT DESIGN→PRODUCTION BOM.
2. Press F3 to insert a new Production BOM.
3. In the **No.** field, type TYS001.
4. In the **Description** field, type Table, Complete.
5. In the **Unit of Measure Code** field, click the **AssistButton** and click PCS.
6. In the **Status** field, leave New.
7. Click in the lines section.
8. In the **Type** field, leave Item.

9. In the **No.** field, type TYS002.
10. In the **Quantity per** field, type 1.
11. Press ARROW DOWN to go to the next available line.
12. In the **Type** field, leave Item.
13. In the **No.** field, type TYS003.
14. In the **Quantity per** field, type 4.
15. In the header, in the **Status** field, click the **AssistButton** and click Certified.
16. On the Manufacturing menu, click PRODUCT DESIGN→ITEMS.
17. Locate Item **No.** TYS001 – Table, Complete.
18. Click the **Replenishment** tab.
19. In the **Production BOM No.** field, type TYS001.
20. Press ENTER or TAB.

Test Your Knowledge – Other Functional Areas (CH7)

1. What is the purpose of Contact Management? **With Contact Management, you can maintain an overview of your contacts and record your contact information for all your business relations. For each contact you can specify the individual contact people you have at the contact company. You can categorize your contacts based on your own profiling criteria.**
2. What is the purpose of Opportunity Management? **Opportunity Management assists in keeping track of sales opportunities. Salespeople have an overview of what is in the pipeline and can plan ahead accordingly. Opportunity Management helps you divide your sales process into different stages.**
3. How many resources may be in a resource group? **An unlimited number of resources can be in a resource group.**
4. In Jobs and Resources, what allows you to post job usage of resources; apply entries to Phases, Tasks and Steps; and apply job ledger and item ledger entries? **Job Journals**
5. What area of Service Management is used to automate service-oriented tasks? **Job Scheduling**
6. Describe how Service Contract Management can be used. **Service Contracts allow you to setup a service agreement with your customers. You can gain access to contract history and contract renewal quickly using Service Contracts. Service Contracts also enable flexible invoicing, contract profitability management and contract quotes.**

7. eCommerce is divided into two parts. What are they? **Commerce Portal and Commerce Gateway.**
8. In eCommerce, what functionality allows you to set up BizTalk partners from within Microsoft Navision? **Commerce Gateway**
9. What is Business Notification used for? **The Business Notification solution is used to generate and send notifications to inform your vendors or colleagues from other departments about certain events.**
10. There are two approaches to generating Business Notifications. What are they? **Time-based and field change-based.**
11. List the major functional areas found in Human Resources. **Employees, Absence Registration and Reporting.**