

# Supply Chain Management

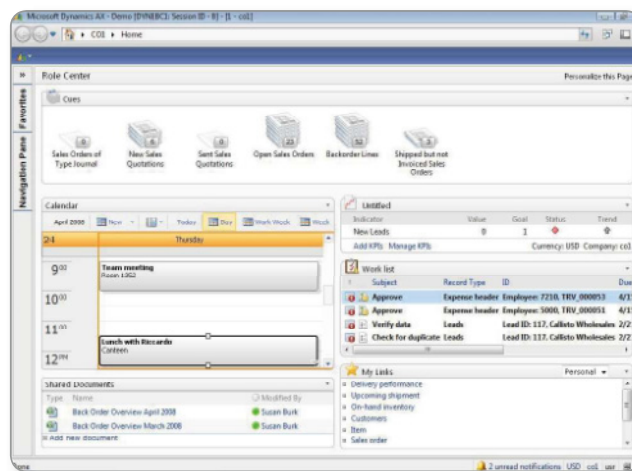
## Supply Chain Management in Microsoft Dynamics AX 2009

### BENEFITS

- **Improve customer service.** Enhance the security and reliability of deliveries with the global available-to-promise (ATP) view, which provides delivery alternatives in the event of unexpected disruptions. Automate sales and purchasing processes, track and locate inventory items quickly, and help ensure accurate pricing and discounts to improve customer satisfaction.
- **Reduce costs by optimizing supply chain management processes.** Improve productivity, adapt internal processes quickly to meet new demands, and optimize processes across sites in the supply chain.
- **Control and streamline inventory.** Use powerful inventory management tools to improve forecasting and planning, match supply with customer demand, and create sales and purchasing forecasts based on specific items and time periods.
- **Increase visibility throughout the supply chain.** Empower users to view real-time data through a user-friendly interface and Role Centers that provide quick access to tasks and critical business intelligence (BI) information, such as key performance indicators (KPIs) and custom reports.

**Streamline and automate business processes throughout the supply chain to improve planning, optimize inventory levels, reduce costs, and respond quickly to changes in customer and supplier demand.**

Supply Chain Management in Microsoft Dynamics® AX 2009 connects sales and purchasing processes with logistics, production, and warehouse management to provide real-time visibility throughout the supply chain. With the ability to integrate external business processes and support application-to-application connectivity, you can improve supply and demand planning to optimize inventory levels and increase reliability rates for execution and delivery. In addition, you can help simplify government and corporate compliance commitments by defining custom business rules and workflows based on risk scenarios.



*Gain insight throughout the supply chain using your Role Center.*

Empower people to work fast and smart with Role Centers that organize relevant tasks, information, and tools in a personalized view. Supply chain managers can gain deep insight into customer and supplier account data, pricing, trade agreements, and inventory with access to RoleTailored reports and custom data cubes. Warehouse managers can easily access tools to help them optimize item storage based on location types, space, pallet heights, and temperature requirements.

## OVERVIEW

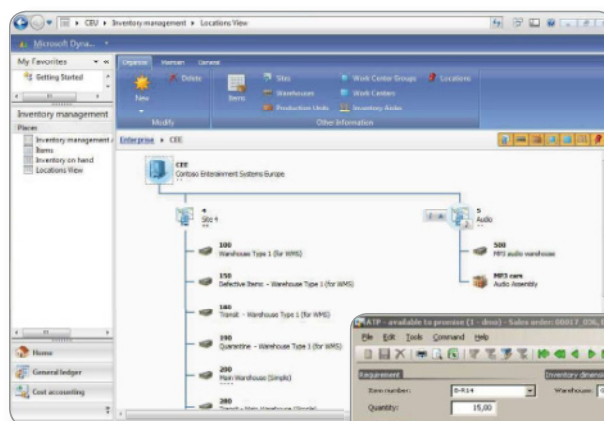
### Supply Chain Management in Microsoft Dynamics AX includes the following functionality:

- Demand forecasting
- Intercompany trade
- Inventory management
- Procurement management
- Vendor self-service portal
- Business-to-business trading partner integration
- Quality management
- Multi-site capabilities
- Order handling with trade agreements
- Item and lot number reservation and tracking
- Order promising
- RFID
- Distribution planning
- Returns management

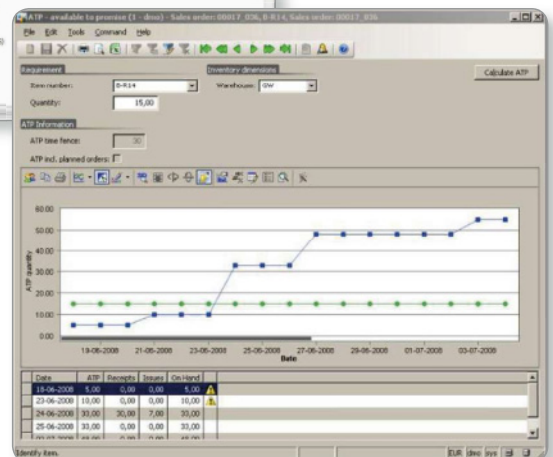
### Collaborate across boundaries with a Web services framework

By connecting business processes and people across the entire supply chain, organizations can gain the insight they need to adapt to changing business requirements, streamline planning and inventory management, and deliver superior customer service.

Supply Chain Management in Microsoft Dynamics AX provides the tools you need to exchange data with trading partners, customers, vendors, and other systems. With Application Integration Framework, the Web services framework in Microsoft Dynamics AX, you can access a range of out-of-the-box XML documents, including Advanced Shipping Notice (ASN), Sales Order, and Purchase Order. Exchange the documents using various transport mechanisms, such as file systems, Microsoft® Message Queuing (MSMQ), and outbound Web services.



View a graphical overview of all sites.



Improve the reliability of deliveries with the global ATP view.

### Automate business processes with online services

Automate and streamline business processes using a wide range of out-of-the-box Web services in Microsoft Dynamics AX 2009, or create and customize your own Web services using simple tools. Take advantage of payment services to integrate credit card processing, including preauthorization, authorization, and data tracking directly, into Microsoft Dynamics AX.

### Gain quick access with Web-based portals

With Supply Chain Management in Microsoft Dynamics AX, you can obtain the real-time business information you need anytime, from any location. You can access the solution quickly from the Microsoft Dynamics AX client, or by using Enterprise Portal in Microsoft Dynamics AX, which is based on Microsoft Windows® SharePoint® Services and Microsoft Office SharePoint Server. Regardless of how you access the data, the business logic is maintained in a single data set to maintain data integrity and enhance security.

### Speed business insight with flexible self-service BI tools

Supply Chain Management in Microsoft Dynamics AX 2009 delivers powerful self-service BI tools to people at every level of the supply chain. Gain quick business insight with the ability to monitor performance with predefined cubes, KPIs, and ad-hoc reports—all from within your Role Center. Share and modify data with ease by exporting to Microsoft Office Visio® and Microsoft Office Excel®, with the ability to use PivotTable® views.

*“With the multi-site features, we have a new dimension—virtually and literally speaking—for appropriately implementing complex company structures.”*

—Annette Theißen, Lead Developer, Tectura, Microsoft Dynamics AX 2009 TAP ISV

## FEATURES

<b>Role Centers*</b>	<ul style="list-style-type: none"><li>• Operations Manager, Warehouse Manager, Warehouse Worker, Shipping and Receiving, Purchasing Manager, Purchasing Agent, Production Manager, Shop Supervisor.</li></ul>
<b>Flexible business intelligence</b>	<ul style="list-style-type: none"><li>• Empower people with self-service BI, including KPIs and standard and ad-hoc reporting tools.</li><li>• Monitor performance and formulate effective business strategy using predefined cubes.</li><li>• Perform ad-hoc data analysis and reporting with familiar tools such as Excel and Visio.</li></ul>
<b>Sales management</b>	<ul style="list-style-type: none"><li>• Easily create sales orders with quick entry of order lines, blanket orders, and enhanced delivery date control.</li><li>• Automatically check credit limits, customer account information, and inventory levels to provide customers with real-time information.</li><li>• Use flexible and comprehensive price calculations for improved price accuracy and customer service.</li></ul>
<b>Purchase management</b>	<ul style="list-style-type: none"><li>• Keep track of back orders, and manage returned items.</li><li>• Streamline procurement processes with an end-to-end process that includes requests for quotations (RFQs), vendor comparison, and integrated purchasing.</li><li>• Create purchase requisitions with the Microsoft Dynamics AX Client or Enterprise Portal in Microsoft Dynamics AX, and define a purchase requisition workflow to control the purchase requisition process.</li></ul>
<b>Trade agreements</b>	<ul style="list-style-type: none"><li>• Enhance business relationships with detailed trade agreements that include customer-, vendor-, or item-specific pricing and discounts.</li><li>• Set up prices and discounts in all currencies.</li><li>• Automatically calculate total discounts on orders.</li></ul>
<b>Basic logistics</b>	<ul style="list-style-type: none"><li>• Easily describe and maintain items by using up to three Item dimensions and predefined combinations: configuration, size, and color.</li><li>• Specify inventory dimensions for advanced inventory control and tracking and tracing purposes using inventory dimensions such as Site.</li></ul>
<b>Inventory management</b>	<ul style="list-style-type: none"><li>• Apply multiple costing options, including: first in/first out (FIFO), last in/first out (LIFO), standard cost, and weighted average.</li><li>• Control inventory with a variety of inventory models and safety stock support.</li></ul>
<b>Order management</b>	<ul style="list-style-type: none"><li>• Extend supply chain functionality to include return order management and processing.</li></ul>
<b>Online services</b>	<ul style="list-style-type: none"><li>• Use payment services to integrate credit card processing, including authorization, data tracking, and returns, into Microsoft Dynamics AX.</li></ul> <p><i>Note: Credit card processing is currently available only in the U.S.</i></p>
<b>Multi-site capabilities</b>	<ul style="list-style-type: none"><li>• Maintain centralized control of all site parameters from any location, whether site-specific or company-specific, including inventory, BOMs, routing, costing, and profit and loss dimensions.</li><li>• Manage multiple, distributed warehouses; apply different costs, prices, and cost category rates; control delivery dates in different time zones; run master planning to view BOM items; and route data by dimensions.</li><li>• Use the new Site dimension to support multi-site scenarios.</li><li>• Access support for multiple time zones with preferences for date and time fields set at the user level.</li></ul>

## FEATURES (continued)

ADVANCED MANAGEMENT	<b>Quality management</b>	<ul style="list-style-type: none"> <li>Improve business processes for quality assurance, quality control, raw materials, and lot traceability.</li> </ul>
	<b>Enhanced master planning</b>	<ul style="list-style-type: none"> <li>Create multiple plans across sites to meet demand and keep orders synchronized based on change in internal or external demand.</li> <li>Improve distribution planning and forecast scheduling with an overview of longer-term purchase, production, and resource requirements.</li> </ul>
	<b>Warehouse management: Locations</b>	<ul style="list-style-type: none"> <li>Assign inventory dimensions to help organize and locate stock by individual warehouse, pallet, and location.</li> </ul>
ADVANCED MANAGEMENT ENTERPRISE	<b>Warehouse management: Handling</b>	<ul style="list-style-type: none"> <li>Receive automatic suggestions for placement of received items based on preset rules for one or multiple warehouses.</li> <li>Keep track of all received orders with pallet identification and generate an optimized picking route.</li> <li>Use barcodes to track items and locations electronically.</li> <li>Streamline outbound processes with the ability to configure rules for sending and printing shipment documents.</li> </ul>
	<b>RFID support</b>	<ul style="list-style-type: none"> <li>Help simplify compliance by defining which customers and order line items require tagging, and commission electronic product code (EPC) numbers.</li> <li>Simplify real-time traceability with support for location-, pallet-, and item-level tagging that is compliant with EPC global data standards.</li> <li>Gain out-of-the-box radio frequency identification (RFID) integration with core business processes, such as inbound receiving, pick, pack, and ship processes.</li> </ul>
	<b>Intercompany</b>	<ul style="list-style-type: none"> <li>Streamline subsidiary trading and apply intercompany trading policies using a single, integrated system.</li> <li>Create intercompany order chains directly and automatically from sales order to end-customer with and without direct delivery, and update sales orders from purchase orders and vice versa.</li> </ul>
	<b>Advanced inventory control</b>	<ul style="list-style-type: none"> <li>Calculate ATP delivery dates based on available inventory and current production orders; calculate capable-to-promise (CTP) delivery dates based on available materials and production capacity.</li> <li>Optimize production and materials planning and scheduling by reducing double-scheduling and monitoring work centers for bottlenecks.</li> <li>Perform finite materials and capacity scheduling at the same time to take available capacity, inventory levels, and purchase lead times into consideration.</li> <li>Use master planning tables with optimistic concurrency control (OCC).</li> </ul>
	<b>Product Builder</b>	<ul style="list-style-type: none"> <li>Configure customized products and obtain accurate delivery dates.</li> </ul>

Features are organized by Business Ready Licensing edition. Actual editions may vary at the time of licensing.

\*Role Center availability varies by Business Ready Licensing edition.

For more information about Supply Chain Management in Microsoft Dynamics AX 2009, visit [www.microsoft.com/dynamics/ax](http://www.microsoft.com/dynamics/ax).

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