



MB-920 Study Guide

Microsoft Dynamics 365 Fundamentals (ERP)



PURPOSE

The following resources have been assembled to help you prepare for the MB-920 Microsoft Dynamics 365 Fundamentals Finance & Operations Apps—ERP learning track during Microsoft Certification Week.

Use this guide to understand what knowledge is needed to complete the exam and as a learning tool to help you understand areas where you feel you need additional training. It is not required that you leverage all the resources in this guide to participate in Microsoft Certification Week.



AUDIENCE

All Pax8 Partners

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MB-920: Exam Resources

Audience Profile for the Exam

Candidates for this exam should have general knowledge of or relevant working experience in an Information Technology (IT) environment. They should also have a fundamental understanding of financial principles and business operations.

Preparing for the Exam

It is highly recommended when preparing for a Microsoft exam, that you have had some level of hands-on experience with the services within the objectives. Microsoft courses have a GitHub repository for labs that are recommended and available to the public.

- Suggested Lab Guides: <https://github.com/MicrosoftLearning/MB-920T00A-Microsoft-Dynamics-365-Fundamentals-Finance-and-Operations-Apps>

All lab guides can be found at this link: <https://github.com/MicrosoftLearning>

Exam Objectives

The following are the learning objectives for the exam. In line with each objective are links to Microsoft documentation around the specific concept or service. In addition to the documentation, there are also online courses from Microsoft Learn and the Microsoft Partner virtual training series available for additional learning resources.

Objective: Describe Dynamics 365 Supply Chain Management (25-30%)

Identify General Capabilities

- Describe manufacturing types including Discrete, Lean, and Process manufacturing
[Production process overview](#)
- Describe production control elements including bills of materials (BOMs), formulas, Kanban's, resources, and routing
[Mixed mode planning - Combine discrete, process, and lean sourcing](#)
[Bills of materials and formulas](#)
- Describe product master records and product variants
[Product information overview](#)
[Create a new product](#)
[Create a product master](#)
[Create predefined 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)
[Cost management home page](#)
[FIFO with physical value and marking](#)
[LIFO Date with physical value and marking](#)
- Describe use cases for Warehouse Management System (WMS)
[Warehouse management overview](#)
- Describe purchase orders, item arrival journals, and cross-docking
[Purchase order overview](#)
[Arrival overview](#)
[Auto-release shipment for cross-docking](#)
- Describe inventory reservations, picking and packing, replenishment, and shipments

[Flexible warehouse-level dimension reservation policy](#)

[Set up cluster picking](#)

[Replenishment overview](#)

[Partial shipment of a transport load](#)

- Describe inventory counting and inventory on-hand concepts
[Count inventory in a warehouse](#)
[Inventory on-hand list](#)
- Describe quality management capabilities
[Quality and nonconformance management overview](#)
- Describe warehouse configuration options including layout, stocking limits, and location Profiles
[Warehouse configuration overview](#)

Describe Manufacturing Strategies

- Describe manufacturing strategies including make to order (MTO), make to stock (MTS), and configure to order (CTO)
[Production process overview](#)
- Describe item tracking and tracing processes
[Trace an item or raw material](#)
- Describe tools that can be used to manage shop floors
[How workers use the production floor execution interface](#)

Describe Enterprise Asset Management Capabilities

- Describe enterprise asset management concepts
[Asset management overview](#)
- Describe the work order lifecycle including work order scheduling, preventative work orders, corrective work orders, and inspections
[Introduction to work orders](#)
[Work order lifecycle states](#)
- Describe vendor warranty agreements including full and partial agreements
[Warranty agreements](#)
[Warranties on assets and asset types](#)

Objective: Describe Dynamics Finance (20-25%)

Describe the Dynamics 365 Finance Features

- Describe use cases for legal entities
[Financial dimensions](#)
- Describe how Dynamics 365 Finance handles regional tax reporting requirements
[Sales tax overview](#)
- Describe cost accounting concepts
[Cost accounting home page](#)

Describe General Ledgers

- Describe charts of accounts including main accounts, balance sheets, and income statements
[General ledger and Financial reporting overview](#)
- Describe financial dimensions and dimension set concepts
[Financial dimensions](#)
- Describe periodic financial processes
[Close the general ledger at period end](#)

Describe Accounts Payables and Accounts Receivables

- Describe core accounts payable components including vendors, purchase orders, and vendor invoices
[Accounts payable home page](#)
- Describe vendor payments and settlements including three-way matching concepts
[Vendor invoices overview](#)
[Three-way matching policies](#)
- Describe core accounts receivable components including customers, customer invoices, and free text invoices
[Accounts receivable home page](#)
- Describe credit and collection processes
[Credit and collections overview](#)

Describe Related Finance Components

- Describe cash and bank management concepts
[Cash and bank management home page](#)
- Describe expense management including cash advances and mobile workspaces
[Expense management overview](#)
- Describe fixed asset management, and fixed asset creation, acquisition, and depreciation
[Fixed assets home page](#)
- Describe budgeting capabilities
[Budgeting overview](#)

Objective: 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)
[Commerce home page](#)
[Choose between Modern POS \(MPOS\) and Cloud POS](#)
- Describe channel management concepts
[Channels overview](#)
[Set up a retail channel](#)
[Set up an online channel](#)
- Describe Distributed Order Management (DOM)
[Distributed order management \(DOM\)](#)
- Describe product assortments
[Assortment management](#)
- Describe customer loyalty concepts
[Loyalty overview](#)
- Describe how Dynamics 365 Commerce uses Dynamics 365 Customer Insights to create personalized customer experiences and provide product recommendations
[Customer management in stores](#)
[Clienteling overview](#)
- Describe how Dynamics 365 Commerce uses Retail Analytics to provide centralized retail data management
[Assess customer and product profitability](#)

Describe Dynamics 365 Fraud Protection

- [Dynamics 365 Fraud Protection integration with Dynamics 365 Commerce](#)
- 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

Objective: Describe Dynamics 365 Human Resources (5-10%)

Describe Core Capabilities

- Describe compensation and benefits capabilities
[HR Capabilities](#)
- Describe compliance features
[Dynamics 365 Human Resources Videos - Dynamics 365 Human Resources Community](#)
- Describe performance management capabilities
[Performance management](#)

Describe Personnel Management Capabilities

- Describe self-service capabilities
[Benefits management overview](#)
[Set Benefits management and Employee self-service parameters for all companies](#)
- Describe leave and absence capabilities
[Leave and absence overview](#)
- Describe employee training and certification features
[Welcome to Dynamics 365 Human Resources](#)
- Identify integration options between Dynamics 365 Human Resources and LinkedIn
[Integrate with LinkedIn Talent Hub](#)

Objective: Describe Project Operations (10-15%)

Identify Project Operations capabilities

- Describe project-based services
[Manage project-based opportunities](#)
- Describe project sales capabilities
[Sales process overview](#)
- Describe project contract capabilities
[Manage project contracts](#)
- Describe project pricing capabilities
[Project pricing](#)
- Describe the project lifecycle including project invoicing and revenue recognition
[Provision Human Resources](#)

Describe Project Planning and Execution Capabilities

- [Get started with the features in Dynamics 365 Project Operations](#)
- 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

Objective: Describe Shared Features (10-15%)

Describe Reporting Capabilities

- Describe built-in reporting capabilities including workspaces
[How content is organized in workspaces](#)
- Describe options for exporting data to Microsoft Excel
[Export data to Excel](#)
[Export to an Excel dynamic worksheet](#)
- Describe options for analyzing data by using Power BI
[Prepare for analytic reporting with Power BI](#)

Describe Integration Options

- Describe Microsoft Teams integration capabilities
[Microsoft Teams integration with customer engagement apps in Dynamics 365](#)
[Install and set up Microsoft Teams integration](#)
- Describe use cases for integrating with Microsoft Excel and Microsoft Word
[Office integration overview](#)
- Describe options for managing documents by using SharePoint Online
[Manage your documents using SharePoint](#)
[Introduction to SharePoint in Microsoft 365](#)
- Describe email integration capabilities
[Integrate \(synchronize\) your email system](#)
[Configure and send email](#)

On-Demand Training from Microsoft Learn

New to Dynamics 365? The learning path will provide foundational level knowledge of how Dynamics 365 apps are used. Learn about cloud concepts, Microsoft Power Platform, and how to get started with Dynamics 365 apps.

[Microsoft Dynamics 365 Fundamentals](#)

Virtual Training Series

In this online course, we'll discuss the general capabilities that are shared by the Dynamics 365 Finance & Operations apps, including basic concepts of enterprise resource management. We'll cover the core capabilities of Dynamics 365 Supply Chain Management, Dynamics 365 Finance, Dynamics 365 Commerce, Fraud Protection, HR, Project Operations, and Business Central.

All Virtual Training Series <http://aka.ms/vts>