

FREQUENTLY ASKED QUESTIONS FOR PARTNERS

April 2007

GENERAL QUESTIONS

Q: When will Microsoft Dynamics™ GP 10.0 start shipping to Partners and customers?

A: Download availability for partners will begin in May 2007. We will begin shipping to existing customers and partners in July 2007 and to new customers in late June 2007. For shipping information for other countries, please contact the country manager for that region.

Q: How can I quickly ramp up on Microsoft Dynamics GP 10.0 features?

A: Microsoft Dynamics offers several options to help you learn about the new features in Microsoft Dynamics GP 10.0. To see the latest offerings for eCourses or classroom training, visit the Training Web site. You can also check with your partner about custom training solutions for your organization.

Q: Is Microsoft Dynamics GP 10.0 the last version of Microsoft Dynamics GP?

A: No. The updated Statement of Direction is available on [PartnerSource](#) and contains more information about our product direction, including information about the Extensions release for Microsoft Dynamics GP 10.0 and development plans for Microsoft Dynamics GP 11.0.

Q: Where can I find out more information on the Microsoft Dynamics GP 10.0 release within PartnerSource?

A: We've created a new PartnerSource landing page dedicated to Microsoft Dynamics GP 10.0. To find out more about this latest release, visit the PartnerSource products page for Microsoft Dynamics GP and click on the hero image.

Q: What languages will the Microsoft Dynamics GP 10.0 release include and when will they be available?

A: Microsoft Dynamics GP 10.0 is scheduled to release in Q2 2007 for International English and US English. French Canadian and Latin American Spanish are scheduled to release in Q3 2007.

Q: Where should I point my customers and prospects to get more information online about Microsoft Dynamics GP 10.0?

A: Both prospective and existing customers can be directed to www.microsoft.com/dynamics/gp. Existing customers can also visit CustomerSource.

Q: I've heard that Microsoft is designing a screensaver for Microsoft Dynamics GP partners. Where can I find more information about the screensaver?

A: The Microsoft Dynamics GP screensaver will enable partners to easily access communications for technical and business leadership roles in your organization. To find out more, visit the PartnerSource products page for Microsoft Dynamics GP and click on the screensaver image.

UPDATING TO MICROSOFT DYNAMICS GP 10.0

Q: What are the system requirements for Microsoft Dynamics GP 10.0?

A: System requirements do change as new technologies are introduced during a release cycle. For up-to-date information, visit PartnerSource and CustomerSource at the following locations:

<https://mbs.microsoft.com/partnersource> Documentation>System Requirements

<https://mbs.microsoft.com/customersource> Documentation>System Requirements

Q: Does Microsoft Dynamics GP 10.0 offer a new look and feel?

A: Microsoft Dynamics GP 10.0 delivers an updated user experience that leverages design concepts for Windows Vista™ and the 2007 Microsoft® Office system. In particular, the new Action Pane, an intuitive command bar inspired by Ribbons in the 2007 Microsoft Office system, will revolutionize the way users perform processes.

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MICROSOFT OFFICE SHAREPOINT SERVER 2007**Q: What is Microsoft Office SharePoint® Server 2007?**

A: Microsoft Office SharePoint Server 2007 is a centralized and integrated platform of server capabilities that improve organizational insight and effectiveness through comprehensive business document and process sharing and collaboration. This new version successor to Office SharePoint Server 2003 also incorporates the Web content management functionality previously available in Content Management Server 2002.

Q: Is Office SharePoint Server 2007 required for Microsoft Dynamics GP 10.0?

A: No. However, several key “light up” features in Microsoft Dynamics GP 10.0 are enabled when Office SharePoint Server 2007 is installed. These include workflow, search, specific eService functionality, and additional business intelligence capabilities, along with all of the collaboration and document-sharing capabilities available with Office SharePoint Server 2007.

Q: What is Windows® SharePoint Services?

A: Windows SharePoint Services is built on Windows Server® 2003 and provides a single workspace for teams to coordinate schedules, organize documents, and participate in discussions—within the organization and over the extranet. Windows SharePoint Services also provides a foundation platform for building Web-based business applications that can flex and scale easily—our best example is Business Portal for Microsoft Dynamics GP. Windows SharePoint Services is required for Business Portal and a co-requisite for Office SharePoint Server 2007.

Q: How do I obtain Office SharePoint Server 2007?

A: Office SharePoint Server 2007 is available via Microsoft Volume Licensing, and it will be made available for purchase on the Microsoft Dynamics price lists.

Q: How do I obtain Windows SharePoint Services?

A: Windows SharePoint Services is available with Windows Server 2003 and can be added through Add/Remove Programs in the Windows Control Panel.

Q: Do I need Microsoft SQL Server™ CALs and/or Windows CALs in order to access Microsoft Dynamics GP information via Office SharePoint Server 2007?

A: Yes—both SQL Server and Windows CALs are required to access Microsoft Dynamics GP data via Office SharePoint Server 2007. Please contact your Volume Licensing specialist for additional information and guidance.

Q: Is Office SharePoint Server 2007 available for all Microsoft Dynamics GP 10.0 customers (Standard, Professional, Business Essentials, and Advanced Management)?

A: Microsoft Dynamics GP with Office SharePoint Server 2007 licenses are available to existing Professional and Advanced Management customers. For new Advanced Management customers, licenses are available for the Microsoft Dynamics Client for Microsoft Office and Windows SharePoint Services and the Microsoft Dynamics Client for the Microsoft Office system and Office SharePoint Server 2007.

Q: How will Microsoft Dynamics provide support for Office SharePoint Server 2007 as part of a customer support plan?

A: Support for Office SharePoint Server 2007 and Windows SharePoint Services will continue to be available via Microsoft Volume Licensing service plans. We are evaluating the feasibility of including support capabilities in Microsoft Dynamics customer and partner service plans.

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Q: What is the pricing on Microsoft Dynamics GP Price Lists for Office SharePoint Server 2007 licenses?

A: Existing Microsoft Dynamics GP Professional and Standard customers can purchase Microsoft Dynamics GP with Office SharePoint Server 2007 for \$240 USD per user license. New Microsoft Dynamics GP Advanced Management customers can purchase the Microsoft Dynamics Client for the Microsoft Office system for \$195 USD per user license (total \$195 per user license includes Windows SharePoint Services 3.0 only). These customers can purchase the Windows SharePoint Services and Microsoft Dynamics Client for the Microsoft Office system and Office SharePoint Server 2007 for an additional \$200 USD per user license (total \$395 per user license includes Office SharePoint Server 2007).

Q: The pricing information indicates that the SKU includes Business Portal—what if the customer has already purchased Business Portal users?

A: An existing Microsoft Dynamics GP Professional or Advanced Management customer will receive full investment credit for all purchased Business Portal users toward the purchase of Microsoft Dynamics GP with Office SharePoint Server 2007 users. For example, if 10 Business Portal employee users were purchased at \$40 each, the customer would receive \$400 toward the purchase of Office SharePoint Server 2007 users.

Q: What are the components in a Microsoft Dynamics GP with Office SharePoint Server 2007 SKU?

A: Each Microsoft Dynamics GP with Office SharePoint Server 2007 user license will include:

- Business Portal Named Employee User
- Employee Self-Services Suite
- Microsoft FRx® WebPort User
- Microsoft FRx Drill Down™ User

Q: How will Microsoft Dynamics GP Standard customers using Business Portal be affected?

A: Microsoft Dynamics GP Standard customers will be able to continue to use Business Portal with Windows SharePoint Services 3.0 on Microsoft Dynamics GP 10.0. In order to purchase, install, and utilize Office SharePoint Server 2007 features within Microsoft Dynamics GP 10.0, existing Standard customers will need to migrate to Microsoft GP Professional or Advanced Management.

Q: What does this announcement mean for my discount structure?

A: Discount structures will be consistent with current Microsoft Dynamics GP discounts.

Q: When will Office SharePoint Server 2007 be available on the Microsoft Dynamics GP price list?

A: Office SharePoint Server 2007 will be available on the Microsoft Dynamics GP price list around the general availability date for Microsoft Dynamics GP 10.0. Office SharePoint Server 2007 can be purchased from volume licensing today, as well. Microsoft Partners should prudently evaluate both pricing models—the Microsoft Dynamics GP price list versus Volume Licensing—and keep Software Assurance needs in mind to determine the best pricing options for your customers.

Q: Are new certifications required to sell Office SharePoint Server 2007?

A: No. This is available to all Microsoft Partners. However, we strongly recommend that Microsoft Dynamics GP Partners utilize the sales and technical learning and readiness resources available through the Microsoft Partner Program. Specifically, the Information Worker competency—Portals and Collaboration specialty is recommended.

FREQUENTLY ASKED QUESTIONS FOR PARTNERS

Q: What do I need to do to start selling Office SharePoint Server 2007?

A: Partner download availability will be in May 2007. Price lists will be updated in May accordingly. Actual product shipment for partners and existing customers will start in July 2007 for International English and US English.

Q: What are the hardware and software recommendations for Office SharePoint Server 2007?

A: For up-to-date information on system requirements, visit PartnerSource and CustomerSource at the following locations:

<https://mbs.microsoft.com/partnersource> Documentation>System Requirements

<https://mbs.microsoft.com/customersource> Documentation>System Requirements

Q: Is there a difference between Windows SharePoint Services and Office SharePoint Server 2007?

A: Yes. Windows SharePoint Services is a collection of services for Windows Server 2003 that you can use to share information, collaborate with other users on documents, and create lists and Web Part pages. It is also a free download or available with your Windows Server 2003 software.

Office SharePoint Server 2007 brings together a variety of technologies into a single integrated platform and set of enterprise services. These technologies include portal, search, content management business process, and business intelligence. Office SharePoint Server 2007 represents the next generation of Microsoft SharePoint Portal Server and is built on top of Windows SharePoint Services. Office SharePoint Server 2007 includes all functionality available in SharePoint Portal Server, as well as other Microsoft technologies.

BUSINESS INTELLIGENCE**Q: Do customers need to purchase SQL Server 2005 to utilize the new SQL Server Reporting Services Reports?**

A: Yes. To utilize new SQL Server Reporting Services reports and the Report Builder, customers need to be on SQL Server 2005. SQL Server Reporting Services is included with the purchase of SQL Server 2005.

Q: Will SQL Server Reporting Services Reports and Microsoft Office Excel® reports be available for both Microsoft Dynamics GP Standard and Business Essentials?

A: Yes. However, customers who want to utilize the additional functionality in Office SharePoint Server 2007 must purchase Microsoft Dynamics GP Advanced Management

Q: Do customers need to purchase Office SharePoint Server 2007 in order to utilize Office Excel reports?

A: No. Office Excel reports can also be deployed to any shared server location.

BUSINESS PORTAL**Q: What new features were added to Business Portal 4.0?**

A: The key enhancement to Business Portal 4.0 is the change to native Windows SharePoint Services 3.0 navigation, which enables much cleaner navigation throughout Business Portal and Windows SharePoint Services. There are also several Business Portal features that will "light up" when Office SharePoint Server 2007 is installed, including two new Sales dashboards, Search, the Business Data Catalog, Reports Center, and any workflow that customers may want to create on their own.

FREQUENTLY ASKED QUESTIONS FOR PARTNERS

Q: Is Office SharePoint Server 2007 required for Business Portal 4.0?

A: No. Both Windows SharePoint Server 3.0 and Office SharePoint Server 2007 can be used with Business Portal 4.0. However, some Business Portal 4.0 features are available only when Office SharePoint Server 2007 is installed.

FINANCIALS**Q: Will Analytical Accounting replace the Multidimensional Analysis module?**

A: No. Each module is available separately.

Q: Are there any major changes to the existing processing that I should be aware of?

A: EFT and check batches have now been separated into two separate processes.

HUMAN RESOURCE MANAGEMENT**Q: What are you announcing?**

A: We are announcing the availability of Payroll Extensions, Advanced Payroll, Advanced Human Resources, PTO (Paid Time Off) Manager, and Benefit Self Service modules for Microsoft Dynamics GP.

Q: How did these features and modules come about?

A: This functionality is made available through an OEM arrangement with Integrity Data, a respected ISV in our partner channel.

Q: When will this functionality be made available?

A: The new Human Resource Management and Payroll functionality is planned for Release to Manufacturing on April 27, 2007. General Availability will begin April 27, 2007 in US English for all geographies. Back orders will be accepted beginning April 2, 2007.

Q: How and when can I receive technical support for these new modules?

A: Beginning April 27, 2007, technical support will be available from Microsoft through support requests on CustomerSource and PartnerSource or by phone at 1-888-477-7877.

Q: What are the common business requirements that drive customer need for these modules?

A: These new modules will benefit organizations that want to leverage powerful integration, routine task automation, and instant availability of employee data to help maximize efficiency, reduce costs, and make it easy to comply with government reporting requirements.

Q: What are Payroll Extensions for Microsoft Dynamics GP and what action should I take?

A: Payroll Extensions automate overtime rate management, integration of payroll to payables, and management for deductions in arrears. Payroll Extensions should be positioned for Microsoft Dynamics GP customers who will benefit from features that enable them to:

- Set up multiple overtime rates and multiple overtime calculation methods, as well as calculate overtime using the employee's weighted average wage
- Create payable vouchers for payroll deductions, federal, state, and local taxes
- Track and collect uncollected payroll deductions during subsequent pay periods

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Q: How do Payroll Extensions operate with Microsoft Dynamics GP?

A: Payroll Extensions are now included with the Payroll module in Microsoft Dynamics GP 9.0.

Q: Do existing customers need to purchase Payroll Extensions?

A: No. Existing Microsoft Dynamics GP customers will receive Payroll Extensions at no charge. The yearly enhancement fee will be computed based on the value of the Payroll Module with the adjustment for Payroll Extensions.

CUSTOMIZATION AND INTEGRATION TOOLS**Q: Will I be able to create customizations within Business Portal 4.0?**

A: Customizations within Windows SharePoint Services and Office SharePoint Server 2007 are only limited by what you can do with those products (adding Web Parts, workflow capabilities, search, etc.). Business Portal integrations and custom business intelligence capabilities, such as creating Lists, will be made easier with Office SharePoint Server 2007 through the Business Data Catalog. The Microsoft Dynamics GP applications—including Order Management and Requisition Management—provided with Business Portal 4.0 will not be easily modifiable because of the way they were originally architected. Contact the Microsoft Dynamics GP Developer Support team for additional guidance.

SECURITY**Q: Is a customer able to add new operations, roles, and tasks in Microsoft Dynamics GP 10.0?**

A: Roles and tasks may be added new or modified and copied from the default roles and tasks. An operation, or a base level element of security (such as a window, report, table, posting permission, document access, etc.), cannot be added directly into Microsoft Dynamics GP, but they are added, for example, when a new report or SmartList object is created, or a new Dexterity-based dictionary is added and registered.

Q: Is Advanced Security still available in Microsoft Dynamics GP 10.0?

A: Advanced Security was rolled into the roles-tailored security in Microsoft Dynamics GP.

Q: Is Field Level Security still available in Microsoft Dynamics GP 10.0?

A: Yes, Field Level Security remains a separate module and security setup from Microsoft Dynamics GP 10.0 roles-tailored security features.

Q: Are user classes still a feature in Microsoft Dynamics GP 10.0?

A: Yes, user classes remain in Microsoft Dynamics GP 10.0 to help group and manage users. All security features related to classes have been removed, however, and replaced by the roles and tasks security.

Q: Will my existing security settings migrate to Microsoft Dynamics GP 10.0 with the new security model?

A: Yes, a migration utility will carry all security settings to the new version. You may choose to retain these settings or convert them to the new roles and task security at a later date.

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FIELD SERVICE MANAGEMENT**Q: What is the product strategy around the Field Service Management modules available today?**

A: Microsoft Dynamics GP 10.0 includes enhancements that strengthen our Field Service Management offering.

Manager Assist

Manager Assist will only be fully supported on Microsoft Dynamics GP 8.0 and SQL Server 2000. On Microsoft Dynamics GP 9.0, Manager Assist can only be used with the user logged into the system as the System Administrator. There will be no further releases of this module. Manager Assist phone support will continue to be provided within the aforementioned configuration until Microsoft Dynamics GP 9.0 technical support is discontinued. However, no additional development work or maintenance will be provided.

There two ISV options available from IBIS, Inc., and Software Index. These products provide a more comprehensive set of features.

eReturns and eService

In Microsoft Dynamics GP 10.0, similar eReturns and eService module functionality will be incorporated into Microsoft Dynamics GP Business Portal 4.0 and rebranded as the "Field Service Self Service Suite." As a result, Microsoft Dynamics GP 9.0 is the last supported release of the formal Microsoft Dynamics GP eService and eReturns modules.

eTech and Tech Assist

Microsoft Dynamics GP Field Service Anywhere will contain comparable eTech and Tech Assist functionality in Microsoft Dynamics GP 9.0 and 10.0. Microsoft Dynamics GP 9.0 is the last supported release of eTech. At this time, there are no plans to include similar eTech functionality through a browser or Business Portal.

Q: Is Field Service Anywhere supported on a laptop PC?

A: Field Service Anywhere laptop PC compatibility will be available in calendar Q3 of 2007 for Microsoft Dynamics GP 9.0 and Microsoft Dynamics GP 10.0.

SUPPLY CHAIN MANAGEMENT**Q: Are Demand Planner-PowerBase and Demand Planner-Collaborative being combined into one Demand Planner module?**

A: Yes. The licensing for Demand Planner-Power Base and Demand Planner-Collaborative will be combined into a single module, Demand Planner for Microsoft Dynamics GP. As a result, the new module pricing will be user-based as of January 1, 2007. This strategy will allow existing and future customers to utilize the entire suite of Demand Planner functionality as opposed to the current module-based licensing for the existing Demand Planner module.

Q: When will Demand Planner 2.0 for Microsoft Dynamics GP be generally available?

A: Demand Planner 2.0 for Microsoft Dynamics GP will be generally available in calendar Q3 of 2007.

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Q: What Microsoft Dynamics GP 10.0 licensing is required to enable the Manufacturing Center page or any of the center pages within Business Portal?

A: Microsoft Dynamics GP Professional (Module Based Licensing) or Advanced Management (Business Ready Licensing) is required for access to the Manufacturing Center Page or any of the Center pages within Business Portal.

Q: What workflow functionality will be included within the Microsoft Dynamics GP 10.0 Distribution modules?

A: Several approval workflows will be available within Purchase Order Processing and Sales Order Processing: Purchase Order approval, Credit Limit Override in Sales Order Processing and Sales Quote approval. Additional pre-defined workflows include General Ledger batch approval and Payables Management batch approval.