

TravelOperations

TravelOperations

Solution Overview

What do we see

Old systems

- Lack of business support
- Lack of integration
- Expensive to maintain

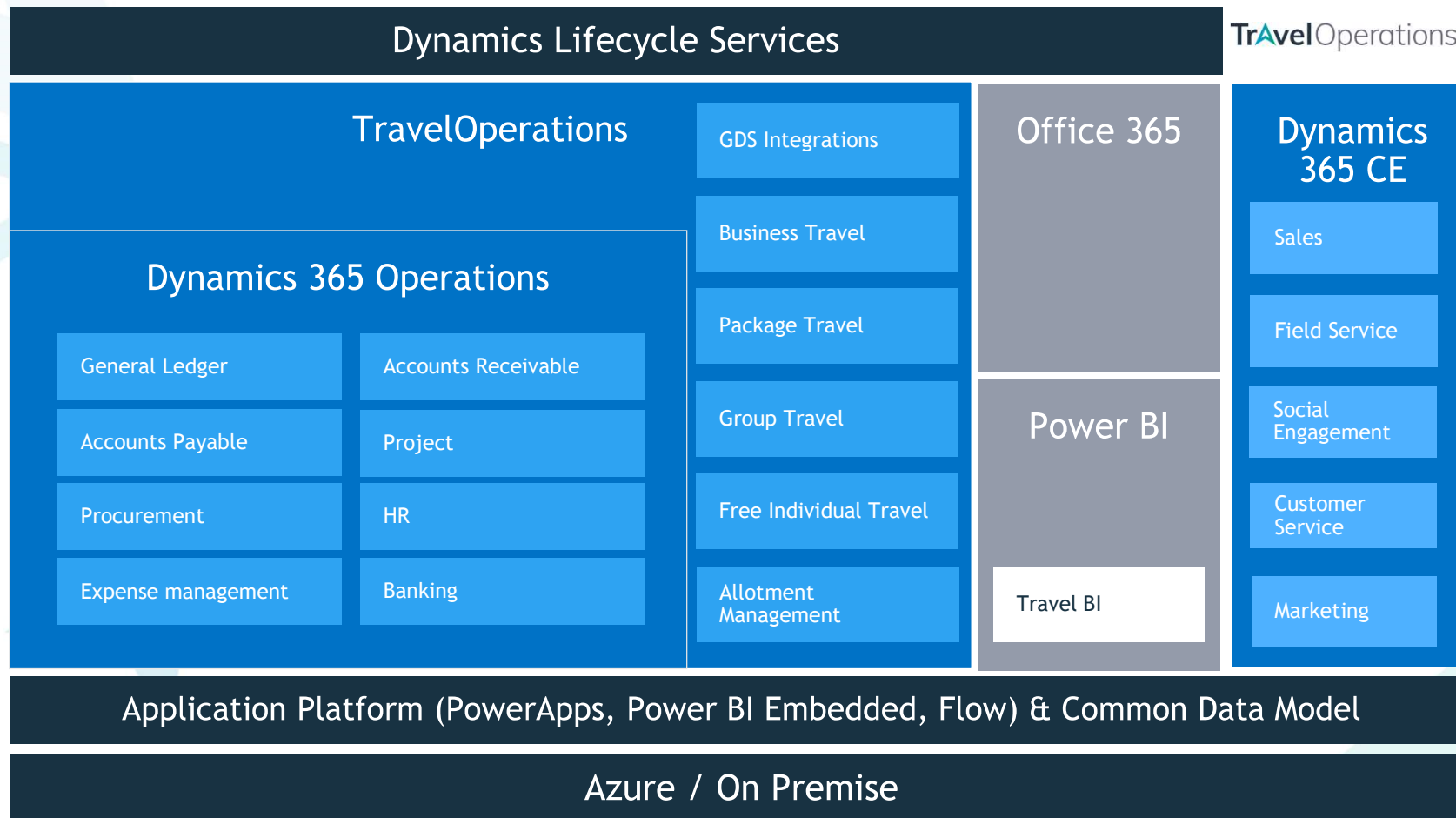
Impossible to scale the business

Many manual and inefficient processes

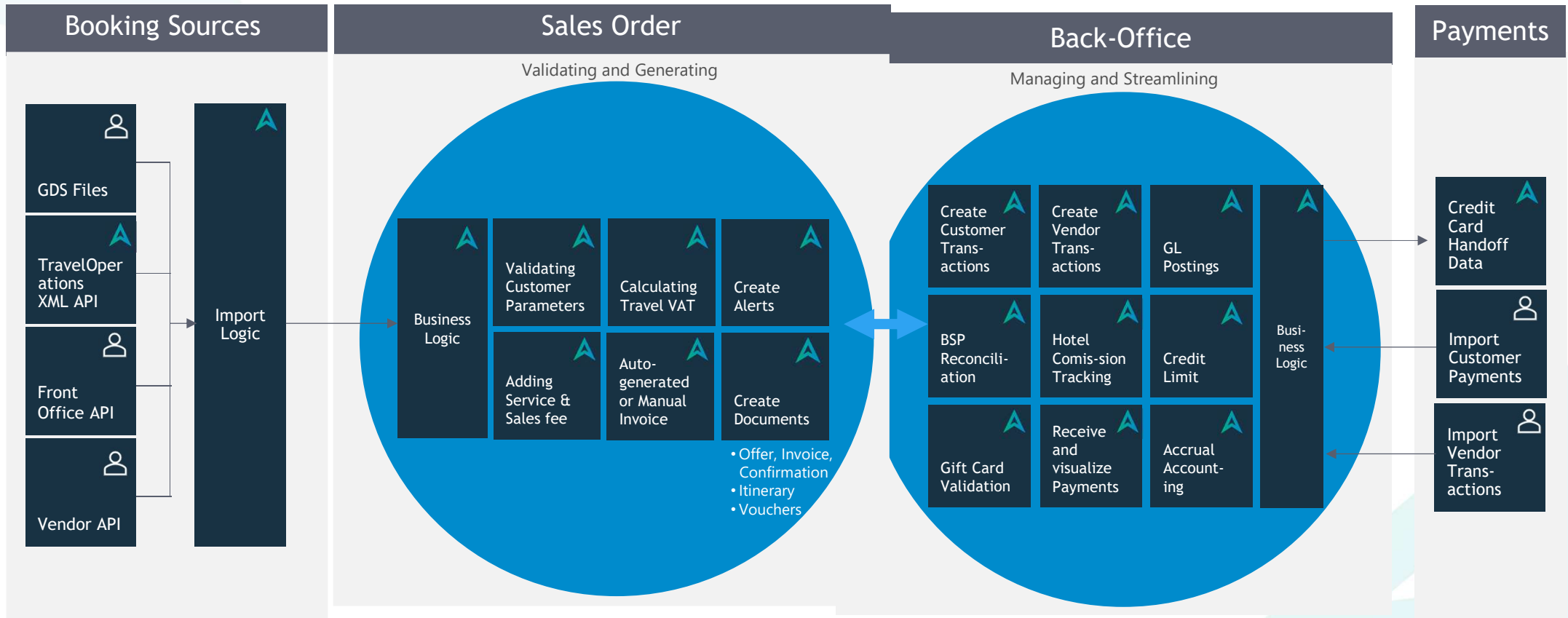
Many versions of the truth

Spending alot of time and money keeping up with compliance and security

Solution Landscape



Logical Architecture



- Customer component
- Microsoft/TravelOperations standard component

TravelOperations

General Navigation and Workspaces

Extending D365FOEE with Travel Functionality

TravelOperations


The TravelOperations ISV is a module as all other modules in D365FOEE. The Module is build to add travel functionality on top of especially the AR, AP and GL processes – though still utilizing the business logic of these modules.


The different types of "products" are managed via the standard D365 Product Table extended with travel specific information.


The product utilizes the wide range of functionality in D365FOEE like workspaces, embedded Power BI analytics, Data Management etc.


- Common
- Consolidations
- Cost accounting
- Cost management
- Credit and collections
- Demo data
- Expense management
- Fixed assets
- Fleet management
- General ledger
- Human resources
- Inventory management
- Master planning
- Organization administration
- Payroll
- Procurement and sourcing
- Product information management
- Production control
- Project management and accounting
- Questionnaire
- Sales and marketing
- Service management
- System administration
- Tax
- Time and attendance
- Transportation management
- Travel
- Vendor collaboration
- Warehouse management


Workspaces


-  Sales Order Management

-  BSP/ARC Reconciliation

-  Hotel and Car commission

-  Ticket center

-  Integration and monitoring

-  Travel

Common

- All Travel sales orders ★
- Search Group travel
- Select items
- TOQ
- Alerts - event inbox
- Create alert

Calculation

- Inquiries
 - Order lines
 - E-mail log
- Administration
 - Invoice lines and Commission Split

GDS information

- Package tour
- Group travel
- Credit card token

Reports

- Accounts payable
- Accounts receivable
- Travel reports
- Statistics

Periodic

- Scanning
- GDS Scanner
- Allotment
- Reconciliation
- Ticket center
- Ledger

Accounts payable

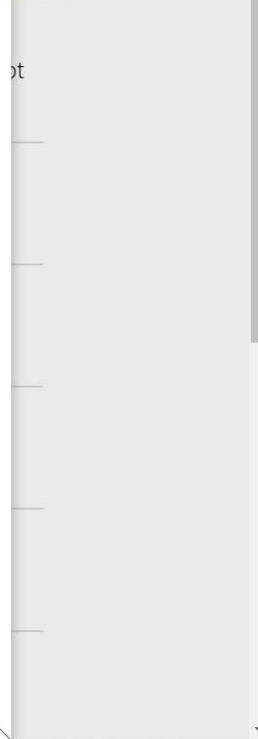
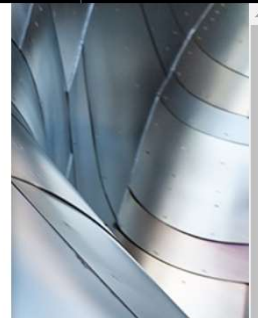
- Credit card
- Marketing
- Sales order
- Administration
- Refund V2

Setup

- Parameters
- Accounts receivable
- Financials
- Accounts payable
- Base data
- Service fees
- Texts
- Credit card token
- Itinerary
- GDS
- BSP/ARC
- Calculation
- Group travel
- Allotment

Campaign

- Ticket center
- Administration



Booking to Cash

Trailer log

FILTER

Filter

All Only OK Only errors

Overview General Error log

ID	File name	Loaded	Time	GDS reader ID	PNR	Inserted at order	Moved to sales order	Status	Result
TRV-000012	C:\FilePaths\GDS import\Import...	11/29/2017	12:53:46 AM	TRV-000009	3041LR-20170705	TRV-000065		Processed	OK
TRV-000013	C:\FilePaths\GDS import\Import...	11/29/2017	04:44:15 AM	TRV-000009	3481LR-20170705	TRV-000066		Processed	OK
TRV-000014	C:\FilePaths\GDS import\Import ...	11/29/2017	04:44:28 AM	TRV-000009	2LPHIX-20160304	TRV-000067		Processed	OK
TRV-000015	C:\FilePaths\GDS import\Import...	12/2/2017							

Sales Order Management

Summary

5

My open sales orders

6

My teams open sales orders

3

My open invoices

My Alerts

My open sales orders

My invoiced sales orders

My teams hotel commission transactions

Filter

✓ Sales order ↑	Customer account number	Customer name	Creation date
TRV-000104	50215	Thomas Kümpel	12/4/2017
TRV-000105	50215	Thomas Kümpel	12/4/2017
TRV-000106	1170200001	Struggels	12/4/2017
TRV-000107	TravelIO	PJ address 1	12/4/2017
TRV-000108	TravelIO	PJ address 1	12/4/2017

Sales order lines

+ Add line Remove Sales order line Financials Sales tax Print Allotment Travel Price calculator Service fee

✓	Product category	Product number	Ticket number	Product description	Invoice no.	Traveler	From date	To date	Destination code
✓	Flight TKT	ACAIR	1575164735	Air Canada		Sean Howard Mclean	7/14/2018	7/15/2018	YUL
	Pay directs	RTYUL27062		NOVOTEL MONTREAL CENTRE		Sean Howard Mclean	7/14/2018	7/15/2018	YUL

Sales order mgmt Workspace

Dynamics 365 Finance and Operations

Sales Order Search Re-print invoice Create sales order OPTIONS

Sales order management

Summary

- 44 My open sales orders
- 291 My teams open sales orders
- 19 My unpaid invoices

My Alerts

Filter

Number	Description	Subject	Due date	From date
TRV-003281	Follow up	Note to myself	9/13/2018	
TRV-003281	Ticket issue	Ticket issue	11/11/2018	9/16/2017
TRV-003503	Ticket issue	Ticket issue	11/15/2018	9/16/2017
TRV-003551	Customer payment reminder	Customer payment reminder	11/20/2018	4/7/2019
TRV-003551	Update customer	Update customer	3/28/2019	4/7/2019
TRV-003441	Customer payment reminder	Customer payment reminder	11/20/2018	4/7/2019
TRV-003596	Customer payment reminder	Customer payment reminder	11/20/2018	
TRV-003596	Update customer	Update customer	11/9/2018	
TRV-003685	Follow up	Follow up	11/21/2018	12/9/2018
TRV-003688	Follow up	Follow up	11/21/2018	12/9/2018
TRV-003688	Follow up	Follow up	11/22/2018	12/9/2018
TRV-003688	Follow up	Follow up	11/22/2018	12/9/2018
TRV-003709	Follow up	Follow up	11/22/2018	12/9/2018

My open sales orders

My invoiced sales orders

My teams hotel commission transactions

Power BI

Add / remove Power BI tiles

Merit

SALES SUMMARY

TravelOperations analysis

106,35tusind Total Sales MST \$	393 Total Sales #	\$4tusind Commission Total MST \$	\$9 Avg Commission \$
------------------------------------	----------------------	--------------------------------------	--------------------------

Commission Total MST \$ after Date

Purchase cat. code

- Marker alle
- AED
- ALG
- BHD
- BRL
- CAD
- CHF
- CNY
- CZK
- DKK
- EUR
- GBP
- HKD
- IDR
- INR
- KWD

Total Sales # after Location og Location

Total Sales # after Product cat.

Sales Order Form

Dynamics 365 Finance and Operations | Travel > Common > All Travel sales orders

TRV | Search | Chat | Refresh | Help | JS

+ New | Delete | TRAVEL | SALES ORDER | OPTIONS

TAX: Sales tax | COPY: From all | VIEW: Totals | BILL: Payment schedule | SETTLE: Open transactions | JOURNALS: Invoice | CUSTOMER: Check credit limit | CREATE: Credit note

ALL TRAVEL SALES ORDERS

Filter

✓ Sales order	In... Sales order owner	Customer account number	Customer name	Creation date ↑	From date	To date	Consultant	PNR
TRV-000901		540003	Novo Nordisk	1/29/2018		12/31/2154	Caroline Ollendorff	
TRV-000911		540006	Hanibal Preston	1/30/2018		12/31/2154	Caroline Ollendorff	
TRV-000912		54000	Carlsberg	1/30/2018		12/31/2154	Caroline Ollendorff	JUHYGT
TRV-000913		540003	Novo Nordisk	1/30/2018	2/15/2018	2/16/2018	Caroline Ollendorff	GTHYBH
TRV-000914		540006	Hanibal Preston	1/30/2018	3/15/2018	3/16/2018	Caroline Ollendorff	TFGCVF
TRV-000915		54000	Carlsberg	1/30/2018		12/31/2154	Caroline Ollendorff	
TRV-000916		54000	Carlsberg	1/30/2018			Caroline Ollendorff	
TRV-000917		54000	Carlsberg	1/30/2018		12/31/2154	Caroline Ollendorff	
TRV-000919		540006	Hanibal Preston	1/30/2018	3/3/2018	3/4/2018	Caroline Ollendorff	HJGRDT
✓ TRV-000920		540006	Haniba! Preston	1/30/2018	3/3/2018	3/4/2018	Caroline Ollendorff	LKJHYU
TRV-000921		540005	Mark Hansson	1/30/2018		12/31/2154	Caroline Ollendorff	
TRV-000922		54000	Carlsberg	1/30/2018	1/3/2018	2/3/2018	Caroline Ollendorff	FGFGYH
TRV-000931		54000	Carlsberg	1/31/2018	4/15/2018	4/16/2018	Caroline Ollendorff	YGHYFR
TRV-000941		MISC	Misc customer	2/5/2018	1/27/2018	12/24/2018	Peter Jacobsen	ILXZYB
TRV-000942		MISC	Misc customer	2/5/2018	12/2/2018	12/2/2018	Peter Jacobsen	FSYNA
TRV-000951		MISC	Misc customer	2/5/2018	5/30/2018	6/20/2018	Peter Jacobsen	6Y2Q9L
TRV-000961		GlobeT	Delivery	2/11/2018	7/14/2018	7/15/2018	Thomas V. Kumpel	3441LR

Sales Order Details

Dynamics 365 Finance and Operations | Travel > Common > All Travel sales orders | TRV

AX TRAVEL SALES ORDER | TRV-000931 : Carlsberg | Lines | Header | Invoiced

Sales order lines

Product category	Product number	Ticket number	Product description	Invoice no.	Traveler	From date	To date	Destination code	Quantity
Htl You	HOTELD		HOTELD	TRV-000302		4/15/2018	4/16/2018	NYC	1.0
Htl You	HOTELD		HOTELD	TRV-000303		4/15/2018	4/16/2018	NYC	1.0
Item	BUSSEAT		Reserved bus seat	TRV-000302					1.0

Line details

Price and discount | Route | Voucher | Traveler | General | Setup | Financial dimensions | Commission allocation | Reporting

Prices

VENDOR COSTS	SELL PRICES	SALES QUANTITY	SALES TAX
Purchase cur. code: USD	Currency: USD	Quantity: 1.00	Item sales tax group:
Exchange rate: 100.00000000000000	Exchange rate: 100.00000000000000	SERVICE FEES	Sales tax group:
Fixed exchange rate: 100.00000000000000	Net Sell Price/Unit: 180.00	Override service fee: No	Sales tax base: 0.00

BSP/ARC Rec. Workspace

Dynamics 365 Finance and Operations

Refresh tiles OPTIONS

BSP/ARC Reconciliation

Summary

Open vendor transactions

Order lines

Vendor transactions

✓ Voucher	Due date	Item number	Document	IATA/ARC nu...	Amount in transaction ...	Matching code	FOP
TRV-000001	12/31/2017	001	7840012345		132.00	TKT	Cash
TRV-000002	12/31/2017	001	7840012345		132.00	TKT	Cash
TRV-000003	12/31/2017	001	7840012345		132.00	TKT	Cash
TRV-000004	12/31/2017	001	7840012345		132.00	TKT	Cash
TRV-000005	12/31/2017	001	7840012345		132.00	TKT	Cash
TRV-000008	9/1/2017	016	5679689713	22666151	186.26	TKT	Cash
TRV-000008	9/1/2017	001	5679689714	22666151	158.10	TKT	Cash
TRV-000017	12/31/2016	117	2810883657	17200120	399.00	EMD	Credit card
TRV-000017	12/31/2016	117	2810883658	17200120	399.00	EMD	Credit card
TRV-000034	7/11/2017	014	1575164735	14586574	200.85	TKT	Cash
TRV-000179	12/31/2017	001	4567891234		100.00	TKT	Cash
TRV-000180	12/31/2017	001	4567891234		100.00	TKT	Cash
TRV-000181	12/31/2017	001	4567891234	123456	100.00	TKT	Cash
TRV-000186	12/31/2017	016	8969000735	03658756	293.41	TKT	Credit card
TRV-000186	12/31/2017		8969000735	03658756	293.41	CCPAYMENT	
TRV-000186	12/14/2017	890	0678000748	41659332	0.70	FEE CAN	Credit card
TRV-000186	12/14/2017		0678000748	41659332	7.00	CCPAYMENT	
TRV-000187	9/1/2017	014	1110154353-54	61516335	7,520.32	TKT	Credit card
TRV-000187	9/1/2017		1110154353-54	61516335	7,712.95	CCPAYMENT	
TRV-000188	9/1/2017	014	1110154353	61516335	7,520.32	RFN	Credit card
TRV-000188	9/1/2017		1110154353	61516335	7,712.95	CCPAYMENT	
TRV-000189	12/31/2017	001	7840012345	123456	132.00	TKT	Cash
TRV-000192	9/1/2017	014	1660154353-54	61516335	7,520.32	TKT	Credit card
TRV-000192	9/1/2017		1660154353-54	61516335	7,712.95	CCPAYMENT	
TRV-000193	9/1/2017	014	1660154353-54	61516335	7,520.32	TKT	Credit card
TRV-000193	9/1/2017		1660154353-54	61516335	7,712.95	CCPAYMENT	
TRV-000194	9/1/2017	014	1660154353-54	61516335	7,520.32	TKT	Credit card
TRV-000194	9/1/2017		1660154353-54	61516335	7,712.95	CCPAYMENT	
TRV-000197	9/17/2017	016	8654156844	05602656	6,368.30	TKT	Credit card
TRV-000197	9/17/2017		8654156844	05602656	7,026.26	CCPAYMENT	
TRV-000203	12/31/2017	014	9879879871	123456	100.00	TKT	Cash
TRV-000228	1/15/2018	006	1234567890	123456	0.00	TKT	Cash

Power BI

Add / remove Power BI tiles

BalancePayable

EFTER FORMOPPAYMENT

Category	Amount
Cash	~0.45m
Credit card	~0.05m

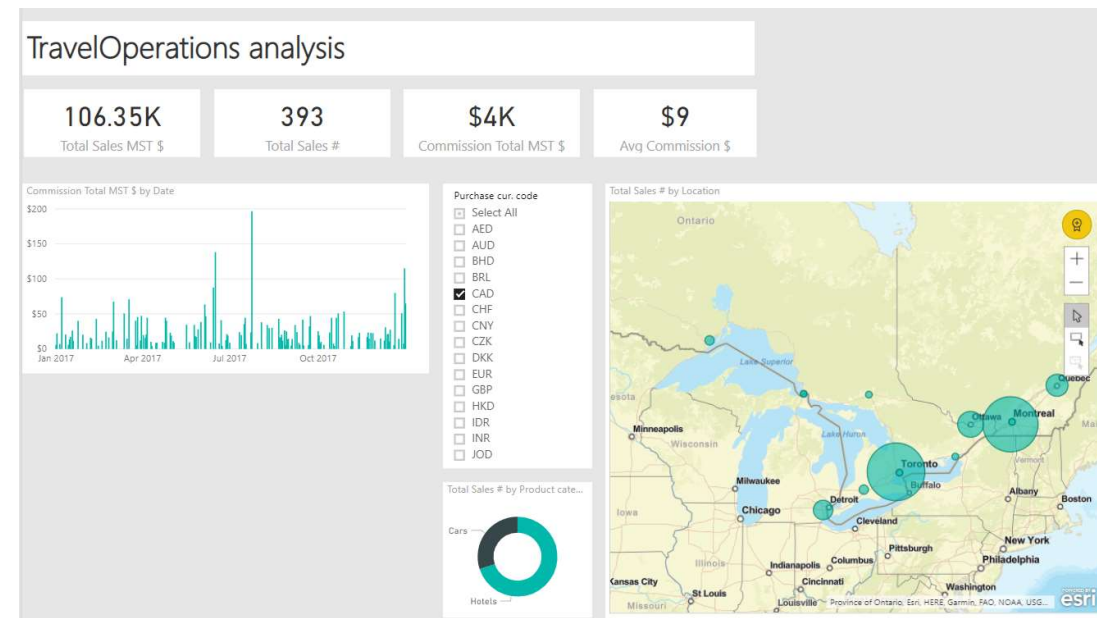
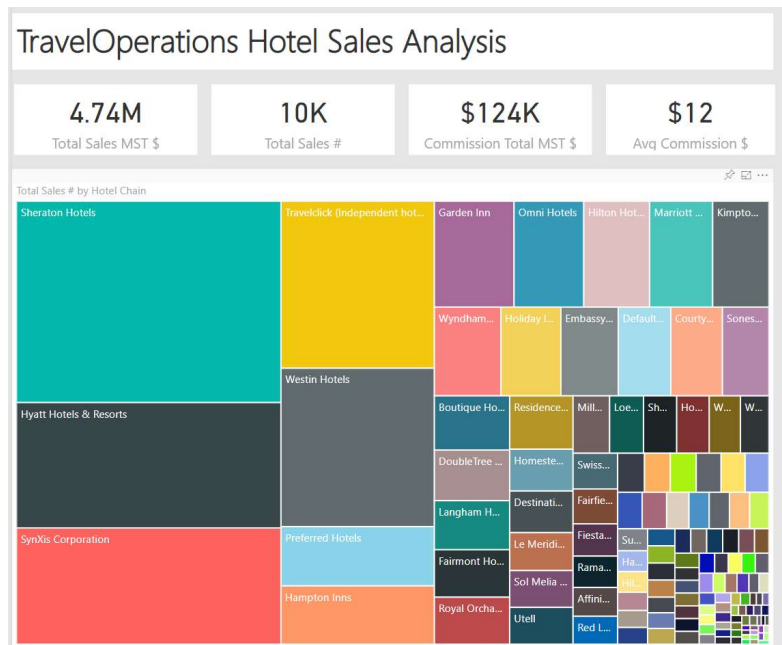
LineAmount

EFTER NAME

Name	LineAmount
American Airlines	530,204.44
Delta Airlines	466,282.80
United Airlines	447,845.80
Southwest Airlines	230,938.87
Westjet Airlines	32,297.49
Alaska Airlines	32,275.38
Japan Airlines	10,789.32
Lan Airlines	9,749.06
Singapore Airlines	7,300.32
Porter Airlines	2,721.30
Caribbean Airlines	2,687.16
COPA Airlines	2,210.55
Total	1,780,271.13

Reporting

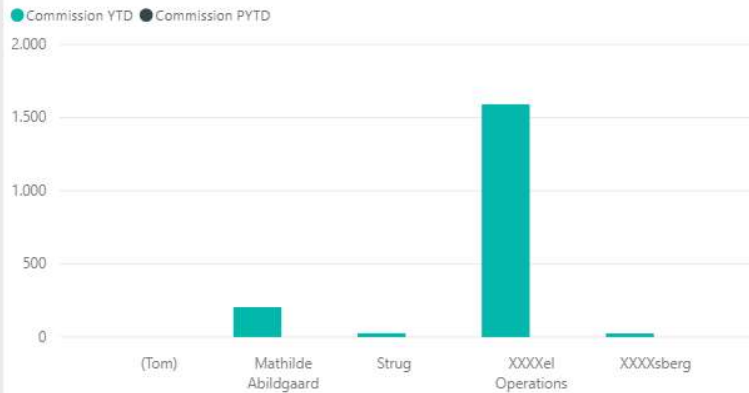
- Canned reports for D365FO and the Travel vertical
- Power BI & Workspaces
- Excel and office integration
- Handoff data – BI, DWH, Enhanced data, Prism etc.



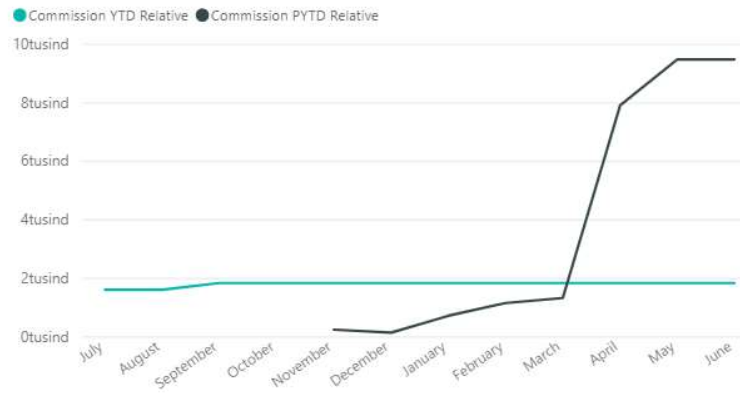
My work Consultant analytics Team analytics Area analytics **Brand analytics** Portfolio analytics



Commission YTD og Commission PYTD efter Customer Name



Commission YTD Relative og Commission PYTD Relative efter Fiscal Month



Top Commission by MTD (Interactive)



TravelOperations

Travel specific functionality

Functionality

GDS import

The GDS import framework is an engine designed to integrate not just the main GDS' (Amadeus, Sabre and TravelPort) but also any other booking source providing structured formatted layouts such as XML, JSON, TXT etc. and supports communication channels such as VPN, Web service or similar.

Service fees

Providing a sophisticated matrix based on booking channel, itinerary details, customers, ticket type and value, the Travel Operation service fee module will meet the request for high level of automation and control of service fees.

Periodic service fees

Utilizing the advanced service fee matrix it is possible to offer your customers one common service fee invoice periodically with individual payment terms and interval as per request

Functionality

Sales fees

An additional module offering the ability to add fee based on number of PNR's, Sales orders or per invoice. The ability to bundle fee on multiproduct sales.

BSP/ARC reconciliation

BSP and ARC is integrated in Travel Operations providing you with the highest level of control, making sure that all flight tickets are invoiced correctly and validates that all transactions charged from the BSP vendor is reconciled easy and efficient.

Credit card handling and reporting

Supporting numerous standard layouts and the required selling, posting and control process, Travel Operations offers industry standards for reporting billing and enhanced data for credit card transactions.

Business Intelligence for Travel agencies

Instant access to data is the key to make decisions and Travel Operations utilizing the newest technology from Microsoft offers exactly this. The deep integration and the high level of information captured and stored from the booking channels (GDS etc.), will enable the user to offer internal and external reporting on a very high level.

Hotel commission

Based on data from the booking source, this module allows the travel agent to track, trace and collect commission for hotel and car pay direct transactions. The module integrates with the main clearing houses and offers a standard import layout for easy upload of paid commission. It allows the backend to affect consultant and department turnover and margin directly from the module.

Functionality

Travel sales tax

The travel sales tax modules enables your company to set up a matrix supporting sales tax based on itinerary details and supports margin or regular sales tax calculation.

Accrual accounting

Accrual accounting allows easy accounting for measuring and recognizing the economic events of your company regardless of when cash transactions occur. Economic events are recognized at the time in which the transaction occurs rather than when payment is made. This method allows the current cash inflows/outflows to be combined with future expected cash inflows/outflows to give a more accurate picture of a company's current financial condition.

Functionality

Gift card's

The ability to account for pending gift cards and manage remaining amount to avoid fraud or overspending.

Itinerary creation

Based on the vast quantity of data captured from the booking source in combination with basic data tables to sophisticate the level of details, Travel Operations offers a flexible itinerary layout that always displays current data.

Ticket center module

This module offers the ability to manage a central ticket center across legal entities and/or branches utilizing external mid- / backoffice applications.

Functionality

Refunds

Refund form to manage fee and approval workflow for refunds.

Package & group allotment and Conference calculation

Travel Operations offers a module to manage package tours with mandatory allotment items and optional add-on items. Sales and costs will be linked to the same financial dimension allowing the agent to drill down and in details provide financial feedback.

Import message queue

A complete and single entry form with complete overview of import from all booking channels. Any successful or failed import will be recorded with a high level of details and the system provides an automated alert system to key staff.

Functionality

Customer payments

Additional functionality to control payments from customers and credit card customers. Import features, automated mail receipts and merchant fee handling.

Vendor transaction import

Import and settle vendor transactions by setting up individual format and settlement deviations.

Products/Product prices

Administration of own season and/or allotment content. Advanced database to upload price, season and product type.

Functionality

Terms of payment





Providing the ability to calculate due dates based on travel dates and more detailed periods that provided in standard Dynamics for operation and finance.

Product maintenance/Item categories/Product matrix

Extensive number of options to control automatic add-on products, document layout, order control and GST/VAT setup.

DYNAMICS 365 CLOUD SERVICING

For the cloud deployment option, the split between Microsoft’s and customer’s responsibilities is summarized in the schema below.

Users	Application	Application platform	Infrastructure
<p>User management, security and identity configuration</p> 	<ul style="list-style-type: none"> • Define, develop and operate business process • Define, develop, test and operate customizations • Monitor and manage non production deployments • Manage application updates and customization quality • Manage ISVs, 3rd party integrations 	<ul style="list-style-type: none"> • 24/7 application monitoring and notifications • Diagnostics, platform updates, patches, updates and upgrade rollouts • Application routing, load balancing, site replication • Environment provisioning and management • Database management: HA/DR, scale, operations • Compute deployment, scale up/scale down 	<ul style="list-style-type: none"> • Infrastructure management • Security and isolation • Operating systems and virtualization • Servers, storage and networking • Data center power, networking, cooling 
<p>Customer specific activities, supported by partner, enhanced by Microsoft life cycle services</p>		<p>Supported and managed by Microsoft (Public cloud deployments with full user subscription)</p>	

DYNAMICS 365 ROADMAP AND UPDATE STRATEGY: THE EVERGREEN APPLICATION

Microsoft applies the concept of evergreen application:

- **All customers on 1 version**, always
- Cost reduction – **no more upgrade** projects
- **Predictable & Continuous Updates**: full visibility with early release notes and access to sandbox environments with preview
- **2 major updates per year**: April and October, monthly updates for patches and minor changes. The customer can skip up to 3 months of updates – this also applies to on premise deployments.
- Non **regression test suite**, automation suite to make updates easy

Travel Operations, as a certified ISV, is part of a **Partner Early Adoption Program** so that the ISV has access to previews of each Microsoft release and makes the **ISV latest release available** as soon as Microsoft releases is ready for General Availability.

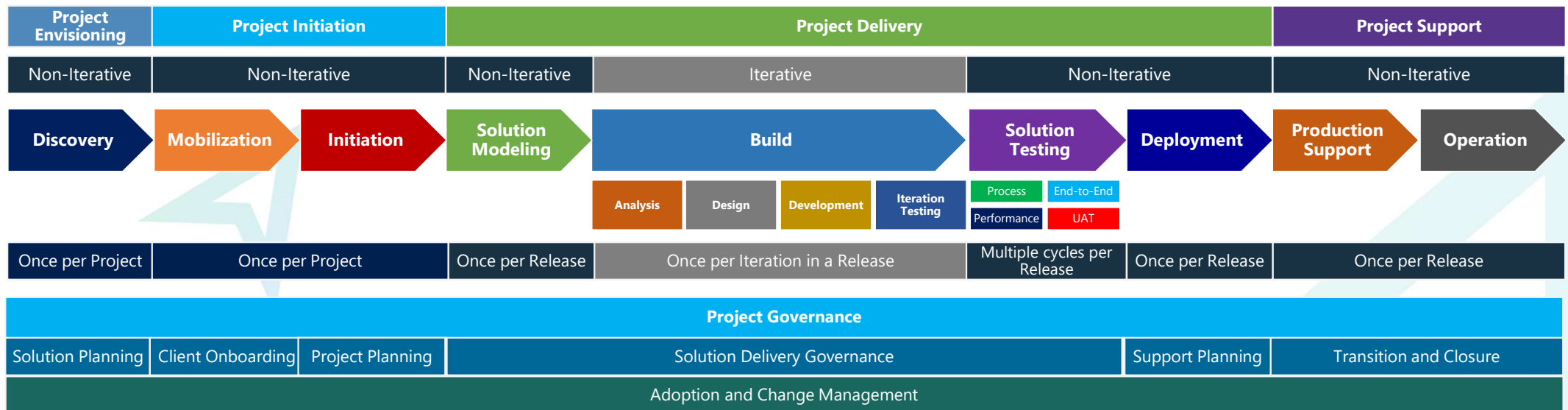
The roadmap of Dynamics 365 is publicly available at the following link, so that our customers have visibility on upcoming updates include features that are relevant to the project: <https://dynamics.microsoft.com/en-us/roadmap/overview/>



IMPLEMENTATION METHODOLOGY AND APPROACH SURE STEP 365 METHODOLOGY

For Dynamics 365 implementation, Microsoft has reviewed its implementation methodologies to define a «configure first» approach in line with the product structure, called SureStep 365.

This methodology is a hybrid between waterfall and agile: it foresees a waterfall approach in project initiation and solution modeling, then an iterative approach of prototypes during the build phase, to enable faster release to testing and production also cross workload (e.g. Customer Engagement in combination with Finance & Operations). The implementation approach of Microsoft Dynamics partners is based on this methodology and enriched by the partner's expertise.



IMPLEMENTATION METHODOLOGY AND APPROACH ISV ACCELERATION AND INDUSTRY EXPERTISE

For the implementation of Dynamics 365 for Finance & Operations, with the vertical solution Travel Operations, the suggested approach is to have Microsoft, the ISV and the System Integrator working together on the project:

- Microsoft is directly engaged as a vendor with the FastTrack program, the Customer Success Program (included in the subscriptions) and Professional Services supporting the System Integrator on architectural, technological or specific activities (to be defined and quoted together with Costa and the selected System Integrator)
- The ISV resources of Travel Operations (Solution Architects, Senior Consultants) work in the implementation of specific travel industry features, collaborating with the System Integrator; typically the ISV involvement is higher in the design phase, where processes and configurations are defined.
- The System Integrator is responsible for the overall solution implementation, the integration of different components, system design, build, deployment and go live.

The following slide describes more in detail the different Microsoft teams who can support the implementation.



Microsoft Corporation Stock Chart

\$112.17* 0.19 ↓ 0.17%

*Delayed - data as of Feb. 27, 2019 - Find a broker to begin trading MSFT now

Exchange:NASDAQ
Industry: Technology
Community Rating: Bullish
View: MSFT Pre-Market

Edit Symbol List

Symbol Lookup

MSFT

Save Stocks

SYMBOL LIST VIEWS

FlashQuotes

InfoQuotes

STOCK DETAILS

Summary Quote

Real-Time Quote

After Hours Quote

Pre-market Quote

Historical Quote

Option Chain

CHARTS

2 Year



Volume

EDGAROnline

What do the experts and analyst say?

Figure 1. Magic Quadrant for Analytics and Business Intelligence Platforms



Source: Gartner (February 2019)

What do the experts say

Figure 1. Magic Quadrant for Cloud Infrastructure as a Service, Worldwide



Source: Gartner (May 2018)

© Gartner, Inc

What do the experts say

Figure 1. Magic Quadrant for the CRM Customer Engagement Center



Source: Gartner (May 2018)

As of April 2018 © Gartner, Inc

What do the experts say



Microsoft Dynamics 365 for Finance and Operations availability

Americas (31)

- Argentina
- Bahamas
- Barbados
- Belize
- Bermuda
- Bolivia
- Brazil
- Canada
- Cayman Islands
- Chile
- Colombia
- Costa Rica
- Curaçao
- Dominican Republic
- Ecuador
- El Salvador
- Guatemala
- Honduras
- Jamaica
- Mexico
- Nicaragua
- Panama
- Paraguay
- Peru
- Puerto Rico
- St. Kitts and Nevis
- Trinidad and Tobago
- United States
- Uruguay
- Venezuela
- Virgin Islands, U.S.

EMEA (83)

- Afghanistan
- Albania
- Algeria
- Angola
- Armenia
- Austria
- Azerbaijan
- Bahrain
- Belarus
- Belgium
- Bosnia and Herzegovina
- Botswana
- Bulgaria
- Cameroon
- Cape Verde
- Côte d'Ivoire
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Egypt
- Estonia
- Ethiopia
- Faroe Islands
- Finland
- France
- Georgia
- Germany
- Ghana
- Greece
- Hungary
- Iceland
- Iraq
- Ireland
- Israel
- Italy
- Jordan
- Kazakhstan
- Kenya
- Kuwait
- Latvia
- Lebanon
- Libya
- Liechtenstein
- Lithuania
- Luxembourg
- Macedonia (FYRO)
- Malta
- Mauritius
- Moldova
- Monaco
- Montenegro
- Morocco
- Namibia
- Netherlands
- Nigeria
- Norway
- Oman
- Palestinian Authority
- Poland

Asia Pacific (26)

- Australia
- Bangladesh
- Brunei
- China *
- Fiji
- Hong Kong
- India
- Indonesia
- Japan
- Korea
- Kyrgyzstan
- Macao SAR
- Malaysia
- Mongolia
- Nepal
- New Zealand
- Pakistan
- Philippines
- Singapore
- Sri Lanka
- Taiwan
- Tajikistan
- Thailand
- Turkmenistan
- Uzbekistan
- Vietnam

* local business data deployment only

Languages:

Arabic
Saudi Arabia,
United Arab
Emirates

**Chinese
(Simplified)**
China

Czech
Czech Republic

Danish
Denmark

Dutch
Belgium,
Netherlands

English
Australia, Canada,
India, Ireland,
Malaysia,
New Zealand,
Singapore,
South Africa,
UK, US

Estonian
Estonia

Finnish
Finland

French
Belgium,
Canada, France,
Switzerland

German
Austria, Germany,
Switzerland

Hungarian
Hungary

Icelandic
Iceland

Italian
Italy, Switzerland

Japanese
Japan

Latvian
Latvia

Lithuanian
Lithuania

**Norwegian
Bokmål**
Norway

Polish
Poland

Portuguese
Brazil

Russian
Russia

Spanish
Mexico, Spain

Swedish
Sweden

Thai
Thailand

Turkey
Turkish

Microsoft Dynamics 365 for Finance and Operations (localization)

Americas (4)

- Brazil *
- Canada
- Mexico
- United States

EMEA (25)

- Austria **
- Belgium
- Czech Republic **
- Denmark
- Estonia
- Finland
- France
- Germany
- Hungary **
- Iceland
- Ireland
- Italy
- Latvia
- Lithuania
- Netherlands
- Norway
- Poland **
- Russia *
- Saudi Arabia
- South Africa
- Spain
- Sweden
- Switzerland
- United Arab Emirates
- United Kingdom

Asia Pacific (8)

- Australia
- China
- India
- Japan
- Malaysia
- New Zealand
- Singapore
- Thailand



Localization is the process of adapting software to meet country-specific laws or regulations. Microsoft localizes Microsoft Dynamics 365 for Finance and Operations to include features and functionality designed to address specific Dynamics 365 for Finance and Operations, accounting or financial reporting requirements for various countries. Features or functionalities that are available in a particular country may not be available in all countries. Please consult your channel partner for details about product features and capabilities. Also consult them and/or your professional advisers to determine whether this software is appropriate for your business needs in a given country.

* Retail localization is planned for later updates

** Fiscal Integration sample is planned for later updates

For more information, please visit the [Microsoft Dynamics Localization Portal](#)