

FREQUENTLY ASKED QUESTIONS FOR CUSTOMERS

May 2007

GENERAL QUESTIONS

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

A: We will begin shipping to existing North American customers current on an enhancement plan in July 2007. For shipping information for other countries, please contact the country manager for that region. Your partner will have download access to Microsoft Dynamics GP 10.0 starting in May 2007.

Q: How can I learn more about Microsoft Dynamics GP 10.0 features?

A: The Microsoft Dynamics GP 10.0 Enhancement Brochure is currently available. In July 2007, the What's New in Microsoft Dynamics GP 10.0 eLearning course will be available to help you learn about the new features. The product CD will also include What's New documentation. You can also check with your partner about custom training solutions for your organization.

Q: What is the timing for the next Microsoft Dynamics GP release after 10.0?

A: We are extremely excited about the future of Microsoft Dynamics GP. We have plans for an Extensions release for Microsoft Dynamics GP 10.0 in 2008 and for Microsoft Dynamics GP 11.0 in 2009.

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 be generally available in June 2007 for International English and US English. French Canadian and Latin American Spanish are scheduled to release in summer of 2007.

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 CustomerSource at [https://mbs.microsoft.com/customersource/Documentation>System Requirements](https://mbs.microsoft.com/customersource/Documentation/SystemRequirements).

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 Microsoft Content Management Server 2002 functionality.

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.

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

A: No. However, several key 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.

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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: SQL Server and Windows CALs are required to access Microsoft Dynamics GP data via Office SharePoint Server 2007. Please contact an authorized reseller for additional information and guidance.

Q: How will Microsoft Business Solutions 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 service plans.

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 GP price list in May. For more information please contact an authorized reseller.

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 which includes Business Portal. Microsoft Dynamics GP Professional or Advanced Management customers will receive full investment credit for all purchased Business Portal 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.

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

A: Yes, in order 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 Microsoft Dynamics GP Advanced Management.

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

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

MICROSOFT BUSINESS PORTAL**Q: What new features were added to Microsoft 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.

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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: Analytical Accounting does not fully replace the functionality of Multidimensional Analysis in Microsoft Dynamics GP 10.0. Multidimensional Analysis will continue to be supported for Microsoft Dynamics GP 10.0.

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

A: Electronic Funds Transfer (EFT) and check batches have now been separated into two separate processes.

HUMAN RESOURCE MANAGEMENT**Q: What new functionality is being made available for Human Resources Management?**

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: What are Payroll Extensions for Microsoft Dynamics GP?

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

Q: Do customers already using Payroll for Microsoft Dynamics GP need to purchase Payroll Extensions?

A: No. Existing Microsoft Dynamics GP customers on an enhancement plan who already own Payroll by July 1, 2007 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 (\$1000 USD). Customers registered for Payroll and current with their enhancement plan will receive a letter with further information about this change and the option to opt out of this new functionality.

SECURITY**Q: Can new operations, roles, and tasks be added 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.

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Q: Are Advanced Security and Field Level Security still available in Microsoft Dynamics GP 10.0?

A: Advanced Security was rolled into the role-tailored security in Microsoft Dynamics GP. Field Level Security remains a separate module and security setup from Microsoft Dynamics GP 10.0 role-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, but all security features related to classes have been removed, 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, the update will transfer all security settings into the role-tailored security model. The new roles and tasks will have a CNV in the ID to designate the conversion.

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

A: Microsoft is committed to Field Service Management for Microsoft Dynamics GP 10.0. Several new enhancements and product changes strengthen our Field Service Management offering for our customers.

MANAGER ASSIST

Manager Assist will be fully supported for Microsoft Dynamics GP 8.0 and Microsoft SQL Server 2000 until October 9, 2007. For Microsoft Dynamics GP 9.0, Manager Assist can only be used with the user logged into the system as the System Administrator. Further releases, development work, and maintenance of Manager Assist will no longer be provided. Two ISV options are 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 Business Portal 4.0 and rebranded as the "Field Service Self Service Suite."

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 Microsoft Dynamics GP 10.0.

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

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

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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 has been combined into a single module, Demand Planner for Microsoft Dynamics GP. As a result, the new module pricing is user-based as of January 1, 2007. Customers who were current on their enhancement plan on January 1, 2007 received 99 Demand Planner users with no change and their protect system list price remained the same. For more information regarding this change, contact an authorized Microsoft Dynamics GP reseller.

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 summer of 2007.

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.