

# MODULE 4: BASIC FUNCTIONALITIES

## Module Overview

This module outlines all general functions in Microsoft Dynamics NAV 2013, including how to edit, view, delete, and extract information. For anyone learning to use Microsoft Dynamics NAV 2013, it is a natural first step that they know the basic functions and how to move between pages, to make the processes within the ERP system smoother.

There are several features in Microsoft Dynamics NAV 2013 that help you collect the information that you must have, whether the purpose is to analyze it within Microsoft Dynamics NAV 2013 or to extract it to another program or as a printout. The following features are available to extract and display information from Microsoft Dynamics NAV 2013:

- Drill down - from a calculated quantity or amount (displayed in FlowFields) to open another window that displays the individual entries that make up the calculated value.
- Filters - to limit the scope of the information that appears in a page or report with one of these three filter types:
  - Field
  - Table
  - FlowFilter
- Sorting - to organize information in a way that makes it easier to analyze.
- Statistics - to view a summary of relevant figures for each record and drill into details.
- The **Navigate** page - to find, view, and print all related database records from one place.
- FactBoxes - for displaying related information.
- Reports - to view and print filtered information with many different standard reports for typical business needs.
- Generic charting – to view information on a chart on the Role Center.
- Integration to Microsoft Office products - to manage information in Word, Excel, or another product.

### **Objectives**

The objectives are:

- Use function keys and basic keyboard shortcuts.
- Enter and edit information.
- Obtain selected information from Microsoft Dynamics NAV 2013, by using zoom, reports, sorting, search, filters, FactBoxes, and navigation functions.
- Integrate Microsoft Dynamics NAV with other Microsoft Office products, such as OneNote, Word, and Excel.
- Describe the posting process within Microsoft Dynamics NAV.

## Use Keyboard Shortcuts

When you want to choose a command, or do anything else in Microsoft Dynamics NAV 2013, you can use either the mouse or the keyboard. Because it is more intuitive to use a mouse, all actions in this course are described according to mouse usage. However, as soon as you learn how, it can be more efficient to use the keyboard.

### Basic Keyboard Shortcuts

The following table lists how to perform certain actions with the mouse and the keyboard.

Goal	Mouse	Keyboard
<b>Select</b> field contents.	Double-click field or drag move cursor over field.	Use the TAB or arrow keys to move the cursor to the field that you want. The contents will be highlighted.
<b>Execute</b> a function on the contents of a selected field.	Select the text and start the function by clicking it on the ribbon, a button on the page, or in the shortcut menu.	Select the text. If the function is available in the ribbon, press ALT. Press the letter of the tab name, and then press the letter of the function name. If the function is a button on the page, move the cursor to the button, and press ENTER to enable the selected button or command. If the function is available in the shortcut menu, right-click the field's value, select the button in the menu, and press ENTER.
<b>Enter</b> content in an empty field.	Click the field, type your content, and then click outside the field to save.	Move the cursor to the field using ENTER, TAB, or the arrow keys, and then type your content. Press ENTER to save what you have entered.
<b>Choose</b> a button on the page.	Click the button that you want to enable.	Press ALT and then the underlined letter on the button. Press ENTER to enable it.

Goal	Mouse	Keyboard
Go to <b>first</b> record.	Not applicable	Press CTRL+HOME.
Go to <b>last</b> record.	Not applicable	Press CTRL + END.
Go to <b>next</b> record.	Not applicable	Press PAGE DOWN.
Go to <b>previous</b> record.	Not applicable	Press PAGE UP.

## Keyboard Shortcuts

Some actions can be performed by using keyboard shortcuts, shown in the following table. For the list of all available keyboard shortcuts, see the Keyboard Shortcut help topic located at "Working with Microsoft Dynamics NAV/Work with Data."

Keyboard shortcut	Action
ALT	Key tips on ribbon
ALT + A	Launch <b>Actions</b> tab
ALT + M	Launch <b>Microsoft Dynamics NAV</b> button
ALT + N	Launch <b>Navigate</b> tab
ALT + R	Launch <b>Report</b> tab
CTRL + N	Insert new line (in a grid)
CTRL + SHIFT + E	Edit
CTRL + SHIFT + G	Go to
CTRL + SHIFT + K	Edit list
CTRL + SHIFT + L	View list
CTRL + SHIFT + V	View
CTRL + SHIFT + W	Open in new window (list)
ENTER (DOUBLE-CLICK)	Open
CTRL + A	Select (copy) all
CTRL + C	Copy
CTRL + E	Export to Excel
CTRL + F	Find
CTRL + L	Linked files

Keyboard shortcut	Action
CTRL + O	Open company
CTRL + P	Print
CTRL + V	Paste
CTRL + W	Export to Word
CTRL + X	Cut
CTRL + Z	Undo
DELETE	Clear selected text or line
CTRL + SHIFT + Q	Expand/collapse tree in grid
CTRL + ALT + F1	Zoom

## Enter and Edit Information

The way to add and edit information in fields depends on the type of field.

### Field Types

When you enter information into fields, Microsoft Dynamics NAV 2013 provides the format for the type of information that you enter in the following types of fields:

- Date fields - accept only date parameters.
- Number fields - accept only numbers.
- Text fields - accept information in any format.
- Code fields –accept only predefined codes.
- FlowFields – display amounts and quantities calculated by Microsoft Dynamics NAV 2013, for example the **Balance** field for G/L accounts.

### Enter Dates

Microsoft Dynamics NAV 2013 provides flexibility when you enter dates. The following table shows valid entries in a date field.

User Input	Result
w	Work date entered in <b>Tools&gt;Work Date</b>
t	Today's date
c	Closing date
#	Number of the day in the current work month

User Input	Result
Month-day-year	122502, 12 25 02, 12-25-02, 12/25/02
Weekday-weeknumber-year	Fr5202, fr 52 02, fr-52-02, fr/52/02

You can also enter abbreviations for the weekday and Microsoft Dynamics NAV 2013 will then enter the date for that weekday based on the work date, as shown in the following table.

User Input	Result
m	Monday
tu	Tuesday
we	Wednesday
th	Thursday
f	Friday
sa	Saturday
su	Sunday

When you enter a date, take special note of the following:

- Start-day of the week is Monday.
- Date fields accept incorrect year numbers such as 9008.
- The work date year is added automatically if you enter day/month.
- The work date month/year is added automatically if you enter day.
- Microsoft Dynamics NAV 2013 supports default Windows date ranges.

### Enter Quantities and Amounts

Quantities and amounts are entered in special number fields that have a built-in mathematical function so that you can enter calculations such as  $13.50 * 2 - 12$ . The four basic mathematical operators are as follows:

- + (plus)
- - (minus)
- \* (multiply)
- / (divide)



**Note:** The calculated amount, but not the formula, is stored in the field.

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### Enter Codes

A code identifies a record such as a vendor number or customer number. Codes are also values that are used for sorting information on the screen and in reports. Numbers and letters can be used to identify codes.

When you have to enter a code in a field, look up (press F4) to select from the list of codes related to the field.

Instead of selecting a code, you can type it in the field. In that case, you only have to enter the first letter(s) in the code name. For example, type "y" for YELLOW.

### Edit Fields

To edit information in a field, press the F2 key. This works like a word processor in that the left and right arrow keys move through the text without changing it. Press F2 again to save the changes and make the fields ready to be moved away from.

### Insert and Delete

To insert a line or a record in Microsoft Dynamics NAV 2013, put your cursor on a line, right-click, and select **New Line**. The new line is inserted above the line where you position your cursor. To delete a line or a record, press CTRL+D or click **Delete**. Both functions can also be accessed from the ribbon by clicking **New** or **Delete**.

For this exercise, you add and delete a new line in an open sales order.

1. On the navigation pane, click **Home** and then click **Sales Orders**.
2. Select sales order number **101017** (Selangorian Ltd.), and then click **Edit**.
3. From the **Lines** FastTab, put the cursor on the column header.
4. Right-click and select **New Line** (CTRL+INS).
5. The **Type** field is automatically populated with **Item**. Leave this.
6. In the **No.** field, enter 1976-W.
7. To delete the new line, make sure that your cursor is placed on the new line that you have just created.
8. Right-click and select **Delete Line** (CTRL+DEL).
9. Click **Yes**.
10. Click **OK** to close the **Sales Order** page.

### FlowFields

All FlowFields have a drill-down (CTRL+F8) option. By clicking the value of the FlowField, you can open a separate page. For example, when you click the **Balance** FlowField on a G/L account, the **General Ledger Entries** page opens. It shows the entries included in the calculation.

FlowFields also have the following characteristics:

1. The contents of FlowFields are calculated every time that they are displayed. This means that a FlowField is always 100 percent updated and displays the newest figures.
2. You can limit the number of entries included in the calculation by setting Limit Totals Filters on the field.

To view the balance of customer 10000 (the Cannon Group Ltd.), follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select customer 10000 (the Cannon Group Ltd.), and then click **Edit**.
3. On the **General** FastTab, click the value in the **Balance (LCY)** field. Notice the **Customer Ledger Entries** page, listing all open customer ledger entries of customer 10000. These entries make up total balance of 13.591,89 LCY.
4. Click **Close** to close the **Customer Ledger Entries** page.
5. Click **OK** to close the **Customer Card** page.

### Zoom

A page is merely a selected view on a database table. Therefore, more fields may be available than shown on the page or on the different FastTabs. Some of those fields can be added through the Customize This Page functionality, other fields cannot.

To view all available fields and their values, you can zoom in on the page.

To zoom in on customer 10000 page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select customer 10000.
3. Click the **Application** menu > **Help** > **About This Page**.
4. Expand the **Table Fields** FastTab to view all fields and values for customer 10000.





**Note:** You cannot make any changes to field values from this page.

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5. Close the **About This Page** page.
6. Click **OK** to close the **Customer Card** page.

## Add OneNote to a Record

You can set up Microsoft Dynamics NAV 2013 to work with Microsoft OneNote 2010. For example, you can use OneNote integration to synchronize notes from a mobile OneNote installation with Microsoft Dynamics NAV. You can also use OneNote to share pictures, recordings, and other instructions across a company.

When you set up OneNote integration, you can enable adding notes to a particular record or to a complete page.



**Note:** OneNote integration is set up for a group of users, through the Profiles. How to set up Profiles and the fields related to OneNote integration is covered in the course Application Setup for Microsoft Dynamics NAV 2013.

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## Add Notes to a Record

You can add notes to a page or a specific record. You can make these notes for yourself or for other users. If this is the case, you might like to notify the user that you have created a note for him or her. You might also like to notify yourself, for example, when the note is to remind yourself of a follow-up task or to-do.

Add notes either through the **Notes** FactBox, when made available on the page, or through the **Notes** function in the ribbon.



**Note:** How to enter a note or notification was already explained in the module, "User Personalization" of this course, in the topic "Customize My Notifications Pane."

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### Add Links to a Record

With Microsoft Dynamics NAV 2013, you can link to a file (such as file name types doc, tif, or jpg), folder, or website. For example, you may want to link an invoice to a sales quote. This gives you the flexibility to access relevant information quickly.

To link to a document, folder, or website, follow these steps:

1. On the navigation pane, click **Home** and then click **Sales Orders**.
2. Check that the **Links** FactBox is displayed. If not, follow these steps:
  - a. Click the **Application** menu > **Customize** > **Customize This Page**.
  - b. Click **Factboxes**.
  - c. Select the **Links** FactBox from the Available Factboxes list, and then click **Add**.
  - d. Click **OK** to close the **Customize This Page** page.
3. Select any sales order, for example 101017, and then click **Edit**.
4. On the **Home** tab in the ribbon, click **Links**.
5. Click **Actions**, and then click **New**.
6. In the **Link Address** field, type "http://www.microsoft.com".
7. In the **Description** field, type "Microsoft".
8. Click **Save**.
9. Click **OK** to close the **Sales Order** page.
10. On the **Sales Orders** page, with the order still selected, notice that in the **Links** FactBox, the link that you have just created is displayed.

### Send to Word and Excel

Any page can be exported to a Word or Excel, by using style sheets. The demonstration database contains default style sheets, but other style sheets can be imported and applied to a specific page.

For example, for the customer card, a style sheet can be set up that contains a default letter, with the address of the customer automatically filled in together with some default sentences.

To send a sales order to Word, follow these steps:

1. On the navigation pane, click **Home** and then click **Sales Orders**.
2. Select any sales order, for example, 101017, and then click **Edit**.
3. Click **Microsoft Dynamics NAV > Print&Send > Microsoft Word**.  
A Word document opens, according to the default layout/style sheet that was set up. In this case, an overview of all FastTabs and available fields with their value is shown.
4. **Close** the Word document.
5. Click **OK** to close the **Sales Order** page.

## Send to Email as Attachment

Any page can be sent to email as an attachment by using style sheets. The style sheet used is the one for Internet Explorer as an HTML-formatted page is generated. The same style sheet is used when the "print page" action is invoked. The demonstration database contains default style sheets, but other style sheets can be imported and applied to a specific page.

For example, for the customer card, a style sheet can be set up that contains a default letter, with the address of the customer automatically filled in together with some default sentences.

To send a sales order to email as an attachment, follow these steps:

1. On the navigation pane, click **Home** and then click **Sales Orders**.
2. Select any sales order, for example, 101017, and then click **Edit**.
3. Click **Microsoft Dynamics NAV > Print&Send > Email as Attachment**.
4. Your default mail program opens. It displays a mail message generated with the name of the page as the subject. It will also include an HTML-formatted document attached according to the default layout/style sheet that was set up. In this case, an overview of all FastTabs and available fields with their value is shown.

## Print Reports and Documents


Microsoft Dynamics NAV 2013 contains several standard reports that relate to business processes. For each application area, all relevant reports are included in the respective Reports menu folder in the navigation pane.

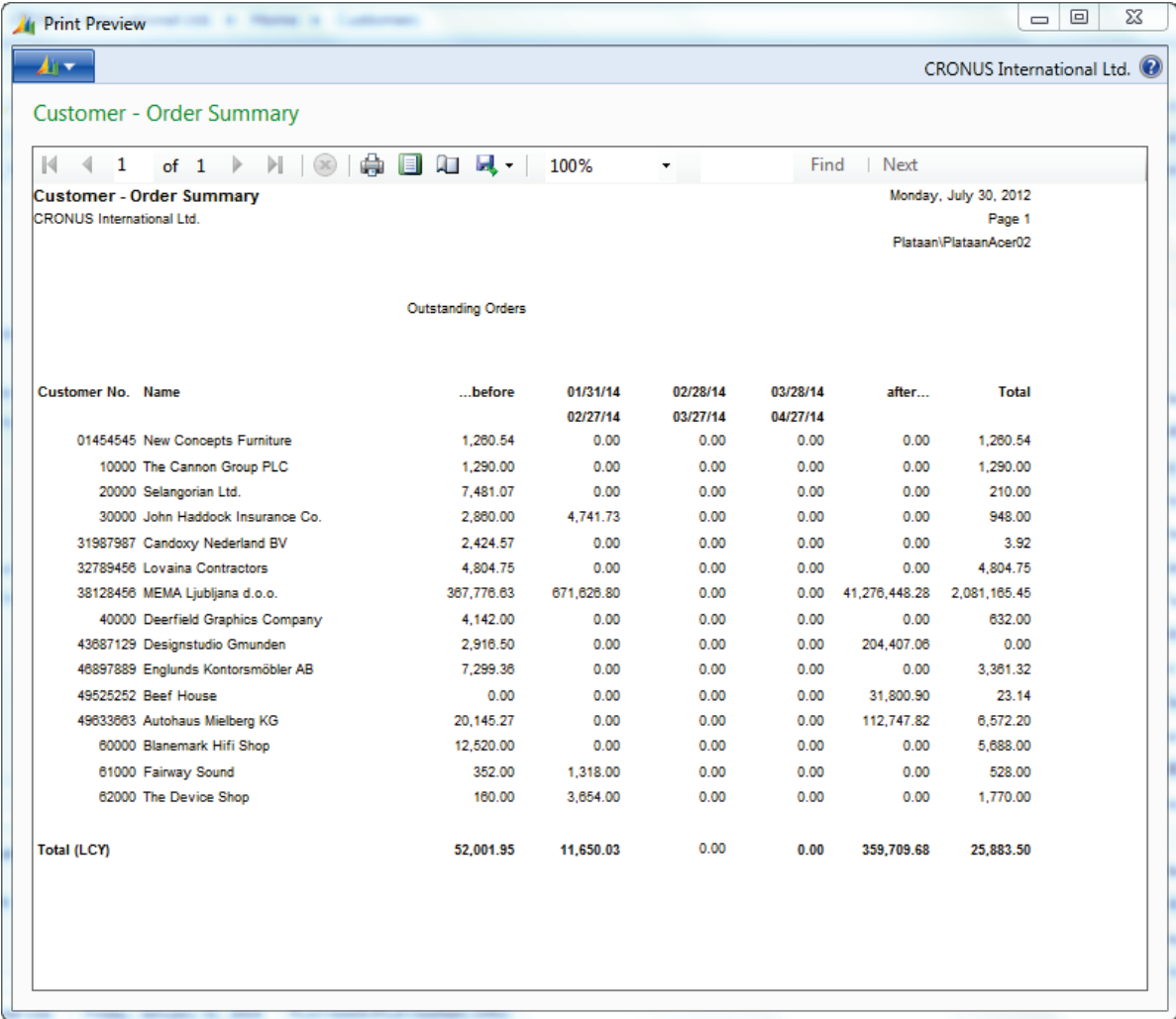
When you have selected a report, a card page called a report request page opens. Here you can specify which information the report must include and how it must be included.

Report request pages typically have two FastTabs. On the first FastTab, which is named after the table that provides the information, you can set filters to define which field information to include. The second FastTab, the **Options** FastTab, has varying setup fields that have relevant options to define how the report must be created.

When you have defined the report contents, you can process it in the following ways:

- Click **Preview** to view a **Print Preview** page.
- Click **Print**. The following options are available:
  - Print
  - PDF
  - Microsoft Word
  - Microsoft Excel
- Click **Print** to send it to your printer.
- Select the **Print to Excel** field in the **Options** FastTab to also create an Excel Worksheet when the document is printing. This is available only on selected reports. The following are examples:
  - **Trial Balance**
  - **Customer/Item Sales**
  - **Inventory Cost and Price List**
  - **Aged Accounts Receivables**
  - **Customer - Order Detail**

 **Note:** The only difference between the **Microsoft Excel** option and **Print to Excel** is formatting.



**FIGURE 4.1: CUSTOMER – ORDER SUMMARY REPORT – PRINT PREVIEW**

### Sort Information

With the sorting functionality in Microsoft Dynamics NAV 2013, you can decide the order in which information is displayed. For example, if you have many customer ledger entries, you can choose to order them by one of the following methods:

- Entry number only
- Customer number first, then by posting date
- Document type first, then by document number
- Document number first, then by customer number

The sorting options are predefined, and there are many for each table in Microsoft Dynamics NAV 2013. Each sorting option (or combination of sorting options) is called a key. You can see all the keys for a page through the **Customize This Page** functionality or by clicking the drop-down arrow next to the **Sorting** field in the page header.

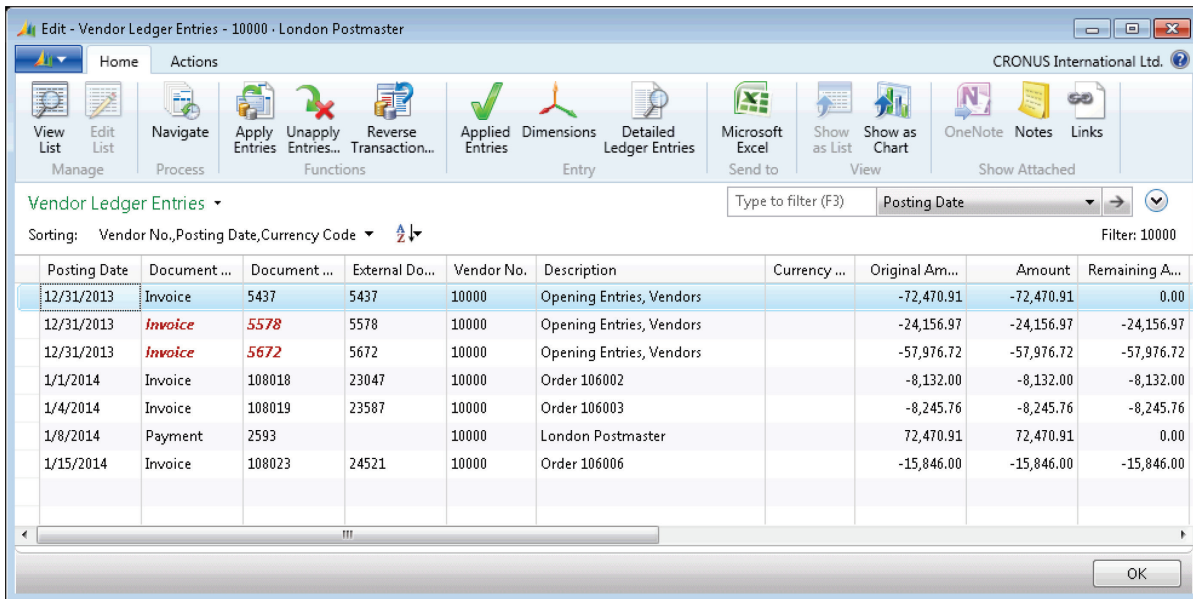
By choosing a different sorting option, you can view the lines in a different order.

#### **Procedure - Change the Sorting Order**

To change the sorting order of a list of vendor ledger entries, follow these steps:

1. On the navigation pane, click **Departments**.
2. Click **Purchase > Planning > Vendors**.
3. Select vendor 10000 (London Postmaster).
4. On the **Navigate** tab, click **Ledger Entries**.
5. Click **Microsoft Dynamics NAV > Customize > Customize This Page**.
6. Click **Arrange by**.
7. Click the drop-down arrow next to the **Sort Items by** field. The list of possible sorting options appears.
8. Select Vendor No., Posting Date, Currency Code.
9. Select the **Sort descending** option.

10. Click **OK** to close the **Customize This Page** page.
11. On the **Vendor Ledger Entries** page, the vendor ledger entries for London Postmaster are now sorted based on your chosen criteria.



**FIGURE 4.2: VENDOR LEDGER ENTRIES PAGE – NEW SORTING**

### Sorting Order

As soon as you have chosen a sorting key, Microsoft Dynamics NAV 2013 sorts the field contents of the selected columns according to the following order:

1. Numbers only without blank spaces or special characters.
2. Letters only.
3. Numbers and letters combined.

When numbers and letters are combined, the field contents are checked character by character from left to right. The sorting priority is as follows:

- Blank spaces come before characters.
- Letters come before numbers.
- Numbers come before special characters.

The sorting priority results in the sorted list shown in the following table.

Order	Reason
1	Numbers without blank spaces or special characters come before letters or combinations of numbers and letters, and Microsoft Dynamics NAV 2013 counts in ascending order.
11	
12	
111	
A 1	This is a combination of letters and numbers. It comes before other such combinations because the blank space between A and 1 comes before anything else.
ABC	Letters come after blank spaces (so ABC comes after A 1 above).
AB1	Letters come before numbers in letter/number combinations (so ABC comes before AB1).
A1	Numbers are sorted after letters (so A1 comes after AB).
D S B	D comes after A, and blank spaces come before a character.
D1	Numbers are sorted after letters (so D1 comes after D S B).
D.S.B.	Special characters come after numbers.
1A	A number at the start of a combination of letters comes next to last in the sorting order.
+A1	Special characters come last in a sorting.

You must be familiar with sorting rules so that filters can be entered correctly. For example, the filter A100..110 does not result in any data being found because the interval cannot exist. The result of an incorrectly used filter can be incorrect or even no information.



**Note:** Filtering options are discussed in the next lesson of this module.

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To make sure that numbers are sorted correctly, follow these principles:

- Always use a numeric series of a fixed length (100 to 999).
- Never use a numeric series such as 1 to 999 in code or text fields.
- Never use a numeric series such as 001 to 999 in code or text fields.



The SQL Server Option for Microsoft Dynamics NAV 2013 sorts numbers as if they were text, as illustrated in the following table.

Numeric Sorting	Text Sorting
1	1
2	10
3	100
4	2
10	3
100	4

To avoid the mentioned issues of different sorting logic in SQL, follow these guidelines:

- Use a numeric series that has a fixed length by specifying a numeric series that has either a predefined number of digits or starts with a number other than zero.
- Manually follow the numbering principles and use a fixed number of digits.

## Search Information

In a live ERP system, your database will have thousands of entries. Being able to search through this data or limit the data by filtering it is important so that you can continue with your work.

### Find

When you look for a specific record in a list, for example, a customer for which you know the name, you can easily use the **Find** function.

In this example, we look for customer Pilatus AG. Follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Press CTRL+F to open the **Find** dialog box.
3. In the **Find row where** field, click the drop-down arrow. You receive a selected number of fields to search. Select **Name**.

4. In the **matches** field, type "pilatus". The search function is not case-sensitive and searches the whole field.
5. The **Find** dialog indicates that one instance was found, and the customer is automatically selected in the customer list.
6. Click **Close** to close the **Find** dialog box.

### **Go To**

When you are looking for a record having a certain value in a field on a card page, for example, a customer resides in a specific city or has a specific salesperson, you can easily use the **Go To** function.

In this example, we look for customers in London. Follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select any customer, and then click **Edit**.
3. Select the **City** field.
4. Press CTRL + G to open the **Go To** dialog box.
5. In the **Matches** field, type "London". The search function is not case-sensitive and searches the whole field.
6. Use **Go To Next** or **Go To Previous** to browse through records.
7. Click **Close** to close the **Go To** dialog box.

### **Use Filters**

A quick filter or an advanced filter can be used to limit the number of records displayed on a list page or the number of records to examine starting from a card page. You can set a filter by specifying criteria for one or several fields in a table. Microsoft Dynamics NAV 2013 then tests all records, and only records that match the criteria pass through the filter. If criteria are specified for several fields at the same time, records must match all criteria to pass through the filter.

These filters are page-dependent. If you set a filter on a table in a page and then see the same table in a different page, the filter is not in effect there. On the other hand, the filter will remain in effect in the page where you set it until you remove it or until you close the page.

A third filter option is the **Limit totals filter**, which is used to limit the contents of FlowFields that display amounts or quantities.

### Demonstration: Quick Filter

Use a single filter to display all sales order for customer Fairway Sound.

#### Demonstration Steps

1. Use a single filter.
  - a. On the navigation pane, click **Home** and then click **Sales Orders**.
  - b. Press F3 to move the focus to the Quickfilter. Click the drop-down arrow of the filter field and select **Sell-to Customer Name**.
  - c. In the text field on the left, type "fairway" and press ENTER.
  - d. The **Sales Orders** page is now limited to three sales orders, all for Fairway Sound.
  - e. Select sales order 104015, and then click **Edit**.
  - f. Browse the different sales orders, by clicking the **Previous** and **Next** on the **Actions** tab in the ribbon. Notice that you see the filtered sales orders.
  - g. Click **OK** to close the **Sales Order** page. The list of sales orders remains filtered.
  - h. To remove the filter from the **Sales Orders** page, click the Delete button (black **X** icon) next to the filter field.

### Demonstration: Advanced Filter

Use an advanced filter to display all items with the following characteristics:

- No bill of materials.
- No adjusted cost.
- Vendor no. 20000.
- Unit price of 125.10 LCY.

#### Demonstration Steps

1. Use an advanced filter.
  - a. On the navigation pane, click **Home** and then click **Items**.
  - b. In the filter pane, click **Expand** to make the advanced filter options available.
  - c. Click the drop-down arrow of the **Where** field, and then select **Assembly BOM**.
  - d. Click the drop-down arrow to enter a value, and then select **No**.
  - e. Click **Add Filter**.
  - f. Click the drop-down arrow of the **Where** field, and then select **Cost is Adjusted**.

- g. Click the drop-down arrow to enter a value, and then select **No**.
- h. Click **Add Filter**.
- i. Click the drop-down arrow of the **Where** field, and then select **Vendor No**.
- j. Click the drop-down arrow to enter a value, and then select 20000.
- k. Click **Add Filter**.
- l. Click the drop-down arrow of the **Where** field, and then select **Unit Price**.
- m. Type "125.10" as the value, and then press ENTER. The **Items** page is now limited to five items that meet all filter criteria.
- n. To delete the filter, click all Delete buttons (red **X** icons) in the expanded Filter pane.

### Demonstration: Limit Totals

Use the Limit totals filter to display the net change amounts of the chart of account for January 2014.

#### Demonstration Steps

1. Use the Limit totals filter.
  - a. On the navigation pane, click **Departments**.
  - b. Click **Financial Management > General Ledger > Chart of Accounts**.
  - c. Expand the Filter pane to display the Limit totals section.
  - d. In the **Limit Totals to** section of the Filter pane, click the drop-down arrow of the **Where** field, and then select **Date Filter**.
  - e. Enter 01/01/14..01/31/14, and then press ENTER.
  - f. Notice that the chart of accounts is adjusted so that the net change of all accounts displays only the total of the month January 2014.
  - g. To remove the Limit totals filter, click the **Delete** button (red **X** icons) in the Filter pane.

### Enter Criteria in Filters

When you enter criteria, you can use all the numbers and letters that you typically use in the field. In addition, you can use some special symbols or mathematical expressions. The following table shows the available formats.


Symbol	Meaning	Sample Expression	Records Displayed
=	Equal to	377	Number 37

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Symbol	Meaning	Sample Expression	Records Displayed
		BLUE	Those with the BLUE code, for example, the BLUE warehouse code.
		22	A datetime: from 22-current month-current year 0:00:00 to 22-current month-current year 22:59:59
		22 10	An exact datetime: 22-01-01 10:00:00
..	Interval	1100..2100	Numbers 1100 through 2100
		..2500	Up to and including 2500
		..12 31 00	Dates up to and including 12 31 00
		P8..	Information for accounting period 8 and thereafter
		..23	From the beginning of time until 23-current month-current year 23:59:59
		23..	From 23-current month-current year 0:00:00 until the end of time
		22..23	From 22-current month-current year 0:00:00 until 23-current month-current year 23:59:59
	Either/or	1200 1300	Those with number 1200 or 1300
&	And	<2000&>1000	Numbers that are less than 2000 and greater than 1000. The ampersand (&) cannot be used by itself with numbers because no record can have two numbers.
<>	Not equal to	<>0	All numbers except 0 With the <b>SQL Server</b> option, you can combine this symbol with a wildcard expression. For example, <>A* meaning not equal to any texts that begin with A.

Symbol	Meaning	Sample Expression	Records Displayed
>	Greater than	>1200	Numbers greater than 1200
>=	Greater than or equal to	>=1200	Numbers greater than or equal to 1200
<	Less than	<1200	Numbers less than 1200
<=	Less than or equal to	<=1200	Numbers less than or equal to 1200
*	An indefinite number of unknown characters	*Co*	Texts that contain Co
		*Co	Texts that end with Co
		Co*	Texts that begin with Co
?	One unknown character	Hans?n	Texts such as Hansen or Hanson
	Calculate before rest	30 (-=>=10&<=20)	Those with number 30 or with a number from 10 through 20 (the result of the calculation within the parentheses)
@	Ignore case (either uppercase or lowercase allowed)	@location	Texts such as LOCATION, location, or Location

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Symbol	Meaning	Sample Expression	Records Displayed
"	Blank	"	<p>All records with a blank value in the field for which the criteria is used, for example, the <b>Contact Person</b> field on the customer card, to view all customers without a contact person.</p> <hr/> <p> <b>Note:</b> The criteria consist of two single quotation marks, not one double quotation mark.</p>

You can also combine the various format expressions shown in the following table.

5999 8100..8490	Include any records with the number 5999 or a number from the interval 8100 through 8490.
..1299 1400..	Include records with a number less than or equal to 1299 or a number equal to 1400 or greater (all numbers except 1300 through 1399).
>50&<100	Include records with numbers that are greater than 50 and less than 100 (numbers 51 through 99).
*C*&*&D*	Include texts that contain both C and D.
@*co?*	<p>Include texts that contain co, CO, Co, cO, such as cot, cope, and incorporated.</p> <p>The text CO, cO, Co, or co must be present, followed by at least one character, but there can be an indefinite number of characters before and after these, and case is unimportant.</p>

Enter only meaningful filters. For example, you can specify an interval that does not exist, and Microsoft Dynamics NAV 2013 cannot check this for you. You must know the sorting rules followed by this program to enter meaningful filters.

### **Demonstration: Use Filter Criteria**

**Scenario:** Make a list of all domestic vendors without a contact person.

#### **Demonstration Steps**

1. Use filter criteria.
  - a. On the navigation pane, click **Departments**.
  - b. Click **Purchase > Planning > Vendors**.
  - c. Expand the Filter pane.
  - d. Click the drop-down arrow of the **Where** field, and then select **Country/Region Code** (through All Columns).
  - e. Click the drop-down arrow to enter a value, select GB, and then press ENTER.
  - f. Click **Add Filter**.
  - g. Click the drop-down arrow of the **Where** field, and then select **Contact**.
  - h. Enter " (two single quotation marks) as the value, and then press ENTER.

The **Vendors** page is now limited to three vendors that meet all filter criteria.

### **Demonstration: Use a Variable in a Filter Criteria and Save a Filtered View**

**Scenario:** Make a list of all sales orders for My Customers.

#### **Demonstration Steps**

1. Enter some customers in the **My Customers** part on the Role Center.
  - a. On the navigation pane, click **Home** and then click **Role Center**.
  - b. Click **Manage List** on the **My Customers** part.
  - c. In the **Customer No.** field, enter 10000 and then press ENTER.
  - d. In the **Customer No.** field, enter 20000 and then press ENTER.
  - e. In the **Customer No.** field, enter 30000 and then press ENTER.
  - f. Click **OK** to close the **Edit – My Customers** page.



2. Make a list of all sales orders for My Customers.
  - a. On the navigation pane, click **Home** and then click **Sales Orders**.
  - b. Press F3 to move the focus to the Quickfilter.
  - c. Click the drop-down arrow of the **Where** field, and then select **Sell-to-Customer No.**
  - d. As the value, enter "%MYCUSTOMERS".
  - e. Press ENTER.

The value of the quickfilter changes to 10000|20000|30000.

The **Sales Orders** page is now limited to orders from the customers listed in the **My Customers** part in the Role Center.

3. Save the view.
  - a. Open the advanced filter menu (drop-down arrow next to Sales Orders in the Filter Pane).
  - b. Click **Save View As**.
  - c. In the **Name** field, type "Sales Orders – My Customer".
  - d. Ignore the **Activity Group** field.
  - e. Click **OK**.
  - f. Click **Yes** to restart and see the changes in the navigation pane.
4. Add a customer to the **My Customers** list.
  - a. On the navigation pane, click **Home** and then click **Role Center**.
  - b. Click **Manage List** on the **My Customers** part.
  - c. In the **Customer No.** field, enter 6000 and then press ENTER.
  - d. Click **OK** to close the **Edit – My Customers** page.
5. Reopen the saved view.
  - a. On the navigation pane, click **Home**, click **Sales Orders**, and then click **Sales Orders – My Customers**.
  - b. Notice that newly added customers (or removed customers) are not automatically reflected in the saved view.

## Lab 4.1 : Filter the Customer List and Export to Excel

### Scenario

Make a list of all foreign customers that have a name that begins with the letter m.

Export the list to Excel.

### High Level Steps

1. Filter the customer list.
2. Export the filtered customer list to Excel.

### Detailed Steps

1. Filter the customer list.
  - a. On the navigation pane, click **Home** and then click **Customers**.
  - b. Expand the Filter pane.
  - c. Click the drop-down arrow of the **Where** field, and then select **Country/Region Code**.
  - d. Enter <>GB as the value, and then press ENTER.
  - e. Click **Add Filter**.
  - f. Click the drop-down arrow of the **Where** field, and then select **Name**.
  - g. Enter @m\* as the value, and then press ENTER.

The **Customers** page is now limited to eight customers that meet all filter criteria.

2. Export the filtered customer list to Excel.
  - a. Click **Microsoft Dynamics NAV > Print&Send > Microsoft Excel** (CTRL + E).

The Excel Worksheet will automatically open. It shows the filtered customer list.

- b. Close the Excel Worksheet.
- c. On the **Customers** page, to delete the filter, click all Delete buttons (red **X** icons) in the expanded Filter pane.

## FactBoxes

FactBoxes are available on all pages. Use them to extract more detailed information about the current record. FactBoxes do not only show this information. They provide links that guide you to the detailed information, to review or in some cases even change.

For example, sales documents, such as orders, quotes, and invoices, have FactBoxes available that show all sales-relevant information about the customer (document header) and the item (document line).

### Demonstration: Sell-to Customer Sales History FactBox

The **Sell-to Customer Sales History** FactBox lists all open and posted documents for a customer, organized by document types, such as quotes, blanket orders, and posted credit memos.

Some pages in Microsoft Dynamics NAV 2013 represent business documents that are sent to customers, business partners, and internal staff. Examples are as follows:

- Order confirmations - from sales orders.
- Quotes - from sales and purchase quotes.
- Work order - from sales orders.
- Job cards, picking lists - from production orders.

### Demonstration Steps

1. Access the **Sell-to Customer Sales History** FactBox.
  - a. On the navigation pane, click **Home** and then click **Customers**.
  - b. Make sure that the **Sell-to Customer Sales History** FactBox is displayed. If not, make it visible through the **Customize This Page** functionality.
  - c. Select customer 10000. Every time another customer is selected, the data in the FactBoxes changes, according to the relevant customer.

The FactBox shows that there are currently four sales orders created for customer 10000.

- d. Click the link, which is the number of sales orders, for a list of these sales orders and to review their status.

No.	Sell-to Customer No.	Sell-to Customer Name	External Document No.	Location Code	Assigned User ID	Status	Salespers... Code
101016	10000	The Cannon Group PLC		BLUE		Released	PS
104001	10000	The Cannon Group PLC		BLUE		Open	PS
104006	10000	The Cannon Group PLC		BLUE		Open	PS
104011	10000	The Cannon Group PLC		BLUE		Released	PS

**Customer Statistics -...**

Customer No.: 10000  
Balance (LCY): 168,364.41

**Sales**

Outstanding Ord... 1,612.50  
Shipped Not Inv... 525.50  
Outstanding Inv... 0.00

**Service**

Outstanding Ser... 6.63  
Serv Shipped No... 0.00  
Outstanding Ser... 49.58  
Total (LCY): 170,558...  
Credit Limit (LCY): 0.00  
Overdue Amount... -292.84

**FIGURE 4.3: SELL-TO CUSTOMER SALES HISTORY FACTBOX - ORDERS**


- e. Click **Close** to close the **View – Sales Orders** page.

## Demonstration: Customer Statistics – Bill-to Customer FactBox

The **Customer Statistics – Bill-to Customer** FactBox displays an overview of all relevant figures. The calculated information is constantly updated based on entry postings for the record in question. You cannot edit information in the FactBox. However, you can view which entries were included in a calculated figure by clicking the field value.

Statistics FactBoxes are available for all central records, including the following:

- Customer
- Vendor
- Item
- Order (sale, purchase, production)

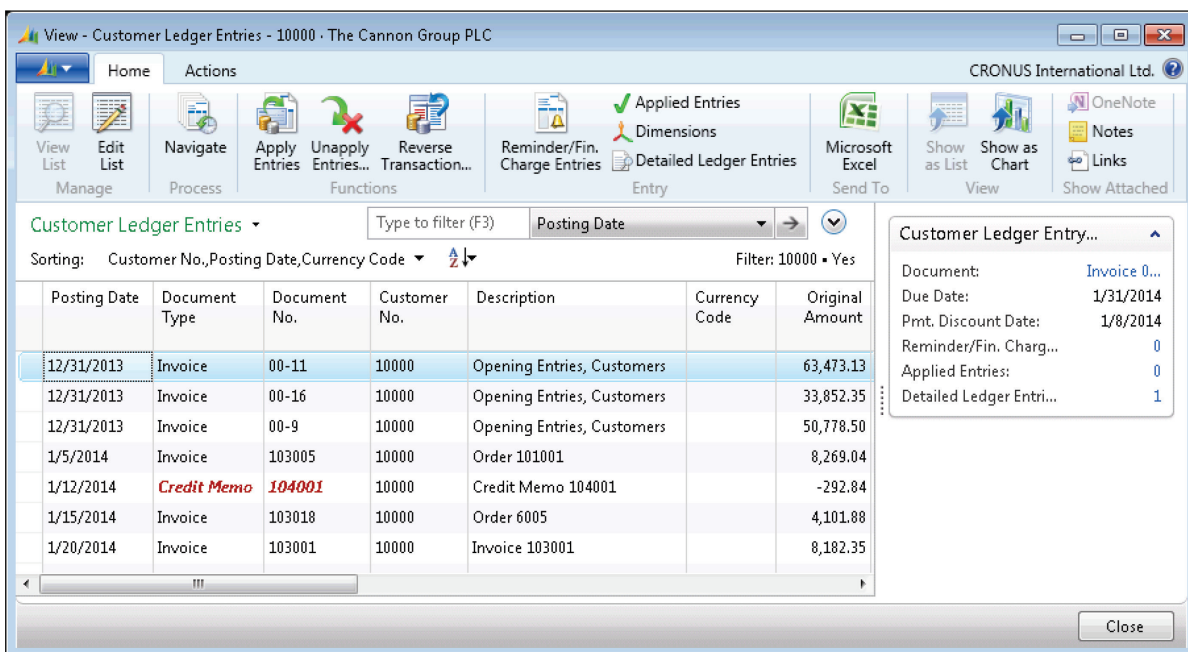
 **Note:** In addition to the statistics FactBox, you can also view the **Statistics** page. This is available from the ribbon.

**Demonstration Steps**

1. Access the **Customer Statistics – Bill-to Customer** FactBox.
  - a. On the navigation pane, click **Home** and then click **Customers**.
  - b. Make sure that the **Customer Statistics – Bill-to Customer** FactBox is displayed. If not, make visible through the **Customize This Page** functionality.
  - c. Select customer 10000.

The FactBox shows the customer’s current outstanding balance.

- d. Click the link for a list of all open customer ledger entries that make up the calculated balance.



**FIGURE 4.4: CUSTOMER STATISTICS – BILL-TO CUSTOMER FACTBOX – BALANCE(LCY)**

- e. Click **Close** to close the **Customer Ledger Entries** page.

## Post a Document

### Unposted vs. Posted Documents

A company’s documents are presented as editable document pages that show which users can enter, edit, and process the details of a transaction. These pages always consist of a header (different FastTabs) and lines (Lines FastTab).

As soon as a document is complete, and the data must be processed into the other application areas, the document is posted. The unposted document disappears, and a posted document is created. The posted document can be consulted, but it is not editable.

For example, the sales invoice is a document that contains both billing information for the customer (header) and the details of sold items (lines). As long as this document is not posted, no general ledger entries are created, and the customer balance or the item's stock is not adjusted. When you post the document, the sales invoice disappears and a posted sales invoice is created.

### Journals

The use of documents is one way to process data in the Microsoft Dynamics NAV database. However, you can also use journals, which is a wide concept within Microsoft Dynamics NAV. Journals are not only limited to the accounting journals (for example, general journals, sales journals, and purchase journals). Each application area has journals with which users can process transactions in their own domain.

For example, the general journal is used to process accounting transactions that always result in the creation of general ledger entries. These transactions can also create other entries, for example, customer ledger entries and vendor ledger entries.

The item journal is another example in which the posting results in item ledger entries, value ledger entries, and – directly or indirectly – general ledger entries.

### Postings

Each posting, either from documents or from journals, creates ledger entries. New records are created in one or more posting tables. Some examples of posting tables are general ledger entries, customer ledger entries, vendor ledger entries, and item ledger entries.

You can view posted ledger entries in many ways, for example, through the **Navigate** tab on the ribbon, through Flowfields on a record, or through links in a FastTab.

For example, on the **Customer Card** page, you can view the history of all customer transactions by clicking **Ledger Entries** on the **Navigate** tab in the ribbon. When a sales invoice is posted, the outstanding balance of the customer is adjusted. Through the **Balance (LCY)** field, either on the **General** FastTab of the **Customer Card** page or on the **Customer Statistics – Bill-to Customer** FactBox, you receive a filtered view of the customer ledger entries. This shows only the open entries that make up the balance.

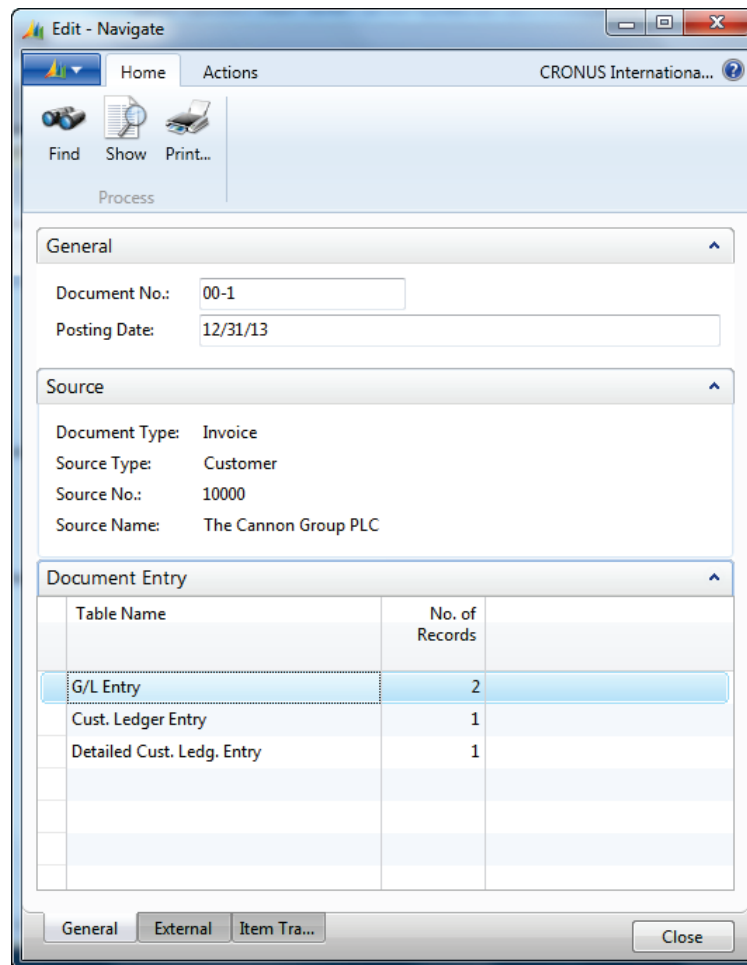
## Navigate

The **Navigate** page helps you analyze business figures across the whole database. The page is available from all tabular pages that display posted entries. You can also reach it directly from the History menu folder for most application areas.

The **Navigate** page can be used as a context-sensitive search, meaning that it contains the information about the line for which it is opened.

To view the **Customer Ledger Entries** page for Customer No. 10000 (The Cannon Group PLC) using the **Navigate** page, follow these steps:

1. On the navigation pane, click **Home** and then click **Customers**.
2. Select or double-click Customer 10000 (The Cannon Group PLC).
3. On the **Navigate** tab, click **Ledger Entries**.
4. With the first line selected, click **Navigate**.



**FIGURE 4.5: CUSTOMER LEDGER ENTRIES - NAVIGATE**

The **Navigate** page results show the first customer ledger entry for customer 10000. The top and middle sections display information about the selected transaction, namely the first sales invoice for customer 10000 on 12/31/13. The lines at the bottom show which and how many entries exist for the transaction. You can drill further into these results by selecting a line and clicking **Show** to view the actual entries.

### **Search by Document Number**

You can use the **Navigate** page as a generic search tool. To see entries with a different document number, enter the document number at the top of the **Navigate** page and then click **Find**.

If you search with only the **Posting Date** field (leaving the **Document No.** field blank), all the entries from the date entered appear, regardless of document number. Similarly, if the **Posting Date** field is blank, all entries with the selected document number appear, regardless of the posting date.

### **Search by External Document Numbers**

If you do not know an internal document number, click the **External** tab, available at the bottom of the page. To locate a document for a vendor, in the **Business Contact Type** field, select Vendor.

Enter the vendor number in the **Business Contact No.** field or enter the vendor's document number in the **Document No.** field. Then, click **Find** to have the program find the entries.

Open the **Navigate** page from ledger entry pages and pages that contain posted shipments and receipts, or from all the History menu folders in the navigation pane. You can use the page to find all entries posted with the same date or document number. The document number may be either a number assigned in a general journal or the number of an invoice or credit memo.



## Module Review

### ***Module Review and Takeaways***

Anyone who uses Microsoft Dynamics NAV 2013 should know how to move in the Role Center, navigation panes, and different windows and additionally know the basic functions to process data. As soon as you have this knowledge, you can start to learn and use all the Microsoft Dynamics NAV 2013 business functionality .

### **Test Your Knowledge**

Test your knowledge with the following questions.

1. How many employees are there in CRONUS International, Ltd.?  
 7  
 8  
 9  
 6
2. Who is the contact at customer 49525252, Beef House?  
 Carol Philips  
 Frank Lee  
 Karin Fleischer  
 Barry Potter
3. What is the current balance (LCY) on customer 49525252, Beef House?  
 6,346.16  
 5,951.36  
 5,641.36  
 5,941.37

4. How many open invoices does customer 49525252, Beef House, have?
- 2
  - 3
  - 4
  - 5
5. What is the inventory of item number 70000?
- 4,202
  - 5,202
  - 4,402
  - 4,204
6. What is the unit price of item number 70040?
- 801.20
  - 108.20
  - 108.40
  - 118.20
7. What keys do you press to delete a customer?
- F8
  - F6
  - CTRL+DEL
  - F2
8. What would the following filter expression display: 1100..2100?
- Records 1100 through 2100 are displayed.
  - Records 1100 and 2100 are displayed.
  - All records but 1100 through 2100 are displayed.
  - All records but 1100 and 2100 are displayed.

9. From what type of field can you drill down to related entries?

Calculation field

FlowField

Amount field

Quantity field

## Test Your Knowledge Solutions

### Module Review and Takeaways

1. How many employees are there in CRONUS International, Ltd.?  
 7  
 8  
 9  
 6
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  - FlowField
  - Amount field
  - Quantity field

