

## FREQUENTLY ASKED QUESTIONS

March 2007

### GENERAL QUESTIONS

**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 be on April 27, 2007 in US English for all geographies. Back orders will be accepted as of Monday, April 2, 2007.

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

A: Beginning Monday, April 30, 2007, Microsoft technical support will be available for these new offerings. When submitting a "New Support Request" within the Support option on PartnerSource or CustomerSource, select the appropriate subcategory:

- Payroll (now including Payroll Extensions)
- Human Resources (now including Advanced Human Resources)
- PTO Manager
- Advanced Payroll
- Benefit Self Service

You can also call Technical Support at 888-477-7877 and select the appropriate support option.

**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.

### QUESTIONS ABOUT PAYROLL EXTENSIONS FOR MICROSOFT DYNAMICS GP

**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

**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.

## FREQUENTLY ASKED QUESTIONS

### QUESTIONS ABOUT ADVANCED PAYROLL FOR MICROSOFT DYNAMICS GP

**Q: What is Advanced Payroll for Microsoft Dynamics GP and what action should I take?**

A: Advanced Payroll provides pay policy management, employee hourly equivalent budgeting, payroll accrual management, and advanced reporting functionality for Payroll in Microsoft Dynamics GP. Advanced Payroll should be positioned for Microsoft Dynamics GP customers with the following needs:

- Organizations with hourly workers earning multiple pay rates due to working in different departments, positions and shifts
- Organizations that need to calculate and post payroll accrual and reversing entries
- Organizations that need to budget and forecast based on payroll hours, rather than dollar amounts

**Q: Do existing customers need to purchase Advanced Payroll?**

A: Yes, existing customers using Payroll in Microsoft Dynamics GP will want to evaluate the functionality included with Advanced Payroll and license the module if it is appropriate for their organization.

**Q: How does Advanced Payroll operate with Microsoft Dynamics GP?**

A: Payroll in Microsoft Dynamics GP is a prerequisite for Advanced Payroll. The Advanced Payroll module is implemented with Payroll.

### QUESTIONS ABOUT PTO MANAGER FOR MICROSOFT DYNAMICS GP

**Q: What is PTO Manager for Microsoft Dynamics GP and what action should I take?**

A: PTO Manager automatically calculates vacation and sick time during the payroll process. The updated vacation and sick data is posted to the employee's records when the checks are posted. PTO Manager should be positioned for Microsoft Dynamics GP customers with the following needs:

- Organizations in which employees accrue time each pay period and can have pro-rated accruals based on actual hours worked
- Organizations that need multiple accrual schedules for vacation and sick time
- Organizations that want to ensure that paid time off plans are administered, recorded and reported properly
- Organizations with internal and external needs that require detailed and ad hoc employee reports

**Q: Do existing customers need to purchase PTO Manager?**

A: Yes. Customers using Payroll in Microsoft Dynamics GP will want to evaluate the functionality included in the PTO Manager module and license the module if it is appropriate for their organization.

**Q: How does PTO Manager operate with Microsoft Dynamics GP?**

A: Payroll in Microsoft Dynamics GP is a prerequisite for PTO Manager. The PTO Manager module is implemented with Payroll.

## FREQUENTLY ASKED QUESTIONS

### QUESTIONS ABOUT ADVANCED HUMAN RESOURCES FOR MICROSOFT DYNAMICS GP

**Q: What is Advanced Human Resources for Microsoft Dynamics GP and what action should I take?**

A: Advanced Human Resources provides additional tracking and reporting capabilities for Human Resources in Microsoft Dynamics GP. Advanced Human Resources should be positioned for Microsoft Dynamics GP customers with the following needs:

- Organizations that track employee certifications, licenses, and training data
- Organizations that need to track data related to employee health and wellness
- Organizations that need to create future effective dates for benefits and deductions

**Q: Do existing customers need to purchase Advanced Human Resources?**

A: Yes. Existing customers using Human Resources in Microsoft Dynamics GP will want to evaluate the functionality included with Advanced Human Resources and license the module if it is appropriate for their organization.

**Q: How does Advanced Human Resources operate with Microsoft Dynamics GP?**

A: Human Resource in Microsoft Dynamics GP is a prerequisite for the purchase of Advanced Human Resources. The Advanced Human Resources module is implemented with Human Resources.

### QUESTIONS ABOUT BENEFIT SELF SERVICE

**Q: What is Benefit Self Service for Microsoft Dynamics GP and HRM Self Service Suite for Microsoft Business Portal, and what action should I take?**

A: Benefit Self Service and HRM Self Service Suite provide employees with online access to benefit information and the open enrollment process. Benefit Self Service should be positioned for Microsoft Dynamics GP customers who want to deploy online benefit enrollments to employees and conduct open enrollment through Business Portal.

**Q: What types of organizations will benefit from Benefit Self Service and HRM Self Service Suite?**

A: These modules will benefit organizations that want to automate, streamline, control, and manage the open enrollment process from start to finish and provide employees with Web-based access to benefit information.

**Q: Do existing customers need to purchase Benefit Self Service?**

A: Yes, existing Microsoft Dynamics GP customers using Payroll, Human Resources, Advanced Human Resources, and HRM Self Service Suite will want to evaluate the functionality included in Benefit Self Service and license the module if it is appropriate for their organization.

**Q: How does Benefit Self Service operate with the rest of Microsoft Dynamics GP?**

A: Payroll, Human Resources, Advanced Human Resources, and HRM Self Service Suite – Employee Profile are prerequisites for the purchase of Benefit Self Service. Benefit Self Service is fully integrated with HRM Self Service Suite and Human Resources.

## FREQUENTLY ASKED QUESTIONS

### PRICING AND AVAILABILITY

#### Pricing breakdown for the new Human Resource Management/Payroll Offerings (SKUs):

1. Payroll Extensions for Microsoft Dynamics GP: Features available for Microsoft Dynamics GP core Payroll will be available via an "opt out" model. Effective July 1, 2007, the price of the Microsoft Dynamics GP Payroll module will increase by \$1,000 USD. Existing customers on an Enhancement Plan who have the Payroll module, or who purchase the Payroll module before July 1, 2007, can download the Payroll Extensions with no additional license cost. Their system list price will reflect the additional functionality when they are up for enhancements renewal. Customers purchasing Payroll after July 1 will pay \$4,500 USD for the Payroll module, an increase of \$1,000 USD based on significant new functionality. Prerequisites: Microsoft Dynamics GP 9.0 and Payroll.
2. PTO Manager for Microsoft Dynamics GP: \$1,500 USD  
Prerequisites: Microsoft Dynamics GP 9.0 and Payroll
3. Advanced Human Resources for Microsoft Dynamics GP: See chart below  
Prerequisites: Microsoft Dynamics GP 9.0. and Human Resources
4. Advanced Payroll for Microsoft Dynamics GP: See chart below  
Prerequisites: Microsoft Dynamics GP 9.0 and Payroll
5. Benefit Self Service for Microsoft Dynamics GP: See chart below  
Prerequisites: Microsoft Dynamics GP 9.0, Human Resources, Advanced Human Resources, and HRM Self Service Suite – Employee Profile (HRM Self Service Suite does not have online enrollment).  
Use company employee count for pricing.

### ADVANCED PAYROLL AND ADVANCED HUMAN RESOURCES PRICING

	Advanced Payroll and Advanced HR Pricing	Benefit Self Service Pricing
1 – 100 Employees	\$3,000 USD	\$3,750 USD
101 – 250 Employees	\$5,000 USD	\$6,250 USD
251 – 500 Employees	\$7,000 USD	\$8,750 USD
501 – 1000 Employees	\$10,000 USD	\$12,500 USD
1001 – 2000 Employees	\$14,000 USD	\$17,500 USD
Unlimited Employees	\$20,000 USD	\$25,000 USD

Prerequisite: Microsoft Dynamics GP 9.0. Backward compatibility will not be available.

Note: New features will be available a la carte for Advanced Management and Business Essentials. Features will also be available on the price lists for Standard and Professional customers.

### DISTRIBUTION

Customers/Partners: Download on CustomerSource/PartnerSource  
Not For Resale: YES

## FREQUENTLY ASKED QUESTIONS

LANGUAGE (US ENGLISH, INTERNATIONAL ENGLISH, FRENCH CANADIAN, LATIN AMERICAN SPANISH)

US English only

Availability for modules dependent on Payroll (Advanced Payroll) and Human Resources (Advanced HR):

Country	Payroll	Human Resources
NOAM – United States	Y	Y
NOAM – Canada	N	Y
APAC – Australia	N	Y
APAC – New Zealand	N	Y
APAC – Southeast Asia	N	Y
EMEA 0 – UK	N	Y
EMEA 0 – Ireland	N	Y
EMEA 1 – GP Euro	N	Y
EMEA 1 – South Africa	N	Y
EMEA 2 – NWECA including Egypt	Y	Y
EMEA 1 – Middle East excluding Egypt	Y	Y
LATAM – PR, VI, Cayman, Bermuda	Y	Y
LATAM – Mexico	N	Y
LATAM – Colombia	N	Y
LATAM – Chile	N	Y
LATAM – .5	Y	Y
LATAM – Caribbean	Y	Y
Global	Y	Y

### SALES AND MARKETING RESOURCES

Available for download on PartnerSource beginning March 10, 2007

#### Human Resource Management:

- Human Resources – US and Canada Fact Sheet
- Human Resources Online – US Fact Sheet
- Human Resources Online – Canada Fact Sheet
- Advanced Human Resources Fact Sheet
- Benefit Self Service Fact Sheet
- Advanced Human Resources and Benefit Self-Service Strategy Briefing Overview Presentation
- Human Resources Whitepaper

#### Payroll:

- Payroll – US Fact Sheet
- Payroll – Canada Fact Sheet
- Payroll Extensions Fact Sheet
- Advanced Payroll Fact Sheet
- PTO Manager Fact Sheet
- Payroll, PTO Manager, and Advanced Payroll Strategy Briefing Presentation
- Payroll White Paper

#### Additional Resources:

- Human Resource Management and Payroll FAQ
- Human Resource Management and Payroll Pre-Sales Questionnaire
- Human Resource Management and Payroll Demo Script