Eftsure inside D365 F&O

Frequently

Asked

Questions

How long does a typical deployment project last?

The typical implementation takes approximately 6-10 weeks, and caters for deployment, training, UAT, Go Live and Hypercare.

This typical implementation applies mostly to existing D365 or eftsure customers moving into eftsure inside D365F&O.

For new D365 implementations, we follow the project plan as set by the customer and their partner. Implementations usually last 6-18 months depending on customer business requirements.

Which D365 features do you support?

We support all D365 F&O native features, in all configurations.

This includes multi-company, multi-currency, multi-language, multiple bank accounts per vendor, etc.

We support any standard data sharing scenario (Cross Company Data Sharing or Copy vendor to another legal entity).

We support vendor collaboration, a standard D365 feature allowing your vendors to maintain their own vendor card directly in D365.

We commit to supporting all future new AP features if/when released by Microsoft.

How does eftsure synchronise with D365?

Most actions occur in real time without affecting performances in any visible way. Other actions are using the standard D365 batches framework to synchronize data between eftsure and D365. Communication between system is invisible to end users.

How do you put eftsure inside D365?

While eftsure is a cloud based, ERP & Bank agnostic software, eftsure inside D365 is an ISV module that is available on the Microsoft Business Marketplace, certified by Microsoft. Therefore, deployment into your infrastructure happens using the same deployment lifecycle as any other D365 module.

Which vendor payments will be protected?

By default, we recommend protecting all payments for your organization. We can exclude any number of vendors from verification at the customer's discretion and include these vendors later if necessary.

Then payments are protected at the payment method level, ensuring any EFT payments will be protected by eftsure. To achieve this level of protection, we will block users from generating incorrect payment files.

How does eftsure verify our vendors?

At the beginning of the project, we organise the export of your vendor master data into a CSV file for initial verification, performed by eftsure verification team or using eftsure crowdsource database. After Go Live, new vendor invites or change requests can be sent directly from within D365, in real time.

How do you handle urgent payments and avoid late fees?

First, like any digitalisation project, we propose change management to handle vendor management at invoice time rather than at payment time, which should leave ample time for eftsure to perform the verification and due diligence, so that your vendor bank account turns green before payment.

If a vendor is not yet green at payment time, our customers can request any number of high priority verifications which are typically performed in under an hour,

For other scenarios, our customers can perform a self-certification of their vendor, a process in which 2 or more AP officers can launch a workflow to mark the vendor as self-certified and allows them to proceed with payment immediately after.

Can we ask additional questions, attachments (certificates of currencies…)?

Yes, on top of eftsure's standard questions (name, contact, address, banking details, ABN…), our customers can further design their onboarding questionnaires with any number of questions and attachments. When the vendors answer these new questions, their answers will become available in D365 during review, to determine if the vendor should be created into the system.

Are you compatible with other ISV solutions in the market?

We're compatible with all major ISV solutions on the market, and currently have extensions to ExFlow and Xe ISV modules to deliver further security in our partners modules: All eftsure signals on ExFlow invoices and blocking fraudulent payments for Xe. More information is available upon request.

How does the licensing work?

Eftsure will provide access to any number of users, the number of users will be limited by your D365 licenses only. We offer unlimited usage of our apis, meaning you can validate as many payment journals as needed, without incurring any additional fees.

Any other 'nice to have' features?

To assist our customers in their Go Live, eftsure inside D365 offers a number of data reconciliation tools, rename in bulk tools, which help starting from a clean set of data.

To help our users perform daily vendor management, eftsure inside D365 offers out of the box, depending on selected options and countries.

> ABN / NZBN lookups and validations
>
> European VIES validation
>
> Google & Bing address validations

Eftsure inside Dynamics is also preloaded with test cases to re-play, re-use to facilitate your testing and upgrades.