



TechTalk

Dynamics 365 Account reconciliation agent

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Agenda

- Introduction
- Setup and installation
- Demo
- Key Takeaways
- Timeline & Roadmap
- Monetization
- Resources
- Q&A

Introduction

Record to report sub-process details

Define Ledger structure and organizational accounting structure

- Develop company structure
- Develop financial period strategy
- Design and configure financial segments
- Define posting policies
- Develop chart of accounts strategy
- Develop budgeting, banking, costing, asset, tax strategy

Manage cash

- Establish banking relationships
- Reconcile bank accounts
- Forecast cash flow
- Track cash position
- Predict customer payments
- Manage funds

Manage budgets

- Plan budgets
- Define preliminary budgets
- Reserve budgets
- Allocate budgets
- Maintain budgets
- Approve budgets
- Transfer budgets
- Appropriate budgets

Record financial transactions

- Record ledger entries
- Record intercompany transactions
- Record cost accounting transactions
- Revalue inventory
- Correct ledger vouchers
- Manage accruals/deferrals
- Process allocations
- Record/pay taxes

Close financial periods

- Finalize and post transactions
- Reconcile ledger and subledger
- Revalue currency
- Perform ledger settlement
- Consolidation and eliminations
- Prepare financial statements
- Close periods

Report and analyze financials and cash flow

- Audit financial transactions
- Analyze costs
- Monitor actuals vs budget
- Analyze financial statements
- Audit financial results
- Monitor financial ratios and metrics
- Monitory regulatory compliance

Challenges

Finance manager



What current state looks like



Time consuming to manually reconcile ledgers



Error-prone and stressful



Limited strategic focus

Dynamics 365 Finance Account reconciliation agent

Transforming Finance with Copilot's Subledger Reconciliation Agent for Continuous Accounting Close

- **Automated Subledger Reconciliation:** Continuous, automated reconciliation process.
- **Exception Management:** Flags discrepancies for review and learns from corrections.
- **Learning and Adaptation:** Improves accuracy and reduces exceptions over time.
- **Real-Time Financial Insights:** Enables timely cash flow analysis and decision-making.
- **Operational Efficiency:** Streamlines financial processes and reduces manual workload.

The screenshot displays the Dynamics 365 Finance interface. The top navigation bar includes the Dynamics 365 Finance logo, a search bar, and user information (USMF). The main content area is divided into several sections:

- Message:** "Good morning, April. You have exceptions to be dealt with in subledger to ledger reconciliation and four approvals."
- Subledger to ledger reconciliation - 5 exceptions:** A table listing exceptions with columns for Issue type, Company, Date, Voucher number, and Amount in accounting currency.

Issue type	Company	Date	Voucher number	Amount in accounting currency
In ledger not subledger	--	--	--	100,200.00 USD
In ledger not subledger	USMF	1/15/2024	GNJL00011	80,000.00 USD
In ledger not subledger	USMF	1/15/2024	GNJL00011	20,000.00 USD
In ledger not subledger	USSI	1/15/2024	GNJL00011	200.00 USD
Main account mismatch	--	--	--	600.00 USD
Main account mismatch	USMF	1/15/2024	GNJL00011	100.00 USD
Main account mismatch	USSI	1/15/2024	GNJL00011	500.00 USD
- Agents:** A card for "Subledger to ledger reconciliation agent" with a "Manage" button.
- Pinned cards:** A card with a bar chart showing "Invoice to pay according to due date". The chart has four bars for 1-30 days, 31-60 days, 61-90 days, and 90+ days. The y-axis ranges from 0 to 100K.
- KPIs:** A card with a bar chart showing "Invoice to pay according to due date". The chart has four bars for 1-30 days, 31-60 days, 61-90 days, and 90+ days. The y-axis ranges from 0 to 100K.

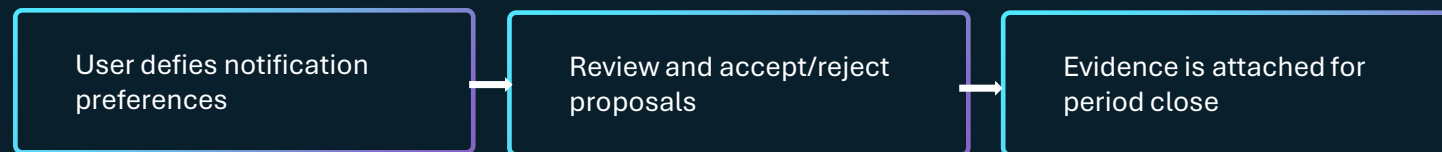
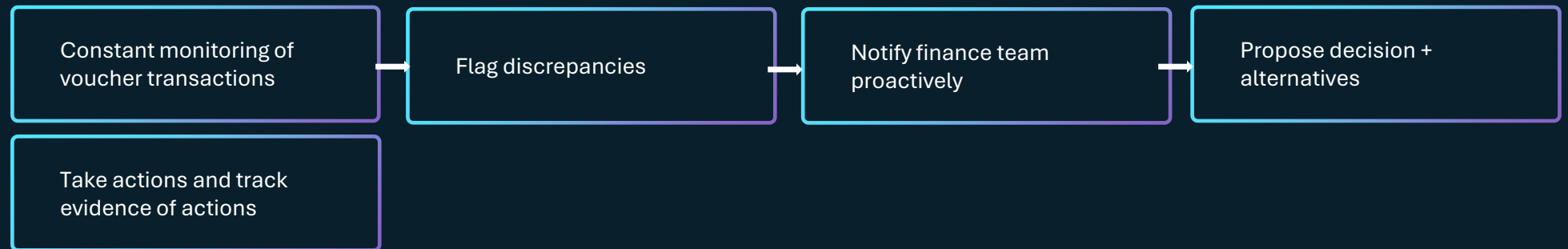
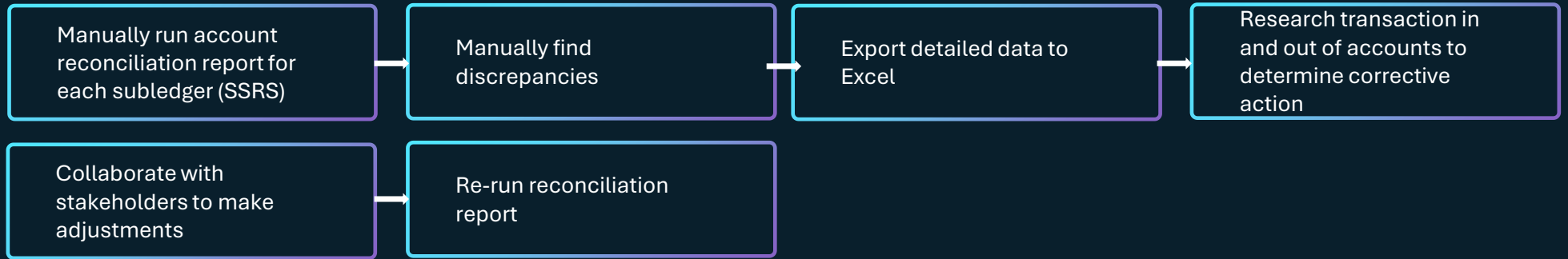
The bottom screenshot shows a detailed view of "Transaction 2" for "USMF | Accounts payable". It includes a "Suggested action" section with a "Reverse transaction" button and a "New rule suggestion" notification. The notification text reads: "New rule suggestion. Subledger to ledger reconciliation agent. Based on your historical data, you've reversed the ledger transaction and re-entered it from the subledger 90% of the time for this type of exception issue. Would you like to create a rule to do this automatically? Create rule Ignore".

The transaction details include:

- GENERAL:** Issue type: In ledger not subledger; Main account: 200100.
- TRANSACTION HEADER:** Date: 1/15/2024; Voucher number: GNJL00011; Journal number: GNJL00011; Account: --; Account name: --.
- ACCOUNTING CURRENCY:** Subledger balance - Accounting currency: 0.00 USD; Ledger balance - Accounting currency: 200.00 USD; Difference - Accounting currency: 200.00 USD.
- REPORTING CURRENCY:** Subledger balance - Reporting currency: 0.00 EUR; Ledger balance - Reporting currency: 190.00 EUR; Difference - Reporting currency: 190 EUR.

Account reconciliation agent

Today



10.0.43 and prior experience

Vendor/Ledger reconciliation Page 1 of 1
6/18/2024
9:17 PM

Contoso Consulting USA
From date 1/1/2024 To date 6/18/2024 Currency Accounting currency

Main account		Name					
200100		Accounts Payable - Domestic					
Date	Voucher	Journal number	Vendor	Name	Vendor balance	Ledger balance	Difference
6/17/2024	APIR000001	002787	US_SI_000006	Capable Sales and Service	-6,969.00	-6,272.10	-696.90
6/18/2024	APIR000002	002789	US_SI_000006	Capable Sales and Service	-6,969.00	-6,272.10	-696.90
6/18/2024	GNIL000133	002790			0.00	500.00	-500.00
Total					-13,938.00	-12,044.20	-1,893.80
200110		Accounts Payable - Other					
Date	Voucher	Journal number	Vendor	Name	Vendor balance	Ledger balance	Difference
6/17/2024	APIR000001	002787	US_SI_000006	Capable Sales and Service	0.00	-696.90	696.90
6/18/2024	APIR000002	002789	US_SI_000006	Capable Sales and Service	0.00	-696.90	696.90
6/18/2024	GNIL000134	002791			0.00	-444.00	444.00
Total					0.00	-1,837.80	1,837.80
Grand total					-13,938.00	-13,882.00	-56.00

- Time consuming
- Reactive SSRS report
- Exception research done in Excel, not in F&O where data resides
- No solutions on exceptions
- History tracked manually on exception fixes

10.0.44 and Future

Finance and Operations Preview USMF | Contoso Entertainment System... ?

Account reconciliation Period 11, 2024

1591 transactions have been reconciled successfully. 113 exceptions have been addressed and 376 still need to be addressed.

Summary

Open exceptions: 376 (Automatically reconciled: 1591)

Addressed exceptions: 113

[Mitigate exceptions](#) [View addressed exceptions](#)

Open exceptions

366 open exceptions are due an amount mismatch
10 open exceptions are in the subledger but not the ledger

Addressed exceptions

113 exceptions have been addressed

Area	Company	Status	Accounting currency difference	Reporting currency difference
Bank	All	Fully reconciled		
Accounts payable	All	Fully reconciled		
Accounts receivable	All	186 exceptions		
Tax	All	180 exceptions		

- Time savings
- Proactive immersive workspace
- Users remains in F&O where data resides
- Agent recommends solutions for exceptions
- History log of all steps taken by automation, users and agent

Reasons for ledger to subledger discrepancies

Control accounts are not restricted from manual postings

Relevant control accounts are open for manual journal entries, which can lead to discrepancies between the ledger and subledger.

Same control account assigned to multiple posting profiles

A single control account is mapped across different posting profiles, increasing the risk of incorrect or overlapping postings.

Changes made to posting profile groups or control accounts

Modifications to posting profile configurations or control account mappings can result in inconsistencies if not properly synchronized.

Reversals or adjustments not reflected in the subledger

Corrections or reversal entries are posted in the general ledger but not updated in the subledger, causing mismatched balances.

Exception Types and Recommended Actions

In Subledger, Not in Ledger

Notes: Due to posting profile changes

Actions: Create journal entry, Link transactions, Accept without change

In Ledger, Not in Subledger

Notes: Happens when subledger logic fails to post. Reverse or link to matching subledger entry

Actions: Create journal entry, Reverse, Link transactions, Accept without change

Voucher Amount Mismatch

Notes: When there is difference in amount between ledger and sub-ledger.

Actions: Create Journal entry, Accept without change, Reverse

Setup and Installation

Pre-Requisites

Supplier Communications Agent	Account Reconciliation Agent	Expense Agent	Time Agent	Approvals Agent	Scheduling Operations Agent
PowerApp Premium –or– PowerAutomate Premium –or– D365 license (for every agent identity)					
Copilot Studio Message Capacity –or– PAYG					
<p style="text-align: center;">F&O 10.0.44 Public Preview+</p> <p>Copilot for finance and operations apps 1.0.03048.2 Copilot in Microsoft Dynamics 365 Finance 1.0.3049.1 Copilot in Dynamics 365 Supply Chain Management 1.1.03046.2</p>			<p>ProjOps 4.140.0.239+</p>		<p>FS 8.8.133.214+ and URS 3.12.149.15+</p>

Configurations

Feature management
Enable new features automatically ▾

Enable feature

New 9 | Not enabled 300

New Not enabled Scheduled All

Filter

Feature name	Status	Enable date	Feature added	Feature state	Module
(Production Ready Preview) Account reconciliation agent	✓	3/21/2025	3/21/2025	Preview	General ledger

Finance and Operations Preview

Standard view ▾

Account reconciliation configuration

Accounts payable

Reconciliation Yes

Filter by legal entity

Source	Main account	Main account name	Legal entity
Vendor ledger accounts	200100	Accounts Payable - Domestic	usmf
Vendor ledger accounts	200110	Accounts Payable - Other	usmf
Vendor ledger accounts	231300	Intercompany Payable	usmf
Vendor ledger accounts	200130	Invoice Pending Approval	usmf
Vendor ledger accounts	200100	Accounts Payable - Domestic	gbsi
Vendor ledger accounts	200130	Invoice Pending Approval	gbsi

Accounts receivable

Bank

Tax

Setup Main accounts

Process automations

Standard view ▾

Scheduled **Background processes**

Filter Edit View most recent results

Name	Type	Enabled	Company	Repeats
Automatic account reconciliation process	Account reconciliation	✓	*	Hour

Process automation batch job

Demo

Key Takeaways

Key takeaways

Adaptive Experience

Agents are continuously learning

Agent activity tracking

The screenshot displays the Dynamics 365 Finance interface for reconciliation. The main panel shows details for exception GNJL08154, which is marked as 'Reconciled'. The 'EXCEPTION DETAILS' section includes fields for Issue type (Reconciled), Company (USMF), and Subledger (Accounts payable). The 'TRANSACTION HEADER' section shows Main account (200100), Date (1/15/2024), and Voucher number (GNJL08154). The 'ACCOUNTING CURRENCY' section shows Subledger balance - Accounting currency (300.50 USD), Ledger balance - Accounting currency (300.00 USD), and Difference - Accounting currency (0.50). The 'REPORTING CURRENCY' section shows Subledger balance - Reporting currency (285.48 EUR), Ledger balance - Reporting currency (285.00 EUR), and Difference - Reporting currency (0.00 EUR). A 'Timeline' panel on the right shows a log of agent activities, including 'Agent accepted without change' and 'Reconciliation failed'.

In order to stay compliant, all the agent activities are tracked and logged so that it is easy to audit later

Advantages during implementation phase

Implementation phase

- Early detection of discrepancies during implementation testing.
- Resolution through proper configuration aligned with Dynamics 365 accounting rules.
- Empowers teams to build a strong foundation through correct setup and best practices

Live operations

- Helps correct discrepancies in live environments with suboptimal configurations.
- Provide proactive guidance to prevent future issues.
- Aligns with recommended Dynamics 365 accounting rules.
- Reduces manual corrections and improves data reliability.

Account Reconciliation Agent

Business outcome

What current state looks like

Time consuming to manually reconcile ledgers

Error-prone and stressful

Limited strategic focus

What future state looks like...

Continuous reconciliation

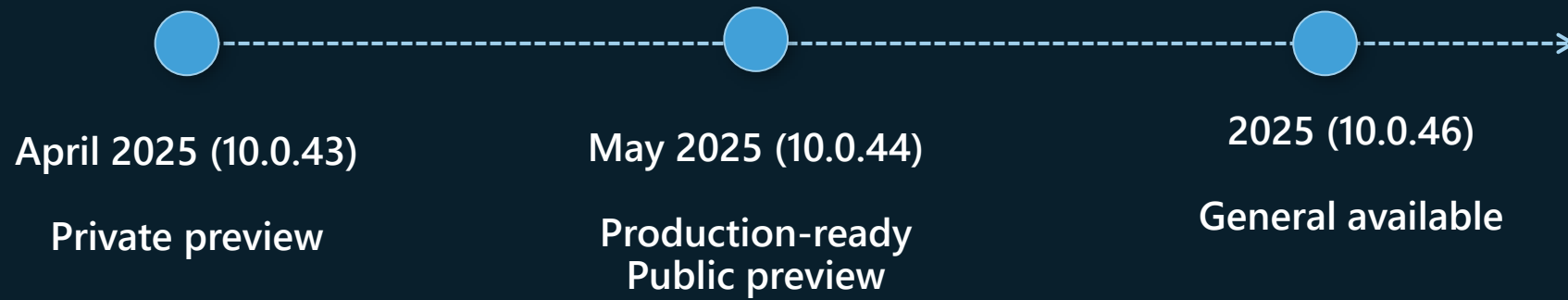
Identify issues in real time

Close books faster

Focus on planning


Timeline and Roadmap

Timeline



*The time and content are subject to External Release Plan

Roadmap

- Additional module area support: Fixed assets, Project, Inventory, Intercompany
- Support for 'In subledger not ledger' and 'In ledger not subledger' recommendations
- Improvements to matching and linking scenarios
- Automation of actions 
 - **Auto-posting Journal Entries**
Automatically create and post General Journal entries to the appropriate accounts when vouchers exist only in the sub-ledger and are not yet reflected in the General Ledger.
 - **Smart Voucher Linking**
Intelligently link vouchers between the sub-ledger and General Ledger based on prior workspace actions, especially when the vouchers exist in both ledgers but remain unassociated.
 - **Proactive Voucher Reversal**
Detect missing sub-ledger entries, trigger reversal of the corresponding voucher in the General Ledger and proactively notify customers with transaction details.

*The time and content are subject to External Release Plan

Monetization

Copilot Studio is a consumptive service that enables use of agents

Copilot Studio usage burns "messages"

Full feature parity across message pack and metered offering

Burn rate parity across message pack and metered offering

Leverage your existing Azure commitments (MACC) with the Pay-as-you go meter

New!

Message packs

- ✓ Tenant-wide message packs
- ✓ 25,000 messages/month
- ✓ \$200 per pack/month

Pay-as-you-go

- ✓ New PAYG meter
- ✓ \$0.01/message
- ✓ Can decrement MACC

Utilization rates depend on type of agent and prompt

*Rate changes in effect as of April 1, 2025

	Orchestration Mode	M365 Copilot Users	Copilot Chat Users	Use of Other Agents Built w/ Copilot Studio
Web-grounded answers Dynamically-generated responses based on the web as a knowledge source.	Classic & Generative	0	0	2 messages
Classic answers Predefined responses manually authored by makers through topics (includes messages, connectors, flows etc.) that are static unless manually updated in Classic Orchestration mode. Used when a precise or controlled response is desired output. Each action (not each topic) counts as an answer. Not available in agent builder.	Classic only	0	1 message	1 message
Generative answers 1,2 Dynamically-generated responses based on knowledge sources and context that provide flexible and natural interactions.	Classic & Generative	0	2 messages	2 messages
Tenant graph grounding for messages 1,2 Grounding to enhance AI agents with up-to-date, context-aware knowledge from Microsoft 365 and external data, offering built-in security and inheriting data access governance policies.	Classic & Generative	0	10 messages*	10 messages*
Agent actions 1,2 AI-led orchestration for triggers, topics, agent flows, text & generative AI tools, Power Platform premium connectors and custom connectors to automate complex business processes. Not available in agent builder.	Generative only	0 ⁴	5 messages*	5 messages*
Text & generative AI tools Specialized tools that extend agents capabilities by teaching them to perform specific tasks, leveraging a combination of AI prompt engineering, model configuration, code execution, and knowledge retrieval	-	-	-	-
Basic (Message rate per 10 responses³)	Classic & Generative	1 message*	1 message*	1 message*
Standard (Message rate per 10 responses³)	Classic & Generative	15 messages*	15 messages*	15 messages*
Premium (Message rate per 10 responses³) For deep reasoning prompts	Classic & Generative	100 messages*	100 messages*	100 messages*
Agent flow actions (Message rate per 100 flow actions) Flow actions are used to create agent flows. Agent flows are rules-based automations in Copilot Studio that follow a predefined sequence of flow actions to perform repetitive tasks.	Classic & Generative	13 messages*	13 messages*	13 messages*

Notes

- Each interaction with an agent could utilize multiple utilization rates simultaneously i.e., an agent grounded in Tenant graph could use 12 messages (10 for the graph grounding and 2 for Generative Answer) to respond to a single complex prompt from the user. Most agents built natively in SharePoint or Copilot Chat will have tenant graph grounding enabled by default.
- Generative answers, tenant graph grounding for messages, web-grounded answers and agent actions apply to both declarative agents and custom engine agents.
- 1 response = 1,000 tokens for LLM models, 1 image for image processing, 1,000 characters for text processing and 1 row when processing rows for prediction. Billing will be prorated to exact number of responses.
- Agent actions are included at no additional cost for interactive use only. Autonomous use will incur a 5-message charge.

Resources

[Account Reconciliation Agent \(production ready preview\)](#)

[Agent management \(preview\)](#)

[Enable Copilot capabilities in finance and operations apps](#)

[Billing rates and management - Microsoft Copilot Studio](#)

[Viva Engage : Dynamics 365 and Power Platform Preview Programs :
\(Preview\) Account Reconciliation Agent](#)

Q & A



Thank you