

# Adyen Payment Connector in Dynamics 365 Commerce



## Presenter(s):

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# Agenda

- Brief overview of Adyen
- Adyen capabilities and Global support
- Dynamics 365 Commerce supported business scenarios
- Adyen All in one Terminal demo
- Q&A

# Adyen Overview

Jakob Stubbe  
Laure Aguilar



# Meet the team



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“Adyen is the **only unified commerce payment adapter** that is natively available within the Microsoft Dynamics platform”

# Dynamics 365 Adyen <> Payment Connector

*FY 2023 Results*



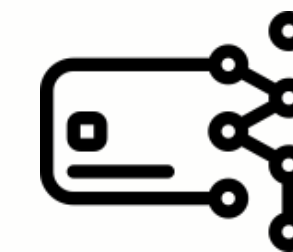
**Black Friday Transactions**

**3,988,779**



**Number of Transactions**

**154,404,102**



**Volume (USD) Authorized**

**11,108,739,683**

*fjordline.no*

**seed**  
HERITAGE

**PANDORA**

**CLUB MONACO**

**patagonia**

**PET SUPPLIES PLUS.**

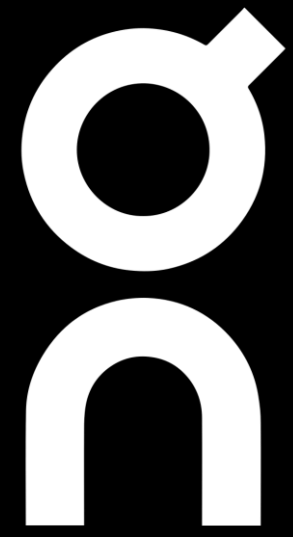
*La Senza*

**BESTSELLER**

*Hamleys*



Vera Bradley



 **Columbia**  
Sportswear Company

*Venchi*  
1878

 **Bargain Hunt**

**5.11** 

**Kappahl**

**ÅHLÉNS**



**FORTNUM  
& MASON**  
EST 1707

*Fenwick*

*Joules*

**FATFACE**



 **LØVENSKIOLD**

 **HUDSON**

# We are **Adyen**

Processed volume

**970<sup>BN</sup>**

Financial year 2023

1% net revenue annually  
dedicated to sustainability  
initiatives

**27+**

global offices

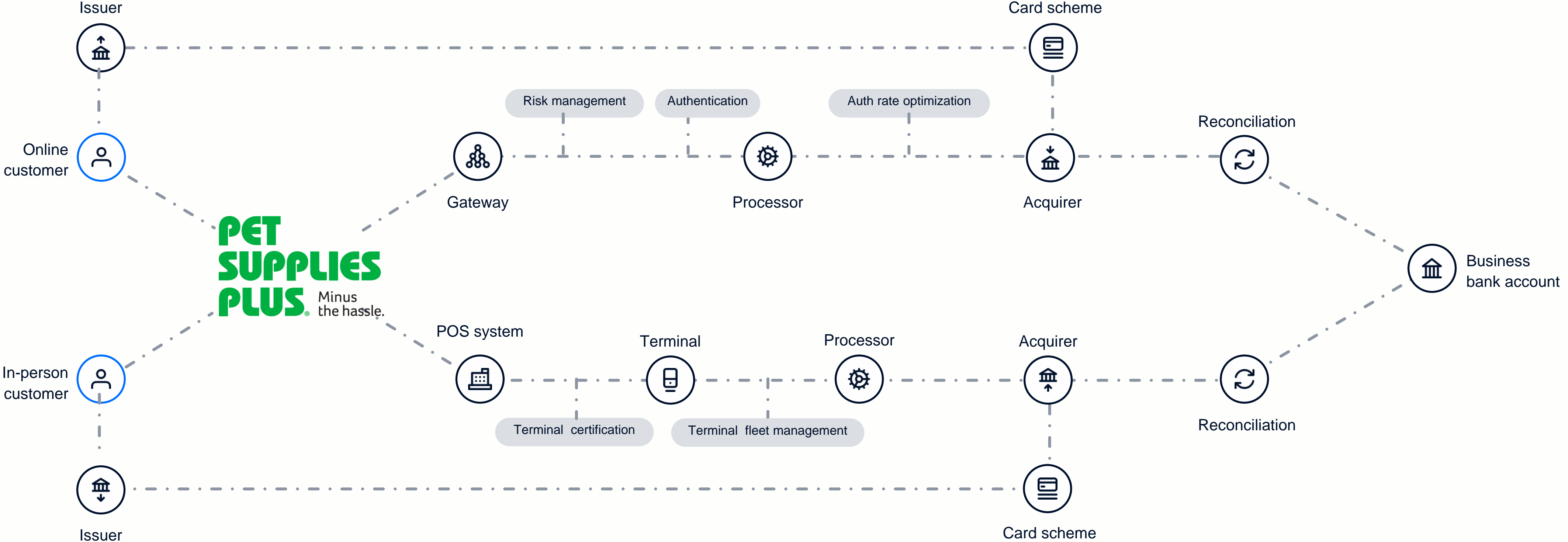
IPO in 2018 - Bank license in  
Europe, UK Banking  
Authorization, Branch license in  
US

**3000+**

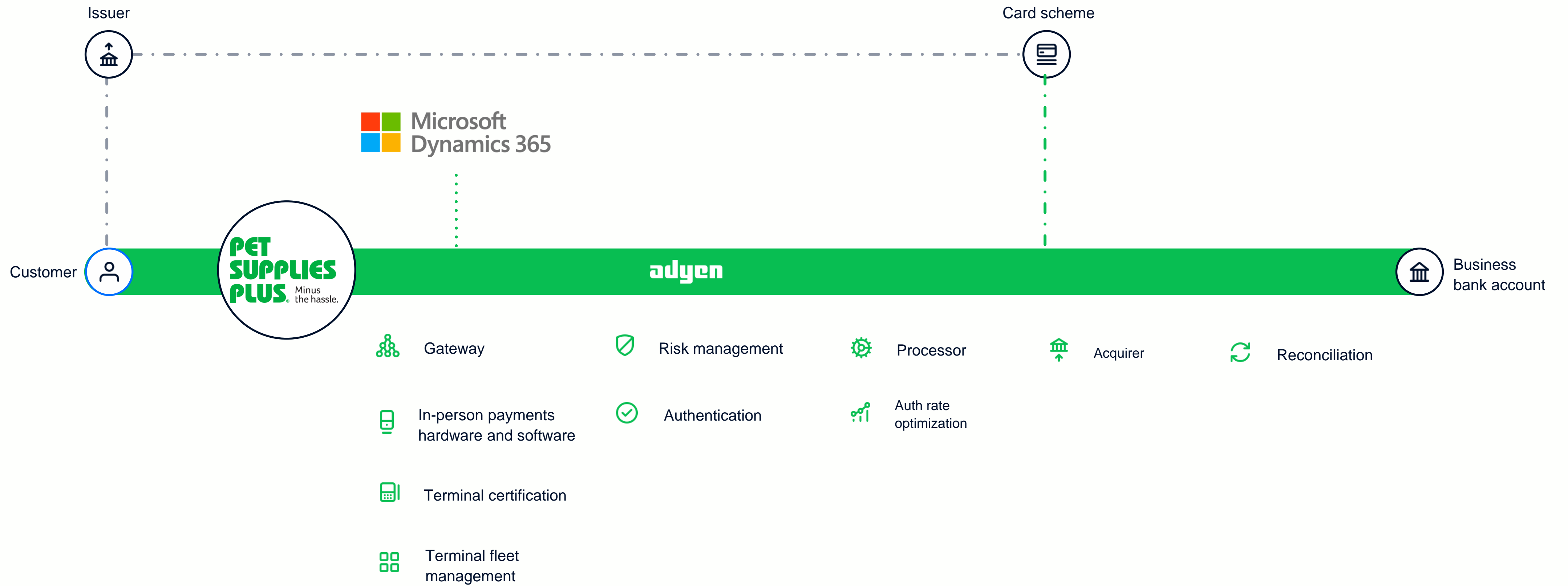
employees

All technology developed in-  
house, weekly release-cycles

# Omnichannel traditional



# Unified Commerce Adyen





**PET SUPPLIES PLUS.**

“We’ve had a great experience working with Adyen. From their technical offering to speed of go-live, **it’s been a smooth transition converting to Adyen since onboarding was able to be done remotely.** As we continue to grow and acquire other businesses, it’s comforting to know we are set up for success as we bring on other locations or channels.”

**Stan Mac** — CIO of Pet Supplies Plus

# Benefits of a Native Integration

Not all integrations are created equal. The CORE Connector does not require middleware to be loaded.

## Faster Implementation

No development work needed - simply configure the connector

## Support

Fewer third parties make it easier to troubleshoot and solve issues

## Reliability

Increase uptime with a native integration built and supported by Microsoft

## Feature Richness

Benefit from features and functionality built for other D365 users, and always up to date, at no additional cost

## Unified Commerce

Out-of-the-box unified commerce with consolidated reporting across channels

# One platform to scale fast with an expert partner across regions

- Adyen Acquiring
  - United States
  - Canada
  - Mexico
  - Puerto Rico
  - Brazil
  - Australia
  - New Zealand
- Cross-border Acquiring
  - Europe
  - UAE
  - Japan
  - Hong Kong
  - Malaysia
  - Singapore



# One platform to welcome every customer with their preferred method

DISCOVER

AMERICAN EXPRESS



Diners Club INTERNATIONAL



amazon pay



VISA

# One platform with enterprise-level support



24/7 Support with  
Global Call-In  
Numbers



Dedicated Account  
Manager



Project Operations  
Manager



Implementation  
Engineers



Dedicated Partner  
Managers

[partnersupport@adyen.com](mailto:partnersupport@adyen.com)

# How we price

- ▶ Full transparency: fees charged on transaction basis, without hidden costs
- ▶ Consistent pricing structure across in-store & online payments
- ▶ Terminal hardware or replacement services priced separately

<https://www.adyen.com/pricing>

Per transaction, we charge a fee for:

1. Processing
2. Payment methods: LPM and Cards (IC++)
3. Additional products

For commercial inquiries, please contact:

- ▶ [alessio.mazzanti@adyen.com](mailto:alessio.mazzanti@adyen.com) (NAMER, LATAM, APAC)
- ▶ [jakob.stubbe@adyen.com](mailto:jakob.stubbe@adyen.com) (EMEA)

In-store payments

# Fully-certified terminals



Countertop

P400 <sup>PLUS</sup>



Portable

V400m



Handheld

S1F2



Handheld

AMS1



Mobile

NYC1



Multimedia

M400

## Terminal Fleet Manager

# View the status of your entire terminal fleet

LIVE AdyenPspService > PaymentsMadeEasy >

Point of sale > Terminals

Results (50+)

Status Device model - 1 Country Store X Clear filters

| Status   | Device model | Serial number | Software version | Device name        | Country | Store  | Last transaction   |
|--|--------------|---------------|------------------|--------------------|---------|--|--------------------|
| <input type="checkbox"/> Switched off            | V400m        | 324-688-860   | 1_43p4           | -                  |         | PME_POS_DE Hackescher Markt 4, 10178 Berlin    | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-862   | 1_45p4           | -                  |         | PME_POS_SG Rocky Circle 57, 10026              | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-873   | 1_35p12          | -                  |         | PME_POS 8 St Hjohn s Hill, SW11 1 SA Amsterdam | Over 14 days ago - |
| <input type="checkbox"/> Last seen 7 days ago    | V400m        | 324-688-875   | 1_44p1           | Terminal Julien BE |         | PME_POS_BE Rue Belliard 40, 1000 Brussels      | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-879   | 1_44p1           | -                  |         | PME_POS_SG Rocky Circle 57, 10026              | Over 14 days ago - |
| <input type="checkbox"/> Last seen 4 days ago    | V400m        | 324-688-881   | 1_45p9           | HIGIENÓPOLIS       |         | PME_POS_BR AV DAS NACOES UNIDAS 14261, 04...   | Over 14 days ago - |
| <input checked="" type="checkbox"/> Online today | V400m        | 324-688-883   | 1_46p2           | -                  |         | PME_POS_FR Rue Taitbout 23, 75009 Paris        | 2019-12-04 -       |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-884   | 1_43p4           | Pierre             |         | PME_POS_FR Rue Taitbout 23, 75009 Paris        | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-926   | 1_42p4           | -                  |         | PME_POS_SE Sturegatan 18, SE-114 36 Stockholm  | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-930   | 1_32p9           | -                  |         | PME_POS_DE Hackescher Markt 4, 10178 Berlin    | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-931   | 1_44p1           | -                  |         | PME_POS_DE Hackescher Markt 4, 10178 Berlin    | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-953   | 1_43p4           | HIGIENÓPOLIS       |         | PME_POS_BR AV DAS NACOES UNIDAS 14261, 04...   | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-688-996   | 1_45p9           | Prêt MFR           |         | PME_POS_FR Rue Taitbout 23, 75009 Paris        | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-689-034   | 1_31p5           | -                  |         | PME_POS_ES                                     | Over 14 days ago - |
| <input type="checkbox"/> Last seen 2 days ago    | V400m        | 324-689-040   | 1_38p6           | -                  |         | PME_QRCodeDemoPOS Simon Carmiggelstraat 6-...  | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-689-058   | 1_32p6           | -                  |         | PME_POS 8 St Hjohn s Hill, SW11 1 SA Amsterdam | Over 14 days ago - |
| <input type="checkbox"/> Switched off            | V400m        | 324-689-160   | 1_31p5           | -                  |         | PME_POS 8 St Hjohn s Hill, SW11 1 SA Amsterdam | Over 14 days ago - |

1 selected

Return terminals Request replacement Schedule actions

# Managing terminals

## Use self-services tools to simplify tasks and streamline rollout



### Terminal ordering

Fully self-service ordering directly within the Adyen Dashboard.



### Self boarding

Staff select a location and the terminal retrieves the correct configurations.



### Fast pairing

Pair terminals with the cash register by proximity (beacons) or scanning a QR code.



### Auto updating

Software updates are deployed automatically, including adding new payment methods.

Never miss a sale

# In case of a lost network connection



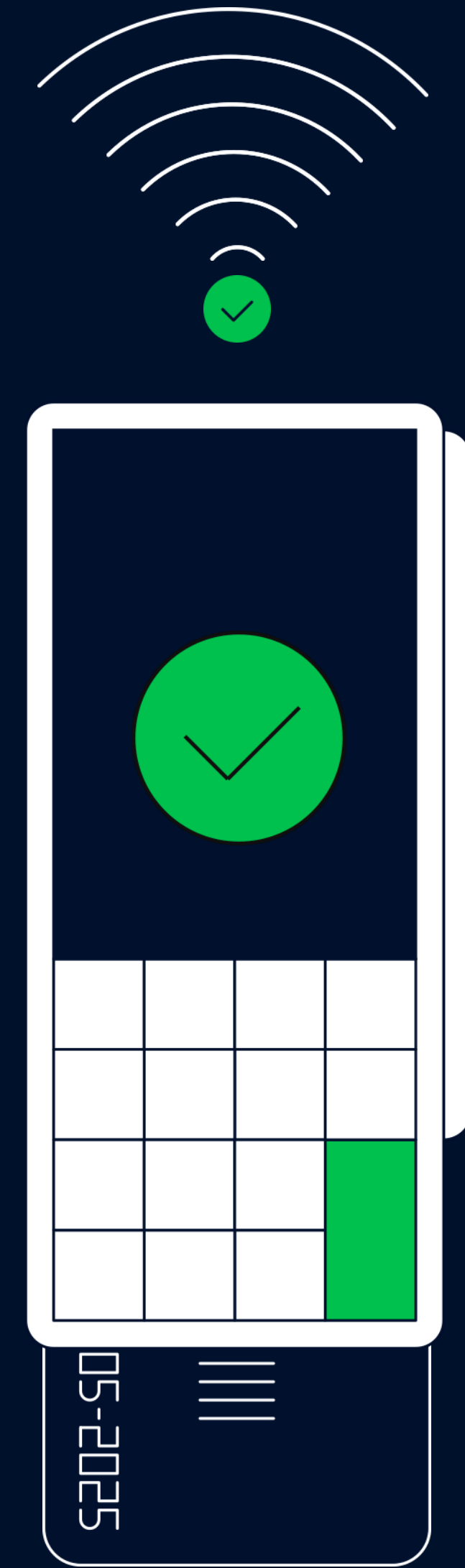
Store and forward



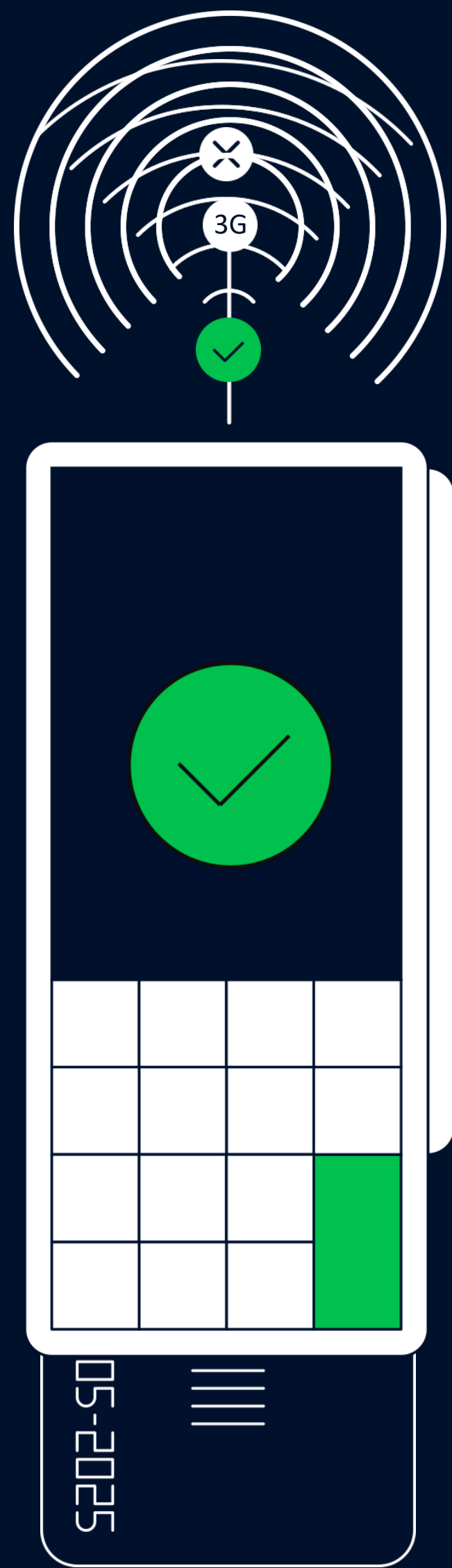
3G/4G fallback



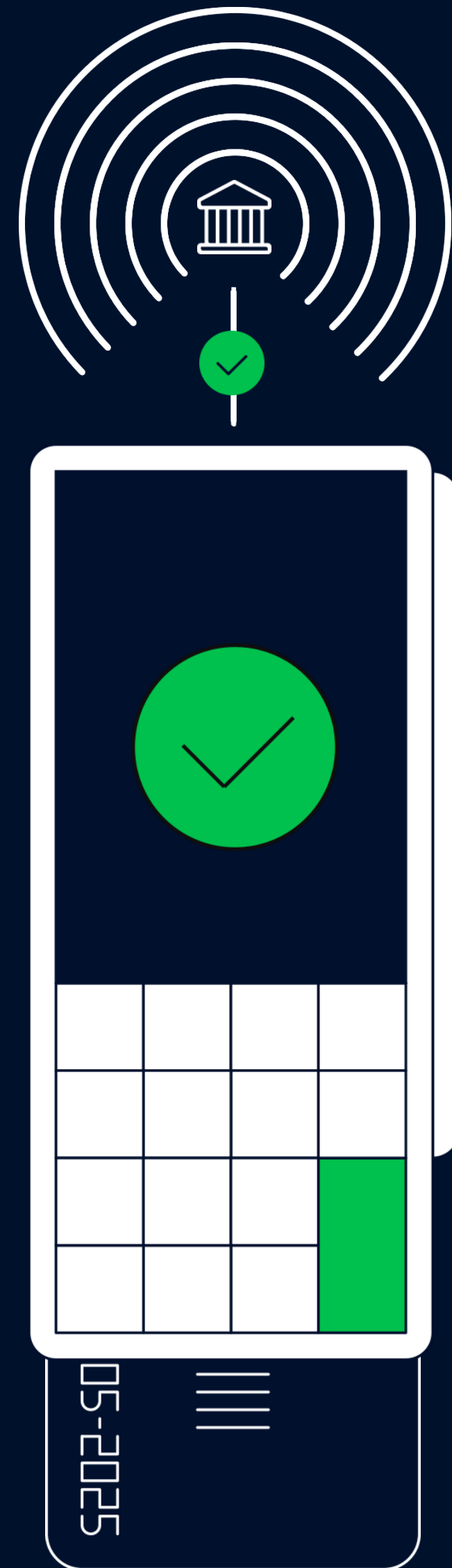
Penalty box



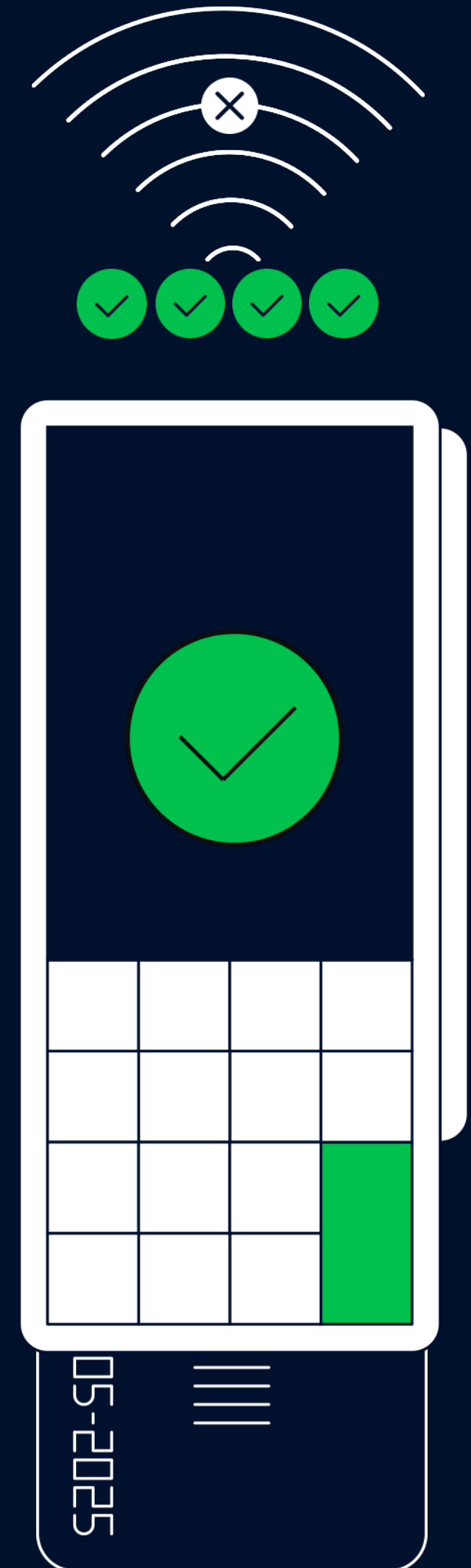
Network online  
Approved transaction



Network down  
Process on 3G/4G



Local payment method down  
Switch to Mastercard or Visa

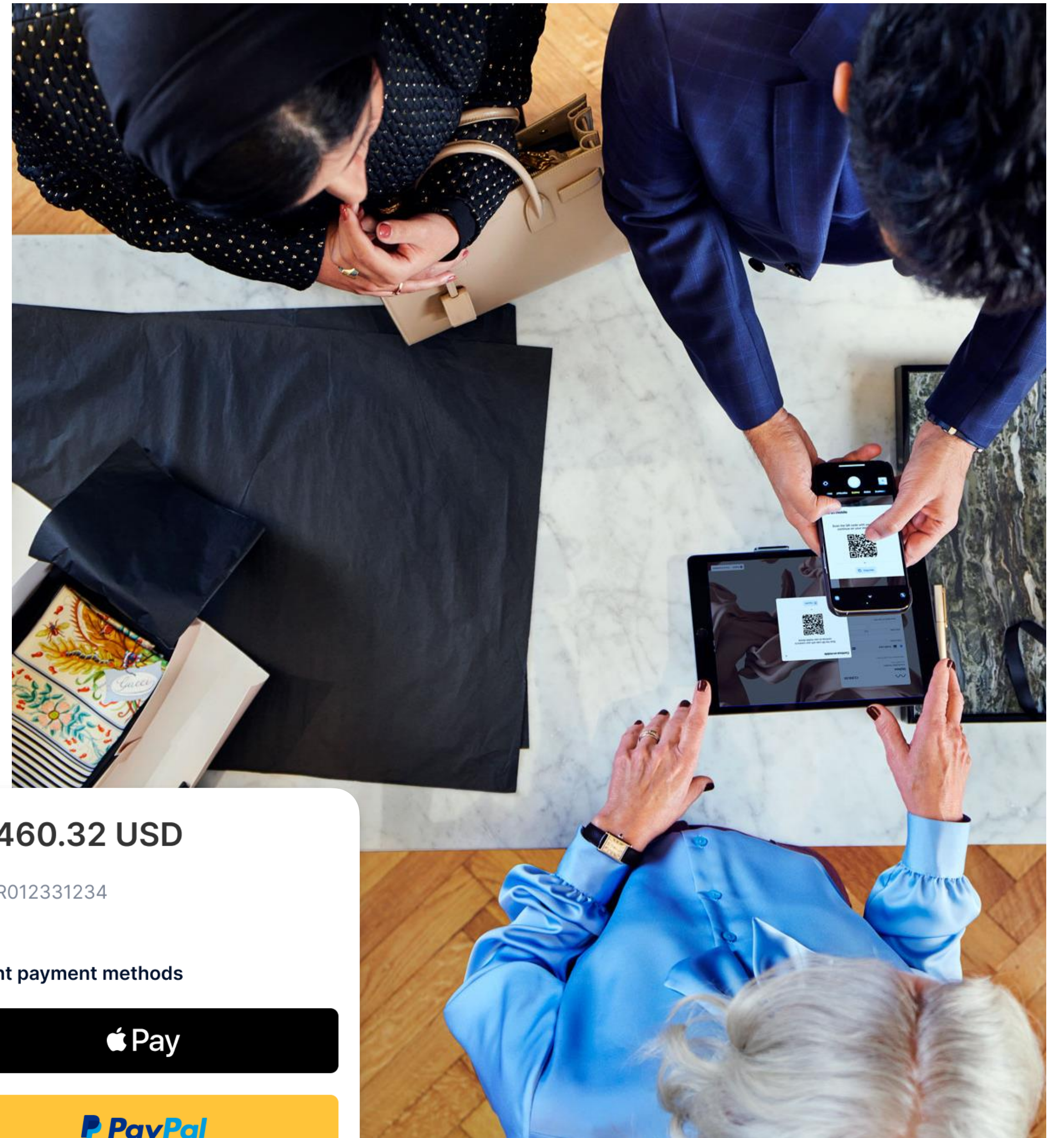


Network down  
Store & Forward

# Pay by Link


Add an out-of-the-box income stream to accept payments everywhere, anytime


- ▶ Quick and easy go-live
- ▶ Cater to your customers
- ▶ Improve in-store experience



**\$1,460.32 USD**  
ref. BR012331234

Instant payment methods

 Apple Pay

 PayPal

# Adyen Dashboard

## Payment management and reporting



Simple navigation



Manage payments



Manage risk & handle disputes



Download reports and reconcile



Insights on business and customers



Manage terminal fleet



Manage users



Manage account settings



# Omni channel Payments



# Omni-channel Payments in Dynamics 365 Commerce

- Omni-channel payments allow initiating an order in one channel and completing it in another
- Primary channels involved
  - E-commerce
  - Store
  - Call Center
- Configuration is crucial for seamless omni-channel payments
- Maintaining payment details with order details is key for effective omni-channel payment support
- Each channel must adhere to the same setup for tender types and card type IDs



# Payment connectors

- Dynamics 365 Payment connector for Adyen

- Dynamics 365 Payment connector for Apple pay (Adyen)

- Dynamics 365 Payment connector for Google pay (Adyen)

- Dynamics 365 Payment connector for Pay pal

- POS
- E-commerce
- Call center
- Adyen supported

- E-commerce Express module
- POS
- Adyen supported

- E-commerce Express module
- POS
- Adyen supported

- E-commerce Express module
- Dedicated connector

# Supported in Store scenarios

|   | Adyen<br>(Card) | Adyen<br>Apple Pay<br>(Wallet) | Adyen<br>Google pay<br>( Wallet) | PayPal<br>(Dedicated) |
|---|-----------------|--------------------------------|----------------------------------|-----------------------|
| Cash and Carry                                  | ✓               | ✓                              | ✓                                | ✗                     |
| Buy in Store Pick up in store                   | ✓               | ✓                              | ✓                                | ✗                     |
| Buy in Store Deliver from DC                    | ✓               | ✓                              | ✓                                | ✗                     |
| Buy in Store Return to Store/ DC                | ✓               | ✓                              | ✓                                | ✗                     |
| Buy in Store Ship Edit /Cancel from Store       | ✓               | ✓                              | ✓                                | ✗                     |
| Buy in Store Ship Edit /Cancel from Call center | ✓               | ✗                              | ✗                                | ✗                     |
| Buy from call center Edit/ Cancel in Store      | ✓               | ✗                              | ✗                                | ✗                     |

# Call center scenarios

Call center Transactions are usually 'Card Not Present' scenarios

Credit cards and Gift Cards are commonly used

Payment like Wallet payments or PayPal or 3DS Authentication is not supported

Payment service setup is required in order to use credit card payments for call center

# Supported online scenarios

Buy online, pick up in one or more stores

Buy online, ship to home

Buy online, edit or cancel in call center

Buy online, edit or cancel in POS

Buy in online channel, return to a store

Buy in online channel, return to a warehouse

Adyen  
(Card)



Adyen  
Apple Pay  
(Wallet)



Adyen  
Google pay  
( Wallet)



Payal  
(Dedicated)



# E-Commerce supported payment options

- Adyen Card
- PayPal(Dedicated connector)
- PayPal(Adyen connector)
- Adyen Google pay
- Adyen Apple pay
- Klarna
- Affirm
- Afterpay
- Alipay
- WeChat

Support

|   |
|---|
| ✓ |
| ✓ |
| ✗ |
| ✓ |
| ✓ |
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Express Checkout

|   |
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| ✓ |
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| ✗ |
| ✗ |

# Supported external gift card scenarios (Adyen)

|                                      |
|--------------------------------------|
| Sell physical                        |
| Sell electronic                      |
| Redeem electronic/physical           |
| Check balance                        |
| Add balance                          |
| Void ( Gift card payment)            |
| Refund to used originating gift card |
| Refund to sold gift card             |

## POS



## Call center



## E-Com



# S1F2 (All-in-One) Demo

Laure Aguilar





Mobile

## S1F2 (Barcode)

**Mobile with larger screen, printing power, and ability to run D365 Commerce app.**

- Serves multiple business purposes and has ability to customize on-screen look & feel
- Built for speed and innovation with quad processor that runs on Android 9 or 10
- Print on the go; provide customers with a receipt from anywhere in-store/restaurant
- 5.5" touch display & camera
- 4G, WiFi & Bluetooth connectivity

**Good for:** Hospitality, F&B, Events, Table service, Retail



1:17 PM [Battery icon] [Signal icon] [Wi-Fi icon] 83%

Transaction

[Search icon] [More icon] AG

Products Customer Payments

ITEM QUA... TOTAL (WITHO...



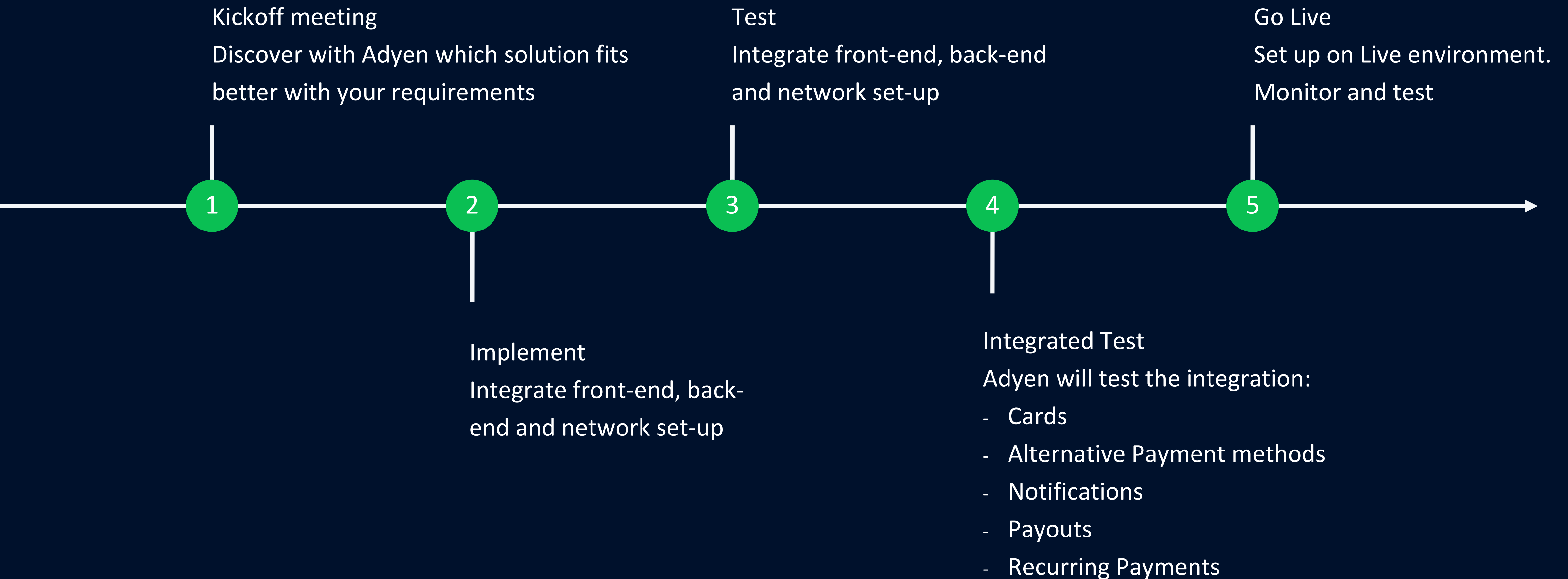
Add products to this transaction

**Add product**

AMOUNT DUE \$0.00

Attributes Numpad Actions Tender payment

# Path to go live



# Troubleshooting

## Initial Configuration

- ▶ Contact support early to add specific roles & properties for D365-Adyen Connector
- ▶ Follow our Documentation: <https://docs.adyen.com/plugins/microsoft-dynamics/#adyen-configuration>

## Common Issues & Solutions

- ▶ Config & Setup: improper setup or config mistakes in D365
- ▶ Property & Feature Clarifications: assist in understanding/adjusting Adyen settings and features to optimize payment processing capabilities

For configuration & troubleshooting, please contact [partnersupport@adyen.com](mailto:partnersupport@adyen.com)



# QUESTIONS

# FAQ

## Adyen onboarding

- Is there a minimum number of physical stores before a customer can use Adyen?
  - Adyen: We look at the annual processing volume, typically a minimum threshold of €15M/year. With partnering with Microsoft, we can potentially be flexible. Happy to have a chat about this, so feel free to reach out at [jakob.stubbe@adyen.com](mailto:jakob.stubbe@adyen.com)

## Adyen portal Capabilities

- Is it possible to filter payments by terminal ID in the Adyen portal?
  - Adyen: Yes, in the transaction list, you can include a terminal ID in the search. There is a help with + button to help you add more filters (a specific format is requested).

The screenshot shows the Adyen portal search and filter interface. At the top, there is a search bar with a dropdown menu set to "Payments - POS". The search query is "uniqueTerminalId:S1F2-000158230606299". Below the search bar, there are several filter buttons: "Amount", "Card / account number", "Currency", "Date: Last 180 days", and "Merchant account: 1 of 516". A "Show" button is partially visible on the right. Below the filters, there is a table header with columns: "PSP reference", "Mercha...", "Account", "Store", "Date", and "POS transaction".

# FAQ

## Adyen portal Capabilities

- Is it possible to filter payments by terminal ID in the Adyen portal?
  - It is also possible to search when in the terminal fleet management for transaction list from a terminal serial number.

The screenshot shows the Adyen portal interface for a terminal. At the top, the terminal ID 'S1F2-000158230606299' is displayed next to 'Version 1271'. A search bar contains the text 'Search for a setting...'. Below this, the terminal name 'Castles S1F2' is shown. A 'More options' button is visible, which has opened a dropdown menu with the following items: 'Transaction list', 'Reassign', and 'Start remote session'. The terminal details are listed in a table-like format:

|                     |                                    |
|---------------------|------------------------------------|
| Serial number       | 000158230606299                    |
| Adyen App version   | 1.101.1                            |
| Merchant            | <a href="#">PME_POS_NL</a>         |
| Merchant store code | <a href="#">DoraTestStore</a>      |
| Store description   | The best store in town!            |
| One time password   | <b>150639</b> 26 seconds remaining |
| Last activity       | Feb 15, 2024, 15:37                |
| Last transaction    | Feb 15, 2024, 14:46                |
| Cloud connection    | <a href="#">Check connection</a>   |

- Does the Adyen reporting feature include a list of transactions that are authorized but not yet captured?
  - <https://docs.adyen.com/reporting/reports-and-the-payments-lifecycle/>

# FAQ

## Devices

- Can we use existing EFTPOS machine with Adyen?
  - Adyen: For security reasons, we exclusively process transactions using our own (Adyen) devices. This stringent approach is driven by the necessity to load our proprietary security keys onto these devices. This ensures comprehensive encryption, and the key loading process is designed to be compatible only with our existing devices. This measure enhances the overall security of our payment processing system, safeguarding sensitive information effectively
- For the Verifone P400 terminals already present in our stores, is it necessary to replace them for new software installations, or can we utilize the existing P400 terminals and integrate the Adyen setup into them?
  - If these terminals are not a property of Adyen it is not possible to use them for the same reasons stated above.
- Is it possible to enter the pin in the store commerce app using the NYC1 terminal?
  - Adyen: As of now, the functionality is not available. To enable full functionality, it will necessitate the integration of Tap to Pay. The Adyen team is actively collaborating with the Microsoft team to develop this integration, and it is currently in progress. The implementation of Tap to Pay is a work in progress, and we anticipate providing updates on its availability within the next few months. Stay tuned for further developments on this front.
- Is the M400 device available in the UK and EMEA?
  - Adyen: The M400 device is available everywhere except Brazil and Japan. [M400 | Adyen Multimedia terminal – Adyen](#)
- Is the M400 capable of being used for Signature Capture for Dynamics 365 purposes?
  - Adyen: Yes, this is supported.

# FAQ

- Does "S1F2" solely generate a customer card receipt, or does it also have the capability to print a customer transaction receipt?
  - Only customer card receipt is supported at the moment
- Does the built-in barcode scanner on Adyen's "all-in-one" models, specifically the S1F2 and S1E2L, function within the Store Commerce app?
  - It is possible to make it work with Scandit as of now.
- Regarding S1F2, does it support running both the store commerce for Android app and the store commerce for web (CPOS)? Additionally, what drivers do these applications utilize for configuring the hardware profile from the Back Office?
  - Adyen: Store commerce is working out the box on the Castles devices. Store commerce for Web isn't meant to be run on the device. Some fiscal requirements in regions may require you thought to have hardware stations installed in order to be able to print specific receipt.
- Are there any documentation resources available for configuring Castle devices, specifically the S1E2L model, to test the all-in-one feature? Also, is there a specific required version of Dynamics 365 or Adyen for this setup?
  - Adyen: Feel free to contact [partnersupport@adyen.com](mailto:partnersupport@adyen.com) for assistance with configuring Castle devices, specifically the S1E2L for testing the all-in-one feature. Additionally, guidance and support can be provided for any specific requirements regarding Dynamics 365 or Adyen versions needed for this configuration.

# FAQ

## Adyen payment connector

- Is the Adyen firmware backward compatible with Microsoft? For instance, if the latest Adyen firmware is version 1.99, and the most recently tested version from Microsoft is v38 (1.91), is it safe to update to Adyen firmware 1.99 even if Microsoft is still on v38? Generally, Adyen tends to release software updates faster than Microsoft; hence, the concern arises regarding the compatibility between the two versions.
  - Microsoft maintain a published list outlining the minimum and maximum Adyen firmware versions supported for each Microsoft Dynamics 365 POS version. Currently, Adyen is actively working on establishing a dedicated update process tailored specifically for Microsoft. This new process aims to align more closely with Microsoft's update cycles, ensuring a smoother and more synchronized integration between Adyen firmware updates and Microsoft Dynamics 365 POS updates.
- We frequently encounter instances where payment is accepted by the Adyen terminal but rejected by the store commerce app. Are there any plans to address these issues and enhance the stability and reliability of the store commerce app?
  - The reported problem typically occurs when the payment Method variant mapping is not configured correctly, often referred to as BIN mapping table on D365. In such instances, the Point of Sale (POS) system fails to handle the funding source accurately, leading to an immediate cancel or refund call. It is helpful to follow [Wallet payment support - Commerce | Dynamics 365 | Microsoft Learn](#). It explains more on payment method variant mapping, and you can also see the section labeled 'support for unidentified card types' as it mentions how to set up a BIN to allow processing of unknown cards and not have them get canceled.
- Is it possible to use cards that offer installment plans or Buy Now Pay Later options for specific cards, and will this functionality be available in Adyen for Instore, Call Center, and online transactions?
  - Klarna can be used but with additional customizations to handle the payment method fully.
- Are there any plans to streamline the management of Adyen firmware to align more effectively with the guidelines provided by Microsoft?
  - Topic will be address in the future between Adyen and Microsoft to make these updates more aligned
- Is tipping supported natively in Dynamics 365?
  - <https://learn.microsoft.com/en-us/dynamics365/commerce/dev-itpro/tipping>

# FAQ

## New Payment options

- Is it possible to integrate Apple Pay directly into the store commerce app, eliminating the need for a separate payment terminal?
  - What you are likely referring to is Tap to Pay Integration, enabling the use of a phone instead of a terminal for processing payments. Currently, this feature is under development in collaboration with the Microsoft Engineering team.
- Is Pay by Link included in the Microsoft Dynamics 365 roadmap?
  - It is currently under discussion, but no timelines can be confirmed
- Are there plans to extend the scope of Tap to Pay, or is such an expansion not currently in the plan?
  - Current scope is limited for IOS in term of available regions
  - For Android, we are in the process of finishing our PCI assessment for Q4 and locations will be made available.
- Are there plans to enable support for additional payment types offered by Adyen?
  - For in store payment any payment methods available at Adyen can be available out of the box with Microsoft
  - For Digital (ecommerce & call center) some of these payment methods available from Adyen side may require some additional customizations

# FAQ

## Gift cards

- Regarding gift card integration with Adyen, does this involve integration with third-party gift cards?
  - Yes, the integration involves third-party gift cards, specifically SVS and Givex.
- Are there any plans to expand support for additional gift card providers for selling electronic gift cards, considering that currently, only SVS is supported?
  - Both SVS and Givex [Support for external gift cards - Commerce | Dynamics 365 | Microsoft Learn](#)
- For partners interested in testing SVS, is it necessary to go through Adyen, or does it require establishing a test account or relationship directly with SVS?
  - If you already have an account with SVS we(Adyen) can help set his up for testing and production. Same goes for Givex.

## Reconciliation

- What mechanisms does Adyen offer for reconciliation between its platform and the Commerce back office?
  - In [this section of Adyen Docs](#) you'll find all the info related to the reports available through the Adyen platform and how to reconcile the transactions info : [Settlement reconciliation | Adyen Docs](#)

# Additional resources

[Get started with Adyen | Adyen Docs](#)

[What is Interchange+ +? - Adyen](#)

[Settlement reconciliation | Adyen Docs](#)

[Reports and the payments lifecycle | Adyen Docs](#)

[Troubleshooting terminals | Adyen Docs](#)

[Defining your account structure | Adyen Docs](#)

# Let's stay connected!

- FastTrack LinkedIn
  - <https://www.linkedin.com/company/fasttrackdynamics365/>
- Dynamics 365 Community :
  - [Community Blogs | Microsoft Dynamics 365 Community](#)
- Dynamics 365 Community YouTube page
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Dankie Faleminderit **Shukran** Chnorakaloutioun Hvala Blagodaria  
Děkuji **Tak** Dank u **Tānan** Kiitos **Merci** Danke Ευχαριστώ A dank  
Mahalo הודות. **Dhanyavād** Köszönöm Takk Terima kasih **Grazie** Grazzi

# Thank you!

감사합니다 Paldies Choukrane Аціў Благодарам ありがとうございます  
谢谢 Баярлалаа **Dziękuje** Obrigado Mulțumesc **Спасибо** Ngiyabonga  
Ďakujem **Tack** Nandri **Kop khun** Teşekkür ederim Дякую Хвала Diolch





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