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Cash Desk Management

Cash Desk Management is an application that extends the standard Dynamics 365 Business Central functionality with features that support requirements on cash desk operation registration. The application has been developed by IT.integro to meet the needs of companies that manage cash desk operations, documents and reports.

Flexibility and ongoing balance control are key in managing company's cashflow. To ensure the most optimal and efficient management of cash and non-cash transactions in local and foreign currencies, it is crucial to properly define settings for the functionality.

The application provides a number of functional extensions that facilitate:

- management of multiple cash desks in different currencies;
- entering, posting and printing cash desk documents for receipts and withdrawals;
- direct settlement of receivables and payables;
- recording bank receipts and withdrawals;
- ongoing and periodic control through generated cash desk reports.

Before you start working with the cash desk, you need to establish the company's cash workflow and define cash flow rules.

i NOTE

Cash Desk Management for Dynamics 365 Business Central® is an application available in both cloud (online, SaaS) and on-premises (perpetual license and subscription) licensing models.

The documentation discusses the issues listed below.

Business processes

- [New and Planned](#)
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Business Central - the base application

Cash Desk Management is based on the technology and functionality of the Dynamics 365 Business Central system. As a leading ERP system, Business Central supports the management of small and medium-sized enterprises around the world, enabling automation and streamlining of business processes in various business areas.

TIP

Documentation for the Business Central base application is available at [IT.integro Docs](#).

Get Started with Cash Desk Management

To get started with Dynamics 365 Business Central and Cash Desk Management, contact IT.integro at AppSourceLead@it.integro.pl.

See also

[Cash Desk App on the Microsoft AppSource marketplace](#)

[IT.integro applications](#)

[Other Applications in the IT.integro offer](#)

[Business Central base application documentation](#)

[Policies for Product Documentation and Related Online Documents](#)

Contact IT.integro at AppSourceLead@it.integro.pl.

New and Planned

Cash Desk Management is developed according to a set schedule that represents technological changes, latest legal requirements and the requirement submitted by IT.integro customers and partners. The following table contains links to the articles that describe the application development roadmap and versions released according to the roadmap.

TO	SEE
Learn more about the roadmap schedule and rules for Cash Desk Management development work planning	Roadmap
Learn more about the changes included in subsequent application versions	Releases

See also

[Product Lifecycle Policy](#)

Plans for the development of the standard Business Central application are described in the [New and Planned](#) article.

Contact IT.integro at AppSourceLead@it.integro.pl

Cash Desk Management Roadmap

This article will present the development plans for the Cash Desk Management application.

The list below includes:

- functionalities made available within Cash Desk Management, starting from the first release of the application (version 1.0.0.0) which was developed for Microsoft Dynamics 365 Business Central 19 and
- functionalities, the provision of which has been or will be planned for subsequent releases as part of the product roadmap.

In the case of planned functionalities, the dates declared may be changed; it is also possible that development tasks and functionality release may be cancelled.

IMPORTANT

Deadlines for the completion of tasks that have been specified in the table are subject to change depending on the current priorities. Primarily, the priorities for development tasks related to individual functionalities depend on:

- legal requirements, taking into account the applicable deadlines for providing end users with functionalities that support these requirements,
- unforeseen changes in the scope of legal requirements,
- technological changes and changes in the base application introduced by Microsoft, which have an impact on ensuring the compatibility of Cash Desk Management,
- demand reported by project teams and IT.integro partners,
- importance for the operation of the application in the context of related functionalities.

IMPORTANT

The rules for maintaining the compatibility of Cash Desk Management with Dynamics 365 Business Central have been described in [Product Lifecycle Policy](#).


Completed and Planned Development Tasks

The table in this section shows the development plans and roadmap for Cash Desk Management.

The functionalities included in the application roadmaps are developed:

- due to legal requirements,
- as improvements in the functionality of the application,
- as application performance improvements resulting from technological changes.

The table also specifies the status of development tasks for individual functionalities:

- the  symbol means that development of a given functionality has been completed and the functionality has been made available as part of the published version, the number of which is specified in the **Availability from version** column ;
- the **In progress** status means that the development team is working on a given functionality to be released, and the release date has been specified in the **Planned Date** column in a respective row;
- the **To be planned** status means that development has not started yet and no release date has been scheduled. The release date will be determined depending on the priorities set.

FUNCTIONALITY	IMPLEMENTATION STATUS	PLANNED RELEASE DATE	AVAILABLE FROM VERSION
None			

TIP

To share your ideas on the further development of the application and new functionalities, please contact IT.integro or your Business Central partner.

See Also

Contact IT.integro at AppSourceLead@it.integro.pl

[Cash Desk Management on the AppSource marketplace](#)

[Policies for Product Documentation and Related Online Documents](#)

Releases

This article lists the released versions of Cash Desk Management for Microsoft Dynamics 365 Business Central.

IMPORTANT

If a Microsoft Dynamics 365 Business Central version that is lower than the version specified in the table for Cash Desk Management was installed, use a Cash Desk Management version that is compatible with the Microsoft Dynamics 365 Business Central version.

IMPORTANT

Release Notes for the previous versions have been published on the IT.integro Product Portal that is available for IT.integro partners.

Versions

- [1.6.1](#)
- [1.6.0](#)
- [1.5.0](#)
- [1.4.0](#)
- [1.3.1](#)
- [1.3.0](#)
- [1.2.0](#)
- [1.1.0](#)
- [1.0.1](#)

See Also

[Administration](#)

Support for the installation process - Contact your Dynamics 365 Business Central partner

[Cash Desk Management on Microsoft AppSource Marketplace](#)

Business Functionality

Cash Desk Management provides functional extensions for Dynamics 365 Business Central that support the requirements for registering cash operations and processing non-cash and cash operations at a cash desk.

The following articles describe Cash Desk Management application functionalities.

TO	SEE
Learn how to create basic application setup such as settings for general ledger accounts, bank account posting group, source codes or report printing	Application Setup
Create a cash desk card with cash desk, cashier, communication and posting setup	Cash Desk Card Setup
Learn more about the rules of processing cash desk receipts and withdrawals	Entering and Posting Documents
Transfer cash to another cash desk account or bank account	Posting Transactions between Cash Desks and Bank Accounts
Generate cash desk reports by specific periods	Cash Desk Reports
Get insight into application features that ensure the compliance with local legal requirements	Cash Desk Management in accordance with Local Regulations

IMPORTANT

To learn more about the new functionalities read the [Cash Desk Management Roadmap](#) article.

See also

[Installing the Application](#)

[Support - contact us](#)

[Cash Desk Management on the AppSource marketplace](#)


[Application Roadmap](#)

Cash Desk Management Application Setup

To properly manage the Cash Desk Management functionalities, it is required to define the relevant setup.


General Ledger Setup

To define the settings necessary to register cash desk transactions:

1. Choose the  icon, enter **General Ledger Setup**, and then choose the related link.
2. On the **General Ledger Setup** page on the **Cash Desk** FastTab fill in the fields and set the correct parameters as described below:
 - o **Cash Desk Account Nos.** - Specify the number series code. You can select this code from the drop-down list in this field. Cash desk account numbers will be assigned to newly created accounts on the basis of this number series.
 - o **Cash Desk Report Man.** - Specify if the cash desk report is to be open (for each cash desk account separately) before posting any cash desk documents.


Bank account posting group setup

To define a posting group for managing cash desk transactions:

1. Choose the  icon, enter **Bank Account Posting Groups**, and then choose the related link.
2. On the **Bank Account Posting Groups** page that opens, in the first free line, fill the **Code** field, and in the **G/L Bank Account Number** field expand the drop-down list to select the G/L account that is to be used for posting cash desk transactions.


Source Code Setup

To add source code setup:

1. Choose the  icon, enter **Source Code Setup**, and then choose the related link.
2. On the **Source Code Setup** page, fill in the field on the **Cash Desk** FastTab:
 - o **Cash Desk** - Specify the code of a source for the cash desk transactions entries. You can select this code from the drop-down list in this field.

Report Printout Setup

To assign reports prepared within Cash Desk Management as default for printing cash desk documents, follow these steps:

1. Choose the  icon, enter **Report Selection - Cash Desk**, and then choose the related link.
2. On the **Report Selection - Cash Desk** page, select the appropriate document type from the drop-down list in the **Usage** field (according to the table below).
3. Then, in the **Report ID** field, enter the appropriate number (according to the table below).

USAGE	REPORT ID
Cash Desk Receipt – Test	20022698
Cash Desk Withdrawal – Test	20022699
Cash Desk Receipt	20022700
Cash Desk Withdrawal	20022701
Cash Desk Report	20022697

User Setup


The **Cashier** role has been created for the user authorized to work at a cash desk. This role provides access to all documents and functionalities available on the home page that are related to cash desk handling.

Cash Desk Card Setup

Cash desk card is used to define basic cash desk setup including a cash desk name, cashier, number series for cash desk documents and cash desk posting groups.

Creating a Cash Desk Card

To create a cash desk card:

1. Choose the  icon, enter **Cash Desk Account List**, and then choose the related link.
2. On the **Cash Desk Account List** page choose the **New** action and fill in the required fields:
 - On the **General** FastTab:
 - **No.** - Specifies the cash desk number. It is assigned automatically from a predefined number series.
 - **Name** and **Name 2** - Specifies the cash register name.
 - **Cashier User ID** - Specifies the user ID who is responsible for posting operations for a selected cash desk. Select the cashier ID from a drop-down list.

NOTE

If the **Cashier User ID** field remains empty, all users will have the permission to post transactions at a given cash desk.

- On the **Communication** FastTab, optionally, fill in the following fields:
 - **Address** and **Address 2** - Specify the address.
 - **Post Code** - Specify the address manually or choose it from a drop-down list.
 - **City** - Specify the city manually or choose it from a drop-down list.
 - **Country/Region Code** - Specify the country code manually or choose it from a drop-down list.
 - **Phone No., Contact, Fax No., E-mail, Website.**
- On the **Posting** FastTab:
 - **Currency Code** - Specify the currency code manually or select it from the drop-down list.
 - **Phone No.**

NOTE

If a local currency is used at the cash desk, the field should be left blank.

- **Cash Desk Posting Group** -Specify the code of the bank account posting group. You can select the code from the drop-down list in this field.
- **Cash Desk Receipt Nos.** - -Specify the code of the number series to be used for a cash desk receipt. You can select the code from the drop-down list in this field. Cash desk receipt numbers will be assigned on the basis of this number series.
- **Cash Desk Withdrawal Nos.** - -Specifies the code of the number series for a cash desk withdrawal. You can select the code from the drop-down list in this field. Cash desk withdrawal numbers will be assigned on the basis of this no. series.


- **Cash Desk Report Nos.** - Specifies the code of the number series for a cash desk report. You can select the code from the drop-down list in this field. Cash desk report numbers will be assigned on the basis of this number series.
- **Posted Cash Desk Receipt Nos.** - Specify the code of the number series to be used for a posted cash desk receipt. You can select the code from the drop-down list in this field. Cash desk receipt numbers will be assigned on the basis of this number series.
- **Posted Cash Desk Withdrawal Nos.** - Specify the code of the number series to be used for a posted cash desk withdrawal. You can select the code from the drop-down list in this field. Cash desk withdrawal numbers will be assigned on the basis of this number series.
- **Global Dimension 1 Code** and **Global Dimension 2 Code** - Specify default dimension values for the cash desk. You can select the dimensions from the drop-down list in this field.

NOTE

If you fill in the **Global Dimension 1 Code** and **Global Dimension 2 Code** fields, the dimension values are inserted into cash desk documents by default.

- **Negative Balance Not Allowed** - Specify that posting of a cash desk withdrawal should be blocked, if it results in a negative balance at a cash desk.

Entering and Printing Cash Desk Documents


The cash desk registers two types of transactions: receipts and withdrawals. Both types of transactions can be entered from the cash desk card, the main menu for the **Cashier** role, or by selecting the  icon and searching for the appropriate list of documents.

NOTE

If, creating cash desk reports was set up as mandatory, it is necessary to open the cash desk report before the first operation is entered at the cash desk. For more details on how to create a cash desk report, read [Cash Desk Reports](#).

Entering Cash Desk Documents

To register cash desk receipts or withdrawals on the cash desk card:

1. Choose the  icon, enter **Cash Desk Account List**, and then choose the related link.
2. On the **Cash Desk Account List** page, select and open the cash desk card, and then choose **New - Cash Desk Receipt** or **Cash Desk Withdrawal**.

To register a cash desk receipt or withdrawals in the main menu:

1. From the main menu, select **+Cash Desk Receipt****(+Cash Desk Withdrawal**).
2. From the list of predefined cash desks, choose the cash desk, for which you want to create a document.

NOTE

If the **Cashier** role is set, you can open the **Opened Cash Desk Receipts** or **Open Cash Desk Withdrawals** list from the tiles on the homepage and then choose **New**.

The following steps are the same for all cash desk documents, regardless of how they were created.

3. On the **Cash Desk Receipt (Cash Desk Withdrawal)** page some of the fields are filled in automatically.
 - On the **General** FastTab:
 - **Cash Desk No.** - Specifies the number of the cash desk, for which you upload a document. The field is filled in automatically.
 - **No.** - Specifies the number in accordance with the previously assigned number series. The field is filled in automatically.
 - **Receive-from Name (Pay-to Name)** - Specify the names and the last names of persons who made and received payment.
 - **Receive-from Name 2 (Pay-to-Name 2)** - Specify additional information about persons who made and received payment.
 - **Currency Code** - Specifies the currency code assigned to the cash desk account card. The field is filled in automatically. Under the AssistEdit button next to this field the **Change Exchange Rate** window opens, in which, in the **Relational Exch. Rate Amount** field, the default exchange rate taken from the **Currency Exchange Rates** window for a given currency is inserted. If needed, you can change this currency exchange rate manually in a selected cash desk document.
 - **Amount and Amount (LCY)** - Specifies the sum of the values on a selected cash desk document, both in the source currency and in the local currency. These values are non-editable.
 - **Posting Date, Document Date** - Specifies the working date. This field is filled automatically. The date can be changed manually in both fields.

- **Correction** - Specify if transactions are to be posted to general ledger accounts on the opposite side with a minus sign (as the so-called red storno).
- **No. Printed** - The field is non-editable and it is filled automatically.
- On the **Dimensions** FastTab, you can enter global dimension values according to defined dimension posting rules. You can enter the additional dimension values in the **Edit Dimension Set Entries** window opened by choosing **Related, Cash Desk Doc.** and **Dimensions** on the ribbon.
- On the **Cash Desk Receipt Lines(Cash Desk Withdrawal Lines)** enter the following transaction details:
 - **Account Type** - Specify the account type as the cash desk balancing account in the posted transaction.
 - **Account No.** - Specify a balancing account for the cash desk account used in the posted transaction. Choose the account from the drop-down account list that matches the type specified in the **Account Type** field.
 - **Document Type** - This field is filled automatically based on the entered parameters.
 - **Applies-to Doc. Type** and **Applies-to Doc. No.** - Specify the type and number of the document the posted transaction is to be settled with.


NOTE

These fields can only be used for selected account types: **Customer** or **Vendor** and they are relevant for one applies-to document. To apply more documents, choose **Functions** and **Apply Entries**. The further steps of the procedure are carried out in a standard way.

- ○ **Description** - Specifies the account name. The account name is copied automatically, but you can change the description manually.
 - **Amount** - Specifies the transaction amount. Enter the transaction amount; this amount will be used to fill in the **Amount (LCY)** field automatically. For transactions in the local currency, it is be the same amount, and for transactions in a foreign currency, it is the amount converted according to the exchange rate applicable on the transaction posting date.
 - **On Hold** (hidden by default) - Completing this field is relevant only for customer ledger entries and vendor ledger entries - on-hold entries are omitted when suggesting payments.
1. In the next step, you can choose **Preview Posting** to verify any errors or missing information in the document and to preview how the entries will be posted. You can also print a test document by selecting **Print**.
 2. Then choose the **Post** or **Post and Print** action. After successful posting, a message with the document number will be displayed.

Printing Cash Desk Receipts and Withdrawals

You can print cash desk withdrawals and receipts that have been posted.

1. Choose the  icon, enter **Posted Cash Desk Receipts** or **Posted Cash Desk Withdrawals**, and then choose the related link.
2. In the window with the posted receipt/withdrawal list, select the line with the posted cash desk receipt (posted cash desk withdrawal) and choose **Print Posted Cash Desk Receipt (Print Posted Cash Desk Withdrawal)**.

Optionally, you can open the selected posted cash desk receipt (posted cash desk withdrawal) in the form of a card and choose **Print**.

3. In the initial report window that opens, you can change the filters set by default and then choose **Print** or **Preview and Close**.

Posted cash desk document receipts/withdrawals are also available on the cash desk card.

NOTE

If the **Cashier** role is set, you can open the **Posted Cash Desk Receipts** or **Posted Cash Desk Withdrawals** list, by selecting a corresponding tile on the homepage.

Posting Transactions between Cash Desks and Bank Accounts

The result of posting operations from cash desk documents is the same as when they are posted from general journals. Transfers of cash to other cash desk or bank account is not a typical process.


By default, when cash is deposited into a cash desk from another cash desk or bank account, you must post the cash desk document receipt, with lines containing the **Cash in Transit** G/L account.

When cash is withdrawn from a cash desk to another cash desk or bank account, you must post the cash desk document withdrawal with lines that contain the **Cash in Transit** G/L account.

Cash Desk Reports

Opening a Cash Desk Report

Cash desk reports are a summary of cash desk documents from the selected period for each cash desk. To create a cash desk report, follow these steps:

- Choose the  icon, enter **Cash Desk Reports**, and then choose the related link.
- The **Cash Desk Reports** page that opens shows all the cash desk reports created so far, both those with an **Open** and **Closed** status.

When, according to the predefined settings, a cash desk report is mandatory, the further procedure is as follows:

- Choose **New**, and from the list of cash desk accounts that opens, select the appropriate cash desk.

In the **Cash Desk Report** window that opens, some of the fields are filled in automatically, some of them can be edited.

- On the **General** FastTab:
 - The **No.** field is filled in with the cash desk number for which the report is created.
 - In the **No.** field, the next cash desk report number is inserted automatically, according to the predefined numbering series.
 - In the **Opening Date** field, the working date is inserted automatically, but you can manually change it to another date.
 - In the **Closing Date** field, the working date is inserted automatically when the status is changed to **Closed**.
 - The **Beginning Balance** and **Beginning Balance (LCY)** fields are non-editable and show the balance (in the currency assigned to the selected cash desk account and the local currency) of the selected cash desk account at the time of opening the cash desk report.
 - The **Ending Balance** and **Ending Balance (LCY)** fields are non-editable and show the ending balance (in the currency assigned to the selected cash desk account and the local currency) of the selected cash desk account in the current cash desk report, calculated as the sum of the beginning balance and net change.
 - The **Currency Code** field is non-editable and shows the currency code assigned to the cash desk account for which the current cash desk report is created.
 - The **Status** field can have one of the following options:
 - **Open** - editing of the cash desk report is allowed
 - **Closed** - editing of the cash desk report is not allowed.

The option in the **Status** field is changed by choosing the **Close** or **Reopen** action.

- On the **Lines** FastTab, on the **Cash Desk Report** page, all fields are non-editable. The lines of the cash desk report are filled in with posted cash desk receipts.

Closing a Cash Desk Report

After the end of the period for which the report was created, its status should be changed to **Closed**. To do so, choose the **Close** action. The system will change the status of the cash desk report to **Closed** and block editing.

If it is necessary to modify the report (e.g. by adding new cash desk withdrawals or receipts), change the report status by selecting **Reopen** in the report card.

NOTE

Only one cash desk report can be opened for one cash desk account at a time. Before reopening a closed cash desk report, temporarily close the open cash desk report (if any). Repeated closing of the report will result in the recalculation of the ending balance amount.

Printing a Cash Desk Report

To print a cash desk report, choose **Print** in the card of the selected cash desk report or in the list of cash desk reports after selecting the line with the selected report. Then choose **Print** or **Preview and Close**:

Cash Desk Operations Management in accordance with Local Legal Regulations

The Cash Desk Management application can be used by companies that operate in multiple countries. With its flexible architecture, the application enables adding new elements that meet specific country or company requirements for handling, registering and reporting cash desk operations.

Handling Polish Legal Requirements for Managing Cash Desk Operations

The method for managing cash operations depends on the business activity principles the company complies with.

In the scope of obligations related to cash desk operations, Article 17 of the Accounting Act states that companies which use cash desk are obliged to maintain ledgers as analytical records of cash desk operations. In practice, this requirement is met by a cash desk report, i.e. a document constituting a list of operations performed in a specific period (day, week or month).

The Cash Desk Management application enables the user to create cash desk reports for a specific cash desk and operation currency. For more information about cash desk reports, see [Cash Desk Reports](#).

Administration and Development

This article describes the administration and installation of Cash Desk Management.

TO	SEE
Learn more about system requirements of the application	System requirements
Learn more about the installation process	Installing the Application
Learn more about applications complementary to Cash Desk Management	Supplementary Applications

See also

[Application Support](#)

[Product Lifecycle Policy](#)

[Releases](#)

System Requirements

System requirements for the Cash Desk Management application are the same as the system requirements for Business Central Microsoft Dynamics 365 on-premises and online. To see the description of requirements for Microsoft Dynamics 365 Business Central online, go to the [System Requirements for Dynamics 365 Business Central](#) page.

See also

[Installing the Application](#)

Installing the Application

This article describes preliminary requirements and installation and registration of the Cash Desk Management app in Business Central online and on-premises.

Install the app for Business Central online

To install the Cash Desk Management app for Business Central online, follow the steps below:

1. On the [AppSource marketplace offer page](#), select **Contact me**, and fill in the contact form to submit your request to your partner or IT.integro. The IT.integro partner or IT.integro will contact you.

Install the app for Business Central on-premises

To install the Cash Desk Management app for Business Central on-premises, follow the steps below:

1. Get the installation file from the [IT.integro Product Portal](#). Add 52063110 Cash Desk for D365BC to the license.

IMPORTANT

IT.integro Product Portal can be accessed by authorized IT.integro Partners only.

CAUTION

To install the application, ask for assistance of the authorized IT.integro partner.

2. Run Dynamics NAV Administration Shell as an administrator.
3. To publish the Cash Desk Management app run the command:

```
Publish-NAVApp -ServerInstance TwójDynamicsNAVServer -Path ".\IT.integro sp. z o.o._Cash Desk Management_[version no.].app"
```

4. To synchronize the Cash Desk Management application, run the command:

```
Sync-NAVApp -ServerInstance TwójDynamicsNAVServer -Name "Application Name" -Version NrWersji -Tenant [Tenant1, Tenant 2, default]\`
```

TIP

You can skip the **Tenant** parameter or set it as *default* in single-tenant installations. In multitenant installations, it is necessary to specify each tenant to be changed.

4. To install the Cash Desk Management app run the command:

```
Install-NAVApp -ServerInstance TwójDynamicsNAVServer -Name "Application Name" -Tenant [Tenant1, Tenant2, default]
```

TIP

We recommend installing the most recent version of the app.

See also

[System Requirements](#)

Technical Support for the App - Contact your Microsoft Dynamics 365 Business Central partner

[Publishing and Installing an Extension](#)

[Sync-NAVApp](#)

Supplementary Applications

No supplementary applications are required for proper functioning of Cash Desk Management.

See Also

[Installing the Application](#)

[System Requirements](#)

Technical Support for the App - Contact IT.integro at AppSourceLead@it.integro.pl

[Cash Desk Management on the AppSource marketplace](#)

Product Lifecycle Policy for software developed by IT.integro to Microsoft Dynamics NAV/ Dynamics 365 Business Central

As all solutions developed by IT.integro work only as add-ons/extensions to the main system, i.e. Microsoft Dynamics NAV/ Dynamics 365 Business Central, they are subject to the same product lifecycle policy as the main Microsoft Dynamics NAV/ Dynamics 365 Business Central system.

Classification of changes in product versions

As part of product development and maintenance, IT.integro introduces the following changes in the offered products:

- **New versions (MAJOR type change - when changes are made to application elements that break API compatibility)**
 - Application releases to adapt IT.integro products to the appropriate versions of the main system. Versions may refer to new "Cumulative Updates" (CU), fixes (Fix) or full versions of the system, i.e. e.g. NAV 2018, Business Central 13 and 14. New versions may also introduce new functionalities to the modules themselves – such as listed below.
- **Functional extensions (MINOR type change - when new functionality is introduced that is compatible with previous versions)**
 - New functionalities required by law – functions introduced into the system in order to adapt the system to legal requirements or to change these requirements. By definition, they should include functionalities explicitly indicated in the law as binding for ERP systems, but the definition may be extended to functionalities supporting processes whose implementation outside the used ERP system would be technically difficult.
 - New development functionalities – features that improve work in the system, but are not obligatorily required by law. They are implemented as a result of feedback submitted by customers and project teams during implementation work at customers' locations and the result of technology development.
- **Fixes (PATCH type change - when the error is corrected and compatibility with previous versions is not broken)**
 - Application releases that contain fixes to existing functionality of add-on modules or adjustments to system standard fixes.

Product support periods

For each product created by IT.integro (as an ISV partner – Independent Software Vendor) for the corresponding versions of Microsoft Dynamics NAV/ Dynamics 365 Business Central, fixes are prepared during the standard product support period, as well as new versions and functionalities – in accordance with the definitions presented above. Support periods for each full version of the system are presented in the table.

VERSION NAME	VERSION RELEASE DATE	VERSION SUPPORT EXPIRATION DATE
NAV 2016	3 January, 2016	13 April, 2021
NAV 2017	27 October, 2016	11 January, 2022
NAV 2018	1 December, 2017	10 January, 2023
Dynamics 365 Business Central (BC 13)	1 October, 2018	14 April, 2020

VERSION NAME	VERSION RELEASE DATE	VERSION SUPPORT EXPIRATION DATE
Dynamics 365 Business Central on-premises Spring 2019 Update (BC 14)	1 April, 2019	10 October, 2023
Dynamics 365 Business Central on-premises 2019 Release Wave 2 (BC 15)	1 October, 2019	13 April, 2021
Dynamics 365 Business Central on-premises 2020 Release Wave 1 (BC 16)	1 April, 2020	12 October, 2022
Dynamics 365 Business Central on-premises 2020 Release Wave 2 (BC 17)	1 October, 2020	12 April, 2022
Dynamics 365 Business Central on-premises 2021 Release Wave 1 (BC 18)	1 April, 2021	11 October, 2022
Dynamics 365 Business Central on-premises 2021 Release Wave 2 (BC 19)	1 October, 2021	12 April, 2023
Dynamics 365 Business Central on-premises 2022 Release Wave 1 (BC 20)	1 April, 2022	10 October, 2023
Dynamics 365 Business Central on-premises 2022 Release Wave 2 (BC 21)	3 October, 2022	14 April, 2024
Dynamics 365 Business Central on-premises 2023 Release Wave 1 (BC 22)	3 April, 2023	13 October, 2024

Product Support Policy

1. Customers paying for the Enhancement Plan and partners have the right to download free of charge new versions of individual products, legally required functionalities and patch packages during these periods. Additional development features are also introduced to the new full versions of products - facilitating the use of solutions, but not obligatory from a legal perspective. They are not prepared for lower versions that are already functioning on the market. Their possible implementation in older versions will be priced each time by the project team.
2. Customers who do not pay for the Enhancement Plan will be charged for each fix or new version prepared according to the pricing for that version.
3. After the end of the standard support period for individual versions of produced solutions, no new legally required features or patch packages will be added to them. The technical feasibility of preparing and installing such fixes or new versions will be estimated and evaluated individually by the project team or a partner.
4. "Downgrade" of prepared solutions to earlier versions (not supported) for interested customers is considered and priced individually and implemented by project teams. Project teams take responsibility for preparing the "lower" version, checking its compatibility with the client's system and taking care of its installation in the client's system.
5. According to the Product Lifecycle Policy developed by Microsoft and adapted to its ISV solutions by IT.integro – paying Enhancement Plan fees after the period of standard support for the product does not entitle you to receive free fixes and new functionalities for the existing, unsupported version. However, the Enhancement Plan fee allows you to download a full newer version (compatible with the appropriate version of the main system) of a product and install it in your Microsoft Dynamics NAV/ Dynamics 365 Business Central system. We encourage customers to keep their systems as up-to-date as possible.

6. Installations of new versions and fixes are each time carried out in accordance with the terms of service provided by IT.integro as paid services.

See also

Contact IT.integro at AppSourceLeads@it.integro.pl

[Cash Desk Management on the AppSource marketplace IT.integro apps for companies in Poland and global companies](#)

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[Software Lifecycle Policy and Dynamics 365 Business Central On-Premises Updates](#)

[Dynamics 365 Business Central on-premises \(Modern Policy\)](#)