

MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

HOTSPOT

A company's physical stores use cash for most transactions.

Counting issues at registers cause discrepancies.

You need to use POS operations to identify discrepancies.

Which POS operations should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Identify discrepancies at the registers during the end-of-day process.

POS operation

POS operation
Expense account entry
Float entry
Print X report
Tender declaration

Transfer paper currency from shifts into secure location in the store.

POS operation
Safe drop
Pay cash
Pay check
Tender declaration

Correct Answer:

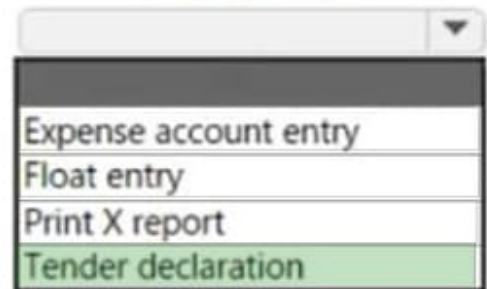
Answer Area

Requirement

Identify discrepancies at the registers during the end-of-day process.

Transfer paper currency from shifts into secure location in the store.

POS operation



Box 1: Tender declaration Tender declaration This operation is performed to specify the total amount of money that is currently in the cash drawer. Users most often perform this operation before they close a shift. The specified amount is compared against the expected shift amount to calculate the overage/shortage amount.

Incorrect:

*

Float entry

Float entries are non-sales transactions that are performed in an active shift to increase the amount of cash in the cash drawer. A typical example of a float entry is a transaction to add additional change to the drawer when it's running low.

*

Print X

This operation generates and prints an X report for the current active shift.

Box 2: Safe drop Safe drops can be done on an active shift at any time. This operation removes money from the cash drawer so that it can be transferred to a more secure location, such as a safe in the back room. The total amount that is recorded for safe drops is included in shift totals, but it doesn't have to be counted as part of the tender declaration.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/shift-drawer-management>

QUESTION 2

A company has a Dynamics 365 Commerce call center.

Continuity sales orders that are not yet fulfilled list a product that is no longer in stock

You need to substitute a product on the orders.

What should you do?

- A. Run continuity updates.
- B. Run a continuity update batch job.
- C. Create continuity child orders.
- D. Update the continuity current event period.
- E. Extend continuity lines.

Correct Answer: B

QUESTION 3

DRAG DROP

A company uses Dynamics 365 Commerce.

You need to view the most recent e-commerce sales orders.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Run the channel transactions Distribution job.

Run the Synchronize orders job.

View the orders by using the Store transactions inquiry.

Run the sales order Distribution job.

View the orders by using the Online store transactions inquiry.

Answer area

Correct Answer:

Actions

Run the sales order Distribution job.
View the orders by using the Online store transactions inquiry.

Answer area

Run the channel transactions Distribution job.
Run the Synchronize orders job.
View the orders by using the Store transactions inquiry.

Explanation:

Step 1: Run the channel transactions Distribution job.

Step 2: Run the Synchronize orders job.

Orders can be synchronized either by manually running the "Synchronize orders"-job or by creating a recurring batch job.

Step 3: View the orders by using a Store transaction inquiry.

For e-commerce channel orders, headquarters has information about the inventory transactions only after the transactions are sent to headquarters through the P-job and the order synchronization process is completed.

Note: Posting of online sales and payments

E commerce review recent sales order "store transactions" job

This procedure walks through configuring and running a recurrent batch job to create sales orders and payments for online store transactions.

Posting online sales and payments is a two-stage process.

*

Pulling the online commerce transaction data in HQ. (Step 1)

*

Synchronizing orders to create sales orders in HQ. (Step 2)

Pulling the online transaction data can be done either by manually running the P-job or by creating a recurrent batch job.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/tasks/posting-online-sales-payments>

QUESTION 4

You work as the Finance Director for a company. The company uses Microsoft Dynamics 365 Finance for its accounting system.

The company has several financial dimensions and an organizational hierarchy configured for budgeting.

You are configuring budgets within the organization.

You need to configure the correct allocation method to distribute the data in a budget plan to accurately portray the projected amounts. Several budget plans have been configured at lower levels within the organization.

You need to consolidate the lower level budgets into a budget at a higher level within the organization.

Which of the following allocation methods meets the requirement?

- A. Aggregate
- B. Distribute
- C. Allocate to dimension
- D. Copy from budget plan

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/finance/budgeting/budget-planning-data-allocation>

QUESTION 5

Company A uses Dynamics 365 Commerce. The company deploys a business-to-business (B2B) e-commerce website.

Company B has a business partner account with Company A.

Company B hires a purchasing manager. The purchasing manager must be able to place orders on the B2B e-commerce website on behalf of Company B.

You need to ensure the purchasing manager can place orders as required.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Advise the purchasing manager to register for a new account using the B2B e-commerce site.
- B. Advise the administrator user of Company B to add a new user by using the self-service pages of the e-commerce site.
- C. Create a new customer account. Navigate to the customer hierarchy for Company B and assign the new customer account.
- D. Create a new customer account. Set the invoice account value to Company B's customer account number.

Correct Answer: BC

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/b2b/manage-b2b-users>

QUESTION 6

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company implements Dynamics 365 Commerce. Call center agents take orders over the phone, modify existing orders, issue credits, place orders on hold, and provide warranty support.

Call centers must meet the following requirements:

1.

User1 and User2 must be able to perform payments. User3 must not be able to perform payment processing

2.

All agents must be able to offer directed selling

3.

All agents must be able to change the sales price of an item during order entry

4.

All refunds must be applied to the account for the customer who made the purchase

You need to configure call center functionality.

Solution: Create a call center and add User1 and User2 as channel users. Set Enable order completion and Enable directed selling to Yes.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-order-processing-options>

QUESTION 7

You need to configure the solution for the store opening and closing procedures and address college credit requirements.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Add the task management POS operation to configure the store worker's POS permission groups.

B. Use Task Recorder to document the different POS processes by worker role.

C. Document the tasks using the Dynamics 365 help documentation.

D. Implement the data task automation tool.

E. Create a recurring task list for all stores.

Correct Answer: AE

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/task-mgmt-overview>

<https://docs.microsoft.com/en-us/dynamics365/commerce/task-mgmt-configure>

QUESTION 8

DRAG DROP

A company is implementing Dynamics 365 Commerce.

The company wants to sell items exclusively by using the POS system. No configurations have been made in the system yet.

You need to determine the minimum actions the company must perform to sell new products through the retail store.

What must the company do? To answer, drag the appropriate types to the correct prerequisites. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Types

Optional
Mandatory

Answer Area

Prerequisite

Configure a new product catalog.
Add products to the assortment.

Type

Type
Type

Correct Answer:

Types

Answer Area

Prerequisite

Configure a new product catalog.
Add products to the assortment.

Type

Optional
Mandatory

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-retail-products>

QUESTION 9

HOTSPOT

A company deploys a business-to-business (B2B) e-commerce website by using Dynamics 365 Commerce.

A customer uses the online form to submit a request to become a business partner.

You need to complete the onboarding process for the customer.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Onboarding process

Action

Generate the request.

Run the 1010-Customers distribution schedule batch job.
Run the Retail document operation processing batch job.
Run the Submit proposed customer changes batch job.
Run the Synchronize customers and business partners from async mode batch job.

Review the request.

Review the customer record.
Review the lead record.
Review the prospect record.
Review the supplier record.

Accept the request.

Change the status of the lead to Qualify.
Convert the prospect to a customer.
On the customer record, set the Invoice and delivery on hold value to No.
On the prospect record, select the Approve action.

Correct Answer:

Answer Area

Onboarding process

Action

Generate the request.

Run the 1010-Customers distribution schedule batch job.
Run the Retail document operation processing batch job.
Run the Submit proposed customer changes batch job.
Run the Synchronize customers and business partners from async mode batch job.

Review the request.

Review the customer record.
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Review the prospect record.
Review the supplier record.

Accept the request.

Change the status of the lead to Qualify.
Convert the prospect to a customer.
On the customer record, set the Invoice and delivery on hold value to No.
On the prospect record, select the Approve action.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/b2b/manage-b2b-users>

QUESTION 10

DRAG DROP

You are a Dynamics 365 Commerce consultant for a company.

The company has three retail channels: an online store, a retail store, and a call center.

The company requires customer orders to be available for pickup at its retail store. Sales orders for in-store pickup can be created in any retail channel.

You create a mode of delivery for customer pickups. You also create a fulfillment group.

Which retail channel should you select? To answer, drag the appropriate retail channels to the correct actions. Each retail channel may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to

view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Retail channels

- Both retail store and online store
- Call center
- Online store only
- Retail store only

Answer Area

Action

- Assign the retail channel or channels to the mode of delivery.
- Assign the retail channel or channels to a line in the new fulfillment group.
- Assign the new fulfillment group to the retail channel or channels.

Retail channel

- Retail channel
- Retail channel
- Retail channel

Correct Answer:

Retail channels

- Call center

Answer Area

Action

- Assign the retail channel or channels to the mode of delivery.
- Assign the retail channel or channels to a line in the new fulfillment group.
- Assign the new fulfillment group to the retail channel or channels.

Retail channel

- Both retail store and online store
- Retail store only
- Online store only

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/multiple-pickup-modes>

QUESTION 11

A company has a Dynamics 365 Commerce call center.

Continuity sales orders that are not yet fulfilled list a product that is no longer in stock

You need to substitute a product on the orders.

What should you do?

- A. Run continuity updates.
- B. Extend continuity lines.
- C. Create continuity child orders.
- D. Update the continuity current event period.

Correct Answer: B

You can update individual lines in existing continuity orders if you have to change the start date or substitute products on those lines.

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/work-with-continuity-programs>

QUESTION 12

HOTSPOT

A company's physical stores use cash for most transactions.

Counting issues at registers cause discrepancies.

You need to use POS operations to identify discrepancies.

Which POS operations should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Identify discrepancies at the registers during the end-of-day process.

POS operation

Expense account entry
Float entry
Print X report
Tender declaration

Transfer paper currency from shifts into secure location in the store.

Float entry
Pay cash
Pay check
Tender declaration

Correct Answer:

Answer Area

Requirement

Identify discrepancies at the registers during the end-of-day process.

POS operation

Expense account entry
Float entry
Print X report
Tender declaration

Transfer paper currency from shifts into secure location in the store.

Float entry
Pay cash
Pay check
Tender declaration

Explanation:

Box 1: Tender declaration

Tender declaration

This operation is performed to specify the total amount of money that is currently in the cash drawer. Users most often

perform this operation before they close a shift. The specified amount is compared against the expected shift amount to calculate the overage/shortage amount.

Box 2: Float entry

Float entries are non-sales transactions that are performed in an active shift to increase the amount of cash in the cash drawer. A typical example of a float entry is a transaction to add additional change to the drawer when it's running low.

Note: Safe drop seems a better answer, but is not an option.

Safe drops can be done on an active shift at any time. This operation removes money from the cash drawer so that it can be transferred to a more secure location, such as a safe in the back room. The total amount that is recorded for safe

drops is included in shift totals, but it doesn't have to be counted as part of the tender declaration.

Incorrect:

* Print X

This operation generates and prints an X report for the current active shift.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/shift-drawer-management>

QUESTION 13

A company has recently deployed Microsoft Dynamics 365 Finance. You have been hired as a Systems Administrator. Your role will include the management of the Dynamics 365 system.

You have been asked by the Finance Manager to configure invoice matching validation to check for discrepancies between vendor invoices, purchase orders and product receipts.

The configuration must meet the following requirements:

1.
Compare the invoice amount of the invoice to the purchase order.
2.
Compare the total discount of the invoice to the purchase order.
3.
Compare the sales taxes of the invoice to the purchase order Which of the following validation methods should you configure?
 - A. Charges matching
 - B. Two-way line level matching
 - C. Invoice totals matching
 - D. Three-way line level matching

Correct Answer: C

QUESTION 14

Your company has a Lifecycle Services (LCS) project for which you are the owner. The LCS project will be used to install a Dynamics 365 for Finance and Operations environment.

Testers must have the ability to document procedures that become business processes and test plans.

You want to make sure that the system is configured to produce User Acceptance Testing (UAT) test plans.

Which of the following actions should you take FIRST?

- A. Create business process libraries in the LCS project.
- B. Enable Azure DevOps sync.
- C. Configure Azure DevOps for the LCS project.
- D. Configure system administrator help parameters to the LCS project.
- E. Enable Sync test cases.

Correct Answer: A

QUESTION 15**HOTSPOT**

You need to complete the configuration for digital gift cards.

Which configuration options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Property

Value

Gift card value

- Must not key in price
- Must key in new price
- Must key in lower/equal price

E-gift mode of delivery

- Carry out
- Electronic
- Pickup

Automatic delivery email notification type

- Issue gift card
- Order shipped
- Order confirmed

Correct Answer:

Answer Area

Property

Value

Gift card value



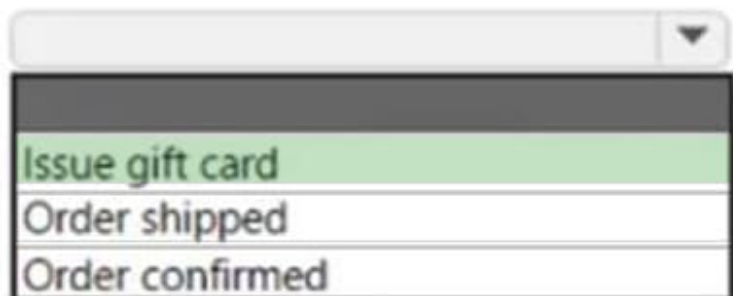
A dropdown menu with a light gray header and a dark gray bar. The menu is open, showing three options: "Must not key in price", "Must key in new price" (highlighted in green), and "Must key in lower/equal price".

E-gift mode of delivery



A dropdown menu with a light gray header and a dark gray bar. The menu is open, showing three options: "Carry out", "Electronic" (highlighted in green), and "Pickup".

Automatic delivery email notification type



A dropdown menu with a light gray header and a dark gray bar. The menu is open, showing three options: "Issue gift card" (highlighted in green), "Order shipped", and "Order confirmed".

Box 1: Must key in new price

Customers must be allowed to specify the value of the gift card up to a maximum of \$500.

If customers must be able to specify a custom amount for a gift card in addition to predefined amounts, first set up a variant that allows for a custom amount. The Size attribute supports custom amount variants. Next, open the product from the

Released products in category page, and then, on the Commerce FastTab, set the Key in price field to Must key in new price, as shown in the following example illustration. This setting ensures that customers can enter a price when they

browse the product on a PDP.

Box 2: Electronic

The E-GIFT mode of delivery must be used for digital gift card sales.

The mode of delivery for a digital gift card must be set to Electronic.

Box 3: Issue gift card

To ensure that customers receive an email after a gift card is invoiced, create a new email notification type on the Email notification profiles page, and set the Email notification type field to Issue gift card.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/digital-gift-cards>

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